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Hospital Car Parking Consultation Responses – February 2010

Number of responses recorded: 18

N/A = No answer

	Region	Provide free car parking for visitors to inpatients	Provide free car parking for visitors to inpatients who have hospital stays of greater than (for example 3 or more nights)	Provide free car parking for outpatients with, for example, more than 3 appointments in a single course of treatment	Cap daily parking charges for outpatients in priority groups	No mandatory concessions but improved adherence to current guidance
1	Kent					
2	Kent			√	√	
3	Kent	√		√	√	
4	Kent		√	√		
5	Kent			√	√	
6	Kent					
7	Kent	√	√	√	√	
8	Kent					
9	Kent	√			√	
10	Kent	√	√	√	√	
11	Kent	√	√	√	√	
12	Medway		√	√	√	
13	Medway		√	√	√	
14	Medway	√	√	√	√	
15	Medway				√	
16	Medway		√	√	√	
17	Medway				√	
18	Medway			√	√	√
Totals		6	8	12	14	1

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Please explain your preference(s) or comment on the listed options if you wish	If free parking for patients / visitors, was to be offered after a minimum stay, what number of days is a fair and affordable threshold after which parking should be free?	If free parking for regular outpatients, was to be offered what number of appointments per episode of care is a fair and affordable threshold after which parking should be free?
N/A	3	3
Most hospitals are now provided with a regular bus services. To provide free parking to all will be an open invitation to all whether or not visiting inpatients.	N/A	N/A
Wellbeing is part of any patients treatment Visits from friends and family are an essential part of treatment. HOWEVER I WOULD STRONGLY CONDEM ANY PERSONS ABUSING THE HOSPITAL PARKING TO GO ELSEWHERE or to shop nearby!	Parking should be available free as long as the Patient is in Hospital	All attending for treatment should have free Parking
One free parking permit could be issued for each inpatient which could be shared amongst closest family members. My considerable experience as patients' relative and as a patient indicates that visiting is too long, and should be restricted to two shorter periods in the afternoon and evening. Patients can get more rest and nurses and doctors are able to get on with their work better. This is course does not apply to patients with serious life threatening illnesses where both the patient and the relative need to have the presence. Free parking should be provided for outpatients regardless of how many appointments might be needed.	2	Parking for any outpatient should be free
Patients with long term conditions that need more appointments, particularly those with cancer and other serious conditions, need to have the anxiety of finding the money for these visits lessened.	5	3
I think that we should all pay for the parking space that we occupy for the time that we take. At the moment we pay quite a high price for 2 hours parking even when we have a 15 minute appointment.	3	5
N/A	3	3
It would be lovely to see free parking for all, but this is likely to be exploited by 'some'. I can only comment on my own recent experience. I was about to give birth on the back seat of the car (at Buckland Hospital), I was escorted quickly out of the car in to the birthing centre, and my poor husband had to faff about trying to find somewhere to leave the car! He almost missed the birth of our son, but it also caused considerable stress to me as I did not want him to leave me alone in a strange place- I didn't know any of the staff at the hospital - he was my birth partner and it was terrifying knowing he was going to leave me at such a critical time!	N/A	N/A
Providing free or reduced car parking for visitors can become complicated. I don't think all visitors of those with long stays should have free parking, just those who are visiting frequently, say, on average five times a week or more. Occasional visitors shouldn't have the same rights. I don't think parking should be free for any group, but at a significantly reduced rate for particular groups like outpatients in priority groups and visitors to inpatients in certain circumstances.	5 days, but reduced, not capped.	I don't think it should be free, but capped, for a course of 5 appointments or more.
N/A	3	1

Continued...

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Free parking for all visitors to hospital or NHS premises.	3	2
This Questionnaire has been completed on behalf of the Mid Kent Branch of the Motor Neurone Disease Association, following discussion at a meeting of Patients and their Carers. The preferences and comments reflect the views of people affected by the special challenges of this disease, which is progressive and has no cure. The need to attend Hospitals on an extended and regular basis is very significant for this group.	N/A	Free parking at all times for those diagnosed with MND
To scrap all car park charges within the NHS would leave an incredible financial deficit!	3	3
N/A	1	1
N/A	Should be block of treatment on more than 2 days per week	More than two days per week
Charges to remain weekdays 8.30am 17.00 pm	3	3
Only pay 1 hour for outpatients appointments	14	3
There should be a cap on daily charges for ALL outpatients, not just priority groups. What would be the criteria for selecting priority groups? How would unfairness (real or perceived) be avoided?	5	5

	Do you have any comments on the impact assessment including any of the assumptions used?	Could any of these proposals have a disproportionate negative impact on people because of their ethnicity, gender, disability, age, sexual orientation, religion/ belief as well as socio-economic or rural/geographical considerations? What proportionate measures could we take to address this?	Could any of these proposals help to address existing inequality or disproportionate negative impact on people in terms of ethnicity, gender, disability, age, sexual orientation and religion/belief as well as socio-economic or rural/geographical considerations? What proportionate measures could we take to enhance this positive affect?
1	N/A	N/A	N/A
2	N/A	disabled and wheelchair patients	N/A
3	Treat All equally!	As long as all are treated the same there could be no objection	For those without Transport. Provide transport A public bus service in Kent has never been very good at providing the kind of service required to attend Hospital. However some bus services are now reasonable and it may be that anyone attending Medical treatment in possession of a Bus pass sand a letter of appointment should be allowed to use the bus at any time
4	N/A	Why should there be a negative impact? This can only have a positive impact. It can only be for the good of all patients if we significantly reduce the extortionate parking charges made to people when they are at their most vulnerable. It doesn't matter what group you belong to at such times. There is a danger that some patients might be discriminated against because they come from a group of people whom it might be considered as being in a "better" socio-economic group or who do not fall into the categories mentioned above	See previous comments. Removing or reducing car parking charges can only have a positive impact on patients and their worries and stresses when they are ill.
5	N/A	I cannot see that any of the groups would be negatively affected since I believe we are linking this to health needs.	N/A
6	N/A	People who dwell in rural areas often say they are disadvantaged by lack of public transport etc. They chose to live in these areas and it costs more to provide services to them so I think that their representations on this issue should not be given much weight.	N/A
7	N/A	N/A	N/A
8	N/A	N/A	N/A

Continued...

9	The assumption in this questionnaire is that the only alternative option to current methods is to provide free parking. I think significantly subsidised parking would be a better option, still generating some revenue, and also making people think twice about whether they really need to use their car. This is particularly the case for visitors. Any subsidised/free parking for visitors should be selective and not apply to all visitors of a particular patient, just frequent ones. Otherwise, by greatly increasing the number of people with cheap/cheaper parking, you will find that the volume of people using cars increases and then availability of parking becomes a new problem.	N/A	N/A
10	Free parking should be available at <u>all times</u> for over 60s. They are the group most disadvantaged by car parking costs.	N/A	N/A
11	Check for abuse of system - ie - sign on entry.	Yes, all disabled parking should be free.	Yes.
12	No comments	MND is no respecter of gender, ethnicity, age, sexual orientation, religion, socio economic or geography. However, it does cause increasing disability. Our members are concerned that: 1. There is a shortage of Disabled Parking Spaces at hospitals 2. At Medway Maritime, the badge must be presented to gain exemption from charges. There is an insistence that those issuing the exemption must see the disabled person. This increases difficulties and proves very frustrating for their Carers	No Comments
13	The government do not have the whole picture of what is out there, this is evident from part B of the consultation.	N/A	N/A
14	N/A	N/A	N/A
15	N/A	no further action other than to provide information on all O/P appointment letter and inpatient letters advising of concessions and current charges plus how people on low income can get help and from where within the hospital.	Better publicity re concessions and charges
16	None	No	No
17	N/A	No	No
18	No comments	None perceived	Not to my knowledge

What are your most important considerations/needs in relation to your attending hospital either as a patient or visitor?

	Do you have any other comments?	cost of parking	safety/ security	availability of convenient parking	good access by other means of transport	affordable access by other means of transport	Are there any others? If so, please specify below:	Please comment on your responses if you wish.
1	N/A	Yes		Yes	N/A	N/A	N/A	N/A
2	N/A		Yes	Yes	Yes	Yes	N/A	N/A
3	N/A	Yes	Yes	Yes	Yes	Yes	As stated previously To be able to use bus pass at all time if attending for treatment. Or the appointment for older folk made at a time when they can use a bus pass to get to the treatment.	N/A
4	I do not believe that parking charges will ever be removed, but I think that if charges have to be made then they should be based on the amount of time spent in the car park, like all other car parks. Charges should be severely limited or not made for outpatients and inpatients' close family as described above. Any patient with such illnesses as cancer or those needing kidney dialysis etc should never be charged.	Yes	Yes	Yes	Yes	Yes	Good public transport, but it doesn't exist in the East Kent area.	Good affordable access by public transport is the obvious ideal, but in a huge area like the East Kent Hospitals Trust and the Eastern and Coastal PCT it is impossible to get to hospital centers from outside the actual town where the building is situated. Green transport policies are useless to us who live 15 to 20 miles away from hospital. The East Kent University Hospitals Trust has hired consultants to review their parking. Suggest you contact Nicholas Doe the Parking Manager.
5	If we don't manage to provide some free parking then perhaps we could look at reducing the charges.	No	Yes	Yes	Yes	Yes	N/A	N/A
6	N/A	N/A	N/A	Yes	N/A	Yes	N/A	N/A

7	N/A	Yes	N/A	Yes	N/A	N/A	N/A	N/A
8	N/A	Yes	Yes	Yes	Yes	Yes	N/A	N/A
9	N/A	Yes	Yes	Yes	N/A	N/A	How close I am to the patient I'm visiting is the most important factor.	N/A
10	N/A	Yes	Yes	Yes	Yes	Yes	N/A	If the Government insists on building "out of town" hospitals, they must put in place regular, Easy access public transport.
11	No.	Yes	Yes	Yes	No	No	N/A	Build bigger car parks provide stickers with clinic appointment cards.
12	Our members have commented that the lack of Disabled Spaces is particularly acute at the William Harvey and Canterbury Hospitals. Also, that use of the Blue Badge does not gain exemption from charges at these Hospitals	Yes	Yes	Yes	Yes	Yes	The entire above are important to our Members.	N/A
13	N/A	Yes	Yes	Yes	Yes	Yes	Distant from car park to place in hospital needing to attend.	N/A
14	N/A	Yes		No	Yes	Yes	N/A	N/A
15	N/A	Yes	Yes	Yes	N/A	N/A	A place where people attending A&E/intensive care can park close to the entrance	I strongly believe that the NHS should not have to bear the cost of care parking and that these costs should be placed on those able to pay, with appropriate concessions. All hospitals should adhere to the same policies for charging and for concessions, with extra charges being able to be made for inner city hospitals.
16	None	Yes	Yes	Yes	N/A	Yes	N/A	N/A
17	N/A	N/A	Yes	Yes	Yes	Yes	N/A	N/A

18	Car parking charges should generally do no more than cover the cost of providing and maintaining the car park, and certainly not exceed the charges by Local Authorities in the area.	N/A	N/A	Yes	Yes	Yes	The predominant concern of car park users is whether there will be a parking space available, rather than the cost. This concern forces patients to come unduly early and this increases the pressure on parking spaces. Also two carers are often needed, one to accompany the patient and the other to stay and park the car when possible. Stress and congestion multiple. Any reduction in parking Charges must avoid abuse by non-hospital users and must not reduce the parking income so as to reduce the funds available to provide adequate parking spaces.	N/A
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