

Car parking at The Royal Marsden in Sutton

Frequently asked questions for patients and visitors

Reinstatement of car parking charges

The Royal Marsden will start charging for patient and visitor parking at our Sutton hospital site from August 2022 (date TBC).

More information and details on who is eligible for free parking is provided below.

Where can I park at Sutton?

The main patient and visitor car park is currently accessed via Downs Road which is the main entrance to the hospital. See link on routes for getting to The Royal Marsden

www.royalmarsden.nhs.uk/contact-us/how-get-royal-marsden/sutton

There is also separate designated parking for the Children and Young People's Unit, as well as accessible parking for registered Blue Badge holders. Both are accessed through the Downs Road entrance.

The Children and Young People's Unit parking spaces are allocated to Day Care visitors by the Unit itself (via a local permit system).

Is there anywhere that I can simply drop-off and pick-up?

Patients can be dropped off and picked up at the main entrance to the hospital. There are two pick-up and drop-off spaces (free of charge). We ask that all patients requiring drop-off and pick-up do not park for longer than 10 minutes at the main entrance.

Who pays for parking?

All patients or visitors except for frequent outpatients are expected to pay for parking. The Government has mandated that free parking is given to patients who regularly attend hospitals for frequent outpatient appointments. 'Frequent' is described as more than three times in a month.

At The Royal Marsden, patients who come for courses of treatment over a period of time are considered frequent outpatients and can get a free parking permit.

We recognise that patients sometimes come with different people or in different cars for each appointment. The free parking permit relates to the patient, not a vehicle.

How do I get free parking?

Arrangements for free parking will be administered at the Reception Desks where you get your treatment i.e.

- Radiotherapy
- Medical Day Units and Haematology Day Units
- Clinical Trials Treatment Unit

Please take your parking ticket to these reception desks and the ticket will be validated to ensure you can leave the car park free of charge. These tickets can also be validated at Main Reception at the entrance to the hospital.



Are there any other exemptions?

The Royal Marsden offers free parking to patients who are experiencing financial difficulty or are on certain benefits.

This is on a case-by-case basis. If you are experiencing financial difficulties, please discuss this with your medical team or alternatively PALS who can then assist you based on the situation. Some patients who are not on a course of treatment but who visit the hospital more than three times in a month may be eligible for free parking. If you think you are eligible for free parking, please speak to a member of your medical team or our Facilities office. Our Facilities office is located on the ground floor corridor where there are signs to direct you.

How much does it cost to park?

We review our parking charges against other NHS Trusts in our region to ensure we are not overcharging for parking. Our current tariffs are:

Period	Tariff
Up to 20min	Free
30 min to 1 hour	£2.00
1–2 hours	£5.00
2–3 hours	£6.00
3–4 hours	£8.00
4–5 hours	£10.00
5–8 hours	£12.00
8–24 hours	£14.00

Where do I pay for parking?

There are two payment kiosks. One cash and card machine located outside the main entrance and one card only machine located at the entrance to Radiotherapy, located in the main car park. There are signs which will direct you to both payment kiosks.

Can I buy a season ticket for parking?

For visitors who regularly visit the hospital, season tickets can be purchased from our Facilities office located on the ground floor corridor, left of reception.

However, visitors bringing a patient for a course of treatment may not be required to pay at all. Please read the section *Who pays for parking* on page 1 to determine whether you need a season ticket or otherwise.

Who do I contact if I have any issues with parking on site?

There are a number of teams who can support with on-site parking queries:

- Our reception staff can assist or direct you to our Facilities office
- Parking attendants operate across the site and can help
- Out of hours, our Switchboard team are available via the intercom at main Reception or by calling 020 8642 6011

Accessible parking for Blue Badge holders

The Royal Marsden has designated visitor car parking spaces exclusively for those who require accessible parking, and this is regularly reviewed and adjusted.

The Royal Marsden recognises the European style Blue Badge Scheme. Blue Badges must be displayed in accordance with the Blue Badge Scheme and the holder's clock display clearly visible. Misuse of the Blue Badge is a serious offence and will be reported to the appropriate authority.

Does the car parking income go to a private company or to The Royal Marsden?

All income from car parking goes to The Royal Marsden and is used to help pay for the cost of managing and maintaining the car parks and equipment, with any surplus contributing to the delivery of other services provided by the hospital.

Is The Royal Marsden exploring new ways of paying for parking?

Yes, we are. We are currently exploring a number of options including automatic number plate recognition, and a mobile app payment. We are meeting with patient groups to discuss how these are best developed and implemented. If you have any feedback or want to be further involved in this or other Trust initiatives, please contact the Patient and Public Involvement Team on patients.engagement@rmh.nhs.uk

Do you provide parking at all The Royal Marsden's hospital sites?

Unfortunately, we only have patient parking available at our Sutton hospital site and this information sheet relates specifically to Sutton parking arrangements only. For patients attending the Chelsea site, the hospital has use of a small number of designated on-street parking spaces which are allocated on a first come first served basis via the Main Reception at Chelsea.