

## Patient information

# Patient and visitor car park guide

### How our car parking system works

The West Suffolk Hospital has installed a number plate recognition system for car parking, which means there is no longer the need to use chip coins that you might have seen in the past.

There are no barriers at the entrance to the site, when you drive in your vehicle number plate is automatically logged by the camera system.

When you are ready to leave, you need to go to one of the pay stations on site. You will need to enter your vehicle registration, and the machine will automatically display the amount you owe.

You can pay via cash, notes, and debit/credit cards (including contactless), or you can pay via a parking app called Glide Parking, which is available on Apple and Android.

Once you have paid for your parking, you can return to your car and drive to the exit barrier, which will automatically open.

**Please note:** Parking for blue badge holders is free of charge. A valid blue badge must be displayed.

Blue Badge holders using Car Park A should visit the car park office to validate their free parking.

Blue badge holders using Car Park D should speak to the car park team via the intercom and follow instructions.

## Location of our car parks

Parking for patients and visitors at the West Suffolk Hospital:

- Car park A (at the front of the hospital)
- Car park D (towards the rear of the hospital)
- Various blue badge and concessionary parking space are located around the site

There is a map at the end of this leaflet that shows you where the patient and visitor car parks are located.

## Parking prices

All patients and visitors, excluding blue badge holders, attending West Suffolk Hospital (unless they qualify for the exemptions detailed later in this leaflet) are required to pay for parking:

- Front car park (A): Up to **20 minutes**, no charge (just drive straight to the exit barrier, no need to visit a pay station)
- Rear car parks: Up to **20 minutes**, no charge (just drive straight to the exit barrier, no need to visit a pay station)

Please see <https://www.wsh.nhs.uk/Patients-and-visitors/Information-for-visitors/Car-parking.aspx> for current car park charges.

## Disabled spaces

Blue badge holders are exempt from parking charges providing a valid blue badge is displayed.

There are bays for blue badge holders across the site, to enable disabled drivers to park closer to the part of the hospital they are visiting. These are clearly signed, and also marked on the map at the end of this leaflet.

Disabled drivers should display their blue badge in their vehicle at all times.

## Drop off points

There are **20 minute** drop off points around the hospital as indicated (in orange) on the location map.

There is also a **20 minutes** leeway for entering and leaving **car park A** (indicated on the map below), if you are not immediately able to park, or if your visit to the hospital is within this time limit.

**Rear of the hospital:** Visitors to the rear of the site have **20 minutes** leeway to assist patients to their destination.

## Overnight parking

If you need to park overnight, please speak to a member of staff in the car parking office (which is located down the main steps at the front of the hospital), who can tell you about options available to you.

Should any patient find that, as a result of an appointment, they need to be admitted to the hospital immediately, the ward staff (or relative/friend if they have been accompanied) should inform the car parking supervisor. This will ensure that the necessary arrangements can be put into place to minimize car parking charges.

## Concessions

- **Weekly tickets:** Any patient or visitor required to attend the hospital on a frequent basis (e.g. for a repeated course of treatment or visiting a long stay patient) can purchase a weekly ticket. This charge is a much-reduced rate compared to the standard 24-hour charge.
- **Carers:** Visitors identified as official carers of a patient can apply for concessionary parking. Family Carer packs are issued by ward staff and the application form for the parking concession is available from the car parking office, at the front of the hospital.
- **Macmillan Unit:** Patients attending the Macmillan Unit have a concessionary rate of a maximum daily charge. For current charges please see <https://www.wsh.nhs.uk/Patients-and-visitors/Information-for-visitors/Car-parking.aspx> . Please pay at the Macmillan unit.
- **Renal unit:** Patients are not required to pay for parking if they use the dedicated renal unit parking bays.
- **Hospice:** Patients and visitors are not required to pay for parking if they are using the Hospice car park, as indicated on the map below.

- **Busy Bees nursery:** Patients and visitors are not required to pay for parking if they are using the Busy Bees car park, as indicated on the map below.
- **Patients on income support or family credit:** Current NHS policy allows patients on income support or family credit to claim. If you think you are eligible please contact the general office on 01284 713168.

## Help and enquiries

- **Car parking offices:** The car parking office at the front of the hospital is open 24-hours a day, seven days a week, so please contact them if you require any help with any query or problem. To contact the car parking office please email, [westsuffolknhs@groupnexus.co.uk](mailto:westsuffolknhs@groupnexus.co.uk) , or visit them in the car parking office, at the bottom of the steps outside the main entrance to the hospital.
- **Complaints, concerns or advice:** If you have any concerns or questions that we can help with, please speak to a member of the car parking team in the first instance, using the details above. If you require further support, please contact our Patient Advice and Liaison Service (PALS) on 01284 712555 or email [PALS@wsh.nhs.uk](mailto:PALS@wsh.nhs.uk) or the Travel and Sustainability Manager [carparkenquiries@wsh.nhs.uk](mailto:carparkenquiries@wsh.nhs.uk)

***CP Plus Ltd (Group Nexus) working in partnership with West Suffolk NHS Foundation Trust.***

*All the money that the Trust makes from car parking is reinvested into our services and providing care to patients, and across a year, this car parking income is roughly equivalent to a full ward's worth of nurses.*

*If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo) <https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>*



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