



York Teaching Hospital  
NHS Foundation Trust

# Accessible Parking at York Hospital

Information for patients, relatives and carers

We hope that the information in this leaflet helps you plan your visit to York Hospital.

① For more information, please contact:

**Security and Car Parking Department**

Tel: 01904 631313

The York Hospital, Wigginton Road, York, YO31 8HE

Caring with pride



<b>Contents</b>	<b>Page</b>
Blue Badge Holders.....	5
Parking in the Multi Storey Car Park.....	6
Parking in the MSCP if you need side access to your vehicle .....	7
Help us to help you!.....	8
If you need help.....	9
Location map of parking at York Hospital.....	10
Tell us what you think of this leaflet .....	11
Teaching, Training and Research .....	11
Patient Advice and Liaison Service (PALS).....	11



## Blue Badge Holders

York Teaching Hospital has over 50 Blue Badge car parking spaces for patients and visitors. The majority of these spaces can be found in front of the main hospital entrance. You reach these spaces via the main entrance on Wigginton Road.

The Blue Badge car park has a car parking and security officer on duty between 8am and 4pm, Monday to Friday. They will be happy to assist you or help you to find a space.

To avoid congestion and keep a clear route for ambulances and patient transport vehicles, there is no waiting allowed at the entrance to the Blue Badge car park. If all of the spaces in this area are taken then the car parking and security officer may direct you to the Multi-Storey Car Park (the MSCP).

Blue Badge holders can park for free in the MSCP. It is about 20 metres from the Blue Badge car park.

If your vehicle is higher than the MSCP height limit of 2.1 metres (approximately 6 foot 8 inches), or you are not able to use the MSCP for any other reason, please speak to the car parking and security officer who will be able to help you.

## Parking in the Multi Storey Car Park

- When you get to the entrance barrier to the car park, press the button for a ticket. When you have taken your ticket the barrier will raise.
- If you need help to enter the MSCP, press the assistance buzzer next to the ticket dispenser. You will be able to talk with the operator who will be able to help you.
- As a Blue Badge holder you may park in any space.
- The MSCP has a lift that goes to each floor with access for wheelchairs. Wheelchairs are available in the MSCP on the ground floor next to the pay stations and the first floor next to the pedestrian entrance/exit doors.
- Please take your ticket and blue badge to the main hospital reception desk to be validated. This will allow you to exit the multi-storey car park without payment.
- When you reach the MSCP exit barrier put your ticket into the machine. The barrier will raise and let you out.

## **Parking in the MSCP if you need side access to your vehicle**

- If your vehicle has been specially adapted at the side, or you need side-access for your wheelchair, you may need to park over two bays.
- If you do this, please display your Blue Badge to avoid a parking charge notice.
- Please tell the car park office that you have parked across two bays and where you have parked. The car park office is on the ground floor of the MSCP. Your car and Blue Badge will be checked by the car parking and security officer.
- Before returning to your car, please take your ticket to the car park office to get it validated. If the office is closed, there will be information in the officer window that tells you what to do out of hours.

## Help us to help you!

- Please respect our car parking and security officers – they are here to help make everyone's hospital visit as easy and safe as possible.
- Please don't be offended if you are asked to show your Blue Badge Permit. This helps make sure that the Blue Badge system is not abused and the service is available for those who genuinely need it.
- If you have particular access needs you may want to talk these through with your clinician.
- If you come to hospital with a carer or relative, could they drop you off at the main entrance before parking in the Multi Storey Car Park? This will help us to keep Blue Badge spaces free for patients who may need them the most.
- Please don't park on double yellow lines or hatched areas. We have to keep clear access for emergency vehicles arriving and leaving the hospital site.



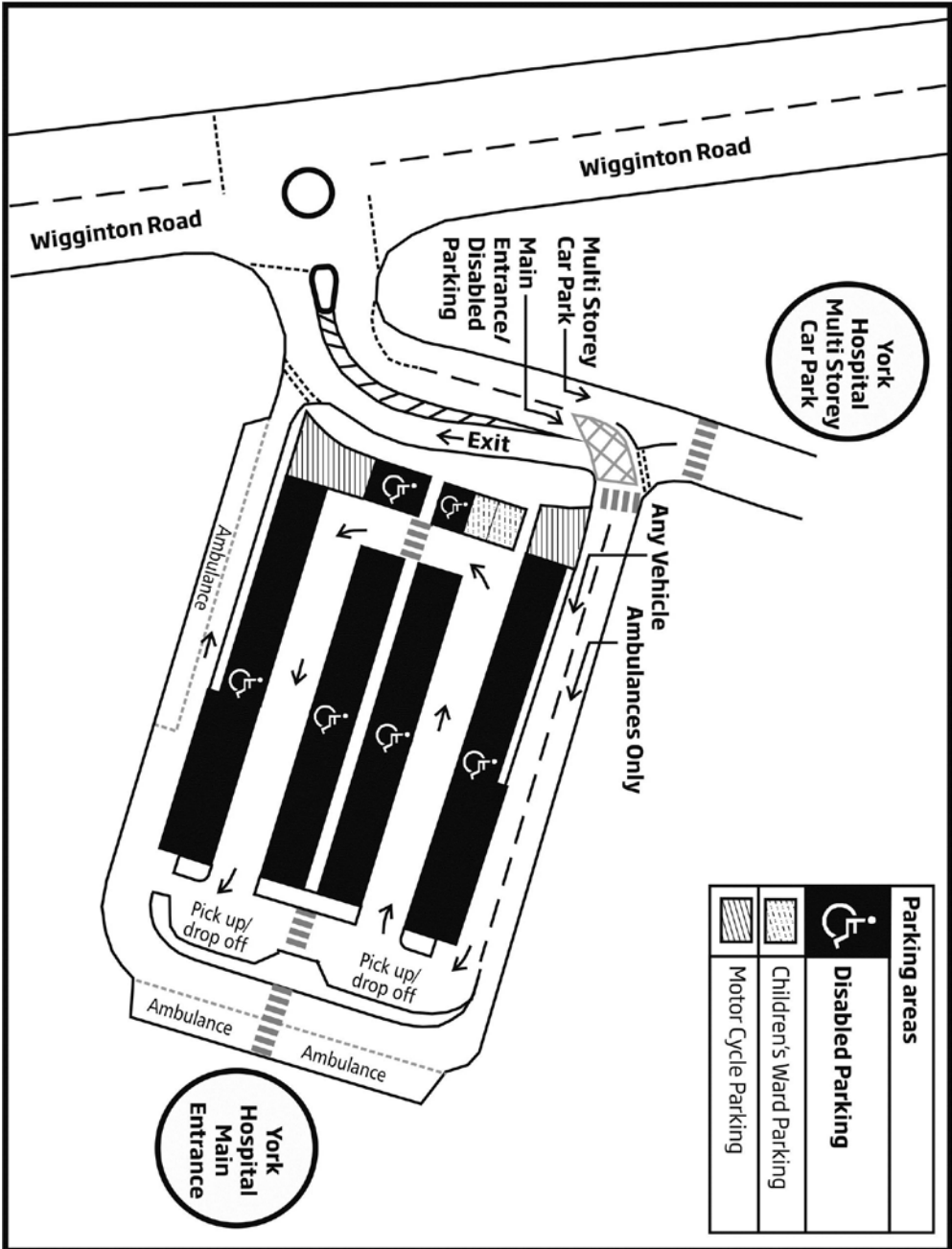
## **If you need help**

Between the hours of 8am until 4pm there is always a member of car parking and security staff available to help patients and visitors. If you have individual needs, and/or are concerned about getting safely from your car into the hospital, please don't hesitate to ask.

Outside of these hours, if you need help please ask at the main reception and a member of staff will contact the security control room on your behalf. You can also call main reception on 01904 631313 (ask for security).

If you require any additional information ahead of your visit please contact our Patient Advice and Liaison Service (PALS) on 01904 726262 or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk) (8.30am – 4.30pm).

# Location map of parking at York Hospital



## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:  
Andrew Hamer, Trust Security and Car parking  
Manager/LSMS, The York Hospital, Wigginton Road,  
York, YO31 8HE.

## **Teaching, Training and Research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

Providing care together in York, Scarborough, Bridlington,  
Malton, Selby and Easingwold communities

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