

Media Release

Improved parking system to be launched at PRH

2 June 2016

A new system which has made it easier for people to pay when they park at the Royal Shrewsbury Hospital (RSH) is to be introduced at the Princess Royal Hospital (PRH) in Telford next week.

From Wednesday 8 June 2016, a new automatic number plate recognition (ANPR) system will be launched to manage car parking at PRH.

This system will deliver some key improvements, including a range of more convenient ways for people to pay on exit, improving the flow of vehicles to make spaces available for those who need them, increasing security, and allowing parking attendants to concentrate on helping visitors rather than enforcement.

There will be no change in parking prices when the new system is introduced.

To coincide with the introduction of the new system, there will be improved signage to clearly indicate dedicated staff and patient and visitor parking areas.

Julia Clarke, Director of Corporate Governance at The Shrewsbury and Telford Hospital NHS Trust (SaTH), which runs PRH and RSH, said: **“We know parking is one of the things our patients and visitors, and our staff, want us to look at and we are constantly looking at ways we can improve this for everybody who uses our hospitals.**

“The ANPR system is being successfully used at RSH. We have spent some time making sure we have resolved most of the teething issues which you get when you introduce any new system.

“The Trust has been proactive in tackling parking issues at its hospitals by encouraging more staff to think of alternative ways of getting to work. People who car share are being offered ‘premium’ car parking spaces and more cycle shelters have been installed at both sites, with improvements made to shower and changing facilities to encourage more people to cycle to work.

“We have also negotiated staff discounts of up to 20% on bus tickets with Arriva.

“Other initiatives, including a ‘Pay-as-you-Park’ system with staff only being charged for the days their vehicles are on-site, will be introduced soon to encourage our workforce to leave their cars at home.”

ANPR works by recording your vehicle registration when you enter and exit the car parks. This means we can offer visitors a variety of different ways to pay once their visit to the hospital is complete. This could be by using the onsite machines to pay by cash, debit or credit card; or paying over the telephone or online when they get home. This removes the burden of having to ensure you have the right change to pay for a ticket upfront when your main concern is to attend an appointment or visit someone in hospital.

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The onsite payment machines, which are much more reliable than the current “pay and display” machines, will be under cover and there will be more machines at the Shropshire Women and Children’s Centre for patients and visitors parking on that side of the site.

Parking charges at SaTH are still among the cheapest in the country, with people being able to park for up to 30 minutes without charge, and paying £3.50 for five hours or more.

Patients receiving dialysis, radiotherapy or chemotherapy and people visiting hospital for issues connected with bereavement are able to park for free. Anyone needing to attend hospital regularly can buy a discounted 10-visit ticket for £8.

Julia said: **“We know parking is something that people are concerned about, so we want to make sure we are doing everything we can to make the whole process, from finding a parking space to paying, as smooth as possible.”**

On the day ANPR is introduced at PRH, staff from CP Plus, which manages the public car parking areas for the Trust, will be on hand to help people find out where to park and to help with any issues operating the new machines.

ENDS

Notes for Editors:

- The Shrewsbury and Telford Hospital NHS Trust is the main provider of acute hospital care for almost 500,000 people from Shropshire, Telford & Wrekin and mid Wales. Patients come to us from Telford, Shrewsbury, Ludlow, Oswestry, Bridgnorth, Whitchurch, Newtown and Welshpool in Powys.
- The Trust continues to work with its partners in health and social care in Shropshire, Telford & Wrekin and mid Wales to develop patient-focused services that meet the needs of our communities.
- If you would have any questions or concerns about local healthcare, independent support and signposting is available from Healthwatch Shropshire or Telford and Wrekin and Powys Community Health Council (CHC):
 - Healthwatch Shropshire: 01743 237884 or email the team via enquiries@healthwatchshropshire.co.uk
 - Healthwatch Telford and Wrekin: 01952 739540 or email info@healthwatchtelfordandwrekin.co.uk
 - Powys CHC: 01686 627632 or email enquiries.powyschc@waleschc.org.uk

For more information contact John Kirk, Communications and Engagement Manager at The Shrewsbury and Telford Hospital NHS Trust, on 01743 492285.