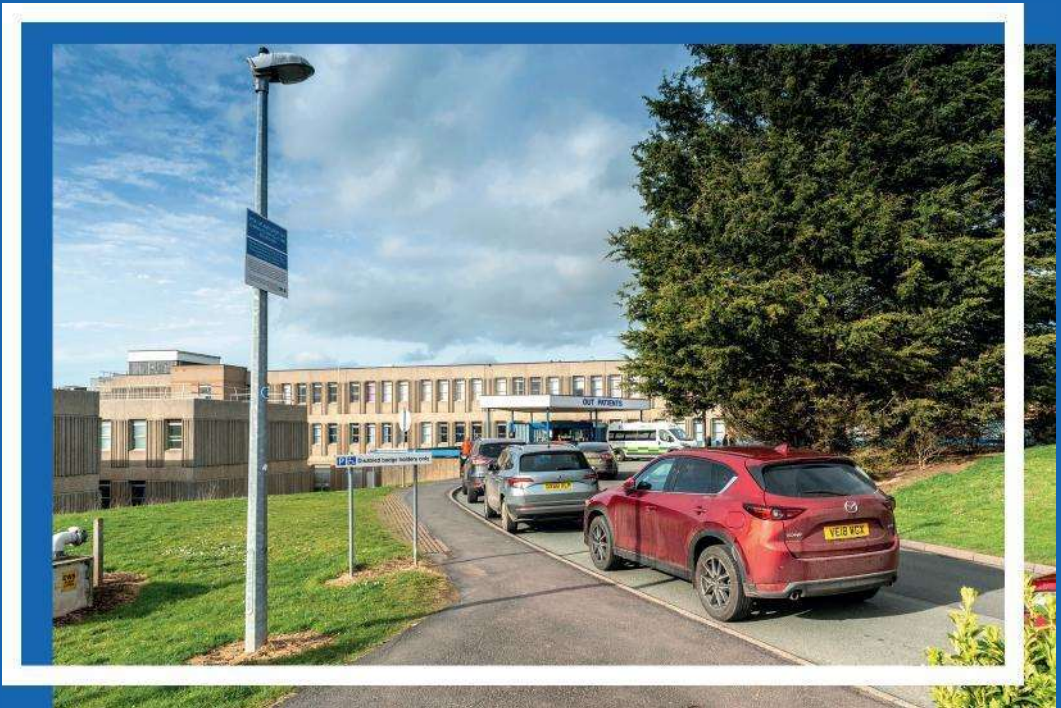


Patient Information

Parking at Our Hospitals



Due to the limited car parking space at busy times you may have difficulty finding somewhere to park. We are looking for ways to increase the number of spaces, both for patients/visitors and staff (who also pay).

How much will I pay?

The standard charges for parking fees are:

| | |
|------------------|-------------|
| Up to 20 minutes | Free |
| Up to 2 hours | £3 |
| Up to 3 hours | £4 |
| Up to 4 hours | £5 |
| Up to 5 hours | £6 |
| Up to 24 hours | £8 |

How do I pay?

You can pay at the parking machines that are located at many hospital exits, and also at the parking attendant kiosks. Having entered your car registration number, and confirmed that the machine has the right car, the machine tells you how much you need to pay. You do this by putting in coins (no change is given, but there are change machines handy), or with a bank card. There is an option which you can choose to pay with a contactless card or smartphone. You can also pay online, by registering with SaTH parking (<https://sathparking.keyivr.com/>). You need to pay on this before midnight that day.

How can I pay a reduced fee?

Daily Rate

If you think that you will need to visit the hospital several times

in one day, you can choose to pay a fee of £8. This covers you for the whole of that day, until midnight. You need to choose this option at the pay machine or online.

More than one day

If you find that you have to leave your car more than 24 hours as a result of a hospital stay, speak to our staff in your ward area. They will arrange for your car to be exempt from a parking penalty. This has to be done within 48 hours.

Coming to hospital several times in a short period

You can get a 10-visit ticket for £8, if you are:



a patient on a long-term treatment plan, for example physiotherapy



a visitor of a patient expected to be in hospital for more than 3 days.

This ticket is valid for 12 weeks. You need to fill in a form, which can be downloaded (<https://www.sath.nhs.uk/patients-visitors/get-ting-to-us/car-parking/>) or obtained from your ward or department. Staff will then sign the form, and you take it to the parking kiosk.

Do I qualify for free parking?

Free parking is available:



if you are driving yourself in for renal dialysis 2 or 3 times a week. Your department will explain what to do.



if you are receiving day-case outpatient treatment in the O'Conner oncology unit. Give your car registration number at the desk as you book in for your appointment.



if you are visiting the hospital for issues connected to the death of someone. You need to speak to the Bereavement Service or Patient Advice and Liaison Service (PALS).



if you arrive by car and are then admitted as an emergency by the Emergency Department, Surgical Assessment Unit or Medical Assessment Unit. Staff will explain what needs to be done.



if you are a volunteer at the hospital, and are volunteering on that visit but you must park in staff areas.



if you are in receipt of some types of benefits. You can claim back the cost by getting a receipt from the pay machine, and providing this with proof of your appointment to the cashier's office.



if you are the parent of a child who is staying in hospital overnight. The ward will explain what to do.



if you are a holder of a registered Blue Badge. You will need to give your car registration number and show your Blue Badge to the car parking attendants for them to register your vehicle details on the system for a 6 month period. You will need to re-register every 6 months.

If the car parking attendants are not on site, please leave without paying and call them the next working day, or within 48 hours of your visit, via switchboard (01743 261000).

Who is in charge of the car parks?

Parking is managed by an external contractor on behalf of the hospital. Any money left over after the running costs are paid is used to help support hospital services.

Questions?

If you have any questions about car parking, please speak to our Reception Desk staff.





Feedback

We appreciate and encourage feedback which can be shared in a number of ways (e.g. the Friends and Family Test or through the hospital website).





Website: <https://www.sath.nhs.uk/patients-visitors/feedback/>

Where are the hospital car parks?

Royal Shrewsbury Hospital

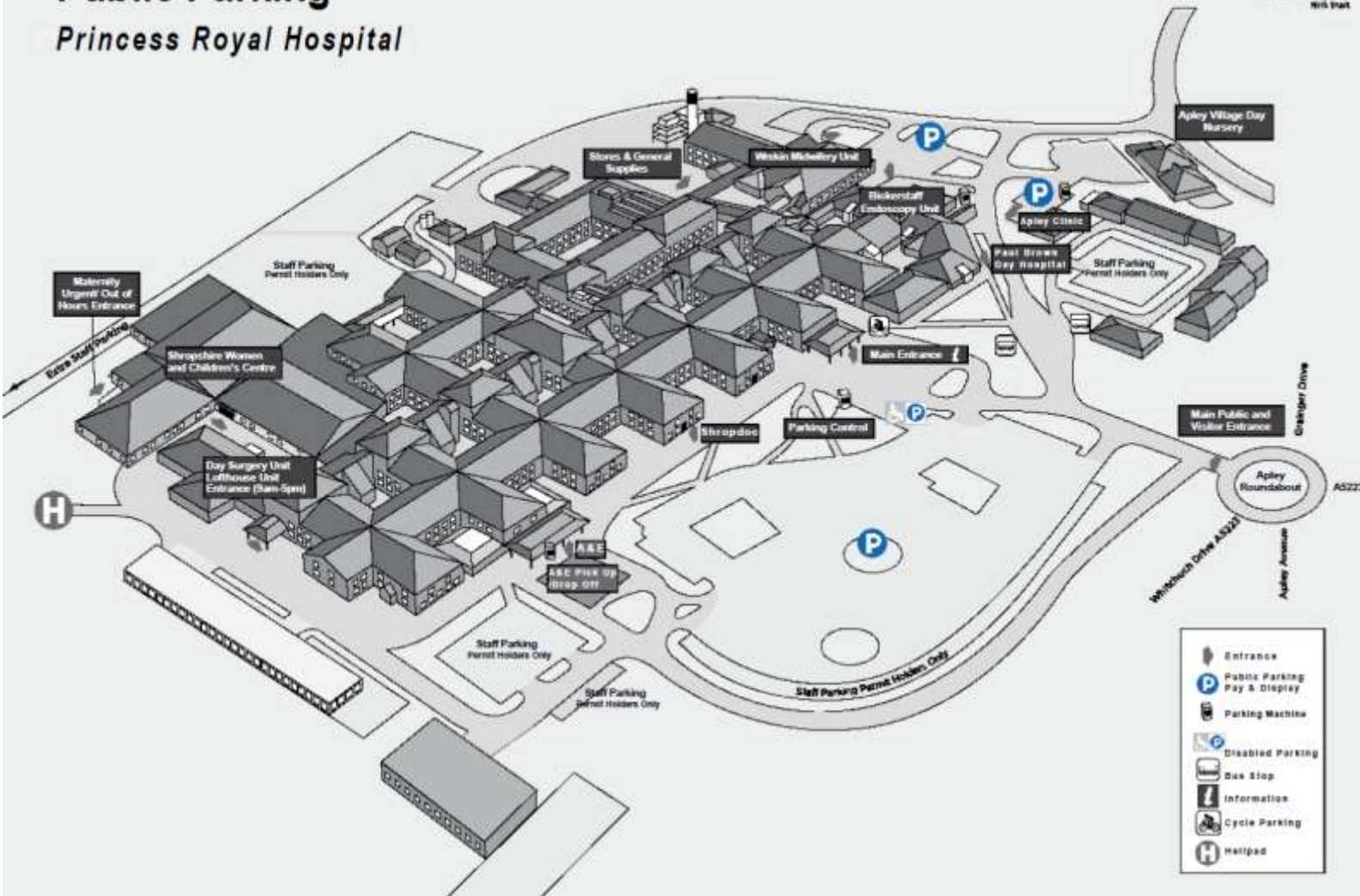
-  Outside the Outpatients building
-  Outside A&E
-  Outside the ward block
-  Outside the Treatment Centre

Princess Royal Hospital

-  On your left when entering from the main entrance
-  Outside the Apley Clinic
-  Outside the Bickerstaff Endoscopy Unit
-  Outside the entrance to Maternity

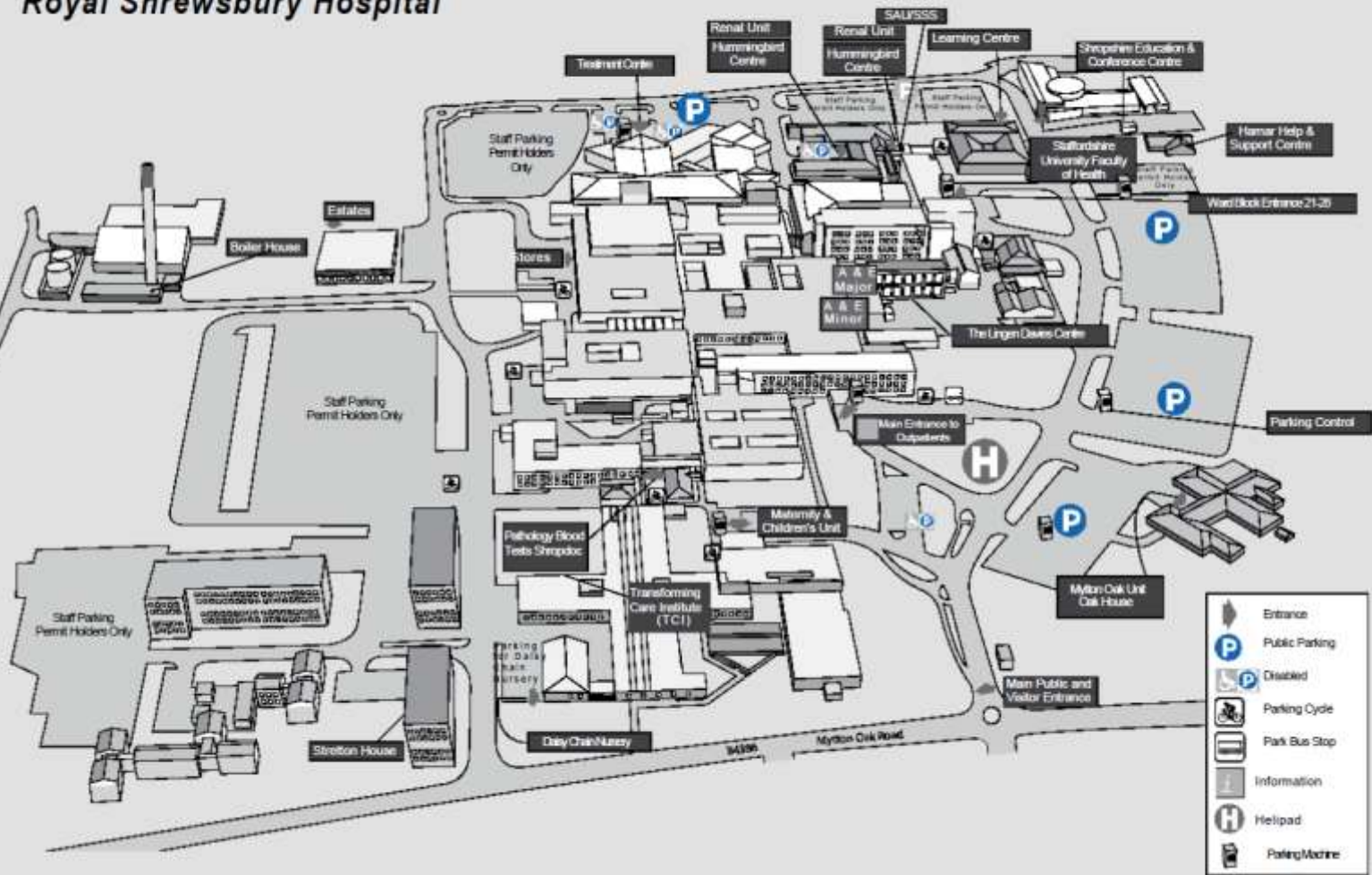
Public Parking

Princess Royal Hospital



Public Parking

Royal Shrewsbury Hospital



Further information is available from

Patient Advice and Liaison Service

We act on your behalf when handling patient and family concerns, liaising with staff, managers and where appropriate, relevant organisations to negotiate immediate or prompt solutions.

Royal Shrewsbury Hospital, Tel: 0800 783 0057 or 01743 261691
Princess Royal Hospital, Tel: 01952 282888

NHS 111

A fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days of the year.

Telephone: 111 (free from a landline or mobile) Website:

www.nhs.uk

Patient UK

Provides leaflets on health and disease translated into 11 other languages as well as links to national support/self help groups and a directory of UK health websites. Website: www.patient.info

Self Help & Support Groups

A selection of websites providing access to good quality health information.

Shropshire Community Directory contains up-to-date information on community groups, support groups and organisations covering Shropshire and its borders.

Website: www.library.sath.nhs.uk/find/patients/

Information in Other Formats

If you require this information in a different way such as a different language, larger print, audio or braille please tell a member of staff or contact the Patient Experience Team: sath.patientexperience@nhs.net or on 01743 261000 ext. 2503 or 3032.