

UHCW Frequent Outpatient Attenders Free Carparking Information

Parking will be provided free to all outpatients who attend hospital for an appointment with a clinician at least **3 times within a month** and for an overall period of **at least 3 months**. A 'month' is defined as a **period of 30 days**.

Guidelines to follow to re-claim car parking expenses

- The patient will be eligible for free parking as a frequent attender after he/she has had an outpatient appointment which is a **face to face appointment with a Consultant, Doctor, or a clinician at least three times in a month and for an overall period of at least 3 months**. A month is defined as a period of 30 days.
- The appointment does not include - **Blood tests - Radiology tests - Hearing tests - Medical device fittings - Endoscopy appointments - Physiotherapy appointments - Maternity scans**.
- You **MUST** pay for all visits and obtain a receipt for each visit.
- After patient's ninth visit; patients are allowed to use the form attached to claim back their parking charges. Carparking receipts for each visit, must be included with the form.
- As the claims are to be processed and paid by BACs; patients are advised that the preferred method of submitting the form is to email to general.office@uhcw.nhs.uk or the other option is to post their forms to the General Office to allow staff to process and pay the claims, address as follows:
 - General Office – Frequent Visitors Free Carparking Claim
 - University Hospital Coventry & Warwickshire NHS Trust
 - Clifford Bridge Road, Coventry CV2 2DX
- The Trust will reimburse the cost of a 2nd class stamp. A second class stamp will only be reimbursed if claim form is posted.
- A patient cannot reclaim the same parking expenses more than once from the Trust. So if a patient is already claiming parking expenses from HTC or regular chemotherapy/radiotherapy or dialysis appointments, or any other Trust scheme, the frequent outpatient attendee parking will not apply and claims will be rejected.
- General Office staff will make all necessary checks to ensure the form submitted is valid before passing a claim for payment.
- Payment of the travel claim will be made by BACs. The General Office staff have to be allowed time to complete all the necessary checks before passing for payment. General Office staff will pass Frequent Visitor Parking claims to the Trust's finance team wherever possible within 5 working days. The Trust finance team will then organise a payment via BACS.
- A spread sheet or database log should be kept for payments made to avoid duplicate payments.

**Forms for Frequent Outpatient Attenders to complete
Information Required**

Doctors or Consultants Name	Patient Hospital Number	Date of appointment	Reason for Appointment	Car park Receipt Value
1.				
2.				
3.				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
			Total of Claim:	

Payment request section

Name (Please Print in Capitals)	
Address	
Name of Bank	
Name of Bank Account (as written on bank account details)	
Bank account number	
Bank sort code number	
Email address (in case of queries)	
Amount payable – Please remember to attach your receipts	
Signature and Date :	

Please return form to: General Office, University Hospital Coventry & Warwickshire NHS Trust, Clifford Bridge Road, Coventry CV2 2DX

General Office/ Finance Use

Date Form Received in GO	
Officer's Name Completing Checks	
Date Passed to Treasury	
Frequent Visitors Form No	

Please be aware that this form may be used for audit purposes to substantiate the free car parking claim. If a claim is found to be fraudulent, it will be pursued.