

# Car parking at Glenfield Hospital

Information for Patients, Carers and Visitors

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## Introduction

This leaflet includes information about the charge to park at Glenfield Hospital and the saver tickets available to patients and prime carers. The main patient car park uses automatic number plate recognition (ANPR). The south car park uses pay and display.

## Car park office

The car park office is located opposite the cash point machine in the main corridor, after entering through main reception.

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

Telephone: 0116 258 3151

## Cashiers office

The cashiers office is on the ground floor, turn left after the cash machine when entering the building from the main entrance. The cashiers office is on the right.

**Opening hours:** 12 noon to 2.30pm, Monday to Friday

Telephone: 0116 258 3400

## Change machines

These are in the main receptions and south reception. The shops and restaurants in the hospital do not provide change.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://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](mailto: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
Exit within 30 minutes	No Charge
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
<b>Patient and prime carer saver tickets</b> Available from the car park office	
Daily	£6.10
Weekly	£17.00
Monthly	£56.40
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. Please note only 1 saver ticket can be bought per patient and these tickets do not guarantee a space; refunds will not be given.

The weekly and monthly ticket can also be used across the other 2 hospital sites. To transfer your saver ticket visit 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.

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

A saver card costs **£25** but you receive **£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 (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 with free parking from the beginning of the 7th week.

Only one 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 pay for 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 six 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 for advice, as you may qualify for help.

### **Blue badge holders (in ANPR car park):**

If, as a patient, you have a blue badge and have an appointment you qualify for free parking. 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 receive free parking for the duration of the appointment.

If you have an appointment out of hours, buzz at the barrier on your way out and state you hold a blue badge.

### **Blue badge holders (in pay and display car park):**

Display your blue badge when parking in any pay and display car park, and 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.
- Go to the cashiers office which is on the ground floor, turn left after the cash machine when entering the building from the main entrance. The cashiers office is on the right.

### **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.

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

The duration of the free parking is 19:30 to 08:00 (7:30pm to 8am). Anything outside of the given hours is chargeable.

Please note that this is valid for one 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/](http://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](http://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 Advice and Liaison Service (PALS).

**Freephone:** 0808 178 8337

**Email:** [pals@uhl-tr.nhs.uk](mailto:pals@uhl-tr.nhs.uk)

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

**Online form:** [www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/](http://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 بلغة 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](mailto:equality@uhl-tr.nhs.uk)