Parking arrangements

There are three main barrier controlled car parks at the front of the hospital, for which you pay on exit at the pay station before leaving. Notes and coins are accepted.

There are two pay and display car parks; a row in front of Accident and Emergency and the area adjacent to the Fred Bulmer Building, each have adjacent payment machines.

Help is available for parking issues by pressing the help button on the pay station machines.

Disabled Drivers: Winged parking spaces for disabled drivers remain outside the main entrance, but the spaces are not subject to blue badge exemption. Those who qualify will have access to the concessions below.

Concessions – when can you get help with parking costs?

A & E: if initial treatment is not received within four hours, car parking charges will be discounted, so you are only charged for 4 hours.

Out Patient Departments: If a clinic visit exceeds 2 hours due to delays caused by the hospital, car parking will be discounted to the 2-hour rate.

Women’s Health and Paediatric clinics (upstairs): Should a visit to the clinic exceed 3 hours due to delays caused by the hospital, parking will be discounted to the 3-hour rate.

Carers & parents of children staying overnight: Will have car parking charges discounted to the 2-hour rate.

All these are when your appointment is delayed by the hospital, not the time taken for treatment. To claim, the relevant ward or department must complete a concession slip. If you think you qualify and haven’t been offered, please ask. Take the concession slip and your parking ticket to the Patient Advice and Liaison Service in the main entrance area of the hospital Monday to Friday 9am-5pm. Outside these hours the CP Plus Attendants situated in the front car park deal with concessions.
Frequent Parkers - patients and visitors. (i.e. multiple visits within any one week)

All parking tickets must be retained from the week, and you will qualify for payment of the shortest stay in respect of any five visits in a seven day period.

Other help with costs

There is a national scheme of support with a range of help for a variety of health service costs available to people on a low income. Telephone 08701 555 544 or request an information leaflet HC11 from the Hospital reception.

Hospital travel costs scheme for patients and their escorts: This supports costs of transport and parking of patient visits to hospital (where ambulance/ambulance car is not available). To qualify you must be/receive one of these:

- Income support
- Income-based Job Seekers’ Allowance
- Guaranteed Pension Credit
- HC2 certificate holder
- Tax credits
- Employment and income related support
- People requiring treatment for a condition related to their time in the armed forces.

You must bring proof of any of these entitlements to the appointments, with your hospital number. The hospital is unable to pay costs without this information.
How is parking at the hospital run?

The hospital does not directly manage the car parks or the contract that covers the running of them, and therefore income from car parking fees does not contribute to hospital finances. The car parking charges at the County Hospital are set by Car Parking Plus, the company which runs the car parks on behalf of Mercia Healthcare. This company is Wye Valley NHS Trust’s PFI (Private Finance Initiative) partner.

You can contact Mercia Healthcare regarding the parking charges at The County Hospital:

Steve Caldicott, Mercia Healthcare, The County Hospital, Union Walk. Hereford HR1 2ER