



## Car Park Changes from 27<sup>th</sup> January 2020 Answers to frequently asked questions

### 1) Why has this been installed?

The decision to install the parking solution in the car park was done following a patient consultation. This was run both in house and via the practice website which commenced at the end of November and ran until the end of December 2019.

The reason for the consultation in the first place was to ensure the safety of patients when visiting the practice due to an unfortunate number of people parking inappropriately, using spaces allocated to disabled and mother/child, double parking or parking on the side of the pavement and frequently parking to go into the town and not visit the practice or pharmacy at all. This ongoing problem has caused multiple 'prangs' in the car park, many heated arguments and blocked emergency vehicles being able to enter due to patients parking on the pavement.

### 2) Why haven't you told me?

Information relating to the start of the scheme was shared in house, on the practice website, Facebook and Twitter pages and the practice newsletter prior to the commencement. There is ample signage on entry to the car park, above most of the parking spaces in the car park, on entry to the premises at the front, there is a large banner in the foyer, multiple signs in the practice including next to the self-check in and will also show on the patient call screens. If entering through the rear door, there is a poster on the facing door.

The signage and the registration enter points were in place one week ahead of the start date to allow patients to get used to the new process.

We have a patient list size of 15,500 patients therefore to verbally communicate this would be difficult. We have ensured that it has been communicated through the methods previously mentioned and clear signage has been implemented. There is also a registration enter point in the pharmacy for which they have created signage. We have guidelines regarding what we are allowed to send via SMS therefore this was not used.

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## YARM MEDICAL PRACTICE



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**3) How much money does the practice make from this?**

The practice does not make any financial gain from this solution and the implementation was not undertaken as a view to gain profit but rather to protect patients and their vehicles. The notices state that the monitoring is in place Monday to Friday only; we have asked for this so that the car park may be used as a community resource on the weekend when the practice is closed.

**4) I forgot to enter my registration details / my elderly relative did not know their registration Number – what do I do?**

We are able to retrospectively enter details for vulnerable, elderly or patients with mitigating circumstances but have a very short window of opportunity to do so. This allows us to ensure that elderly patients are not disadvantaged as frequently they need to check their registration details and may enter the wrong information. This would need to be undertaken within a timescale of approximately 24 hours once confirmation of the visit to the practice has been verified.

**5) I only need to go to the pharmacy/drop someone off – do I need to enter my registration?**

There is a 10 minute grace period from entering the car park (the camera will pick up your car on entry) – if you are in and out within that time period that is OK – If you are collecting medication from the pharmacy there is an access point in there to enter registration details. If in doubt – enter your registration number.

**6) I have received a Parking Notice – what do I do?**

We can appreciate your frustration at receiving a Parking Notice and the advice we give is to contact the Parking Management solution providers as they are responsible for the car park.

They can be contacted online at <https://appeals.ce-service.co.uk/> or in writing

Civil Enforcement Limited  
Horton House  
Exchange Flags  
Liverpool  
L2 3PF

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Any appeal must be within 28 days of the notice being issued. We are happy to confirm any appointments that you attended to help with you appeal.

Please do not shout or swear at the receptionists – they have had no part in issuing parking notices to patients and the practice has Zero tolerance over any abuse of the practice team

\*Thank you for your attention\*

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**YARM MEDICAL PRACTICE**

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