Car parking at Leicester Royal Infirmary

Information for Patients, Carers and Visitors

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Introduction

This leaflet has information about parking at Leicester Royal Infirmary.

Our car parks are full on a regular basis. We are unable to make sure parking is available for all users. If you are coming by car you may need to queue, this on average can take 1 hour at peak times (8.00am until 5.00pm).

1. Main car park (including the multi storey)

The main car park is accessed via Havelock Street. It has a multi-storey area. It is open 24 hours a day, every day. A one-way system is in place. Most vehicles exit via Aylestone Road.

Most hospital car parks at the Leicester Royal Infirmary operate an automatic number plate recognition (ANPR) system on a pay-on-foot basis.

- Park your vehicle
- Go to your appointment or visit
- Pay at one of the pay stations before exiting the car park
- ANPR car park machines accept card and coin payments

2. The Adult Emergency Department car park

This is a pay-and-display car park.

- When you arrive, buy a ticket for the time you plan to stay.
- Display this in the front window of your vehicle.
- Pay-and-display machines are cash only.

Car park office

The car park office is on level 0 of the Windsor Building. From the Havelock Street car park, enter the building, pass reception on your right, go to the corridor's end, turn right, and walk toward the orange walls. Before reaching them, the corridor widens – turn left then immediate left again. Buzz at the door to enter.

Public opening hours: Monday to Friday, 8:00am to 6:00pm.

Staff opening hours: Monday to Friday, 8:00am to 3:30pm.

For more information contact the Car Park Office on **0116 258 5295.**

For any queries before your visit, you can also email uhl-tr.lricarparking@nhs.net We aim to respond to all emails within 2 working days.

The car park office is cashless. It does not accept cash.

Drop off bays

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

Car parking charges

Time	Tariff
Exit within 30 minutes	No Charge
Up to 1 hour	£2.20
1 to 2 hours	£3.80
2 to 3 hours	£4.40
3 to 4 hours	£5.90
4 to 8 hours	£8.70
8 to 12 hours	£11.30
12 to 24 hours	£13.30
Night tariff 8pm to 6am	£3.00
Motorbikes	Free
Patient and prime carer saver tickets Available from the car park office	
Daily	£8.00
Weekly	£22.00
Monthly	£73.30
Saver (for £50 of parking credit)	£25.00
Inpatient for 6 weeks	Free (for prime carer)

Patient and prime carer saver tickets

Saver tickets are available from the car park office. Only **1 saver ticket** can be bought per patient. These tickets do not guarantee a parking space. We do not give refunds for these tickets.

The weekly and monthly tickets can be transferred between the 3 hospitals.

The saver can be transferred between the Leicester Royal Infirmary and the Glenfield.

For more information please contact one of the car park offices.

Day ticket £8.00:

The daily ticket expires at the end of the day it is bought on.

To claim the £8.00 maximum charge you must visit the car park office before exiting. If the office is closed please use the intercom button on the pay machine

Weekly ticket £22.00:

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 £73.30:

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.

£25 saver card (only valid in the ANPR car park):

A saver card costs **£25.** With this you will get **£50** of parking credit. They can be used at any time. They are available to patients and prime carers. The car park fee will be deducted from the card with each use. This is like the way you pay for ‘pay as you go’ mobile phone use. Saver cards can be used over any number of months. They only run out when the **£50** credit has been used.

Carer’s ticket:

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

Only 1 saver ticket can be issued at 1 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. We will make a free pass if you are eligible.

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

Patients on benefits:

Parking charges can be reimbursed (hospital and public car parks). If you need to claim for your healthcare travel cost expenses, you can apply online or complete a HC5(T) Form and make a claim by post. The HC5(T) Forms can be found at the Car Parks Office.

Blue badge holders

Blue badge holders park for free when they visit any of our hospital sites for their appointment.

Car park with barrier

You can scan the barcode on your badge at any of our pay machines before leaving the barriered car park at the Leicester Royal Infirmary.

- Enter your vehicle registration number, and press ‘accept’
- Scan the barcode on the rear side of your badge
- You will see a confirmation message reading ‘Payment Complete’ on the screen
- Drive to the exit. You have 30 minutes to exit the car park after scanning your badge

Intercom buttons are available at our pay machines and at the car park barriers. If you have any issues while scanning the blue badge at the pay machine, or the barrier will not lift when you reach it, please press the intercom button to speak to a member of our team.

Car park with no barrier

If there is no barrier at the car park entrance or exit, for example, the small pay and display car park near to the adult emergency department, please keep your blue badge on display within your vehicle throughout your stay.

This system is for blue badge holders only. Misuse could lead to a fine of £80, reduced to £45 if paid within 14 days.

Patients attending regularly:

Patients that attend at least 3 times a month for a period of at least 3 months can claim back parking charges. To claim back parking, you will need:

- Keep all car park receipts
- Visit the car park office to obtain a form
- Complete form and send together with copies of your receipts and appointment letters to uhl-tr.cashiersmailbox@nhs.net

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

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

- If in a pay and display car park take your ticket to the car park office, give the child's "S number" and you will get free overnight parking.
- If in an ANPR car park you will not need your ticket.

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

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

Other travel options

We encourage you to use another form of transport if you can. 'Choose how you move' is a local journey planner that shows you the different possible transport options for your journey: www.choosehowyoumove.co.uk

There are regular bus links. Call Traveline on **0871 200 22 33** for more information. For train details call **0845 748 49 50**.

Our Hospital Hopper: This bus service links our 3 hospitals with Beaumont Leys Centre, Hamilton Centre, the Railway Station and Jubilee Square (Park & Ride hub). The service runs every 30 minutes during the day. Nationally recognised concessions are valid on the Hospital Hopper.

Park and Ride: There are 3 Park and Ride sites on the edge of Leicester. They run every 15 minutes from 7am to 7pm, Monday to Friday. The Enderby Park and Ride comes directly to the Leicester Royal Infirmary. The other 2 services (Birstall and Meynells Gorse) serve the city centre. You can travel onwards to the hospital on the HOP service.

HOP: This service is free. It loops the city centre, serving Haymarket Bus Station, Highcross, Jubilee Square, Leicester Royal Infirmary, Railway Station and the Market. The service links to the Hospital Hopper service at the Royal Infirmary and St Nicholas Circle.

It also links with:

- Meynell's Gorse and Enderby Park and Ride at St Nicholas Circle
- Birstall Park and Ride at Savoy Street

It runs every 10 minutes Monday to Saturday (excluding bank holidays) from 8am to 6pm.

Cycling: There is a cycle stand at the Balmoral entrance and near to the adult Emergency Department where bikes can be locked..

For more information on transport options to the Glenfield Hospital including the hospital hopper timetable see our website www.uhleicester.nhs.uk/hospitals/glenfield-hospital/directions/

Other local car parks

To find other car parks in Leicester please follow the link below:
https://www.leicester.gov.uk/parking-streets-and-transport/parking/places-park/car-parks

Who can I contact if I need more information?

For more information about our car parks, charges, season tickets and exemptions visit www.uhleicester.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 Advice and Liaison Service (PALS).

Freephone: 0808 178 8337

Email: uhl-tr.pals@nhs.net

In writing: Patient Advice and Liaison Service

The Firs, C/O Glenfield Hospital, Groby Road, Leicester, LE3 9QP

Online form: www.uhleicester.nhs.uk/patients-visitors/support/feedback-complaints/pals/