

University Hospitals  
Coventry and Warwickshire



NHS Trust

Tuesday 13<sup>th</sup> December 2011

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Dear Mrs Madison

**Re: Complaint – Car Parking Concerns**

Thank you for your letter in regards to your concerns with the car parking on site which we received recently, your original correspondence dated 8<sup>th</sup> November was not received so we can only apologise for this.

As you are aware this issue of limited on-site car parking for staff and visitors is a continuing operational problem for the Trust. We have a number of ways that we are trying to manage the pressure, which includes such things as off-site parking and the potential development of additional car parks at the rear of the site and a new 2<sup>nd</sup> site entrance to alleviate the traffic congestion both on and around the area.

It is anticipated that the planning application to support the 2<sup>nd</sup> site entrance, for emergency vehicles will be made later this financial year.

The car parking on-site is managed by our PFI service providers, who continue to monitor the situation with their on-site Security team. When the site becomes grid locked our service provider mobilises additional security staff to help manage traffic flows. It is obvious from your experience on this occasion these actions failed to deliver the desired outcomes in a timely manner.

We are also currently looking at how we can improve the traffic flow around the site with our Service Providers and the Trust has already undertaken trials in diverting the traffic alternative ways around the site and over the next few weeks we will be looking at an extended trial over a number of days in order for us to evaluate the outcome of the trials and implement our findings to improve the congestion on site. The Trust and our Service Provider take the issues you have raised very seriously and we will continue to monitor the situation.

May I thank you for taking the time to write to us and hope that you will see an improvement on any future visits. I hope this information is helpful, but should you have any further questions please do not hesitate to contact me.

Yours sincerely

**Lincoln Dawkin**  
Director of Estates and Facilities

Cc Project Office