



**117,940**  
**Organise**  
**members say:**  
**better parking**  
**at NHS**  
**facilities!**

**June 2024**

**To the NHS England Board and Victoria Atkins, Secretary of State for Health and Social Care,**

Organise is a worker-led platform with over one million members, where people from all sectors, professions and work situations come together to change the working lives of millions of people.

**Over 117,000 people have shared their views on parking charges for NHS England staff, and the lack of Blue Badge bays at NHS hospitals. Their voices and experiences make up this report.**

## **90,007 people support free parking for NHS England staff.**

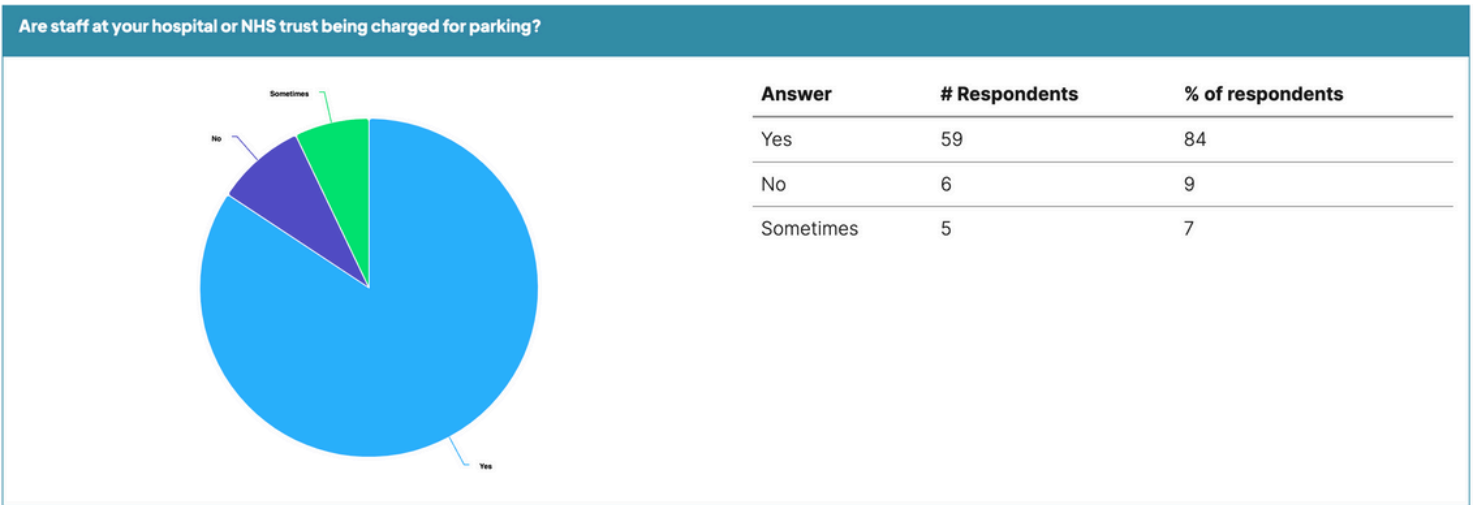
The personal testimonies included in this report come from members of the public, including NHS workers, patients and unpaid carers.

### **Top headlines from the report:**

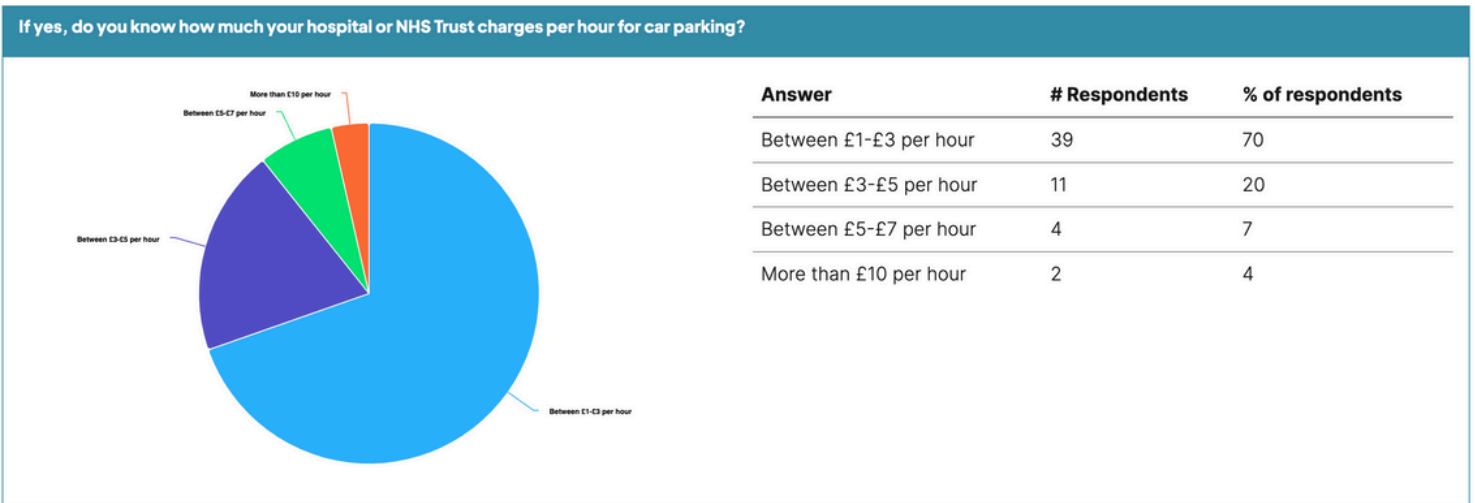
☛ **91% of NHS workers surveyed are being charged to park at work some or all of the time**

☛ **95% of NHS patients are being charged to park at their local hospital some or all of the time**

## Are staff at your hospital or NHS trust being charged for parking?



## If yes, do you know how much your hospital or NHS Trust charges per hour for car parking?



## As an NHS England worker, how does paying for parking affect you?

*"There's a monthly fee of £30-35 for the offsite car park which is about a 15-20 minute walk away. There's hundreds if not thousands of staff that don't have access to this due to a waiting list. Therefore you have to leave your car wherever you can and hope it's still there when you finish your shift. If you park in the visitors car park it's up to £11 a day."*

*"We have had a new privately-run system installed at our hospital. We had to apply for new permits and then use their app to pay daily charges. Unfortunately their system is awful and several of us have received unlawful parking fines. I myself have had 3 parking fines. Fortunately I appealed them and have had all 3 suspended. But this took time and lots of colleagues standing together. The stress that this caused and the sleepless nights due to the charges and not being able to afford them is unimaginable."*

*"Sometime colleagues are issued with a penalty notice if required to work on a site different to their home base."*

*"I have been working for Oxleas NHS trust over 7 years and there hasn't been free parking. All my colleagues get tickets so it's an everyday thing. £1 only lasts for 40mins so you can imagine the bill after a long day of 13 hrs. It's ridiculous, staff can't afford it so we park far away and it takes us 20mins to walk down to work."*

*"If on a night shift, car parking costs £11.50. There is no maximum 24hr charge despite this being capped at £5 in a hospital a 10min drive away."*

*"I pay £2.30 per day to park at my workplace. There is no option to pay per month, which makes it more costly. There is also no guarantee of a space and parking is shared with visitors which often makes it hard to get a space in the day."*

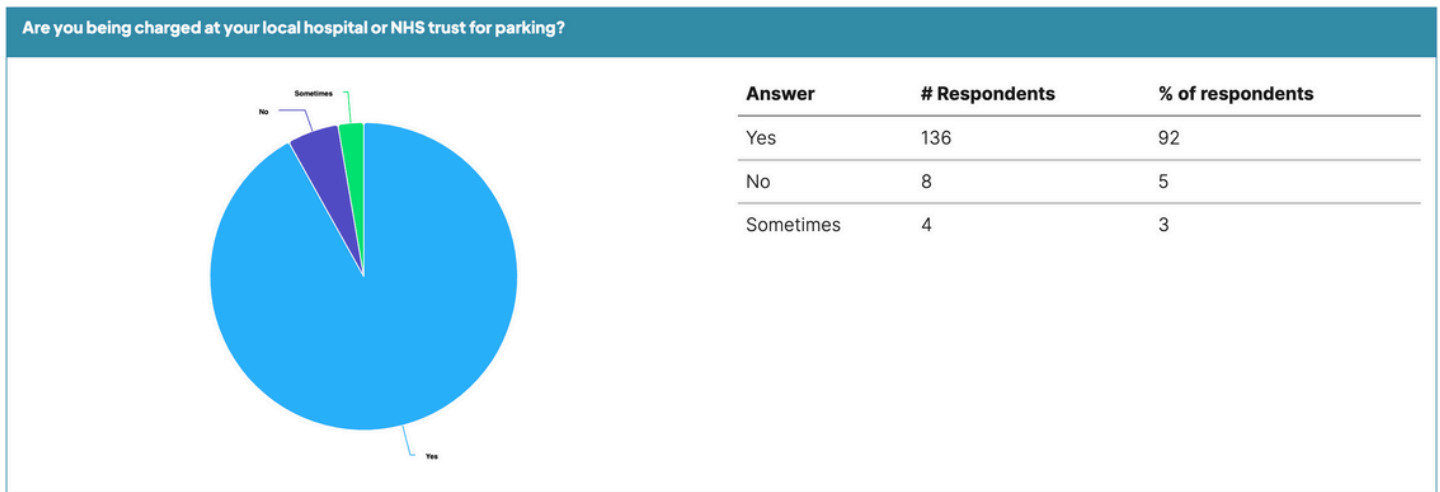
*"Working for the trust 5 days a week and not qualifying for priority permit (even that does not ensure a space), my minimum daily cost is £4 if working longer than four hours, most days the cost rises to £7."*

*"I work at a hospital. I pay for a parking permit and when there is no space I have to also pay to use the visitors car park."*

*"Working at the hospital, sometimes there isn't always staff parking available so you have to pay to park and cannot claim it back on expenses so some days I pay £10 for parking just to go to work."*

*"Awful there should either not be charges or the money should be going to the trust not to a private company!"*

## As an NHS service user, are you being charged at your local hospital or NHS trust for parking?



**95% of NHS service users are charged to park at their local hospital some or all of the time. Here's what some respondents said:**

*"The cost to park is shocking. We once had to drop some clothes off for a relative in hospital and parked in a 20min bay, by the time we got up to the hospital and back, we were about 3mins over the 20mins and for those few extra minutes, we actually got a fine. The parking costs are daylight robbery!"*

*"I had to pay £60.50 parking fees when my son was admitted to A&E and then onto the ward for an operation."*

*"My grandad recently visited hospital, and paying for parking was the last thing on his mind due to the nature of the visit. He got a parking ticket and had to pay over £200. He tried to appeal the charge based on human decency, understanding and respect but they declined."*

## **As a Disabled NHS worker, service user or unpaid carer, how does the lack of Blue Badge parking impact your visits to NHS hospitals?**

*"I sometimes have several appointments in one week, this is extremely expensive and, at times, damned awkward finding a space. I'm disabled and can never find a disabled bay, there just isn't enough of them. I've spent over an hour in the car park looking for a bay and missed my appointment. No appointment and still caught out to pay. Charges have become so bad that I've cancelled appointments and tried to rearrange when I have other appointments to attend. I find it ridiculous that nurses have to pay a charge, even if it's reduced, it's still something they shouldn't have to pay."*

*"Firstly you can't park, there is not enough disabled parking bays, and secondly people park their cars with no consideration. My last appointment I was an hour late because I couldn't find anywhere to park and I have a blue badge."*

*"As a Community Driver the lack of Blue Badge Parking makes many journeys very difficult with Disabled passengers needing to walk or be pushed much further than necessary."*

*"A friend is a wheelchair user and often left waiting in car parks or even missing precious appointments due to people who are incorrectly using disabled parking spaces."*

*"My son suffers from a lifelong condition and needs a monthly red blood cell exchange, which takes about 4-5 hours. Most of the times, there's no blue badge parking space left so I have to park in the paid bays which become very costly. When he is flaring up, it can affect his mobility. Due to limited blue badge parking spaces, I sometimes have to park further away which means my son is forced to walk to the hospital to be treated for his pain."*

*"I am a blue badge holder and find it difficult to get adequate parking at hospitals. I need the extra width of the parking bay to enable me to get in and out of my car without causing too much pain."*

*"I have been forced to use an ordinary sized parking space because there were no disabled parking bays available, even after 30mins of circling the car park. I struggled to get out of and back into my car. I was in so much pain because of the awful physical experience of not being able to use a disabled bay. It also left me feeling upset. I have titanium screws holding my spine together. I was in tears getting out of and back into my car as I was in so much pain."*

*"I'm paraplegic & dread my visits to hospitals, even the Spinal Unit, because of the lack of disabled parking which I need for the extra width for my wheelchair."*



**Based on the opinions and experience provided by over 117,000 Organise members who are NHS workers, patients and unpaid carers we recommend NHS England commit to the following:**

- 1) Provide free parking at all NHS England facilities for NHS workers**
- 2) Provide more Blue Badge parking bays at all NHS England hospitals for Disabled patients and workers, and ensure Blue Badge bays are kept accessible**
- 3) Provide Blue Badge holders with free parking in the main car parks at all NHS England facilities**

**Thank you for reading this report from Organise members about free parking for NHS workers and more Blue Badge parking at NHS hospitals.**

**Organise members are calling on you to respond to this report and take action.**

**We look forward to hearing your reply which we will share with Organise members.**

**To respond to this report, please email Roxy Khan-Williams from the Organise staff team, on [action@organise.network](mailto:action@organise.network)**

**Sources:**

*Organise petition 1: <https://the.organise.network/campaigns/free-parking-for-nhs-staff>*

*Organise petition 2: <https://the.organise.network/campaigns/4190>*

*Organise survey 1: <https://the.organise.network/surveys/853/results/public>*

*Organise survey 2: <https://the.organise.network/surveys/1794/results/public>*

*Organise survey 3: <https://the.organise.network/surveys/1896/results/public>*

*Organise survey 4: <https://the.organise.network/surveys/1895/results/public>*