



New visitor and patient Car Parking System

From 11 May 2019



The new car parking system

East Surrey Hospital will be introducing a new parking system from 11 May 2019 which uses Automatic Number Plate Recognition. The new parking system will work out the correct payment and allows a number of ways to pay:

- ◆ coins
- ◆ notes
- ◆ contactless
- ◆ card payment (debit or credit card)

The car parking system uses a camera to read your number plate when you enter the car park. This is called an Automatic Number Plate Recognition system (ANPR) for short and will be in operation across all entrances and exits to the hospital car parks.

Using the new car parking system

Please follow the guidance below to use the new car parking system:

1. Arrive in the car park and find a space
2. Attend your appointment/visit
3. When you are ready to leave go to one of the payment machines
4. Enter your car registration
5. Select the photo of your vehicle
6. The machine will display the total payment required
7. Make payment
8. Return to your vehicle and leave the site

Questions you may have

Are your car parking charges increasing?

No. The following charges apply between 8am and 8pm, seven days a week:

- ◆ Up to 2 hours £3.00
- ◆ Up to 3 hours £4.00
- ◆ Up to 6 hours £5.00
- ◆ Up to 10 hours £6.00

- ◆ Up to 24 hours £12.00
- ◆ Over 24 hours £25.00 per day

What makes this car parking system different to the old one?

The new system will also make paying easier as both credit/debit card (including contactless) payments are accepted. Some machines will give change and accept notes.

Why do I need my registration number?

When paying at the machines you need to put your registration number into the machine. When you leave the car park, enter your registration into the machine which will then calculate your payment for you.

Will I need to display a ticket?

Payment is by ANPR, so there will be no ticket to display. A receipt for your records can be printed from the payment machines.

What if I need help using the system?

If you need help to use the car parking machines, please use the intercom system located at all paystations to speak to a member of staff.

I'm only dropping someone off – will I need to pay?

If you are visiting the hospital site to pick up/drop off, there is a 15 minute limit. If you are longer than 15 minutes, you will need to pay for parking.

Will there be someone to help me?

We will have additional staff on site when the car parking system goes live on 11 May 2019 to provide assistance for patients and visitors.

How can I provide feedback to the Hospital?

Contact Patient Advice and Liaison Service (PALS). PALS can provide confidential advice and support, and can negotiate prompt solutions by liaising with staff and, where appropriate, relevant organisations on your behalf.

The PALS office is open weekdays 9.30am to 4.30pm, and is located near the Main Entrance of East Surrey Hospital.

Telephone: Call PALS on 01737 231 958
Email: sash.pals@nhs.net