

# North Staffordshire Combined Healthcare



NHS Trust


For details of the full appeals process, please contact Civil Enforcement Ltd via its website at [www.ce-service.co.uk](http://www.ce-service.co.uk), or on 0115 822 5020

If you have any queries, or require assistance using this parking system, please contact Civil Enforcement Ltd via its website at [www.ce-service.co.uk](http://www.ce-service.co.uk), or on 0115 822 5020 (9am-5pm, Monday to Friday)



## Changes to car parking at Harlands Hospital site

### Contact Details

Civil Enforcement Ltd —  0115 822 5020



valuing people as **individuals**  
**working together** for better lives  
**openness** and **honesty**  
providing high quality **innovative care**  
**exceeding** expectations

# This leaflet contains important details for staff, patients & visitors about our car parking system

As part of our commitment to making it as easy as possible for you to access and use our hospital services, we are introducing a new camera controlled car park management system. The system uses automatic number plate recognition (ANPR) and will be in operation across the entire Harplands Hospital site.

Signage informing patients and visitors of the new system will be clearly displayed across the site.

There is **no charge** for parking at the Harplands Hospital site, if you register your vehicle onto one of the touch screens located around the hospital. This must be done each day that you park on this site. Registration of your vehicle's details simply ensures that our car parking spaces are used appropriately by staff, patients and visitors of North Staffordshire Combined Healthcare NHS Trust.

Please read this leaflet to familiarise yourself with the system before using the car parks. In particular:

- Observe car park signage at all times
- Take note of your vehicle registration to book your vehicle onto the system at a reception desk

## What to do

- Park your vehicle and make a note of your full registration number
- Go to the reception of the hospital, clinic or unit you are visiting
- Go to the touchscreen and enter your full vehicle registration as prompted
- Vehicle details must be entered onto the system before midnight on the day of your arrival.

## What if I need help using the touchscreen system?

If you need help to use the touchscreen registration system, please speak to a member of staff, who will assist you.

## I'm only dropping someone off – will I need to register?

If you are visiting the site to pick up/drop off, there is a 20 minute limit. If you are longer than 20 minutes, you will need to enter your full vehicle registration onto the system.

## What if I don't enter my details?

ANPR records the exact time that you drive into and out of the Harplands Hospital site. If your vehicle is on the site for longer than 20 minutes and you do not enter your full vehicle registration number, you will receive a Parking Charge Notice from Civil Enforcement Ltd.

## How do I challenge a Parking Charge Notice?

Parking Charge Notices are handled exclusively by Civil Enforcement Ltd. For details of the full appeals process, please contact Civil Enforcement Ltd via their website at [www.ce-service.co.uk](http://www.ce-service.co.uk). In the event that you have received a PCN, Civil Enforcement's phone number is printed on each ticket.

## CONTACT DETAILS

Civil Enforcement Ltd

Telephone - 0115 822 5020