

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust, Royal Albert Edward Infirmary
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Ask 3 Questions



Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?

How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, braille, and other languages upon request.
For more information please ask in the department/ward.

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Free car parking
for those with
greatest need

Patient Information

The Patient Information Leaflets/Videos page on the Trust website is available on the link:
[https:// www.wvl.nhs.uk/patient-information-leaflets](https://www.wvl.nhs.uk/patient-information-leaflets)
or scan the QR code.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021
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Introduction

As per the NHS standard Contract [Service Condition 17.10] the Trust must comply where applicable with NHS car parking guidance.

In particular, the Trust must ensure that any car parking facilities at the provider's premises for service users, visitors and staff are available free of charge to those groups and at those times identified in, and otherwise in accordance with that guidance.

The definitions of these groups are as follows:

Disabled people

A disabled person is a holder of a valid Blue Badge attending hospital as a patient or visitor or is a disabled person employed by the hospital trust.

Disabled patients/visitors

Receive free parking for the duration of their attendance at, or visit to, the hospital.

Disabled employees

Receive free parking while at the hospital for purposes relating to their employment.

A blue badge must be in date and clearly displayed.

Frequent outpatient attenders

Parking will be provided free to all outpatients who attend hospital for an appointment at least 3 times within a month, and for an overall period of at least 3 months. A 'month' is defined as a period of 30 days.

Parents of sick children staying overnight

The parent of a child in hospital overnight is a parent or guardian of a child or young person, under 18 years of age, who is admitted as an inpatient at hospital overnight.

They receive free parking between the hours of 7:30pm and 8:00am while visiting the child.

This would apply to a maximum of 2 vehicles.

Staff working night shifts

Staff working night shifts or members of staff with a shift starting after 7:30pm and ending before 8:00am. They receive free parking for the duration of their shift.

Staff must hold and display a valid staff permit.

Exemption Certificates

Exemption certificates are available from all wards. The exemption is issued to the patient but can be displayed in any vehicle they use to travel to appointments.

Exemption certificates must be in date and clearly displayed. Parking signs and restrictions must be obeyed even when displaying an exemption certificate.

Further information can be found on the Government website.

<https://www.gov.uk/government/publications/nhs-patient-visitor-and-staff-car-parking-principles/nhs-patient-visitor-and-staff-car-parking-principles>