



The Newcastle upon Tyne Hospitals NHS Foundation Trust

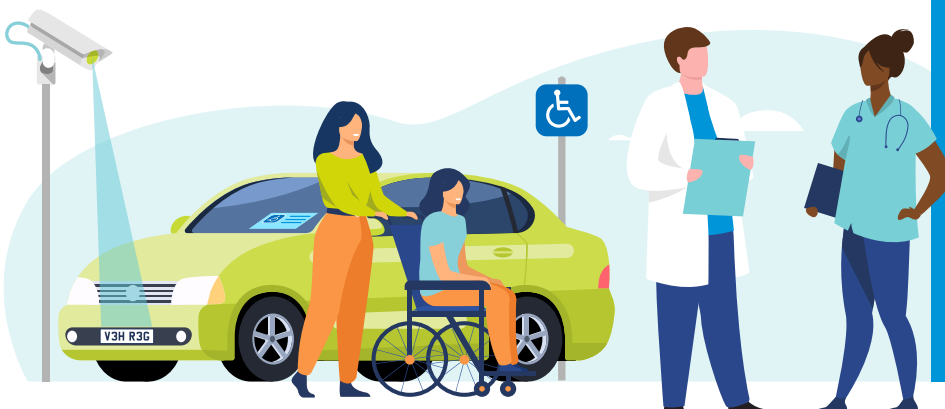


A lack of control, frequent misuse and loss of income meant one of the UK's largest NHS Trusts needed to rethink their approach to car park management.

About The Newcastle upon Tyne Hospitals NHS Foundation Trust

The Newcastle upon Tyne Hospitals NHS Foundation Trust is one of the largest NHS Trusts in the UK, comprising of multiple hospitals, clinics and other locations and employing over 13,000 staff. With such a vast and complex estate to manage it was important that their parking was effective.

A lack of enforcement on their sites restricted the income their paid parking could generate, lessening revenue for the Trust. This also led to issues with parking spaces being misused across the estate in both staff and visitor/patient parking areas.



“We had providers before Parkingeye who would attempt to stop abuse but there was no follow-up, meaning we had repeat offenders who would flout the rules knowing nothing was going to be done about it.”

Dave Malone, Senior Trust Transportation Lead

NHS

The Newcastle upon Tyne Hospitals
NHS Foundation Trust

Taking back control of the site

By installing a functioning car park management system, the Trust has been able to make better use of its car parks. Our processes and solutions have given the Trust back control of their sites, with established processes such as flexible staff parking permits, which have helped improve and streamline operations.

ANPR transformed their parking, improving efficiency, raising space turnover and significantly increasing site safety. Key areas on the site, such as drop-off points and ambulance areas are now used as intended, boosting accessibility for patients and emergency services.



This is all overseen by Parkingeye's dedicated NHS Account Management Team. Every step of the Trust's parking journey, from surveys through to installs ensured that the infrastructure put in place was built to last. The solutions put in place to support the Trust needed to be designed in a way that understood the unique pressures the NHS is under while being adaptable when things need to change.



“Parkingeye are a reputable provider, and they understand some of the difficulties we face as a Trust. They’ve always been client focused and adapted to our organisational changes. This has been excellent for us, especially when dealing with the AM Team, there isn’t just one person to deal with and they all have a familiarity with us. They’re always quick to respond and provide great customer service.”



To transform the way you approach parking, get in touch.

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