



**Western Health  
and Social Care Trust**

**Altnagelvin, South West and Omagh  
Hospitals CAR PARKING OPERATIONAL  
PROCEDURES**

**November 2018**

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# 1. Introduction and Background

These car parking operational procedures have been developed to:

- Identify the arrangements that will be put in place by the Western Health and Social Care Trust (hereafter referred to as the Trust) to effectively manage car parking on Altnagelvin, South West Acute hospital (SWAH) and Omagh Hospital and Primary Care Complex (OHPPC) sites (hereafter called hospital sites)
- Outline the responsibilities of individuals who park on the Trust's hospital sites.

The car parking operational procedures are aligned to the Regional Policy for Car Parking Provision and Management in the Health and Social Care Sector issued by the Department of Health, Social Services and Public Safety (DHSSPS) on 27 June 2012 and the Health Technical Memorandum (HTM) 0703 NHS Car Parking Management: Environment and Sustainability 2015 issued by the Department of Health.

It is intended that these procedures will support:

- site users in accessing the hospital site;
- protecting emergency blue light routes;
- protecting disabled spaces;
- the implementation of effective and fair parking arrangements;
- the management of abuse of parking facilities;
- reduced congestion from circulating traffic, and
- the provision of clear guidance in relation to charging and concessionary / free parking on the Trust's hospital sites.

They are also intended to support the implementation of the Trust's Hospital Travel Plans which aim to:

- Maximise accessibility to the site for staff, patients and visitors;
- Promote sustainable travel;
- Ensure that all users of the site can make informed decisions about their various travel options.

The Western HSC Trust also works in partnership with colleagues in the other four HSC Trusts in Northern Ireland in terms of sharing information, learning, and developing best practice in relation to car park management.

The Altnagelvin Hospital Site has approximately 2200 car parking spaces, the SWAH site has approximately 988 spaces and OHPPC site has approximately 863. All hospital sites have a number of paid for spaces (approximately 20%) located at main hospital entrances to support improved accessibility for patients and visitors.

As service activity increases on all these hospital sites, there is a corresponding increase in the demand for car parking both by staff and service users. Since 2007

an additional 650 spaces have been created on the Altnagelvin site. An additional 195 spaces have been created at the SWAH site since it opened in June 2012.

The Altnagelvin Site continues to grow with the opening of Northwest Cancer centre opened in 2016 and the current construction of the new North Wing building which is due to be complete in 2020. This will inevitably have an impact on car parking. The Trust has an operational plan to maintain the current car parking provision and increase provision in line with increased service/activity if required.

In parallel with increasing demand for car parking on the three hospital sites, a range of parking related problems are experienced, e.g. abuse of designated parking spaces, circulating traffic, and unauthorised parking causing potential obstruction. Due to both the demand and operational experience, measures need to be put in place to improve traffic management arrangements, utilisation of parking spaces, and access by patients, carers, visitors and staff.

## **2. Car Parking Provision Strategy**

The Trust's car parking strategy is to operate fair and effective car parking provision on all its sites in line with the Regional Policy for Car Parking Provision and Management in the Health and Social Care Sector and the Health Technical Memorandum (HTM) 07-03 NHS Car Parking Management: Environment and Sustainability 2015. In relation to all sites, the key objectives of the strategy are to:

- a) provide a reasonable number of car parking spaces to meet the needs of patients, staff and visitors;
- b) maximise the utilisation of all car parking areas supported by paid parking for short term users;
- c) ensure that car parking income covers the costs incurred to provide, maintain and manage the car parks, and
- d) ensure that car parking provision and management arrangements are linked to hospital site travel plans – these are available on the Trust's internet site at [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net).

Key to supporting effective traffic management on the hospital sites is the provision of clear accessible information to all site users on how to access the site, the car parks and the control measures that will be implemented for unauthorised parking.

The Trust's website contains helpful information on routes to the hospitals, site maps, what car parks are available, what the tariffs are (if applicable) and what concessions are available for patients. All appointment letters sent out to patients include information on car parking. In addition all hospital sites have effective sign posting directing patients to all car parking including pay machines where appropriate.

Car parks on the Trust's hospital sites are available on a 24 hour basis. Staff are available on site to offer assistance to any site users in case of any difficulties with

car parking. Car park management, including measures to effectively manage on-site parking and to discourage/prevent unauthorised parking, will be operated in accordance with assessed need and this will continue to be monitored and revised in line with any changing site and/or service needs.

### 3. User Groups

There are two main groups of users – staff and visitors/patients. Within these groups, parking arrangements are provided as follows:

Table 1 User Groups

User Group	Parking Provision
<b>Visitor/Patient</b>	
Visitors/Patients	There is a range of free and paid car parking for the use of visitors/patients.
Drivers with a Disability	Clearly marked disabled parking located close to hospital and individual building entrances.
Patients Attending for Renal Dialysis	Entitled to free car parking in any of the paid car parks
Patients Attending for Chemotherapy / Radiotherapy Treatment and Partner/Next of Kin of Patients in ICU/HDU	Entitled to free car parking in any of the paid car parks.
Patients/visitors who attend the hospital very frequently and/or for lengthy periods of time as well as Voluntary Drivers through NIAS	Entitled to free car parking in any of the paid car parks
<b>Staff</b>	
Staff On-Call	Designated parking spaces for out of hours on-call clinical staff to access in case of emergency.
Staff Drivers with a Disability	Clearly marked disabled parking located close to hospital and building entrances
All Other Staff	There is a range of free car parking for the use of staff and a number of staff car parks on all sites.

In addition it is recognised that in both user groups above there may be motorbike users. The Trusts does not have designated motorbike spaces. In all hospital site motorbikes must be parked in a valid parking space.

## 4. Patient / Visitor Parking

### 4.1 Patient/Visitor Car Parks

There are a number of paid and free car parks on the hospital sites and patients and visitors can park on any available parking space. Paid car parks are located close to hospital entrances and are aimed at short term users of the site.

Payment machines are located at:

- Main entrances/exit points to the hospital

Site maps showing the location of the car parks are available on the Trust's website ([www.westerntrust.hscni.net](http://www.westerntrust.hscni.net))

### 4.2 Parking tariffs

Parking tariffs are clearly displayed beside both ticket machines and payment machines where charging applies. Tariffs are reviewed regularly and will be subject to increase in line with inflation. The parking tariff at January 2018 on all sites is:

Up to 1 hour £1.00  
Up to 2 hours £1.80  
Up to 3 hours £2.60  
Up to 4 hours £3.40  
Up to 5 hours £4.00  
Up to 6 hours £4.80  
Up to 8 hours £5.60  
Over 8 hours £6.40

### 4.3 Free or Concessionary Parking

#### Hospital Travel Costs Scheme

- Patients who are in receipt of specified benefits and/or, meet the low income criteria may be entitled to reclaim car parking charges via the Hospital Travel Costs Scheme. Further information on criteria and how to claim is provided in **Appendix I** and also on the Trust's website ([www.westerntrust.hscni.net](http://www.westerntrust.hscni.net)).

#### Regional Policy for Car Parking Provision & Management in HSC 2012

- The Regional Car Parking Policy issued by the DHSSPSNI in 2012 identifies a range of patients and visitors who are entitled to mandatory free parking. These include patients who require renal dialysis and patients undergoing chemotherapy and/or radiotherapy. (See Appendix 2).

## Western HSC Trust Concessionary Parking Guidelines

- In addition, the Trust has developed concessionary parking guidelines to facilitate free parking for a further range of patients and visitors who attend the hospital very frequently and/or for lengthy periods of time. Voluntary Drivers registered with the Trust through NIAS, are entitled to free parking under these guidelines. See Appendix 3.

Details regarding entitlement to free and concessionary parking are also on the Trust's website ([www.westerntrust.hscni.net](http://www.westerntrust.hscni.net)).

### 4.4 Drivers with a Disability

Disabled parking spaces are provided across the hospital sites and these are clearly marked and located in close proximity to hospital entrances. Drivers parking in these areas must display a valid disabled badge.

Any vehicle parked in a designated disabled space **at any time** without displaying a valid disabled badge will be subject to enforcement under these operational procedures in both managed and unmanaged areas.

The Trust reserves the right to request proof of disabled registration from individuals using designated disabled spaces.

### 4.5 GP Out of Hours

Patients attending the GP Out of Hours on the hospital sites can park free of charge. This includes the use of paid car parks and tickets can be validated free of charge at GP Out of Hours Reception.

## 5. Staff Parking

### 5.1 Staff Car Parks

Staff, including voluntary workers and those who reside on the hospital sites, can park on any available parking space on the hospital sites. All sites have restricted staff only car parks that are available to staff that are permanently on the site.

## 6. Management Arrangements

### 6.1 Trust Management Control

In line with the principles contained within the Regional Policy for Car Parking Provision and Management in the Health and Social Care Sector and the HTM 0703

“Car Parking Management for the NHS”, the implementation of these Car Parking Operational Procedures provides for increased management of the existing car parking provision with an emphasis on supporting more responsible parking and retaining controls/sanctions only for more serious and/or repeated parking issues.

These operational procedures will ensure the Trust retains full management, discretion and decision making in relation to the application of the control measures. There will be no scope for the any service provider to work outside these arrangements. All monies arising from the control measures will not constitute a source of income for the service provider but will be used by the Trust to offset against the overall cost to the Trust of implementing and managing car parking.

## **6.2 Control Measures for Managing Car Parking Abuse**

The measures to control unauthorised parking in “managed” areas will be:

- marking of yellow lines, yellow hatched zones, use of traffic cones.
- issue of Warning Parking Notices.
- issue of Parking Charge Notices and tow away

The Altnagelvin and SWAH sites will have designated “managed” areas where these control measures will apply whilst on the OHPPC site all areas will be managed. Section 6.3 details the management and application.

The Trust’s intention to apply the control measures outlined in these operational procedures will be clearly displayed at strategic points across the hospital sites. The implementation of all the control measures within these procedures will be undertaken by an appropriately licensed and registered operator appointed through the award of a traffic management contract.

All reasonable efforts will be made to locate drivers of unauthorised parked vehicles before control measures are applied, but if this is unsuccessful the control measures will be applied in the interest of ensuring the objectives of these procedures are met.

Signs will be prominently displayed at the entrances and other key points setting out a summary of the terms of use for motorists accessing the site. These Operational Procedures will be available for the public on the Trust’s Internet site along with full details on car parks and site maps. Appendix 7 of these procedures provides a summary of the control measures to be applied across the sites and defines what areas are managed. Any breach of these terms and conditions could result in issue of a Warning Parking Notice (see Section 7.2.1), a Parking Charge Notice (see Section 7.2.2), or a vehicle being towed away (see Section 7.2.3).

In addition, any vehicle deemed to have been abandoned on site will be reported to the PSNI to determine ownership and advice to remove. If the vehicle is not removed, the Trust will proceed to arrange removal in line with local Council procedures.

### **6.2.1 Warning Parking Notice**

A Warning Parking Notice is a ticket warning that a motorist is parked in one of the following unauthorised and designated areas:

- Yellow Lines
- Grass Verges
- Pavements
- Unauthorised parking

The Warning Parking Notice will be placed on the vehicle window where it is safe to do so and will indicate the consequences of repeat offences. Records of all Warning Parking Notices issued will be maintained with a view to identifying repeat offences in line with these Procedures.

### **6.2.2 Parking Charge Notice**

A Parking Charge Notice is a notice of intention to take the motorist to a civil court for breach of the site's terms of use and will offer the motorist the opportunity to pay a parking charge to make restitution for the parking offence as opposed to court action. The Parking Charge Notice will be issued by the car park operator and payment will be made to the car park operator in the first instance. A full audit trail of all parking charge notice issued will be maintained. All income from parking charges will be passed to the Trust's Finance department following any appeal and will not constitute a source of income for the car park operator. The fee for a parking charge notice is as follows:

- £40 to be paid within 28 days of issue of the notice, and
- discounted to £20 for early payment within 14 days.

If payment is not received within 28 days of issue of the notice, further proceedings including legal proceedings will commence. All proceeds of such action will also be passed directly to the Trust Finance department.

Vehicles will be issued with a Parking Charge Notice if they **are parked in, but not blocking access to**, any of the following within "managed areas"

- Cross Hatched Area
- Disabled Bay without a Valid Permit
- Blue light route
- Delivery or access points to the hospital
- Car Park Entrances/Exits
- Drop-off Zones
- Pay and display zone without displaying a paid ticket/ or not displayed correctly
- Any other location that causes a disruption to any service on the acute hospital site.

In addition, any vehicle identified as already having an offence warranting a Warning Parking Notice within a 12 month rolling period will be issued with a Parking Charge Notice on detection of the next (2<sup>nd</sup>) incident of unauthorised parking in any of the areas identified in 6.2.1.

All reasonable efforts will be made to locate the driver of any such vehicle before applying a Parking Charge Notice. If this is unsuccessful the vehicle will be issued with a Parking Charge Notice in the interest of ensuring access to services on the acute hospital sites.

### **6.2.3 Vehicle Removal (Tow Away)**

All reasonable efforts will be made to locate the driver of any such vehicle before tow away, but if this is unsuccessful the vehicle will be towed away in the interest of ensuring access to emergency clinical services on the acute hospital sites.

Vehicles will be towed away if they are **blocking** the following areas:

- Emergency Vehicle Arrivals Area
- Blue light route
- Delivery or access points to the hospital
- Any other location that causes a serious blockage/disruption to any service on the acute hospital site.

The charge applicable for release of a vehicle from tow away will reflect cost recovery only for the Trust. This will be demonstrated by an open book transaction to the driver. These charges will be collected by the licensed operator but will not constitute a source of income for the operator. All income will be passed directly to the Trust. A summary of the control measures is provided at Appendix 7.

Should an appeal as described under the section “Implementing the Operational Procedures” below be upheld for any of the controls the fee paid will be returned.

## **6.3 Implementing the Operational Procedures**

Key to supporting effective traffic management on the hospital sites is the provision of clear accessible information to all site users on how to access the site, the car parks and the control measures that will be implemented for unauthorised parking.

The Trust’s website contains helpful information on routes to the hospitals, site maps, what car parks are available, what the tariffs are (if applicable) and what concessions are available for patients. All appointment letters sent out to patients also contain information on car parking. In addition both acute hospital sites have sign posting directing patients to all car parking and payment machines where appropriate.

The Trust’s traffic management and car parking procedures are aimed at supporting smooth traffic flows and protection of priority access routes/disabled

bays and at ensuring accessible car parking for all. However, these measures can only be successful if motorists accessing the sites adhere to them. To this end, the Trust has set out the terms of use for motorists accessing the site and the consequences of non-adherence.

As hospital sites are on private land, a motorist who drives onto the site is deemed to have accepted these terms and conditions and entered into a contract with the Trust. Failure to comply with these terms and conditions may be deemed to be a breach of contract and could be subject to a warning parking notice, parking charge notice, tow away or legal proceedings through a civil court.

The Trust will engage an appropriately licenced and registered car park operator i.e. registered with the British Parking Association (BPA) with adherence to the BPA relevant Code of Practice and holding a Security Industry Authority (SIA) license to support the implementation of these car parking management arrangements.

The BPA Code of Practice can be accessed on the British Parking Association website by clicking on <https://www.britishparking.co.uk/Code-of-Practice-and-Compliance-Monitoring>

The traffic management service will be operated on each hospital site in accordance with assessed need. The service involves periodic patrols of the hospital site to monitor traffic flow and provision of guidance/support to vehicle drivers as necessary. The traffic management staff will also challenge drivers who are parked in unauthorised areas and will apply the control measures in accordance with the arrangements outlined at section 6.2 above.

The operational procedures for the Altnagelvin and SWAH sites are based on “part site” implementation. This means that identified areas (car parks and routes) will be either “managed” or “not managed”. The operational procedure for the OHPPC site is based on “full site” implementation. This means that all car parks and routes will be “managed”.

**“Managed”** areas means the control measures outlined in Section 7.2 will be applied for all parking breaches in these parks, routes, areas within specified times. Managed areas focus on all hospital access points, set down/drop off areas, all disabled parking spaces, main hospital site routes and the main patient/visitor car parks. These are the essential areas that must be maintained accessible.

**“Not Managed” areas (which applies to the Altnagelvin and SWAH sites only)**  
“Not managed” areas means that the control measures/penalties will not be applied with the exception of unauthorised parking in disabled bays, drop off/collection, loading /unloading areas and grass verges. The non-managed areas are generally away from hospital entrances, emergency blue light routes and are areas where some level of unauthorised parking can be tolerated. Whilst these areas are unmanaged we would ask for the full co-operation of staff in parking safely, appropriately and taking into account the needs of all site users by not blocking other vehicles, entrances and exits. Failure to do so may result in issuing of Parking Charge Notices.

The part site implementation at Altnagelvin and SWAH is to allow for peak demand above and beyond the car parking provision on the sites without adversely affecting the key patient/visitor areas on the site.

In OHPCC there is sufficient car parking capacity at all times so there is no rationale for part site implementation.

The Trust reserves the right not to implement any/all of the control measures in any exceptional or extenuating circumstance. In the event of a major incident being declared on either of the hospital sites additional traffic management/car parking controls may be invoked to meet the needs of the particular incident.

Appendices 4 and 5 are the site maps for the SWAH and Altnagelvin Hospital sites which identifies the implementation area.

The Trust's in-house Site Management teams will retain overall decision making on the application of control measures. The Trust's model and principles have become well established as a result of the directed approach to date and the licenced operator will apply the Trust's model and principles  
Whilst Parking Notices may be applied outside of normal office hours by the licenced operator, no action to pursue these will be taken by the licenced operator until Trust approval is secured on the next business as usual period.

The Trust is conscious of the need to approach the traffic management control in a fair and effective yet sensitive manner in keeping with the ethos of a healthcare environment and will make every effort to achieve this.

## **6.4 Right to Appeal**

Staff, patients and visitors who have received an Unauthorised Parking Notice, a Parking Charge Notice, or had their vehicle towed away will have a right of appeal to the Trust. The appeal must be received by the Trust in writing within 14 days of the date of issue/action of the control measure. The Trust will consider the following factors prior to making a decision:

- Any extenuating circumstances regarding the alleged parking abuse.
- Any previous history of unauthorised parking.
- Any previous communication with regard to the Unauthorised Parking Notice / Parking Charge Notice or tow away.

Having taken account of the above it is decided to uphold the appeal, the appellant will be informed in writing by the Trust and any monies paid in respect of the penalty will be returned. Where the penalty is held to have been correctly issued and there are no circumstances warranting cancellation, the appellant will be informed of the reason by the Trust.

## **6.5 Ambulances and Patient Transport**

Emergency and patient transport vehicles may park in the hatched areas only for the purpose of picking up and transferring patients. These vehicles should not park on any restricted areas on site during periods of driver down time.

## **6.6 General Conditions**

Verbal or physical abuse of any member of staff associated with the management/operation of car parking will not be tolerated.

Staff are liable to disciplinary procedures should they be found to have acted inappropriately towards car parking related staff.

Any incidences of physical violence used by staff or members of the public will result in immediate notification to the police. CCTV images may be used in conjunction with any subsequent investigation.

## **6.7 Statutory Limitations**

The hospital site is private property in relation to the entry and movement of vehicles and the Trust reserves the right to deny any vehicles access to the site. All drivers must conform to the designated traffic regulations and signs to ensure an orderly flow of traffic and safety for all concerned.

All drivers are expected to comply with the law regarding taxation, licensing, insurance, and roadworthiness and reporting of incidents to the PSNI. All road traffic signs within the site conform to the appropriate standards.

The Trust is not responsible for any loss or damage to vehicles whilst on Trust property. Drivers bringing vehicles onto the hospital sites do so at their own risk.

## 7. Encouraging Alternatives

The Trust is committed to encouraging site users to explore more sustainable alternative means of transport to and from the acute hospital sites. This has been primarily communicated to staff to date, but will be communicated to all site users including patients/visitors in line with the implementation of the Hospital site Travel Plan. The Trust's internet and intranet will be used to provide information on sustainable travel. Options include:

- Travel Plan for each Trust Site
- Available information on Sustainable travel
- Car share
- Bus timetables
- Walking routes
- Assistance of Bicycle purchase
- Work with local councils re: pedestrian walkway issues
- Improved facilities e.g. showers and changing rooms.

## **8. Review of Car Parking & Operational Procedures**

The Trust has put in place a mechanism to monitor car parking on both acute hospital sites. This process allows the Trust to monitor the following:

- utilisation of paid car parking spaces,
- the number of cars parked in unauthorised areas, including disabled bays,
- the incidents of unauthorised parking notices
- the incidents of parking charge notices
- the incidents of tow away, and
- complaints relating to car parking.

The Car Parking Operational Procedures will be subject to regular review and will also be subject to amendment in accordance with relevant policy, guidance and legislation and changing needs on the hospital sites.

### **HOSPITAL TRAVEL COSTS SCHEME**

A Hospital Travel Costs Scheme is available to help people who are entitled to reclaim travel costs to and from hospital for NHS treatment.

#### **Who is Eligible?**

You may be entitled to reclaim travel costs:

- If you are in receipt of Benefits or Credits:
  - Income Support
  - Income-based Jobseeker's Allowance
  - Pension Credit Guarantee Credit
  
- If you have a Low Income
  - Entitled to or named on a valid NHS tax credit exemption certificate
  - Named on a valid HC2 certificate issued under the terms of the NHS Low Income Scheme.
  
- If you are 16 – 19 years old and are a dependent of someone who receives Benefits or Credits or in on a Low Income.
  
- If you are a war pensioner and the hospital treatment is for your pensionable disability.

#### **Documentation Required**

When submitting a claim, you will be asked to provide evidence of eligibility with one of the following:

- Award notices
- Receipt of Benefit letters
- Tax Credit exemption certificates
- Guarantee Credit for pensions

#### **Children**

If a child under 16 is the patient, it is their parents' income that is taken into account. If someone else escorts them to hospital, it is still the parents' income that will be taken into account.

Dependents will be required to provide evidence as above to reclaim travel costs.

## **Companion Expenses**

If for medical reasons, you need a companion to travel with you and you qualify for help based on the above criteria, your companion's travel costs will also be paid. Please note that it is only your income which is taken into account;

### **What can be claimed?**

Travel costs are calculated on the basis of the cheapest form of public transport available to the patient.

Patients travelling by private car may claim the lesser of:

- The estimated cost of fuel actually used, or
- The equivalent public transport cost.

**Car parking charges will only be reimbursed if they are unavoidable and penalties incurred for illegal parking will not be reimbursed.**

If you are not sure what travel costs you can get help with, please contact the hospital before you travel.

## Appendix 2 - HSC Eligibility Matrix for Free Car Parking

### DHSSPS NI Car Parking Policy 2012 – Mandatory Free Parking Categories

Care Path	Application of Free Car Parking			
	Patient	Next of Kin/Partner	Relative	Visitor
<b>Radiotherapy Chemotherapy</b>	Yes	Yes if transporting patient	Yes if transporting patient	N/A
<b>Renal dialysis</b>	Yes	As above	As above	N/A
<b>Critical Care/ High Dependency</b>	N/A	Yes	Discretionary	Discretionary

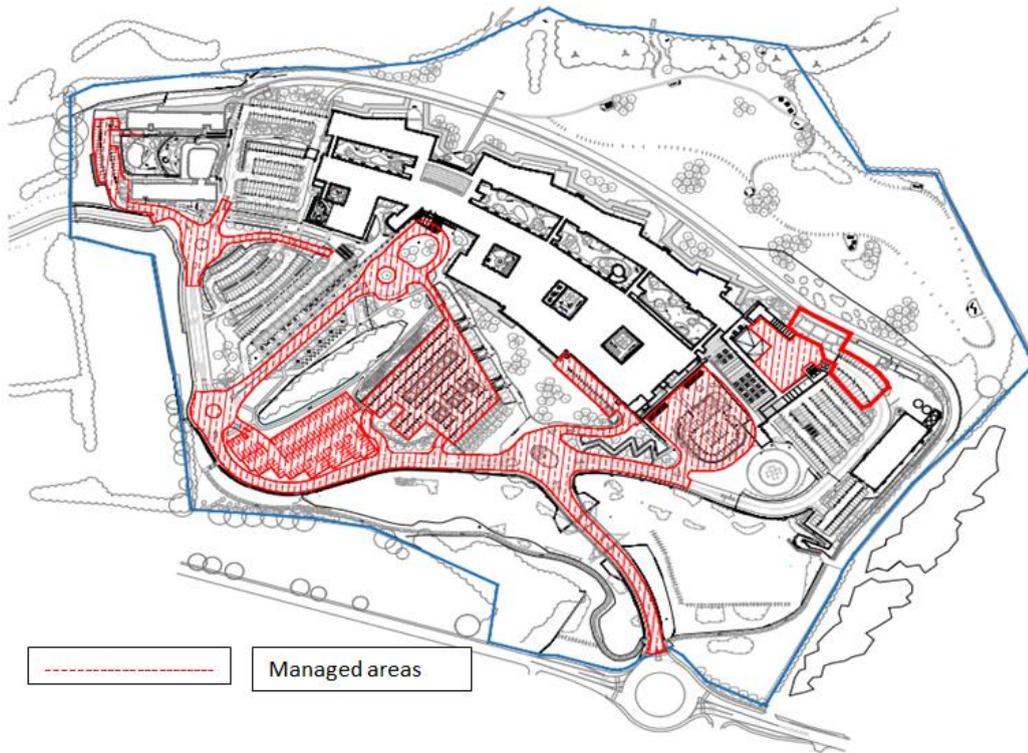
## Appendix 3 – Western HSC Trust Concessionary Parking Guidelines

### Western H&SCTrust – Concessionary Parking Categories

Service User	Qualifying Criteria	How to Claim
Outpatients attending very frequently	Patients who are attending <b><u>at least twice per week for a minimum of 2 months.</u></b> Patients should retain car park receipts and evidence of appointment, e.g. letter or appointment card to reclaim parking charges	Reclaim with receipts and evidence of appointments at the Cash Office. Maximum amount up to £1.40 per visit.
Outpatients attending more than one chargeable hospital site	Patients who are attending <b><u>a minimum of 3 different hospital sites with chargeable parking for at least 6 months.</u></b> Patients should retain car parking receipts, e.g. letter or appointment card to reclaim parking charges. Only parking charges incurred at Altnagelvin are refundable on site.	Reclaim with receipts and evidence of appointments at the Cash Office. Maximum amount up to £1.40 per visit.
Inpatient Visitor / Relative – Visiting Frequent/Lengthy	Only the following visitors to the wards identified below will be entitled to free parking: <ul style="list-style-type: none"> <li>• Paediatrics – Accompanying adult</li> <li>• NNICU – Parent</li> <li>• Coronary Care Unit – Next of Kin</li> <li>• Other General Wards with children of 14-17 years where Accompanying</li> </ul>	Ward Sister or Senior Nurse/Manager in charge to complete Concessionary Parking Application Form on ward/department. Form to be taken to Main Hospital Reception for processing.

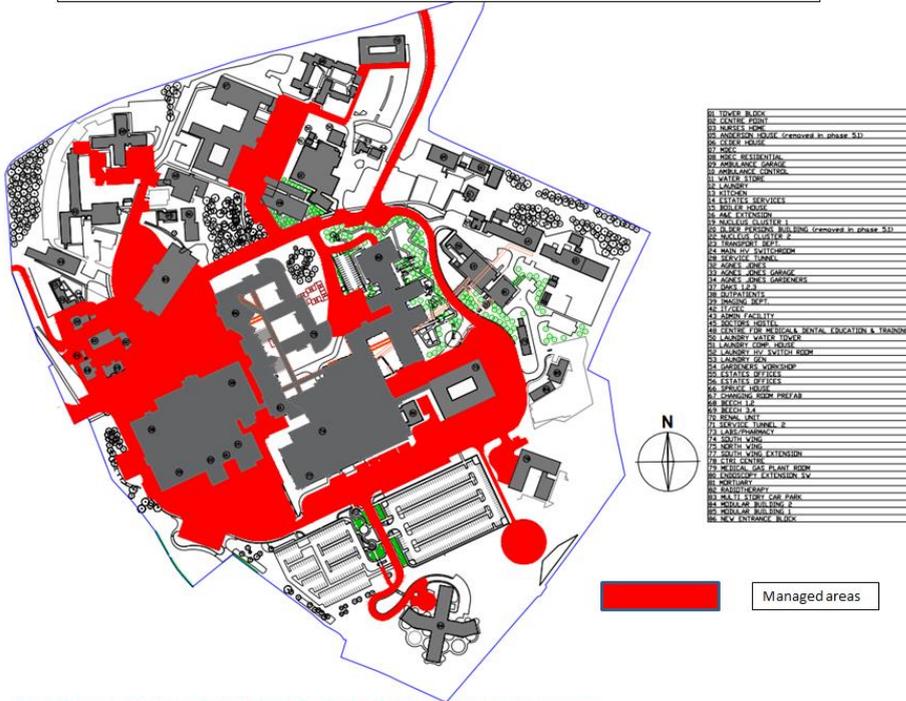
Service User	Qualifying Criteria	How to Claim
	Adult required.	
Patients attending frequently for treatment: <ul style="list-style-type: none"> <li>• Physiotherapy</li> <li>• Dermatology Treatments</li> </ul>	Patient who attends <b><u>at least twice per week for a minimum of 6 weeks</u></b> as part of a treatment plan. Main categories are: <ul style="list-style-type: none"> <li>• Physiotherapy – patients to retain car park receipts and appointment letter or card and reclaim parking charges retrospectively.</li> <li>• Skin Treatments – patients with <b><u>an agreed treatment plan over a minimum of 6 weeks</u></b> will be issued with a free ticket.</li> </ul>	Reclaim with receipts and evidence of appointments at the Cash Office. Maximum amount up to £1.40 per visit.  Ward Sister or Senior Nurse/Manager in charge to complete Concessionary Parking Application Form on ward/department. Form to be taken to Main Hospital Reception for processing.
Voluntary Drivers	Car parking charges incurred by Voluntary Driver whilst transporting a patient to the hospital for treatment / appointment.	Voluntary Driver to claim as part of their monthly claim process with necessary receipts, etc.
Blood Donors	Blood Transfusion Staff will provide evidence of attendance.	Main Hospital Reception will validate ticket free.

Appendix 4 SWAH Car Parking Site Plan

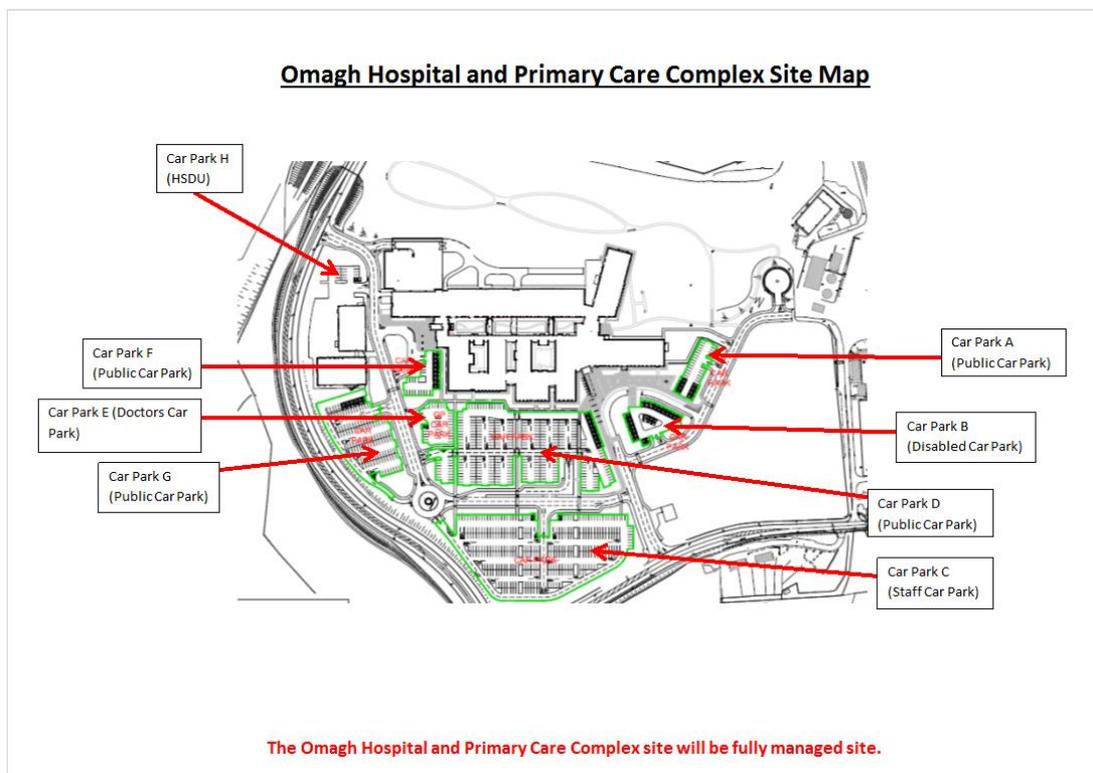


**Disabled bays, grass verges and all hatched boxes/ loading bays/drop off bays will be managed in all managed and non-managed areas.**

## Appendix 5 Altnaglevin Site Car Park Management Plan



## Appendix 6 Omagh Hospital and Primary Care Complex Car Park Management Plan



## Appendix 7 – Summary Control Measures

### WESTERN TRUST CAR PARKING OPERATIONAL PROCEDURES

MANAGED AREA/ROUTE	UNAUTHORISED PARKING NOTICE	PARKING CHARGE NOTICE £40	TOW AWAY (£150)
Grass Verge Pavement Yellow Line Unauthorised parking	For first offence	Second and subsequent offences (12 month rolling period)	
Cross Hatched Area Disabled Bay without a valid permit Blue Light Route Loading/Unloading Areas Car Park Entrances/ Exits (managed and unmanaged areas) Drop Off Zones (30 minutes) Pay and display zone without displaying a paid ticket/not displayed correctly		Parked in but <b><u>not blocking.</u></b>	Parked in <b><u>and blocking</u></b>
A&E Ambulance Drop Off Blue Light Route Delivery or access point			Parked in and/or blocking.

#### **Unmanaged areas**

“Not managed” areas means that the control measures/penalties will not be applied with the exception of unauthorised parking in disabled bays, drop off/collection and loading /unloading areas. The non-managed areas are generally away from hospital entrances, emergency blue light routes and are areas where some level of unauthorised parking can be tolerated. Whilst these areas are unmanaged we would ask for the full co-operation of staff in parking safely, appropriately and taking into account the needs of all site users by not blocking other vehicles.

## **Blue Badge Users**

Whilst there are a number of disabled parking bays on site, in the event that there is no disabled space available and in line with the Blue Badge Scheme, holders may park in other areas on the site, e.g., up to three hours on single or double yellow lines with the exception of the following:

- Emergency Blue light route
- loading or unloading areas/bays
- within 15 metres of a junction
- at a bus stop
- on pedestrian crossings and the zig zag marking before the crossing - including Zebra, pelican, toucan and puffin crossings
- car park entrances/exits
- drop off zones.
- On a bend or narrow section of the road
- If causing an obstruction or danger to others

**Emergency blue light route** is a road, footpath or grass verge leading to a clinical client/patient area. These areas can be identified on our site maps as being red zones.