



DERBY CITY COUNCIL

**SOCIAL CARE AND HEALTH COMMISSION**  
18 April 2005

Report of the Director of Corporate Services

**ITEM 9**

## **Response of the Derby Hospitals NHS Foundation Trust to the Review of Hospital Car Parking Charges Report**

### **RECOMMENDATION**

- 1.1 Members are asked to consider and comment on the Trusts' response to the recommendations contained in the Hospital Car Parking Charges Review report.

### **SUPPORTING INFORMATION**

- 2.1 Health scrutiny committees can make reports and recommendations to the local NHS bodies on any matter reviewed or scrutinised under section 7 of the Health and Social Care Act 2001. They have no powers to make decisions or require that others act upon their suggestions. Health bodies are however required to respond in writing to the recommendations.
- 2.2 This Commission conducted a topic review on hospital car parking charges and approved the final report at its January meeting. This report together with a series of recommendations was subsequently submitted to the Derby Foundation Hospitals NHS Trust for its consideration.
- 2.3 The Trust has now considered the report and has given its response to the recommendations. The overall response is quite positive with most of the recommendations being supported. There are also a number that have not supported. A summary of the responses to the recommendations is summarised below.

#### **Recommendation 1**

The Commission strongly feels that the income from parking charges should not be used to support other NHS services. If the Trust considers it necessary to make a parking charge, then this should be kept to a minimum and only cover costs associated with car parking issues.

There are differences on the principle of have parking charges between the Trust and the Commission. The Trust does not wish to utilise patient care monies to subsidise the cost of providing car parking and believes in generating year on year surplus to invest in new and enhanced facilities. The Commission on the other hand recommended that that parking charges should not be used to support other NHS services and that these should be kept to a minimum and only cover costs associated with car parking issues.

The also Trust feels that the recent increase in parking charges by the Council has placed additional pressure on it to raise prices.

**Recommendation not supported**

**Recommendation 2**

The Trust should establish electronic displays at the entrances to DRI car parks giving information on vacant spaces at its main car parks. This could encourage people to move around car parks, reduce long queues and improve traffic flow.

This recommendation sought to reduce the queuing and improve traffic flow by investing in electronic displays. The Trust has investigated installing electronic displays and found them to be too expensive. However it has improved signage around the car parks which it states has reduced queuing and unnecessary delay.

**Recommendation supported**

**Recommendation 3**

Concessionary parking passes for patients and their relatives should be widely publicised by the Trust. This should include providing information on appointment letters, notices in outpatient waiting areas and on the car parking displays boards.

The Trust should monitor the take up of the concessionary parking passes by patients and their relatives.

The Trust will review appointment letters and include relevant information on parking passes. It already monitors the take up of concessionary parking permits.

**Recommendation supported**

**Recommendation 4**

The Trust should inform all of its NHS patients of their entitlements and ensure its arrangements are easy to use and conveniently located for reimbursing travel costs.

The Trust will review and improve information that is available for patients who are entitled to have costs reimbursed. **Recommendation supported**

**Recommendation 5**

The Trust should extend free parking to first thirty minutes, as the current fifteen minutes time frame is insufficient for some users, especially those using wheelchairs. Thirty minutes free parking will also enable many patients and visitors to make short visits, such as attending the hospital for blood tests.

The thirty minutes free parking provision should be prominently displayed on the parking notices and hospital appointment letters.

The Trust does not accept that it would be in the overall interest of patients and visitors to extend the 15 minute period to 30 minutes as it would detract from its core purpose, i.e. drop off and pick up, not actual parking. It does not feel that this is likely to increase turnover of spaces. **Recommendation not supported**

### **Recommendation 6**

The Trust should:

- a. increase the total number of disabled parking spaces at both hospitals and also provide more free spaces outside of the control barriers.
- b. improve monitoring and take action to ensure designated disabled parking spaces are not occupied by non blue badge holders.
- c. examine the width of the existing disabled parking bays and ensure they are sufficiently wide for wheelchair users to transfer to and from the car.
- d. examine ways to make it easier for disabled people to insert tickets and operate the exit barriers.

- a. The Trust seeks to maintain a balance between spaces and actual take up and believes the current split is about right. **Recommendation not supported**
- b. It is now patrolling car parks and clamping on abusers. **Recommendation supported**
- c. Considers that not all disabled people require wide spaces therefore **Recommendation not supported**
- d. Currently reviewing plans for the new hospital to ensure this is taken account of. **Recommendation supported**

### **Recommendation 7**

The Trust should examine the possibility of establishing a shuttle service and a bus interchange to transport patients and visitors around the new Hospital when it becomes operational.

**Recommendation supported**

### **Recommendation 8**

The Trust should consider making certain staff car parks at the DCGH available to patients and public when they are not in use by the staff, to reduce the long travel distance to the wards and clinics from car park 2

Agreed to look at this situation in more detail and utilise spaces. **Recommendation supported**

### **Recommendation 9**

Pending the creation of the new A&E department at the DCGH, the Trust should establish further parking spaces at the drop off point for emergency visits to the existing A&E facilities.

Agrees that drop off facilities should be improved around the A&E and are looking at options that will reduce congestion. **Recommendation supported**

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<b>Background papers:</b>	Review of Hospital Car Parking Charges Final Report
<b>List of appendices:</b>	Appendix 1 - Implications Appendix 2 - Trusts response to Commission's report

<b>IMPLICATIONS</b>
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**Financial**

1.1 None.

**Legal**

2.1 The Health and Social Care Act 2001 enables the Social Care and Health Commission to review any matter relating to the planning, provision and operation of health services within the city.

**Personnel**

3.1 None.

**Equalities Impact**

4.1 A proportion of the patients and visitors to the hospital are older people and people with disabilities and are likely to benefit from the adoption of the recommendations listed in the report.

**Corporate Objectives and Priorities**

5.1 The report supports the Corporate Objectives of **a diverse, attractive and healthy environment.**