

Car parking at Leicester General Hospital

Information for Patients, Carers and Visitors

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Introduction

This leaflet includes information about the charge to park at Leicester General Hospital and the saver tickets available to patients and prime carers.

Car park office

The car park office is next to the Restaurant

Opening hours: 8am to 4pm, Monday to Friday

Telephone: 0116 258 8281

Cashiers office

The cashiers office is on the corridor after the main reception.

Opening hours: 9am to 3pm

Telephone: 0116 258 4890

Change machines

These are in main reception and maternity reception at Leicester General. The shops and restaurants in the hospital do not provide change.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

Drop off bays

There are bays at the main entrances with a 20 minute maximum stay.

Car parking charges

Time	Tariff
Up to 1 hour	£1.70
1 to 2 hours	£2.90
2 to 3 hours	£3.40
3 to 4 hours	£4.50
4 to 8 hours	£6.70
8 to 12 hours	£11.30
12 to 24 hours	£13.30
Night tariff 8pm to 6am	£2.30
Motorbikes	Free
Patient and prime carer saver tickets Available from the car park office	
Daily	£6.10
Weekly	£17.00
Monthly	£56.40
Inpatient for 6 weeks	Free (for prime carer)

Patient and prime carer saver tickets

Saver tickets are available from the car park office. Please note only 1 saver ticket can be bought per patient and these tickets do not guarantee a space; refunds will not be given.

To transfer your saver ticket to for use at the other 2 hospital sites, go to the car park office.

Day ticket £6.10:

The daily ticket is available to **patients and prime carers**. It costs **£6.10** and is available from the car park office. The daily ticket expires at the end of the day it is purchased on.

Reducing your day charge:

If you are delayed through no fault of your own, or have extended treatment that lasts longer than 4 hours, you or your carer can apply for a discount to reduce your car park fee to the daily rate of **£6.10** Only 1 person may claim the discount for each patient.

To claim the £6.10 maximum charge you need to:

1. Ask a member of staff on the ward or department to sign, date and write the time you leave on your appointment card, letter or a compliments slip
2. Take this to the car park office for your discount. The time on your card must be within a reasonable period of the time you show it to the car park office.

Weekly ticket £17.00:

The weekly ticket is available to patients or prime carers. It costs **£17.00** and is available from the car park office. It is valid for 6 days after the date of purchase. For example, if purchased on a Tuesday it will expire at the end of the following Monday.

Monthly ticket £56.40:

The monthly ticket is available to patients or prime carers. It costs **£56.40** and is available from the car park office. The ticket can be used at any time during the calendar month. For example, if purchased on 6th November it will expire at the end of 5th December.

Carer's ticket:

The prime carer of a patient that has been in hospital for more than 6 weeks will be given free parking from the beginning of the 7th week.

Only 1 saver ticket can be issued at one time per patient. It can be passed between carers.

To get this the carer must visit the car park office with the patient number and explain they are the carer of a patient that has been in hospital for more than 6 weeks. This information will be checked against the patient database and a free pass produced if eligible.

If you have a pay and display ticket and are late:

Please contact the car park office on site or find a car park attendant who will help you to pay the outstanding fee.

Who is eligible for free parking or can claim back charges?

Patients on benefits:

Patients receiving certain benefits can have their parking charges refunded (this applies to external public car parks as well as the hospital car parks).

The qualifying benefits are notified by the Department of Social Security and you will need proof of entitlement to the benefit and proof of hospital attendance from an appointment card or letter.

The current qualifying benefits are:

- Income Support Letter – valid for 6 months from the date in the top right hand corner
- NHS Tax Credit Exemption Certificate Card
- Income Based Job Seekers' Allowance Letter - valid for 6 months from the date in the top right hand corner
- HC2 Exemption certificate
- Income Related Employment and Support Allowance
- Pension Credit Guarantee Credit.

For more information contact the cashier's office.

As well as the above, if you are named on a HC3 Exemption Certificate, contact the cashiers office for advice, as you may qualify for help.

Blue badge holders:

If, as a patient, you have a blue badge and have an appointment you qualify for free parking. Park in any pay and display and display your blue badge, there will not be a charge.

Patients attending regularly:

Patients that attend at least 3 times a month for a period of at least 3 months, are able to claim back parking charges. To claim back parking, you will only need to do the following:

- Keep all car park receipts
- Keep appointment letters, for the day that matches to dates of the receipt.
- Visit the cashier's office, on the corridor after the main reception.

Parents of children staying overnight (aged 17 & 364 days or younger):

Parents of children that have to stay in overnight can claim free parking. To claim this, the parent needs to visit the car park office on the way out of the hospital.

Take your ticket to the car park office, give the child's "S number" and you will get free overnight parking.

The duration of the free parking is 7:30pm to 8:00am. Anything outside of the given hours is chargeable.

Please note that this is valid for 1 car per transaction.

Using public transport

Where possible we encourage the use of public transport. There are regular bus links. Call Traveline on **0871 200 22 33** for more information. For train details call **08457 48 49 50**.

Hospital Hopper bus:

Our shuttle bus runs every 30 minutes and links Glenfield Hospital, Leicester General Hospital and Leicester Royal Infirmary with the St Nicholas' Circle park and ride hub, Beaumont Leys Centre, Hamilton Centre and the railway station. Timetables are available at

www.leicestershospitals.nhs.uk/patients/getting-to-hospital/bus-travel/hospital-hopper-bus/

Who can I contact if I need more information?

For more information about our car parks, charges, season tickets and exemptions visit www.leicestershospitals.nhs.uk or contact the car park office on site.

For the hospital switchboard call 0300 303 1573.

Giving us your feedback

Your comments and feedback about your experience with us are invaluable and welcomed. These can be sent to our Patient Information and Liaison Service (PILS).

Freephone: 0808 178 8337

Email: pils@uhl-tr.nhs.uk

In writing: Patient Information & Liaison Service
The Firs, C/O Glenfield Hospital, Groby Road, Leicester LE3 9QP

Webpage: www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો
ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk