CAR PARKING PATIENT SURVEY

MC900056919[1]

**A summary of the survey results:**

We received 74 responses over 7 weeks

66 respondents ‘always’ or ‘usually’ came to the surgery by car (89%)

It was ‘very important’ to 58 respondents to be able to park here and ‘quite important’ for another 14 (97%)

38 respondents said they ‘usually’ or ‘always’ had difficulty finding a space ie 50% often found accessing parking to be a problem

This had made 19 patients late for their appointments (over 25%). 4 people stated they deliberately came up to 25 minutes early to avoid being late.

Responses were roughly evenly split between whether you found the parked cars on the yellow lines on the driveway to cause an obstruction

Virtually all respondent said they did not park here if attending the hospital. Thank you for your honesty to the 3 who admitted they had

There was an even split between those that thought parking signs were clear and unclear

It was important to 94% that the surgery took action to address the problems (70 respondents)

78% (58 people were happy for us to routinely check cars were parked legitimately

70% (52 people) would like us to introduce a parking fine system for illegitimately parked cars

93% (69 people) were willing to provide their car details on arrival to enable us to check for illegitimate parked cars.

***Thank you*** to everyone who responded to our survey last year.

Feedback was useful and informative. It helped us understand

what your views were and to decide what action to take.

Problems accessing our car park and finding a parking space are often experienced by our patients and visitors – this is of concern to us. The difficulties significantly worsened last summer so we decided to seek the views of our patients about how big a problem this was for you and what possible solutions would be acceptable to you.

We do see many cases where drivers have difficulty exiting or entering the site and it is potentially hazardous. In particular, ambulances and delivery vehicles to Berwick Grange struggle. In an emergency fire engines would push these parked cars out of the way, overturning them if necessary to gain access to the surgery or Berwick Grange.

We also understand and regret the inconvenience caused to patients when appointments can’t start on time as a result of difficulties parking.

***Thank you* to the 3 volunteers who are willing to help monitor the car park**

**MC900198606[1]**

***Thank you* to those who**

**would have liked to help but**

**poor health prevents this**

**Your suggestions included;**

* Cut trees down, turn grassed areas into parking spaces – *sadly we can do neither due to planning restrictions.*
* Issue parking discs, erect a barrier, provide parking tokens – ­ *after consideration these are felt to be too expensive and impractical to implement and maintain.*
* Clamping, parking fines, registering cars, car park checks – ­ *clamping will add to the problem as a clamped car will block a space for longer,* *however we continue to monitor parking and regularly advise parkers who have parked here inappropriately*
* Improve parking signs – *we agree this could be clearer*

Clearly, generally, this is a problem for our patients and you would like us to take action -

**Action we have taken;**

* We wrote to the landlord to request the painted tarmac signs are repainted and more clearly labelled. We have recently chased this up as no repainting has happened.
* Additional and improved signs will be erected in summer 2013
* We continue to monitor parking and inform inappropriate parkers
* We have formally discussed the problems with Harrogate Hospital regarding inappropriate parking by hospital employees on this site. The Hospital were apologetic and supportive. They responded positively and sympathetically. They have communicated clearly to their employees about parking options and that it is unacceptable to obstruct Surgery spaces. We will continue to monitor the situation and raise this with the Hospital as necessary, in the future.
* We are exploring the option of parking fines and formally monitoring car park use. Although this may cause some inconvenience to patients, and extra work for Practice staff, it may be unavoidable if the other actions do not improve things enough. This is a suggestion from our patients and that you have told us you would support.

JUNE 2013