CAR PARKING AT THE COUNTY HOSPITAL

There are two main types of car parking available – Pay on Exit and Pay and Display.

Using the Car Park - Pay on Exit

The three main car parks are barrier controlled. When pulling up to the entry barrier please ensure you have pulled into the entry lane so that you will be able to reach the ticket machine, there is sufficient turning space to allow for this.

- Press the button for a ticket and retain this ticket until you have finished your business within the Hospital.
- When you are ready to leave take your ticket to a pay station. There are two, one located outside of the main entrance and the other next to the blue hut near the exit of car park 2.
- Insert your ticket and the pay machine will display the total charge. The machine does take both notes and coins.
- Once you have paid in full your ticket will be returned to you. Drive with this to the exit point and insert it into the exit barrier machine and the barrier will raise for you to exit.

Using the Car Park - Pay and Display

- There are two areas of parking that remain pay and display. These are the row of spaces in front of Accident & Emergency and the area adjacent to the Fred Bulmer Building. The pay and display ticket dispensers are situated next to each of the parking areas; please ensure you use these machines only.

If at any time you have a problem using the car park there are attendants present during the day. Please press the help button on the machines and they will assist you.

Car Parking Tariff

<table>
<thead>
<tr>
<th>Time</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 1 Hour</td>
<td>£2.00</td>
</tr>
<tr>
<td>Up to 2 Hours</td>
<td>£3.00</td>
</tr>
<tr>
<td>Up to 3 Hours</td>
<td>£4.00</td>
</tr>
<tr>
<td>Up to 4 Hours</td>
<td>£5.00</td>
</tr>
<tr>
<td>Up to 5 Hours</td>
<td>£5.50</td>
</tr>
<tr>
<td>Up to 9 Hours</td>
<td>£9.50</td>
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<tr>
<td>Up to 24 Hours</td>
<td>£12.50</td>
</tr>
</tbody>
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Issue Date – Revised Sept 08
Car Park Concessions

1. Patient Concessions
   - **A&E:** where initial treatment is not received within the four hours, car parking charges will be discounted back so you would only pay for four hours.
   - **Outpatient departments:** should a visit to the clinic exceed the two-hours local standard due to delays caused by the hospital, car parking charges will be discounted to the two-hour rate.
   - **Outpatient departments on top floor (Paediatrics and Women’s Health):** should a visit to the clinic exceed the local three-hour standard due to delays caused by the hospital, car parking charges will be discounted to the three-hour rate.
   - **Parents of children staying overnight:** will have car parking charges discounted to the two-hour rate.

If you qualify for a concession the relevant ward/department will complete a concession slip. If you feel you may be eligible for this but have not been offered, please ask. The slip and your car parking ticket should then be taken to the Patient Advice and Liaison Service (PALS) located at the Main Entrance area. They will validate your ticket to the appropriate rate between 9am – 5pm, Monday to Friday. Out of hours the CP Plus Attendants will validate the concessions, please contact one of the attendants within the car parks.

2. Frequent parkers – patients and visitors
   Frequent parkers (i.e. multiple visits in any one week) will qualify for a discount equivalent to the cost of the shortest stay in respect of any five visits in a seven-day period. The concession requires receipts from the new payment machines or Pay and Display tickets to be retained for proof of the cost.

3. Help with health costs – for patients
   Further support is available to those on low-income from this national scheme. Details are available on 08701 555455, or you can pick up an information leaflet, ref HC11, at the main Hospital reception. This scheme incorporates a range of assistance for a variety of health service costs.

4. Hospital travel costs schemes – for patients and escorts
   This scheme supports costs incurred (where ambulance or ambulance car transport is not available) in transport and parking costs of patient visits to hospital. The qualifications for support are those claiming:
   - Income Support
   - Income-based Job-Seekers’ Allowance
   - Guaranteed Pension Credit
   - HC2 Certificate Holder
   - Tax Credits
   - People requiring treatment for a condition related to their time in the Armed Forces
   - Guaranteed Pension Credit

   **NB PLEASE BRING PROOF OF ENTITLEMENT TO EACH APPOINTMENT**
   Where patients or escorts qualify, car parking tickets will be discounted to the two-hour charge. Other costs will be reimbursed in line with the national guidelines.

Disabled drivers
Winged parking spaces for disabled drivers will remain outside the main entrance, but the spaces are not subject to blue badge exemption. Those who qualify will have access to the above concessions.

At all times, assistance, including concessions, is available by use of the “call assistance” buttons at the barrier entrances, exits and pay machines.

SP/Revised Sept 2008