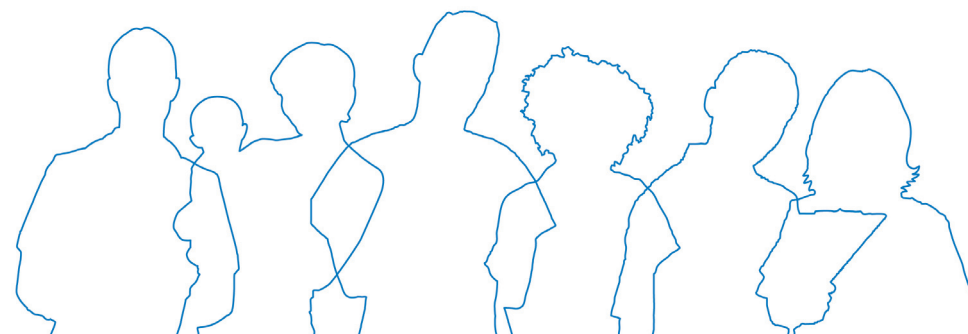


Useful Contacts

- **Gloucestershire Hospitals NHS Foundation Trust**
Website: <http://www.gloshospitals.org.uk>
Switchboard Tel: 08454 222 222
- **Stagecoach**
Website: www.stagecoachbus.com
- **Bus times - Traveline**
Tel: 0871 200 22 33
- **The Parking Shop, Cheltenham General Hospital**
Sandford Road
Cheltenham
GL53 7AG
Tel: 08454 224174
Opening hours - Monday to Sunday 09.00am – 05.00pm
- **The Parking Shop, Gloucestershire Royal Hospital**
Ground floor of the multi-storey car park
Great Western Road
Gloucester
GL1 3NN
Tel: 08454 226101
Opening hours - Monday to Friday 09.00am – 08.30pm and
Saturday 09.00am – 12.30pm
- **Patient Advice & Liaison Service (PALS)**
Tel: 0800 019 3282 (confidential answer phone service
available if we are busy with other enquiries
Email: pals.gloucestershirehospitals@glos.nhs.uk

Information for Patients, Carers and Visitors on transport, parking charges, exemptions and reductions

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Introduction

This leaflet provides information on:

- The parking machines
- Exemptions from parking charges
- Reductions in parking charges
- Transport to the hospital

The Parking Machines

Gloucestershire Royal Hospital and Cheltenham General Hospital have a mixture of Pay & Display and Pay on Foot car parks.

Guidance on how to use the car parks is given below:

Pay on Foot car park guide

1. Take a ticket on entering the car park and park your car
2. Take the ticket with you and do not leave it in the car
3. When returning to your car; pay for your stay at the pay machine. The machine will take coins, notes and credit/debit cards and will give change
4. After paying you have 15 minutes to return to your car and exit the car park
5. Leave the car park promptly

The hospital site is private property and parking incorrectly is subject to enforcement by the contractor.

Transport to the hospital

Stagecoach Park & Ride/ 99 Bus Service

The Stagecoach Park & Ride/99 Bus Service connects Cheltenham Racecourse, Cheltenham General Hospital and Gloucestershire Royal Hospital. You can park for free at Cheltenham Racecourse, but there will be a fee to pay when using the bus, unless you are exempt from paying or you are a member of staff with a valid Trust identity card.

The service runs Monday to Friday, except bank holidays. The bus stops outside the Pathology Departments at both hospitals and runs every 30 minutes after peak times.

On journeys to Cheltenham General Hospital, the town centre bus stop is at Albion Street/Winchcombe Street. On journeys travelling from Cheltenham General Hospital to Cheltenham Racecourse, the bus stops on Clarence Parade (outside the Vodka Revolution night club).

The timetable for the Park & Ride/99 Bus Service is available on the "Transport and Parking" pages on the Gloucestershire Hospitals NHS Foundation Trust website or the Stagecoach website.

Any patient who does not meet the above exemption criteria, but has to attend the hospital for multiple visits over a period of one week, may also be considered. In this case you should ask the Parking Shop for more information (contact details at the end of this leaflet).

A weekly parking permit will cost £12 and a permit for two weeks will cost £24. **Parking permits are non refundable.**

If you feel you qualify, please ask the Nurse in charge and if they confirm you are eligible to receive a permit, the Nurse will complete the relevant form. The form is to be taken to the Parking Shop in Cheltenham General Hospital or the Parking Shop in Gloucestershire Royal Hospital, where you will be given a permit.

If you are using a Pay & Display car park, you will be given a sign to display in your windscreen. If you are using a Pay on Foot car park, you will be given a card; which will need to be inserted to lift the barrier when entering and exiting the car park. Please ensure that the ward staff have completed the form correctly, the form cannot be completed by the Parking Shop. Those presenting incomplete forms will be asked to return to the relevant ward.

In the pay and display car parks you must display the permit clearly in your car window. If you have any queries, the senior ward staff will be able to help you.

Pay & display car park guide

1. Please ensure you have enough coins to pay for your parking in advance, as there is no facility to obtain change
2. Park your car
3. Go to the pay machine and select how long you would like to park for and insert the correct change
4. Collect the ticket from the machine and place the ticket in the windscreen of your car. Please check the time on your ticket and ensure you return to your car by this time
5. You may return to your car before the time specified on the ticket to either exit the car park or pay for more time

Please refer to the hospital map for the location of the car parks. You may receive a hospital map with your hospital appointment letter. Alternatively you can visit the Trust website to see a copy of the map (see the Useful Contacts section at the end of this leaflet for the Trust website address).

Exemptions and reductions

The Trust has introduced some reductions and exemptions to the car parking charges for patients and visitors. To claim a reduction or exemption from parking charges, you need to speak to the nurse in charge on the ward where your relative or friend is staying. They will be able to help you.

Blue Badge Holders

Parking spaces for blue badge holders are provided in locations close to all main entrances. However, standard charges apply to any vehicle parked in a standard parking space.

A zero tolerance policy is in operation for vehicles not displaying a blue badge.

Reductions in travel costs

If you receive certain benefits you may be able to receive a refund of travel costs. You can claim a maximum of £25 per day for travel costs. If you need to travel by taxi, you will need a letter from your Doctor to explain that you have no other way of travelling and the letter will need to be on official paper.

For all travel cost claims you will need to provide –

- Proof of payment
- Your hospital appointment letter
- Evidence of benefits

You will need to take the above documents to the General Office (open from 8.30am to 4pm Monday to Friday). You will need to complete a form; which will be given to you by General Office. Your travel costs claim form must be returned within 3 months of your hospital appointment.

There is a General Office at the Sandford Road main entrance in Cheltenham General Hospital and in the

Tower Block on the ground floor at Gloucestershire Royal Hospital.

Exemptions from parking charges

An exemption from parking charges will be considered in the following individual cases:

- Parents staying overnight with children on children's wards
- Out-patients undergoing dialysis; oncology patients undergoing radiotherapy, chemotherapy or regular blood transfusions
- Carer official badge holder

Reductions in parking charges

A reduction will be considered by the Sister/Ward Manager on an individual basis. Parking permits for one week or two weeks may be offered where -

- The patient has been an in-patient for 14 days or more
- The patient has been an in-patient in the Department of Critical Care (DCC) for more than 3 days
- The patient has been an in-patient for 3 days and has been diagnosed as terminally ill
- The patient has been an in-patient in Neo natal/ Special Care for more than 3 days
- The patient is required to visit the Outpatients department for multiple appointments in one week