

NHS patient, visitor and staff car parking principles

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NHS organisations should work with their patients and staff, local authorities and public transport providers to make sure that users can get to the site (and park if necessary) as safely, conveniently and economically as possible.¹

- Charges should be reasonable for the area. [Before setting our Tariffs, Maidstone and Tunbridge Wells NHS Trust \(MTW\) looked at Local Authority, British Rail and Retail Car Parking Charges together with our neighbouring Trusts and our charges are similar to other car parks in our area](#)
- Concessions, including free or reduced charges or caps, should be available for the following groups:
 - people with disabilities² [MTW do not offer an actual concession for people with disabilities. However, patients on certain benefits are able to claim either reduced or free of charge parking through this scheme.](#)
 - frequent outpatient attendees [MTW offer a weekly concession at £1.80 for Patients who are frequent attendees](#)
 - visitors with relatives who are gravely ill [MTW offer this capped at £1.50 per day](#)
 - visitors to relatives who have an extended stay in hospital [MTW offer free of charge parking to visitors of long stay patients after the patient has been in for more than 10 days](#)
 - staff working shifts that mean public transport cannot be used [MTW Staff Charges are the same for all staff irrespective of shift patterns. Those staff that work nights or where public transport is not available are automatically accepted when applying for a staff permit](#)

Other concessions, e.g. for volunteers or staff who car-share, should be considered locally. [Volunteers at MTW receive free parking permits and those staff that demonstrate that they car share are automatically accepted when applying for a staff permit](#)

- Priority for staff parking should be based on need, e.g. staff whose daily duties require them to travel by car.³ [MTW's staff car parking policy has a criteria for those staff who are entitled to a staff permit. All staff that live outside of 1.5miles from their base of work are entitled to apply and those who duties necessitate them in having quick access to car parking have a dedicated parking area](#)
- Trusts should consider installing 'pay on exit' or similar schemes so that drivers pay only for the time that they have used. Fines should only be imposed where reasonable⁴ and should be waived when overstaying is beyond the driver's control (e.g. when treatment takes longer than planned, or when staff are required to work

beyond their scheduled shift). [MTW have installed a “pay on exit” system in all visitor car parks. Our departments do have the ability to request a reduced parking charge when outpatient clinics overrun. MTW staff either pay a monthly fixed sum or £1.00 per day](#)

- Details of charges, concessions and penalties should be well publicised including at car park entrances, wherever payment is made and inside the hospital. They should also be included on the hospital website and on patient letters and forms, where appropriate. [MTW charges and Enforcement Charges \(penalties\) are displayed at the entrances to all our visitor car parks. Our charges and concessions are publicised on our website.](#)
- NHS trusts should publish:
 - their parking policy [This is published on the Staff Intranet](#)
 - their implementation of the NHS car parking principles
 - financial information relating to their car parking [This information is available under FOI requests.](#)
 - Summarized complaint information on car parking and actions taken in response. [We do not currently do this, however, all complaints are reviewed and responded to in accordance with Trust Policy.](#)

Contracted-out car parking

- NHS organisations are responsible for the actions of private contractors who run car parks on their behalf. [MTW acknowledge this and actively manage its contractors](#)
 - NHS organisations should act against rogue contractors in line with the relevant codes of practice⁵ where applicable. [Contractors working on behalf of MTW work within the guidelines set out by the British Parking Association](#)
 - Contracts should not be let on any basis that incentivises fines, e.g. ‘income from penalties only’. [MTW has a fixed annual price contract](#)
1. Each site is different and very few will be able to provide spaces for everyone who needs one. Since 2010, national planning policy no longer imposes maximum parking standards on development, and no longer recommends the use of car parking charges as a demand management measure to discourage car use. [In setting Car Parking Charges MTW does not use charges as a demand management measure](#)
 2. Consideration should be given to the needs of people with temporary disabilities as well as Blue Badge holders. [MTW recognises this and provides suitable parking arrangements](#)

3. Such staff might include nurses or therapists who visit patients at home. Routine travel between hospital sites might more sensibly be managed by providing internal transport. [MTW provides a free of charge inter-site bus service for its staff](#)
4. 'Reasonable' fining practice might include fines for people who do not have legitimate reasons for parking (e.g. commuters), or who persistently flout parking regulations (e.g. blocking entrances). A period of grace should normally be applied before a fine is issued. [MTW has a minimum of a 20 minute "Grace Period" before it would issue an enforcement notice](#)
5. There are two trade associations – the British Parking Association and the Independent Parking Committee. If the car park operator is a member of either, their relevant code applies and an appeals service is available to motorists. NHS organisations should consider imposing a requirement for contractors to be members of such an association. [MTW's enforcement contractor is a member of the British Parking Association and therefore abides by their code of practice.](#)