

Car parking at Leicester Royal Infirmary

Information for patients, carers and visitors

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Introduction

This leaflet has information about how much it costs to park at Leicester Royal Infirmary. It tells you about the saver tickets available to patients and prime carers.

The 2 main patient car parks use automatic number plate recognition (ANPR). The small patient car park near the Adult Emergency Department is pay and display.

Car park office

The car park office is on level 0 of the Windsor Building.

Staff opening hours: Monday to Friday, 8:00am to 4:00pm.

Public opening hours: 24 hours, 7 days a week.

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

Cashiers office

The cashiers office is on the ground floor of Balmoral building.

Opening hours: 9.00am to 4.00pm

Phone: 0116 258 5175

Change machines

Change machines are next to the security and car park office on level 0 of the Windsor Building and near Balmoral Reception. The shops and restaurants in the hospital do not give change.

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

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

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 ticket can be used across the other 2 hospital sites. To transfer your saver ticket visit the Car Park Office.

Day ticket £8.00:

The daily ticket is available to patients and prime carers. It costs **£8.00** and is available from the car park office. The daily ticket expires at the end of the day it is bought on.

Reducing your day charge:

If you are delayed and it was not your fault, or need longer 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 **£8.00**. Only 1 person may claim the discount for each patient.

To claim the £8.00 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 £22.00:

It is available for patients and prime carers 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 £73.30:

It is available for patients and prime carers 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.

£25 saver card:

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

Patients getting 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. 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.

If you are named on a HC3 Exemption Certificate, contact cashiers for advice, as you may qualify for help.

Blue badge holders

If you are a patient and you have a blue badge because of your disability, you qualify for free parking when visiting our hospitals for an appointment.

To get free parking you need to do the following when you are ready to leave the hospital:

The blue badge holder (who has to be the patient) must go to the car park office with their blue badge and appointment letter. If you show these you will get free parking for the appointment.

Patients attending regularly:

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

- 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 ground floor of the Balmoral Building.

Parents of children staying overnight (aged 17 to 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.

If in a pay and display car park please 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.

Alternative travel options

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 is on average between 30 and 45 minutes.

We encourage you to use another form of transport if you can. 'Choose how you move' is a local journey planner. It 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 are cycle stands at the Balmoral entrance and near to the adult Emergency Department where bikes can be locked.

For more information on transport options to the Leicester General including the hospital hopper timetable see our website: www.uhleicester.nhs.uk/hospitals/leicester-royal-infirmary/directions/

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/

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 uhl-tr.equalitymailbox@nhs.net