

# Kingston Hospital

## Car parking

### Parking

- Car Parking
- Cycle parking
- Disabled parking

Parking at the hospital is very limited, although we will try our best to help disabled patients and visitors arriving by car. There are a number of disabled parking spaces available at the hospital and cars displaying valid, current, disabled badges may also park free of charge in the hospital's pay and display car parks.

The camera-operated car parking system (ANPR) will record your car registration as soon as you enter and leave the hospital site. Please make sure if you have a blue badge that you have registered your car registration - details on how to do this are below.

### ANPR (Automatic Number Plate Recognition)

ANPR records the exact time you drive into and out of the hospital site and compares this to the amount you have paid. If you stay longer than expected you must 'top up' by paying the additional amount before you leave.

The car parking system has a grace period designed to ensure that you are not unfairly charged for the time spent finding a parking space or if you are just quickly dropping off or collecting from the site. This grace period is 20 minutes. If you are entering and leaving the site within 20 minutes then no charges will be applicable, if you are on site for 1h 20 minutes you will need to pay for 1 hour etc.

The new system offers a number of payment options, allowing visitors and patients to Pay on Arrival or Pay on Exit:

- Cash i.e. coins. N.B. No change is given from the parking machines and you can only pay with coins.
- Credit card (the credit card machine is located inside the main entrance (Bernard Meade Wing))
- Telephone (the first time you call you will need your credit card details and your car registration).
- Download the app - paybyphone or text REG and your number plate to 65565 and follow the instructions.
- Online at [www.paybyphone.co.uk](http://www.paybyphone.co.uk)

The charging period for the public car parks are from 8:00am to 8:00pm, seven days a week. You can purchase additional time (if required) at the payment machines or by phone

The current minimum fee is £2.00 (for the first hour) and £1.50 for each hour thereafter (up to five hours).

#### Car Parking Tariffs at Kingston Hospital

- Up to 1 hour £2.00
- Up to 2 hours £3.50
- Up to 3 hours £5.00
- Up to 4 hours £6.50
- Up to 5 hours £8.00

There is also a daily rate of £10 available which covers you for one calendar day (ie payment made at 10am covers you for the remainder of that day)

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## Public Transport

### Travelling by Train

The nearest station to Kingston Hospital is Norbiton. The hospital is a short walk (less than five minutes) from the station along Coombe Road or Wolverton Avenue.

Norbiton Station is served by [South West Trains](#) and receives regular services into and out of London Waterloo. Services to Norbiton run on the Kingston Loop and the Shepperton line.

For further information about train times and fares, please see the [National Rail Enquiries](#) website or telephone 08457 48 49 50.

### Travelling by Bus

Kingston Hospital is served by a number of bus routes. Low-floor, wheelchair accessible buses run on all the routes serving the hospital.

Bus stops:

- Kingston Hospital Forecourt - K2 and K4
- Galsworthy Road - K3, 57, 213 and N213
- Coombe Road - K2, K3, K4, K5
- Kingston Hill - 57, 85, 213, N213

For further information on bus times and fares please contact [Transport for London](#) on 020 7222 1234 or 020 7918 3015 (Text phone). Alternatively, access [Transport for London's Journey planner](#).

### Travelling by Bike

There are bicycle storage facilities where visitors can secure their bikes.

The hospital appears on the free Transport for London Cycle Guides for areas 9 and 10

### **Travelling by Motorcycle**

There is parking available on site for motor cycles which is free of charge as long as you park in the designated areas by the Royal Eye Unit or next to the sheltered bicycle rack to the right of the Hospital's Main Entrance.

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## **Facilities**

### **Accessibility**

- Braille translation service
- Disabled parking
- Disabled WC
- Induction loop
- Signing service available
- Wheelchair access

Wheelchair users have access to the entrances of almost all our buildings. Alternative access can be arranged where necessary. Location for disabled parking bays: Physiotherapy department Esher Wing Royal Eye Unit Maternity Unit Bernard Meade Wing Outpatients department Pain Clinic Maple Children's Unit Wolverton Centre

### **Accommodation**

- Access to TV
- Internet access
- Public telephone
- Mobile phones permitted
- Single sex accommodation only

### **Counselling and Support**

- Bereavement support
- Translation services

The Patient Affairs Officer provides support, guidance and advice to the bereaved following a death in hospital.

The provision of necessary paperwork, including the Medical Cause of Death Certificate, will in most case, be issued from this office.

The office is open from 09.30 am to 3.30pm, Monday to Friday, excluding Bank Holidays.

### **Faith services**

- Prayer area
- On-site chapel

The Trust's chaplaincy team offers 24 hour support for people of all faiths, who wish to talk to a chaplain or request a sacramental ministry.

Prayer facilities and the hospital chapel are on Level 4 of Esher Wing. An Anglican Eucharist is celebrated each Monday at 12:30pm and each Thursday at 9.45am in the chapel.

Single sex, multi-faith prayer rooms are available and contain prayer books, prayer mats, and copies of the Qur'an. These facilities are for patients, relatives and members of staff.

### **Food and amenities on-site**

- Cafe
- Pharmacy
- Shop