

Kingston Hospital NHS Foundation Trust introduced a new parking system in January 2018. We are now undertaking a survey to help us to understand how successful the improvements to the parking system have been and whether the introduction of parking charges for Blue Badge holders has had any unforeseen impact. All respondents should complete questions 1-9 only and Blue Badge holders are asked to complete all questions. The survey will close on the 10th June 2018.

1. Do you use the car park at Kingston Hospital NHS Foundation Trust as either a driver or a passenger?

- Yes, as a Blue Badge holder
- Yes, as a non Blue Badge holder
- Yes, as both (depending on the passenger)

2. When was the last time you used the car park at the hospital?

- In the last week
- In the last month
- In the last six months
- In the last year

3. How frequently do you use the car park at the hospital?

- Several times a week
- Several times a month
- Several times a year
- Infrequently

4. A new Pay on Exit system was introduced in January 2018. Do you feel that the new system is an improvement on the previous parking system?

- Yes
- No
- N/A - I did not use the car park before 22/1/18
- If no, how do you feel it could be improved?

5. Do you feel that the number of public parking spaces available on the hospital site is adequate?

Yes

No

6. Do you ever use public transport when visiting the hospital?

Yes I use public transport for the majority of my visits

No, I am unable to use public transport

Yes I use public transport occasionally

No, I cannot access adequate public transport options from my address (please provide the start of your postcode below (for example KT1 2))

No, I prefer to drive

Start of postcode

7. Are you aware of the HC5 (T) form for financial assistance with travel costs to the hospital for those on low incomes?

Yes (and I use it)

Yes (I do not use it/am not eligible)

No

If you are eligible but don't use the form, please tell us what prevents you from applying for financial assistance.

8. Thinking about your last visit to the Hospital how long did it take you to reach your appointment or destination within the hospital after you have parked your car?

5 minutes

30 minutes

10 minutes

Longer than 30 minutes

20 minutes

Do you have a Blue Badge? (please answer yes or no)

9. Is there anything more we could do to make visiting the hospital easier? For example signage, location of pay terminals or methods of payment.

10. Has the implementation of charges for Blue Badge holders caused you to change your parking habits?

Yes (please provide some further information below)

No

How have your habits changed?

11. Do you find the payment terminals easy to use and situated appropriately?

Yes

No

If no, what would make it easier for you?

12. Do you feel there are adequate numbers of Blue Badge Holders spaces on the hospital site?

Yes

No

If you answered no, where do you feel more spaces are required?

13. Do you feel the hospital's buildings are accessible for Blue Badge holders?

Yes

No

If not, which areas do you feel are in need of improvement?