

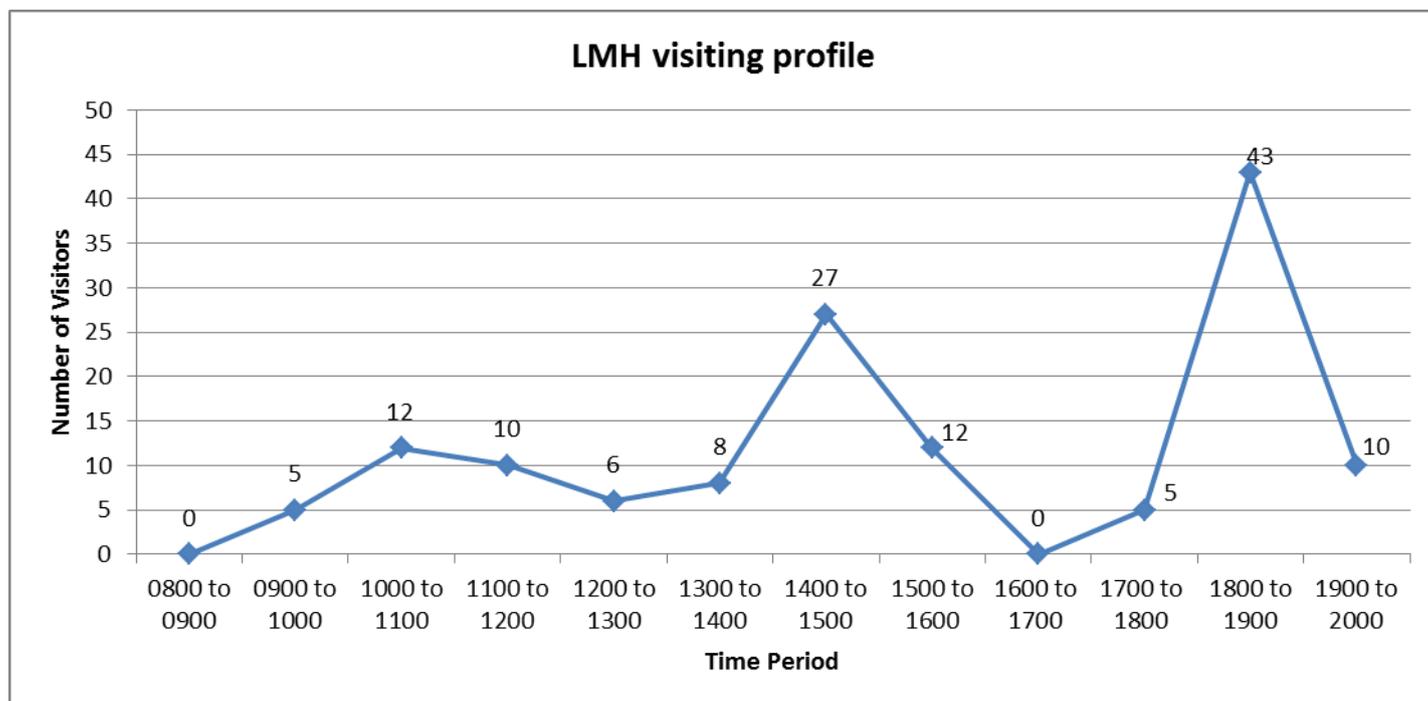
Car Parking Survey December 2016

The following survey comprises of two main parts, both based at Lynfield Mount Hospital. The first part of the survey was to determine peak visiting times throughout the day. The second part of the survey was used to determine how car parking spaces were being used by site visitors.

1.1 Lynfield Mount Hospital Visiting Times

Lynfield Mount Hospital Acute Wards visiting hours are 14:00 - 16:00 and 18:00 - 20:00 daily. Table 5 shows a one week capture of the number of visitors and arrival times (23rd-29th November 2016). The data was extracted from the visitor signing in log held at LMH Main Reception. The graph demonstrates the peaks during visiting hours, particularly during the evening session. Note: visitors to any other areas on site would not be captured on this chart.

Table 1: LMH Visitor profile capturing numbers and time of visit.



1.2 Service user / visitor car parking survey

During November/December 2016, a survey was circulated across the Lynfield Mount Hospital Site in order to assess service user/visitor means of transport, the availability of on-site parking, and general perceptions toward service user/visitor parking provision. Table 6 presents the survey questions.

Table 2: Service User/Visitor car parking survey questions.

Question Number	Question
1	How did you arrive here today?
2	What was the reason for using this mode of transport?
3	If using your own vehicle were you able to find a parking space?
4	Where did you park?
5	Further Comments. What do you think of the parking at LMH?

1.3 Service User/Visitor car parking survey findings

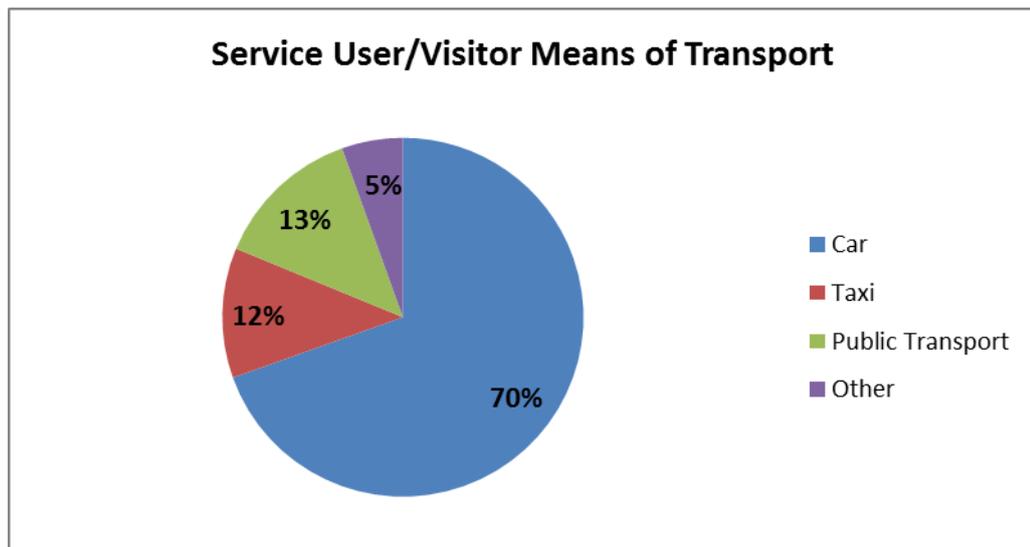
128 survey responses were received from Service Users/Visitors. Table 7 presents the breakdown of respondents.

Table 3: Survey respondent breakdown.

Site Wide responses		
Area	Service User	Visitor
Lynfield Mount Main site (Visitor Centre/Reception)	1	59
Outpatients	10	6
Dementia Assessment Unit	0	14
Step Forward Centre	6	9
Helios Centre	5	1
Highfield Unit	0	9
PICU (Clover ward)	0	8
Total Responses	22	106
	128	

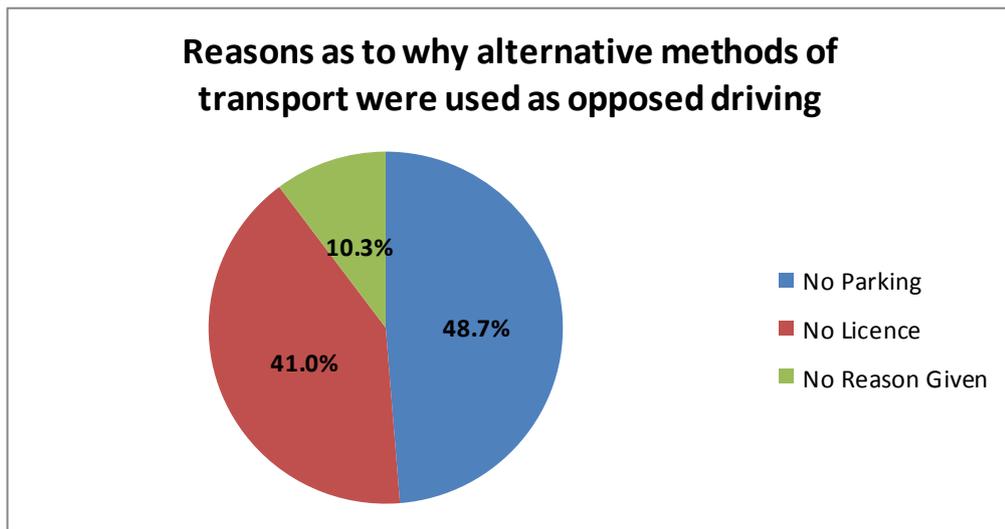
Question 1: How did you arrive here today?

Based on the survey responses 70% of Service Users/Visitors arriving at the site do so by car (n=89).



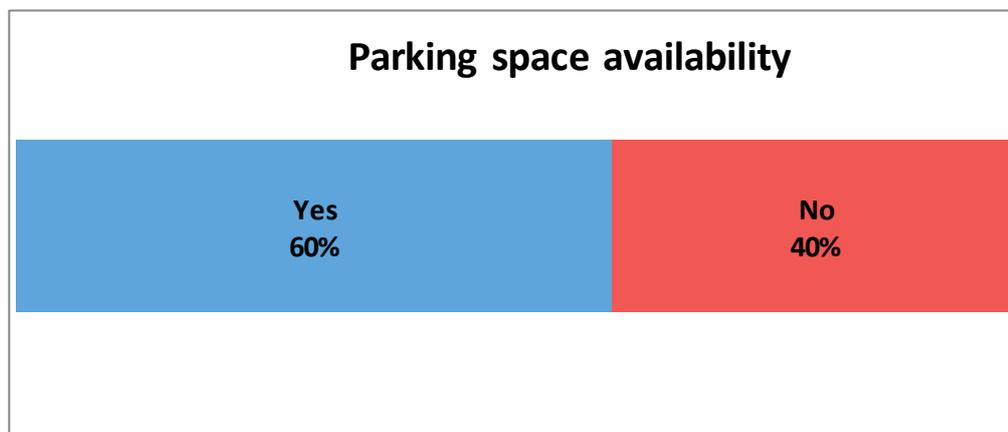
Question 2: What was the reason for using that mode of transport?

Those respondents not arriving by car (n=39) were asked for the reason they chose to arrive by other means of transport in order to ascertain if this was due to an existing perception of parking difficulty at LMH. 49% (n=19) of respondents advised an alternative means of transport was used due to anticipated parking difficulties on site.



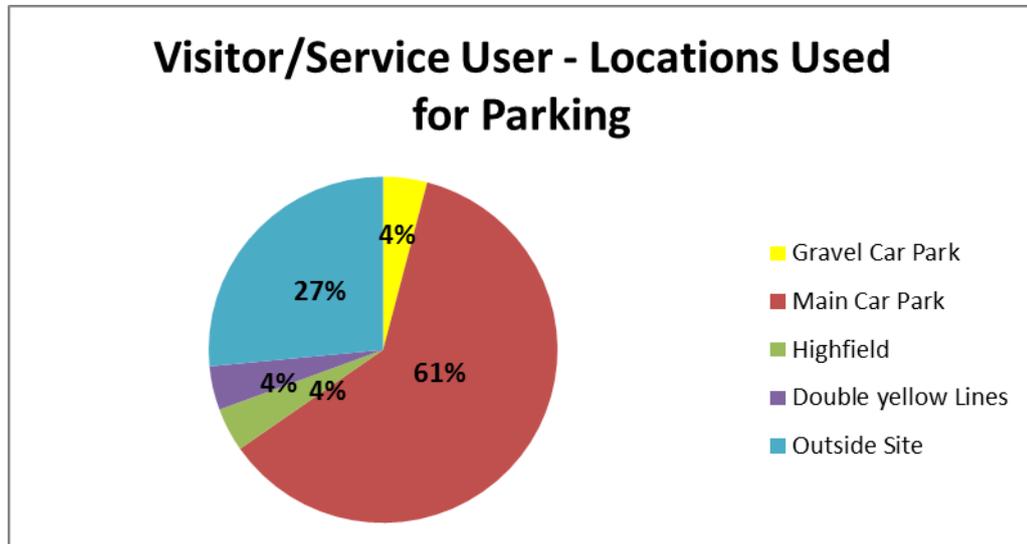
Question 3: If using own vehicle were you able to find a parking space?

Based on the survey responses of Service Users/Visitors who drove to site (n=89) 60% confirmed they were able to park (n=53). 40% of Service Users/Visitors stated they were unable to find a parking place (n=36).



Question 4: Where did you park?

Based on the survey responses 61% (n=54) of Service Users/Visitors who attended LMH by car found a parking space in the Main Car Park outside LMH Main Reception. The next highest response rate was 'Outside Site' at 27% (n=24).



Question 5: Further Comments: What do you think of the parking at LMH?

The following themes were raised by Service User/Visitor respondents during the survey:

- Respondents from Outpatients, DAU, Clover and Helios had negative comments regarding parking stating it can be difficult to park when visiting during office hours.
- Visitors to LMH Main Hospital (Visitors Centre) advised parking during the evening visiting session (18:00 - 20:00) is freely available.

In addition the following staff comments were noted:

- LMH Outpatient departmental staff advised they routinely assist disabled service users from their vehicles due to a lack of accessible parking available.
- Helios staff advised Service Users/Visitors attending site had expressed difficulties in parking.
- Security staff advised if a Service User requests a reserved parking space in advance of an appointment time this request is accommodated.

The recommendations within the paper address the issues raised during the survey.