

Standard Operating Procedure

Car Parking – Rules and Regulations for Patients and Visitors

Relevant to:

Patients and Visitors

Purpose of SOP:

The aim of the procedure is to give all patients & Visitors definitive guidance on the use and charging structure for the car parking facility at the Trust.

Procedure to Follow:

CAR PARK LOCATIONS

There are two public car parks, Car Parks 1 and 2.

All remaining designated bays are for staff parking including levels 2 and 3 of the car parking deck.

There are 400 spaces available at the Chatham Dockside Outlet Centre but these are for **staff permit holders only**.

Maps of current parking areas are shown on the trust intranet at:

<http://www.medway.nhs.uk/directorates-and-departments/facilities-and-clinical-support-services/car-parking/?locale=en>

1. The Trust charges a parking fee to park within designated parking areas on site. This is based on the amount of time spent at the hospital and is subject to regular review. Current rates are displayed at all payment points and are available at: <http://www.medway.nhs.uk/for-visitors/car-parking>
2. Agreed concessions are managed/ validated by the Car parking & Security reception desk which is located in the main entrance of the hospital. In some cases a letter or validated form is required from the relevant ward/ department. All concessions are available on the Trust Internet. <http://www.medway.nhs.uk/intranet-news-and-events/latest-news/car-park-concessions/>
3. NHS patients who are in receipt of certain benefits receive assistance with parking fees. A parking receipt and documentation demonstrating entitlement are required when claiming via the hospital's General Office only. Claims for car parking assistance are only available during General office opening hours which are Monday to Friday 0900 – 1600.
4. Traffic management officers are available to assist all members of the public with any questions or concerns.

Implications of not following procedure

The Trust operates a Parking Charge Notice system (PCN), in conjunction with F1rstparking. The cost of a parking charge notice is £60 if paid within 28 days. This is reduced to £30 if paid within 14 days. All terms and conditions are advertised on signage throughout the trust site and on the trust website, also on individual PCN tickets.

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Useful Contacts:

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Monitoring the Process:

See car parking policy

National Definitions:

See car parking policy

Reference Material & Associated Documents:

Car Parking Policy
 Parking Charge Notice Procedure
 How to obtain Car Parking Access – AGN00133

Approval Signatures:

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