

QUESTIONS FOR ASSOCIATE DIRECTOR

Concessions

- How can patients and visitors make use of the concessions
- How is information on concessions communicated to patients and visitors?
- Could the information be made more user-friendly – could this information be advised/communicated to patients and their families more simply
- Concession information is very complicated – could these charges be explained to Members
- Staff on the wards do not seem to have any information on concessions – is this information provided to staff?

Scale of Charges

- Why does the scale of charges start at £4.00? This is considered to be very high in comparison to other hospitals.
- How are costs for parking calculated? Could the extrapolation of charges (page 15 DoH Income Generation) be demonstrated?
- How much of the £909,401 on page 38 was raised by WGH?
- Could hospital publicise how revenue from the car parks is used? – with a breakdown of costs and use of funds
- Please give an example of how staff are charged to park.

Use of 'Pay and Display'

- In the past a 'change station' was available. Could this be re-instated?
- Why was the Pay and Display system chosen rather than Pay on Foot/Barrier?