**Service Users & Visitor parking - Frequently Asked Questions**

**What is changing with parking at Oxford Health?**

Car parking has become an issue for Service users, Visitors and Staff across the Trust, with demand at many of our sites regularly exceeding the number of parking bays available. It is essential that those parking at Oxford Health can do so safely therefore we need to manage the numbers of vehicles that can park at our sites

**How the Trust intends to manage car parking at Oxford Health**

As part of the trust's long term solution to this issue a new Car Parking Policy and Management Framework has been devised to implement a pay & display system for all service users, visitors, non-permit holders across designated areas of the Trust.

It is important that you do not bring your vehicle to our sites unless it is essential to do so, using alternative or public transport for your travel requirements wherever possible. We will be providing, designated parking zones for service user and visitors with a drop off zone where you can park for 30 minutes without charge.

**Why will you be charging for Service Users & Visitors to park at Oxford Health Trust sites?**

We have to ensure that the any costs to manage car parking is not taken from essential income required for patient and clinical services therefore parking charges supports the cost of implementing and maintaining the parking management scheme.

**When will the new ‘pay and display’ parking charges come into force?**

Pay and display charges for Service Users, Patients and Visitors will be available from ~~Monday 6~~~~th~~ ~~June 2016~~ **Amended to Monday 20th June 2016**

**What will the charges be?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Up to 30 mins** | **Up to 1.5 hrs** | **Up to 2.5 hrs** | **Up to 3.5 hrs** | **Over 3.5 hrs** |
| Free | £1.00 | £2.00 | £3.00 | £4.00 |

**Car Parking Charge Notices** will be issued for anyone who has parked without displaying a valid ticket or for those parked in unauthorised areas. The charge will be £50 which is reduced to £25 if paid within 14 days. If you believe that a charge notice has been unfairly issued you may appeal via the appeals process.

**How will I know where the patients/service user and visitor area is?**

A designated zone for Patients, Service Users and Visitors parking will be clearly signposted

**Can I park in the staff designated zone?**

You won’t be able to park in the area set aside for staff. Parking in the staff zone requires an employee permit displayed in the vehicle.

**I am a blue badge holder will I have to pay?**

Blue badge holders will be eligible for free parking

**I have to park at Oxford Health sites to use the Services every day for my treatment will there be any support towards the cost of parking?**

You can apply for a long stay ticket which is £4 per week. To do this, you will need to complete a form (available at the hospital reception/ward area) which must be authorised by an authorising manager who has knowledge of your treatment. Please sign the form and attach a day ticket purchased from the ‘pay and display. The forms will also be available to download online soon.

**I am a low income/on benefits will there be any help for parking payments**

**If you are on a low income you may be eligible for help with travel costs and / or car parking**

The Hospital Trust offers two schemes which help meet the cost of travel and car parking charges for those patients who are on low income.

***1. The Healthcare Travel Costs Scheme***

**Who is eligible?**  
This scheme reimburses travel costs, including car parking charges, to patients on the following benefits:

* Income Support,
* Income-based Jobseeker’s Allowance,
* Income-related Employment and Support Allowance
* Pension Credit Guarantee Credit, or
* you are named on, or entitled to (use your award notice as evidence), a NHS tax credit exemption certificate, or
* you have a low income and are named on certificate HC2 (full help) or HC3 (limited help). To apply for this certificate, you should complete form HC1 available from your local hospital, Jobcentre Plus offices, or from the DH publications order line on 0300 123 1002.
* you are awarded Universal Credit

**How can I claim?**Remember to **keep your travel and parking receipts and your appointment letter**. To get a refund you must take these to either of the General Offices at our hospitals along with proof that you are receiving benefit (for example, your benefit award letter). You can also claim help with travel costs up to 3 months after the date of travel.

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx>

***2. The NHS low income scheme***

Patients who don't automatically qualify for the NHS Hospital Travel Cost Scheme, but still find it hard to afford travel and parking costs, may be entitled to claim back some, or all, of their travel expenses under the NHS Low Income Scheme.

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/nhs-low-income-scheme.aspx>

**How can I claim?**You can read more about the NHS Low Income Scheme in a leaflet called HC11. To apply for help under the scheme you need to complete form HC1 available from the hospital, local Jobcentre Plus or Social Security office

<http://www.nhsbsa.nhs.uk/1125.aspx>

If you are eligible, the Department of Health will then send you a certificate setting out your entitlement. When you come for your appointment, keep your car parking receipt and take it along with your certificate to the finance office and you will be reimbursed accordingly.

**Help for visitors**

If your doctor considers it medically necessary that someone goes with you to your hospital appointment, you can claim back their travel expenses under the Hospital Travel Costs Scheme. To apply, contact your local Jobcentre Plus or Social Security office, or visit [www.dwp.gov.uk](http://www.dwp.gov.uk)

**I am a volunteer working for Oxford Health Trust will I have to pay to park?**

Volunteers will be able to park for free. However; you must apply for a permit displaying this in your vehicle at all times when parking at Oxford Health sites. Email [carparking@oxfordhealth.nhs.uk](mailto:carparking@oxfordhealth.nhs.uk) and request an application form and return it to:Car Parking Management Team,Oxford Health NHS Foundation Trust, Corporate Services, Littlemore Mental Health, Sandford Road. Littlemore, Oxford OX4 4XN. The permit application form will also shortly be available to download.

**Where can I park for free?**

You cannot park at Oxford Health sites without paying the required charge however, at each sites there may be some roads nearby where you can park. This link will help you find free or low cost parking in areas near to Oxford Health sites.

<http://www.parkopedia.co.uk/>

**Questions/Suggestions**

If you have any questions about parking at Oxford Health or suggestions to improve car parking management at OH sites please email the car park project team at [carparking@oxfordhealth.nhs.uk](mailto:carparking@oxfordhealth.nhs.uk)