

# NHS & Parkingeye in Partnership

At Parkingeye we work with over 700 NHS sites from small clinics to the largest complex NHS Trusts. Healthcare facilities often sit at the centre of communities, it's vital that these important sites provide the absolute best in patient care. We have almost 20 years' experience with delivering the best possible services and experience on NHS sites.

We understand the unique requirements and pressures that NHS sites are under. Our services are tailored to help deliver a cost-neutral, reliable, and accessible suite of solutions across NHS sites which improve patient and staff experience, improve accessibility, drive greater efficiency and boost revenue.

**NHS**  
The Newcastle upon  
Tyne Hospitals  
NHS Foundation Trust

**NHS**  
Imperial College Healthcare  
NHS Trust

**NHS**  
Manchester University  
NHS Foundation Trust

**NHS**  
University College  
London Hospitals  
NHS Foundation Trust

**NHS**  
University Hospitals  
Birmingham  
NHS Foundation Trust

**NHS**  
King's College Hospital  
NHS Foundation Trust

**NHS**  
Cambridge  
University Hospitals  
NHS Foundation Trust

**NHS**  
Guy's and St Thomas'  
NHS Foundation Trust

**NHS**  
Oxford University Hospitals  
NHS Foundation Trust

**NHS**  
Lancashire Teaching  
Hospitals  
NHS Foundation Trust

**NHS**  
Bolton  
NHS Foundation Trust

**NHS**  
Norfolk and Norwich  
University Hospitals  
NHS Foundation Trust

**NHS**  
The Princess Alexandra  
Hospital  
NHS Trust

**NHS**  
Royal Free London  
NHS Foundation Trust

**NHS**  
Salford Royal  
NHS Foundation Trust

**NHS**  
Teaching Hospitals  
NHS Foundation Trust

**NHS**  
United Lincolnshire  
Hospitals  
NHS Trust

**GIG**  
NHS  
Bwrdd Iechyd Prifysgol  
Cardiff a'r Ffro  
Cardiff and Vale  
University Health Board

“We had very little control over our car parks, which was harming our Trust. Parkingeye understood the difficulties the NHS faces and worked with us to provide parking that adapts to the way the NHS is changing, while giving us a greater degree of control and support. This let us make more of our car parks and improved how the Trust operates.”

**NHS**  
The Newcastle upon  
Tyne Hospitals  
NHS Foundation Trust

Dave Malone, Senior Trust Transportation Lead  
Newcastle upon Tyne Hospitals NHS Foundation Trust



Generate  
Revenue



Deeper  
understanding  
of patients



Stop  
unauthorised  
parking



Improve  
access to  
services



Delight  
patients  
and staff



Improve space  
turnover

# Aiding transformation without incurring costs

We know the NHS is stretched, and continually scrutinised for how budget is spent. Our solutions can be installed, managed, and maintained with no additional cost to the health service, allowing your site to drive additional revenue and enhance patient care.

Every solution we provide to the NHS is designed to maximise the impact your car park has. Whether that's improving accessibility to ensure fewer patients are late for appointments or providing flexible permit options to provide invaluable parking services to your staff.

## Our Solutions

### Permits

You know as well as anyone that NHS sites are managed by thousands and managing parking for that many staff can be an admin nightmare. Our cloud-based permit system empowers your staff parking, providing flexible, digital car park permits that allow you to organise, plan and assign parking to your staff at the touch of a button.

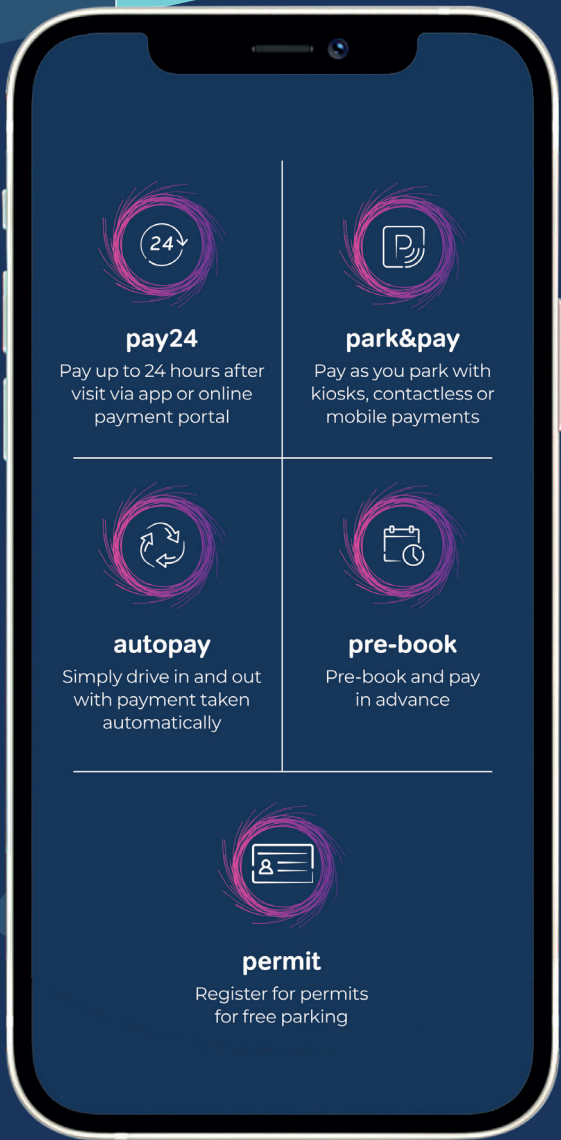
### Paid Parking

Paying for parking is an invaluable way for NHS facilities to generate additional funding that can be reinvested back into a Trust. We provide more payment options than ever before and utilise our consumer-friendly brand, Evology, to enhance the experience for patients and visitors on-site.

Using a range of payment options lets you tailor your paid parking to suit your visitors, giving them options and choice that lets them manage their parking in the way that suits them. Whether that's a mobile payment, paying online or using contactless technology. That flexibility makes a car park more attractive and adaptable, better serving your visitors while driving valuable extra revenue.

Our solutions are flexible and allow NHS sites to capitalise on dynamic pricing. You are then able to customise your pricing structure based on different criteria, such as peak and off-peak pricing around visiting hours, or emissions-based pricing to help drive green initiatives.

With little to no admin to speak of and major time savings thanks to no cash collections or bank trips, moving to cashless payments provides greater insight into customer behaviour while streamlining services and making a positive impact on your bottom line.



### Greener Ways of Travelling

EV represents a major change to the way people travel. Providing charging facilities on a hospital car park is a fantastic way to work towards supporting a developing EV infrastructure as well as helping your car park to access an invaluable new revenue stream.

We provide an EV charger with a difference:

- An ANPR camera is housed inside the charger which helps to ensure your spaces are protected from misuse
- 24/7 Monitoring ensures 99% uptime and reliability.
- Rapid charging
- AC and DC options let you tailor charging output.
- Tap&Go payments for extra speed and convenience.

### Bay Management technology ANPR

NHS car parks naturally have increased accessibility requirements and a need for dedicated spaces. We've created a powerful, patented, new solution that protects those crucial places on your car park, reducing complaints, congestion and supporting the accessibility needs of your visitors.

#### + Accessible Parking

Misuse of disabled bays can make the difference between a vulnerable patient making it to an appointment on time or not. We make sure all your Blue Badge visitors have somewhere to park, whilst helping them to access key services.

#### + Ambulance Bays

Prevent anyone blocking critical access points to improve safety and responsiveness, protecting easy-access to your most vital services.

#### + Prescription collection service

Streamline your on-site pharmacy services with powerful notifications that let you know when a patient or delivery driver has arrived to collect medication.



### It's never been easier to partner with Parkingeye

Finding the right car park management partner is important, it allows you to transform your car park with complete peace of mind and access powerful solutions without incurring prohibitive costs.

We make it as easy as possible to work with us. We are registered with Constellia for providing car park management services and EV solutions and work across various tender portals, managed by our dedicated Bid Management Team. Our commercial flexibility means that, even via these frameworks, we can consider a cost neutral solution.



When you work with Parkingeye you get access to teams of dedicated parking experts, including our specialised NHS Account Management Team. They are on hand throughout every stage of your parking journey, from initial onboarding to your site going live and beyond.



## How we helped:

# Manchester University NHS Foundation Trust

Manchester University NHS Foundation Trust is one of the largest and most complex acute Trusts in the UK, employing more than 20,000 staff.

With nine hospitals across six separate sites, it's also the main provider of hospital care to approximately 750,000 people in Manchester and Trafford, offering support from children's dialysis to out-patient dental care. Thousands of patients travel from across the UK, making it the single biggest provider of specialised services in the North West of England.

**50,000**  
additional cars

### Challenges

Patients who were already apprehensive of attending appointments, found a stressful situation made worse by not being able to park. Many of the car parking spaces were being used by staff, which was then further compounded by huge queues being caused by a barrier system.

The car parking situation was, in short, causing very serious problems for the Trust and risked impacting negatively on its reputation.

### The Parkingeye Solution

We installed a free-flowing ANPR solution, enabling a more seamless journey to what is the most important part of their day: their visit to the Trust. This has allowed for 50,000 additional cars to use its facilities. The re-organisation of the facility has allowed for better space availability and increased throughput, which has led to far more parkers as a result.

The Parkingeye team have a real personal touch and their professional support contributes to first impressions of the entire Trust.

I work with suppliers every day who say one thing but don't deliver on their promises. Parkingeye are professional, helpful, and honest. They're more than a provider; they're a true long-term partner and work collaboratively to resolve any issue that may arise around the clock. Each complaint goes through a rigorous appeals process to ensure that, when extenuating circumstances do apply, these are considered, and a resolution is found based on the evidence of the case. They are flexible and adaptable to our needs – essential when working within a changeable Trust environment.

The team places customer experience above all else, even flagging issues that fall outside their remit. For example, informing us of broken lights in our car parks to make the environment better and safer for visitors.

They really kept their promises, from a seamless implementation delivered on time, to helping us educate visitors, staff, and suppliers of the changes. They did everything they said they would and continue to impress.



One parking partner. Infinite possibilities.

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

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