

From: [REDACTED]
Sent: 15 May 2015 17:11:02
To: Ministerial Correspondence Unit
Cc: [REDACTED]
Subject: FW: NHS Hospitals -- Parking charges

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Hi [REDACTED]

Please add this email received via the FM website to MACCS as an OR to [REDACTED]

Thanks,
Happy to chat,

[REDACTED]
[REDACTED]
Information Release Officer | People and Improvement Unit [REDACTED]

-----Original Message-----

From: First Minister Website [mailto:[REDACTED]]
Sent: 15 May 2015 10:34
To: First Ministers Website Mailbox
Subject: NHS Hospitals -- Parking charges

From: [REDACTED]
Subject: NHS Hospitals -- Parking charges

My Postcode is:
[REDACTED]

My Telephone Number is:
[REDACTED]

Message Body:

On one of the recent political debates the First Minister said she was very proud of the fact that there were no parking charges at any NHS hospitals in Scotland. She has obviously not visited Ninewells Hospital in Dundee where everyone (including some of the workforce, if not all) pays parking fees. I would have thought her Health Minister being local might have advised her in this respect. If the First Minister can abolish these charges this would be a welcome step in the right direction.

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Finance, eHealth and Analytics Directorate
Capital and Facilities Division



F: 0131-244-2371

E: [REDACTED]

By e-mail [REDACTED]



Your ref:
Our ref: 2015/0017158
28 May 2015

Dear [REDACTED]

Thank you for your e-mail of 15 May 2015 to the First Minister regarding charging for parking at Ninewells Hospital in Dundee. The First Minister has asked me to thank you for your e-mail and to reply on her behalf.

In general, there are no charges for parking at hospitals in Scotland. NHS Boards have not been charging for parking at NHSScotland operated car parks since 31 December 2008. However there are three sites within Scotland, the one that you refer to above along with Glasgow Royal Infirmary and the Royal Infirmary of Edinburgh, where charges do remain. The car parks at these hospitals are operated under Private Finance Initiative (PFI) contracts and health boards have long term contracts in place that prevent charges being abolished. The Scottish Government however is committed to new models of funding which do not include charging for hospital car parking by private operators.

I hope this information is helpful.

Yours sincerely

From: [REDACTED]
Sent: 18 July 2015 13:49:07
To: 'scottish.ministers@scotland.gsi.gov.uk'
Subject: Fw: Letter from your constituent [REDACTED]

Dear Shona,

I have forwarded the email correspondence from one of my constituents who wanted to know why he was charged for parking at Ninewells and not at the PRI.

I wondered if there had been any change in this situation since 2013.

[REDACTED]

----- Original Message -----

From: [REDACTED]
Sent: Saturday, July 18, 2015 01:45 PM
To: [REDACTED]
Subject: Re: Letter from your constituent Graeme Kelly

Dear [REDACTED],

The car parking issue at Ninewells has been a major issue for the SNP in Government.

The situation is similar to that of 'Smart Parking' in Perth. I was one of several PKC councillors to express my views of their car parking fines in the local press.

Puller House and the adjacent Smart Parking is not council property. PKC only rents the building. Unfortunately under a previous non-SNP administration a long term contract was signed to rent a 'prestigious' glossy HQ. It is, in my opinion, not worth the money but the contract has still time to run on it and it would cost even more to break the contract. So we are stuck with it.

That is why disabled badges cannot be used as it is privately owned.

It is the same with the car parking situation at Ninewells. NHS Tayside apparently did not have the funds to build such a large car park so it was built under PFI. The Private Finance Initiative was an idea to finance public infrastructure projects with private money.

Basically in 1998 NHS Tayside entered into a contract with a Company called Vinci Park UK and the contract does not run out til 2028.

When Nicola Sturgeon was Health Secretary she abolished car parking charges in NHS hospital car parks in an effort to bring the NHS in Scotland back to their founding principle of free healthcare at the point of delivery. That was back in December 2008.

The NHS was not happy as it lost £5.5M a year.

Hospital car parks in England and Wales were not scrapped.

However this only applied to the Car Parks owned and operated by the NHS Trusts.

Not the ones operated under PFI contracts.

I do remember the anger in the SNP at the time because to most of us a hospital car park is a hospital car park.

[REDACTED] This was over a considerable number of years and I remember being very grateful when my minister came to visit me with 100 £1 coins from the church hardship fund so that at least I did not have to worry about the parking charges while my mother lay in a comma.

This is also why the roads to Ninewells are full of parked cars as there is also no free parking for staff members who are currently charged £33.20 a month. On 22nd April 2013 the then Health Minister Alex Neil said

'I would like to be able to abolish charging at the three PFI car parks too but, unfortunately, these boards are locked into long-term contracts with operators. That is why this Government is committed to new models of funding which mean that the private sector can't make excessive profits at the Taxpayers' expense.'

I will however forward your query to the Cabinet Secretary for Health, Wellbeing and Sport Shona Robison who lives in Dundee to see if anything has changed recently.

I realise that this email does not help your situation but I hope it does answer your question.

Yours for Scotland

[REDACTED]

----- Original Message -----

From: [REDACTED]
Sent: Friday, July 17, 2015 11:41 PM
To: [REDACTED]
Subject: Letter from your constituent [REDACTED]

[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Friday 17 July 2015

Dear [REDACTED]
[REDACTED]

What I would like you to look in to and give me an answer on is why I have to pay for parking at Ninewells while I get free parking at the PRI. This can cost me £60-70 a year while I am on ESA and DLA and can ill afford to hand out this money. I dont understand why I have to pay at Ninewells and not the PRI when they are both run by the same organisation. I find it very unfair

Cabinet Secretary for Health, Wellbeing and Sport
Shona Robison MSP

T: 0300 244 4000
E: scottish.ministers@scotland.gsi.gov.uk



Our ref: 2015/0025077
7 August 2015

Thank you for your e-mail of 18 July 2015 regarding the communication you have received from your constituent, [REDACTED] on parking charges at Ninewells Hospital in Dundee.

I can confirm that the information provided in your e-mail to [REDACTED] is correct, there have been no changes since parking charges for NHSScotland operated sites ended in December 2008.

Therefore, in general, there are no charges for parking at hospitals in Scotland with the exception of the three car parks operated under Private Finance Initiative (PFI) contracts, including the site your constituent refers to, Ninewells Hospital, Dundee along with the Royal Infirmary of Edinburgh and Glasgow Royal Infirmary, where charges do remain. Unfortunately the health boards are committed to long term contracts that prevent charges being abolished. I would like to emphasise however that health boards and PFI providers do liaise with each other to ensure that any charges are kept to a minimum or where possible reduced. The Scottish Government remains committed to new models of funding which do not include charging for hospital car parking by private operators.

I appreciate this is not helpful for Mr Kelly but please assure him we are doing all we can.

*Best wishes,
Shona*

SHONA ROBISON

[Redacted]

Tel: [Redacted]

16th November 2015

M/s Shona Robison
Scottish Parliament
Holyrood
Edinburgh
EH99 1SP

Dear Ms Robison

I was delighted to hear that Ninewells hospital in Dundee will be given a £40 Million boost to help with the demands of an ageing population, also to enable the new specialist treatment centre to carry out joint replacement and sight procedures.

This is all very welcome, but, unfortunately, all out-patients will have to pay parking charges to attend appointments for treatment at Ninewells.

In the past parking fees have been removed from 14 hospitals; this happened in 2008 when Nicola Sturgeon was in charge of N H S matters.

My question is "Has any progress been made on removing the remaining hospitals from such fees?" This would affect Edinburgh and Glasgow Royal Infirmarys and Ninewells in Dundee.

Yours sincerely

[Redacted Signature]

Finance, eHealth and Analytics Directorate
Health Finance and Infrastructure Division

T: [REDACTED] F: 0131-244 2371
E: [REDACTED]



Your ref:
Our ref: 2015/0040995
10 December 2015

Thank you for your letter of 16 November 2015 to the Cabinet Secretary for Health, Wellbeing and Sport regarding hospital parking charges in Scotland. The Cabinet Secretary has asked me to thank you for your letter and to reply on her behalf.

In general, there are no charges for parking at hospitals in Scotland. As you state in your letter, NHS Boards have not been charging for parking at NHSScotland operated car parks since 31 December 2008. However, at three sites, Ninewells Hospital in Dundee, Royal Infirmary of Edinburgh and Glasgow Royal Infirmary, charges do remain. The car parks at these hospitals are operated under what are known as Private Finance Initiative (PFI) contracts, a method used by previous governments to fund public infrastructure projects. Health Boards are committed to long term contracts at these hospitals and any early termination of such contracts is often unaffordable. Health Boards work with PFI providers to ensure that any charges in force are kept to a minimum.

The Scottish Government is committed to new models of funding which do not include charging for hospital car parking by private operators.

I hope this information is helpful.

Yours sincerely



From: [REDACTED]
Sent: 17 October 2016 14:50:38
To: Ministerial Correspondence Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Parking charges at Ninewells Hoapital

MCU

OR for maccs please.

Thanks,

[REDACTED] Health & Sport Private Office
[REDACTED]

==== Forwarded message =====
From : [REDACTED]
To : <dundee@shona.robison.scot<mailto:dundee@shona.robison.scot>>
Date : Sat, 15 Oct 2016 12:54:07 +0100
Subject : Parking charges at Ninewells Hoapital
==== Forwarded message =====

Good afternoon,

In light of the recently announced increase in parking charges at Ninewells Hospital, I refuse to believe that nothing can be done due to contractual reasons to stop this immoral profiteering by Indigo. Hospital car parking should be free and charging for it is taking advantage of the most vulnerable in society in their time of greatest need.

Regards

[REDACTED]

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E: [REDACTED]

By e-mail [REDACTED]

Your ref:
Our ref: 2016/0034629
10 November 2016

Dear [REDACTED]

Thank you for your e-mail of 15 October 2016 to the Cabinet Secretary for Health and Sport concerning parking charges at Ninewells Hospital in Dundee. The Cabinet Secretary has asked me to thank you for your e-mail and to reply on her behalf.

You raise concerns regarding the recent increase in parking charges at this hospital. In accordance with the Private Finance Initiative (PFI) contract in place at this site, parking as you are aware is managed by private contractor Indigo Park who reviews the car parking charges annually. These charges are linked to the Retail Price Index. Since November 2014, car park charges for the daily / short stay and weekly passes has remained the same until this month's increase. In the case of daily / short stay charges, these have changed from £2.10 to £2.20. However, it should be noted that free parking is in fact also provided on the Ninewells site for certain patients and visitor groups - those patients that are required to attend the hospital on a regular and routine basis for treatment, e.g. renal and cancer patients. Furthermore, the Ninewells site also provides compassionate free parking permits to certain visitors / relatives and parents of children who are long-term hospital patients.

In general, there are no charges for parking at hospitals in Scotland. NHS Boards have not been charging for parking at NHSScotland operated car parks since 31 December 2008 except at three sites - Ninewells Hospital, Dundee, Royal Infirmary of Edinburgh and Glasgow Royal Infirmary. At these hospitals, charges do remain as the car parks at these sites are all operated under PFI contracts. This finance method was used by previous governments to fund public infrastructure projects. Health Boards are committed to long term contracts under these arrangements and any early termination of such contracts is often unaffordable. Health Boards do however work hard with PFI providers to try to ensure

that any charges in force are kept to a minimum. The Scottish Government is committed to new models of funding which do not include charging for hospital car parking at all by private operators.

I hope this information is helpful.

Yours sincerely



From: [REDACTED]
Sent: 17 October 2016 10:28:19
To: Ministerial Correspondence Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Ninewells car park

MCU

OR for maces please.

Thanks,

[REDACTED] Health & Sport Private Office

From: [REDACTED]

Date: 16 October 2016 at 21:00:42 BST

To: "Shona.Robison.msp@parliament.scot<mailto:Shona.Robison.msp@parliament.scot>"

<Shona.Robison.msp@parliament.scot<mailto:Shona.Robison.msp@parliament.scot>>

Subject: Ninewells car park

Hello,

I am writing to you in your capacity as the the health secretary in Scotland.

I want to express my concerns regarding the proposed 5% rise increase in car parking costs at ninewells hospital.

I feel these increases are excessive in that they're rising at a faster rate than the nhs staff pay rises of 1%!

I do not know what the money is used for but it certainly is not carpark maintenance. The signs in the staff car park have been out of order for almost a year and when I asked what's being done it's claimed they're waiting on a part. The lighting overnight is awful with bulbs very dim or out altogether. If I struggle to see the stairs at night then our vulnerable patients are going to struggle more.

I look forward to your response

[REDACTED]

T: [REDACTED] F: 0131-244 2371
E: [REDACTED]

By e-mail G [REDACTED]

Your ref:
Our ref: 2016/0034522
10 November 2016

Dear [REDACTED]

Thank you for your e-mail of 16 October 2016 to the Cabinet Secretary for Health and Sport concerning the Car park at Ninewells Hospital in Dundee. The Cabinet Secretary has asked me to thank you for your e-mail and to reply on her behalf.

Firstly, to provide you with a little background, in general, there are no charges for parking at hospitals in Scotland. However there are three hospital car parks, including Ninewells Hospital where charges do remain as the car parks at these hospitals are operated under long term Private Finance Initiative (PFI) contracts, a method used by previous governments to fund public infrastructure projects. Health boards and PFI providers liaise with each other to try to ensure that any charges in force are kept to a minimum.

Regarding your concerns on the recent increase in parking charges at this hospital, in accordance with the PFI contract in place at this site, parking is managed by private contractor Indigo Park who reviews the car parking charges annually. These charges are linked to the Retail Price Index. Since November 2014, car park charges for the daily / short stay and weekly passes has remained the same until this month's increase. In the case of daily / short stay charges, these have changed from £2.10 to £2.20. However free parking is also provided on the Ninewells site for certain patients and visitors, those patients that are required to attend the hospital on a regular and routine basis for treatment, e.g. renal and cancer patients. Furthermore, the Ninewells site also provides compassionate free parking permits to certain visitors / relatives and parents of children who are long-term hospital patients.

I have raised with NHS Tayside your specific concerns regarding maintenance of the car park. Responsibility for this falls within the scope of Indigo's agreement to maintain to

working order and repair where required, car parking facilities / stairways at this site. The Board have advised me that they in turn, have now raised these issues with Indigo, both the general lack of maintenance and in particular the requirement for replacement of dim or absent lighting and the hazard these issues could potentially create for people with poor sight or mobility.

I hope this information is helpful.

Yours sincerely

[Redacted signature]

From: [REDACTED]
Sent: 16 December 2016 12:21:39
To: Public Engagement Unit
Cc: [REDACTED]
Subject: 8RB [REDACTED]

Attachments: CAS-00315-S3X0Z6.pdf

PEU,

MR for maccs, suggested AO ? [REDACTED] or [REDACTED].
Spoke to Performance East who suggested either of you.

Thanks,

[REDACTED] Health & Sport Private Office

From: LAW, Chris [mailto:[REDACTED]]
Sent: 16 December 2016 11:37
To: Cabinet Secretary for Health and Sport
Subject: [REDACTED]

Dear Minister,

At the request of my constituent, [REDACTED], I contacting you with the below email correspondence which relates to his concerns over access to Ninewells Hospital and ask for your response

In addition, I attach a recent response from NHS Tayside on some of the issues raised by [REDACTED] for your information and context.

All the best,
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]

Dear [REDACTED]

Thank you for your follow up e-mail concerning poor access at Ninewells Hospital in Dundee. I must say that the reply I got back confirms the poor access to Ninewells Hospital.

In the reply I received, I was advised that you are allowed 15 minutes sitting down, at car park 7, to drop off patients, visitors etc. this assumes the availability of a short term parking space at car park 7. If there are no available spaces, this means that you either have to sit and wait to see if one becomes available, or go around Ninewells Drive again to get back to car park 7, which going by memory is a round trip of half a

mile, in the hope that a space has become available. This could mean that you are then late for your appointment. Fifteen minutes in my mind is far too short a time for sitting down. My partner has to walk with the aid of a walking frame, as she is waiting for a hip replacement operation. It would probably take her 15 minutes just to walk to the main reception from the car park, plus the time it takes to get to the ward for her appointment. Then you have the time it takes for me to get back to the car, to park it in one of the other car parks. You then have to repeat the whole procedure in reverse after her appointment, with the likely hood that you could then incur a parking charge for returning within a certain period of time.

The reply also stated that there is an Indigo bus service which runs between various departments at the Hospital. But this bus is not suitable for wheel chair access? As far as I am aware this service is not advertised at the Hospital reception area. As I have never seen any time tables about this service, or it's availability, or where the pick up points are, or when it starts and finishes daily, or if it runs at the week ends.

The reply also failed to address in any way, the poor access Into the Hospital from the A and E department. As the internal door is kept locked. And can only be opened by staff at the A and E reception desk.

I wonder if it would be possible for you to forward this e-mail and the reply's so far to Shona Robison. This request is in no way a complaint about the excellent service that you have gave me. But as Health Minister, I think that she should be made aware of these access problems, at Ninewells Hospital.

If you get the chance, could you please lookup Ninewells Drive on Google maps, to see how the car parks are laid out.

Once again I would like to thank you for your excellent service in trying to resolve this access problem.

Yours Sincerely
[REDACTED]

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Cabinet Secretary for Health and Sport
Shona Robison MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

T: 0300 244 4000
E: scottish.ministers@gov.scot

Mr Chris Law MP
House Of Commons
LONDON
SW1A 0AA

Our ref: 2016/0041590
12 January 2017

Dear Chris,

Thank you for your e-mail of 16 December 2016 regarding your constituent [REDACTED] and his concerns regarding access to Ninewells Hospital in Dundee.

On receipt of your e-mail, I asked my officials to make contact with NHS Tayside on the issues raised by your constituent. In relation to the drop off point at the main entrance to the hospital, the Board have confirmed that the current allowable drop off time is 15 minutes. However, if there is a difficulty with this limit, Indigo parking can be contacted at their office on 01382 643969. The Board are keen to point out that there is no time restriction or penalty for returning to the area to pick up a patient - a further 15 minutes is allocated for this task as with the initial setting down procedure. If your constituent feels that he requires priority parking due to the difficulties being experienced by his partner, then a concessionary parking ticket may be of assistance. These can be accessed by contacting:

Joy Beer,
Site Support Services office - level 9
Telephone 01382 660111 ext. 33460.

With regard to the courtesy minibus service, the Board have confirmed that this runs approximately every 15 minutes, depending on patient requirements, from 9 am – 5 pm. Details of the minibus schedule are posted on signage at the main concourse entrance, car park 9, the TORT centre, East Block and pick up points across the hospital campus. Your constituent will wish to know that the minibus does have a tail-lift facility that can be utilised to access the vehicle. The Board have advised me that they will ensure that the vehicle clearly displays an 'assisted mobility' sign to make this facility clear to the public.

I would like to thank your constituent for drawing these issues to my attention and hope that this information is helpful.

*Best wishes,
Shona*

SHONA ROBISON

Cabinet Secretary for Health and Sport
Shona Robison MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

T: 0300 244 4000
E: scottish.ministers@gov.scot

Mr Daniel Johnson MSP
The Scottish Parliament
EDINBURGH
EH99 1SP

Our ref: 2017/0000850
2 February 2017

Dear Daniel,

Thank you for your recent request for an update on parking charging at Scottish hospitals.

To provide you with some background, in general, there are no charges for parking at hospitals in Scotland. NHS Boards have not been charging for parking at NHSScotland operated car parks since 31 December 2008 except at three sites - Royal Infirmary of Edinburgh, Glasgow Royal Infirmary and at Ninewells Hospital in Dundee. At these hospitals, charges remain as the car parks are all operated under PFI contracts, to which Health Boards are committed to long term contracts. Boards work closely with PFI providers to try and minimise car parking charges, however they are constrained by the fact that the Scottish Government are not able to change the contractual terms of these PFI contracts, which were signed by the previous administration. Early termination of these contracts is also not an option, as the cost of termination is prohibitively expensive and would not offer value for money. Since the car parking policy was changed in 2008, the Scottish Government no longer allow car parking charges to be included in contracts for new hospitals.

I hope this information is helpful.

*Best wishes,
Shona.*

SHONA ROBISON

From: [REDACTED]
Sent: 13 February 2017 12:57:09
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Parking at Ninewells Hospital

Dear PEU

Please add to MACCS as a OR.

Thanks

[REDACTED]

[REDACTED]

Portfolio Assistant
Cabinet Secretary for Health and Sport

Tel: [REDACTED]
Ext: [REDACTED]

From: Shona Robison [mailto:dundee@shona.robison.scot]
Sent: 13 February 2017 12:24
To: Cabinet Secretary for Health and Sport
Subject: Fwd: Parking at Ninewells Hospital

=====
From: [REDACTED]
To: "Shona Robison" <dundee@shona.robison.scot<mailto:dundee@shona.robison.scot>>
Date: Sun, 12 Feb 2017 19:57:52 +0000
Subject: Parking at Ninewells Hospital
===== Forwarded message =====

<https://www.eveningtelegraph.co.uk/fp/anger-gridlock-parking-dundees-ninewells-hospital/>

[REDACTED]

[REDACTED]

Tel: [REDACTED]
Mobile: [REDACTED]
E-Mail: [REDACTED]

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F: 0131-244 2371

E: [REDACTED]

By e-mail [REDACTED]

Your ref:
Our ref: 2017/0006076
15 March 2017

Dear [REDACTED]

Thank you for your e-mail of 12 February 2017 to the Cabinet Secretary for Health and Sport and your subsequent communications with both myself and a colleague regarding parking difficulties at Ninewells Hospital, Dundee and concerns you have regarding missed medical appointments as a result of issues out-with of your control including parking. The Cabinet Secretary has asked me to thank you for your e-mail and to reply on her behalf.

I have now made contact with NHS Tayside on the issues that you have raised. Firstly, on the general issue of parking, the manager responsible for parking at the hospital has been in contact with Indigo Park who manage car parking at this site. Indigo Park advise that its staff are actively involved in traffic management particularly at peak times to assist staff and the public to find available spaces. NHS Tayside do recognise that parking can be difficult at times on the site and try to encourage staff and patients where possible to use public transport options to reach the hospital to try to take pressure of the parking and to in general, work with local authorities to try to reduce traffic congestion on our roads – a nationwide issue.

On your more specific concern regarding missed hospital appointments, NHS Tayside have informed me that they were concerned to hear about your missed appointments, in particular those missed due to reported parking problems, and that some of these missed appointments may have been recorded in your patient notes. Managers responsible for appointments have been requested to ensure that any patient missing appointments due to reported parking difficulties at Ninewells Hospital has the reason for non-attendance acknowledged as parking related and not just a missed appointment. You further advised me in our more recent telephone conversation that some hospital appointments may have



been missed due to the non-delivery of some of your post. I would suggest that if this difficulty is still on-going that you communicate directly with Royal Mail who would be responsible for this.

I hope this information is helpful.

Yours sincerely

[Redacted signature]

From: [REDACTED]
Sent: 05 April 2017 13:44:49
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Ninewells hospital

PEU

Please add to MACCS as a OR.

Thanks,

[REDACTED]
[REDACTED]
Portfolio Assistant
Cabinet Secretary for Health and Sport

Tel: [REDACTED]
Ext: [REDACTED]

From: Robison S (Shona), MSP [mailto:Shona.Robison.msp@parliament.scot]
Sent: 05 April 2017 13:38
To: Cabinet Secretary for Health and Sport
Subject: Fwd: Ninewells hospital

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 5 April 2017 at 13:24:53 CEST
To: "Shona.Robison.msp@parliament.scot<mailto:Shona.Robison.msp@parliament.scot>"
<Shona.Robison.msp@parliament.scot<mailto:Shona.Robison.msp@parliament.scot>>
Subject: Ninewells hospital

[REDACTED] as I was visiting daily the ward started issuing compassionate parking vouchers which I was very grateful for as I didn't know of this scheme. Yesterday they said that they could not supply them as Indigo had said they would not get any more as they should only be for Terminally ill etc. I have tried to contact various people within Ninewells/Indigo to see what is the policy, who is responsible for overseeing this and can get no further as it seems that this is a hidden issue. I do feel that it is an imposition on someone visiting on a regular basis not to mention a financial burden to pay the costs involved and according to previous publications Indigo are supposed to provide this service, but how do you find out ? My wife may still be in hospital for some more weeks yet and I would appreciate your reply
Regards
[REDACTED]

*

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[REDACTED] F: 0131-244 2371

E: [REDACTED]

By e-mail [REDACTED]

Your ref:
Our ref: 2017/0013649
12 May 2017

Dear [REDACTED]

Thank you for your e-mail of 5 April 2017 to the Cabinet Secretary for Health and Sport regarding the Compassionate Parking Voucher Scheme in operation at Ninewells Hospital in Dundee. The Cabinet Secretary has asked me to thank you for your e-mail and to reply on her behalf.

On receipt of your e-mail, I made contact with NHS Tayside regarding your concerns about the continued availability of this scheme. The Board have advised me that they are very pleased to be able to provide compassionate parking arrangements at Ninewells Hospital to many patients who require to attend on a regular and frequent basis for on-going treatment. Additionally, they also regularly issue permits to relatives who have to visit someone at the hospital over a period of time in cases of critical illness or in times of terminal illness. The arrangements require the ward staff to advise the relatives to contact the hospital's site management office. On the ward's recommendation, the Board can make the necessary arrangements for voucher issue which will then be reviewed on a weekly basis. Site Management issue compassionate parking vouchers for any patient's relative on request by a Senior Charge Nurse as it is at their discretion as to who requires these vouchers. The permits require to be administered closely in order to avoid them being misused, and for this reason the Board require to manage them through their Site Office.

Currently, Indigo allocate 2,800 tickets per month, the distribution of which is to Radiotherapy, Chemotherapy, Renal Unit, Paediatrics Oncology, Ward 29, Neonatal, Ward 42, Haematology, ICU / CCU and other areas by special request from Senior Charge Nurses. It would possibly appear to be the case from the information that you have provided to me that on this occasion, appropriate action may not have been undertaken to ensure



availability of vouchers. Accordingly, a request has been issued by NHS Tayside Board Headquarters that Site Management colleagues re-issue information to all relevant Senior Charge Nurses in order to avoid any similar difficulties occurring again in future

I hope this information is helpful.

Yours sincerely

[Redacted signature]



From: [REDACTED]
Sent: 02 May 2017 09:26:57
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Parking fees at Ninewells Hospital

PEU

Please add to MACCS as a OR.

Thanks,

[REDACTED]
[REDACTED]
Portfolio Assistant
Cabinet Secretary for Health and Sport

[REDACTED]
Ext: [REDACTED]

From: Robison S (Shona), MSP [mailto:Shona.Robison.msp@parliament.scot]
Sent: 28 April 2017 18:45
To: Cabinet Secretary for Health and Sport
Subject: Fwd: Parking fees at Ninewells Hospital

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 28 April 2017 at 18:42:06 BST
To: Shona.Robison.msp@parliament.scot<mailto:Shona.Robison.msp@parliament.scot>
Subject: Parking fees at Ninewells Hospital
I realise and understand that the parking fee at Ninewells Is not able to be abolished. However I resent having to pay ?2.10 for four hours, when I only need to park for a maximum of 2 hours to [REDACTED]. Could you not intervene and at least get an hourly parking fee of 50p per hour? The company who run the carparks must be raking in all the extra revenue from the turnover of spaces that are only used for 1 or 2 hours.

*

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[REDACTED] F: 0131-244 2371

E: [REDACTED]

By e-mail [REDACTED]

Your ref:
Our ref: 2017/0016038
24 May 2017

Dear [REDACTED]

Thank you for your e-mail of 28 April 2017 to the Cabinet Secretary for Health and Sport regarding parking charges in place at Ninewells Hospital in Dundee. The Cabinet Secretary has asked me to thank you for your e-mail and to reply on her behalf.

On receipt of your e-mail, I made contact with NHS Tayside for an update on parking at this hospital. They would like to thank you for sharing your thoughts on this issue. They have advised, that they carry out regular reviews with the car parking provider at the site, Indigo and have taken the opportunity to share with them the points that you have made. The Board and Indigo always seek to ensure that wherever possible, access arrangements are such that the needs of all users, patients, visitors and staff are considered when configuring available spaces throughout the car park. Moving forward, NHS Tayside have confirmed that they will give full consideration to any feedback received from users like yourself, including the issue that you have specifically raised around the potential for shorter term parking.

I hope this information is helpful.

Yours sincerely

[REDACTED]

From: [REDACTED]
Sent: 20 June 2017 16:04:29
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Parking Charges at Ninewells Hospital CRM:0210079

Peu

Please add to MACCS as a MR, suggest allocating Colin Wilson.

Thanks,

[REDACTED]
[REDACTED]
Portfolio Assistant
Cabinet Secretary for Health and Sport

Tel: [REDACTED]
Ext: [REDACTED]

[REDACTED] On Behalf Of

FitzPatrick J (Joe), MSP
Sent: 20 June 2017 15:50
To: Cabinet Secretary for Health and Sport
Subject: Parking Charges at Ninewells Hospital CRM:0210079

Good Afternoon Shona,

As you are aware, the issue of parking charges at Ninewells Hospital has been raised again in the local press as well as continues to be raised by our respective constituents.

I would be grateful for any update that you might be able to provide on any recent discussions with NHS Tayside and Indigo (previously 'Vinci') regarding this.

A particular issue that continues to be raised, of course, is whether the operator may be willing to consider an early termination of the 30 year lease agreement entered into in 1998.

Thank you,

Joe FitzPatrick MSP (Dundee City West)
a: 37 Dock Street, Dundee, DD1 3DR
t: 01382 843244
w: joe.fitzpatrick.scot<<http://joe.fitzpatrick.scot/>>

*

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T: [REDACTED]
E: scottish.ministers@gov.scot

Mr Joe FitzPatrick MSP
The Scottish Parliament
EDINBURGH
EH99 1SP

Our ref: 2017/0021705
18 July 2017

Dear Joe,

Thank you for your e-mail of 20 June 2017 regarding parking charges at Ninewells Hospital in Dundee.

Firstly, to supply some background, NHS Boards have not been charging for parking at NHSScotland operated car parks since 31 December 2008 and since that date, the Scottish Government no longer allow car parking charges to be included in any contracts for new hospitals. However as you are aware, the car park at Ninewells Hospital in Dundee is an exception in that it is operated under a Private Finance Initiative (PFI) contract effected some time ago and to which the Scottish Government is not able to change the signed contractual terms. These contracts are also in place at Glasgow Royal Infirmary and the Royal Infirmary of Edinburgh. Whilst NHS Boards work closely with PFI providers to try and minimise car parking charges where they remain, the Scottish Government is unable to eliminate car parking charges at PFI sites in the way that they have done for all other non-PFI hospital car parks.

There would be significant legal contractual issues to be resolved in considering any early termination of these PFI contracts which would ultimately result in significant sums of capital and revenue cost implications for NHS Tayside in terms of Ninewells Hospital and more generally, for NHSScotland as a whole. Given the financial constraints facing NHS Tayside and the wider Scottish Government, it has been established that investment in this area would reduce the amount of money that can be invested in clinical services and would not provide value for money. For these reasons we have not attempted to buy out the car park contract at Ninewells.

I hope this information is helpful.

*Best wishes,
Shona*

SHONA ROBISON

From: [redacted] on behalf of Cabinet Secretary for Health and Sport
Sent: 19 June 2017 09:31
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Indigo parking charge
Attachments: Indigo's solicitor letter.pdf; ATT00001.htm; parking receipt 2017.jpg; ATT00002.htm; car parking permit.png; ATT00003.htm

Categories: Ian, Blue Category

PEU

Please add to MACCS as a OR.

Thanks,

[redacted]
[redacted]
Portfolio Assistant
Cabinet Secretary for Health and Sport

Tel: [redacted]
Ext: [redacted]

From: Roblson S (Shona), MSP [mailto:Shona.Roblson.msp@parliament.scot]
Sent: 17 June 2017 17:38
To: Cabinet Secretary for Health and Sport
Subject: Fwd: Indigo parking charge

Sent from my iPhone

Begin forwarded message:

From: [redacted]
To: [redacted]

Subject: Indigo parking charge

Dear [redacted]

Further to our earlier brief correspondence please find attached latest letter from Indigo's solicitor which I received today at my home address. I appreciate that this is an individual's case but the reason for me to highlight an individual case is to demonstrate the unfairness and stress that our NHS staff and service users are often left to deal with due to private company's determination to make profit. Although the Scottish Government has abolished parking charges in our hospitals, the

arrangements in Ninewells hospital or other two hospitals leave the local staff and people with an unfair situation.

For the benefit of others who I have now copied into this email, [redacted]

[redacted] For the temporary accommodation I have an annual resident car park permit, paid in advance in first week of January for the full year. I have once again attached those. I drive home after finishing work on Friday evening and drive back to Dundee on Monday morning. Journey time is usually 2.5 - 3.5 hours.

On 27th February early morning the traffic and road condition was adverse and in a rush to go to work after parking my car in front of my residence I forgot to display the permit. When I returned from work I found the parking charge notice for £40.00. I spoke to accommodation staff who advised that Indigo has a list of permit holders and then I approached Indigo staff in person at Ninewells. They asked me to appeal which I did through Indigo's website. But my appeal was not upheld and Indigo ever since had been sending letters to this effect to my home address. I trust you will appreciate how the patients and their families feel when they get into a situation as me. I appreciate that it is a matter of law/ contract, but I am having difficulty to understand the application of that law/ contract in terms of fairness or the purpose for which they were formed by the people. As you will understand that I paid to use a parking space for 365 days but I will probably use that for much less days. I did not park wrongly or deny someone else to park.

I have copied this email to our regional media as I may have to crowd fund my legal cost to defend 'fairness'. I wonder whether Indigo is pursuing me more vigorously because I had written to you and the media subsequently highlighted my case.

Best wishes,

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[REDACTED] F: 0131-244 2371

E: [REDACTED]

[REDACTED]
by email [REDACTED]

Your ref:
Our ref: 2017/0021502
12 July 2017

Dear [REDACTED]

Thank you for your recent e-mail to Scottish Ministers regarding a parking charge notice (PCN) issued to you earlier this year at Ninewells Hospital in Dundee and subsequent follow-up action taken by 'Indigo Park', who manage car parking at this site. I note that your e-mail has been copied to a number of parties including NHS Tayside.

Having now had the opportunity to discuss the circumstances of your concerns with them, they have informed me that they have now replied directly to you. They have informed me that Indigo intend to cancel the PCN [REDACTED]

NHS Boards have generally, not been charging for parking at NHSScotland operated car parks since 31 December 2008 and since that date, the Scottish Government no longer allow car parking charges to be included in any contracts for new hospitals. As you point out in your communication, the car park at Ninewells Hospital is one of only three in Scotland where parking charges remain, operated under a Private Finance Initiative (PFI) contract arrangement. As these contracts were effected some time ago, the Scottish Government is unable to change the contractual terms of them and so eliminate car parking charges at these sites in the way that they have done for all other non-PFI hospital car parks. NHS Boards do however work closely with PFI providers to try and minimise car parking charges.

I hope this information is helpful.

Yours sincerely



From: [REDACTED]
Sent: 19 June 2017 09:34:41
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: From Cllr Fraser Macpherson, Dundee City City Council

PEU

Please add to MACCS as a MR, suggest allocating Colin Wilson.

Thanks,

[REDACTED]
Portfolio Assistant
Cabinet Secretary for Health and Sport

Tel: [REDACTED]
Ext: [REDACTED]

From: Public Engagement Unit
Sent: 19 June 2017 09:06
To: Cabinet Secretary for Health and Sport
Subject: FW: From Cllr Fraser Macpherson, Dundee City City Council

Correspondence for your consideration.

[REDACTED]
Public Engagement Officer | [REDACTED]
[REDACTED]@gov.scot<mailto:[REDACTED]>
1E.10 | St Andrews House | Regent Road | Edinburgh | EH1 3DG
[cid:image002.png@01D2E8DF.4552A1C0]Public Engagement Unit
Ministerial Private Office

From: [REDACTED]
Sent: 18 June 2017 06:24
To: [REDACTED]; Scottish Ministers
Cc: Public Engagement Unit
Subject: From Cllr Fraser Macpherson, Dundee City City Council

To :

Shona Robison MSP, Cabinet Secretary for Health and Sport
Lesley McLay, Chief Executive, NHS Tayside

Dear Ms Robison and Mrs McLay

In recent months, I have received increasing numbers of constituent complaints about (a) increasing car parking charges at the Ninewells Hospital site, (b) the vehicle capacity issue at the site with complaints about extensive waits at certain times to find a parking space, and (c) concerns from constituents who live in the area adjacent to the hospital site about vehicles being parked on-street, causing obstruction and difficulties for residents trying to park near their home.

I am formally asking that you agree to hold cross-party discussions with elected representatives at all levels to discuss the increasingly challenging parking situation at the Ninewells Hospital site and look at possible ways of improving the situation. I would hope that, in addition to Ministers/Scottish Government officials and NHS Tayside representatives, local elected councillors, MSPs, MP and West End Community Council are also invited to participate.

I thank you in advance of your response.

Best regards

[REDACTED]
Baillie Fraser Macpherson
Councillor for the West End
Liberal Democrat Group Leader - Dundee City Council

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Cabinet Secretary for Health and Sport
Shona Robison MSP



T: 0300 244 4000
E: scottish.ministers@gov.scot

By e-mail [REDACTED]

Our ref: 2017/0021508
24th July 2017

Dear [REDACTED]

Thank you for your e-mail of 18 June 2017 to both myself and the Chief Executive of NHS Tayside regarding parking issues relating to Ninewells Hospital in Dundee and your request that cross-party discussions be held to discuss this matter. NHS Tayside have informed me that they have responded directly to you advising that your concerns will be put on the agenda of their next MSP / MP & NHS Tayside joint session meeting due to take place on 29 September 2017.

I would however like to take this opportunity to provide you with some background information. Firstly, you may be aware that generally, NHS Boards have not been charging for parking at NHSScotland operated car parks since 31 December 2008. Also since that date, the Scottish Government no longer allow car parking charges to be included in contracts for any new hospital developments. However the car park at Ninewells Hospital in Dundee is one of three hospital sites within Scotland where parking charges do still remain. They are all operated under Private Finance Initiative (PFI) contract arrangements which were effected some time ago and which the Scottish Government cannot change. As such, the Scottish Government is unable to eliminate car parking charges at these hospitals in the way that they have done so at all other non-PFI hospital car parks. NHS Boards work closely with PFI providers to try and minimise car parking charges that remain.

The possibilities of buying out these PFI contracts has been considered however there would be significant legal contractual issues to be resolved in considering any early termination of these which would ultimately result in significant sums of capital and revenue cost implications for NHS Tayside in terms of Ninewells Hospital and more generally, for NHSScotland as a whole. Given the financial constraints facing NHS Tayside and the wider Scottish Government, it has been established that investment in this area would reduce the amount of money that can be invested in clinical services and would not provide value for money. For these reasons we have not gone down this route.

NHS Tayside has advised that they carry out regular reviews of the parking arrangements at Ninewells Hospital with the car parking provider 'Indigo Park'. Both seek to ensure that wherever possible, access arrangements are such that the needs of all hospital users, patients, visitors and staff are considered when configuring available spaces throughout the car park. Indigo Park has advised that its staff are actively involved in traffic management particularly at peak times to assist staff and the public to find available spaces. NHS Tayside do recognise that parking can be difficult at times and try to encourage staff and patients where possible to use public transport options to reach the hospital to try to take pressure of the parking and to in general, work with local authorities to try to reduce traffic congestion on our roads – a nationwide issue.

I hope this information is helpful.

SHONA ROBISON

From: [REDACTED]
Sent: 21 July 2017 17:50:55
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Hospital parking charges.

PEU

Please could you scan this on to MACCS as an OR.

Thanks

[REDACTED]
Deputy Private Secretary
Ministerial Private Office (Health)
St Andrew's House
[REDACTED] (Ext: [REDACTED])

From: Robison S (Shona), MSP [mailto:Shona.Robison.msp@parliament.scot]
Sent: 21 July 2017 15:34
To: Cabinet Secretary for Health and Sport
Subject: Fwd: Hospital parking charges.

Sent from my iPhone

Begin forwarded message:
From: [REDACTED]
Date: 21 July 2017 at 14:03:28 BST
To: Shona.Robison.msp@parliament.scot<mailto:Shona.Robison.msp@parliament.scot>
Subject: Hospital parking charges.
Dear Shona,

In the last year I have been to Ninewells many times, for occasions both joyous and sad. Each time I have experienced first hand the amount of money patients and/or their families must spend on parking during these difficult times, and the unnecessary stress and anxiety it can cause.

You may understand then my anger everytime a member of the SG or SNP says that they have scrapped hospital parking charges. I am sure patients of the other hospitals with PFI car parks also feel this way. Put simply, it is a lie - plain and simple. Understandable as it is that these car parks were excluded in 2008, but this is now 2017.

So I have one question: when will members of the SG scrap hospital parking charges properly, or failing that, when will they stop incorrectly saying they've scrapped hospital charges?

Many thanks,

[REDACTED]

*

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[REDACTED] F: 0131-244 2371

E: [REDACTED]



Your ref:
Our ref: 2017/0025603
18 August 2017

Dear [REDACTED]

Thank you for your e-mail of 21 July 2017 to the Cabinet Secretary for Health and Sport regarding hospital parking charges. The Cabinet Secretary has asked me to thank you for your e-mail and to reply on her behalf.

NHS Boards have not been charging for parking at NHSScotland operated car parks since 31 December 2008. Also since that date, the Scottish Government no longer allow car parking charges to be included in contracts for any new hospital developments. However at the car park at Ninewells Hospital in Dundee along with those at Glasgow Royal Infirmary and the Royal Infirmary of Edinburgh, parking charges do remain. These sites are operated as you are aware under Private Finance Initiative (PFI) contract arrangements which were effected some time ago and which the Scottish Government cannot change. As such, the Scottish Government is unable to eliminate car parking charges at these hospitals in the way that they have done so at all other non-PFI hospital car parks. I would like to assure you however, that NHS Boards do work closely with PFI providers to try and at least minimise car parking charges that do still remain.

The possibilities of buying out these PFI contracts has been considered however there would be significant legal contractual issues to be resolved in considering any early termination of these which would ultimately result in significant sums of capital and revenue cost implications for NHSScotland. Given the financial constraints facing the NHS and the wider



Scottish Government, it has been established that investment in this area would reduce the amount of money that can be invested in clinical services and would not provide value for money. For these reasons, the Scottish Government have not gone down this route.

I hope this information is helpful.

Yours sincerely

[Redacted signature]

From: [REDACTED]
Sent: 27 July 2017 13:50:40
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Indigo Parking Ticket During Child Medical Emergency

PEU

Please could you scan this on to MACCS as an OR.

Thanks

[REDACTED]
Deputy Private Secretary
Ministerial Private Office (Health)
St Andrew's House
[REDACTED] Ext: [REDACTED]

From: Robison S (Shona), MSP [mailto:Shona.Robison.msp@parliament.scot]
Sent: 27 July 2017 13:15
To: Cabinet Secretary for Health and Sport
Subject: Fwd: Indigo Parking Ticket During Child Medical Emergency

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 27 July 2017 at 13:02:50 BST
To: Shona.Robison.msp@parliament.scot<mailto:Shona.Robison.msp@parliament.scot>
Subject: Indigo Parking Ticket During Child Medical Emergency
Hi Shona,

I was hoping you could assist me with an issue with a parking ticket I received from Indigo at Ninewells Hospital [REDACTED]

I parked up in the lower bays and put my disabled badge on. I was aware I may get a ticket but as I had no cash on me and only cards and a mobile phone I had no way to pay (Indigo are behind the times in terms of technology and offer no electronic means of paying for a ticket). I had two options, park up and [REDACTED] care or attempt to find a shop that's open at 3:30 am to get change and then return to the hospital [REDACTED]

[REDACTED]
At my first opportunity to get to my car, I did indeed have a parking ticket. On the same day, I appealed this ticket, with the information in the above paragraph and the appeal was acknowledged.

I have yet to receive a written response from Indigo as to the result of this appeal yet today I received a letter from ZZPS Ltd indicating they are the debt collector for this unpaid fine.

I spoke to ZZPS today and they informed me that Indigo had rejected my appeal on June 6th and claimed they had informed me. ZZPS also claimed they had sent me a letter on July 10th; I did not receive this letter. ZZPS claim I owe them ?110.

I'm in a position where Indigo have rejected my parking appeal without telling me and a debt collector has ramped up debts based on letters I never received. It's angered me as (a) I don't think that those with disability badges should be required to pay parking charges at Ninewells and (b) Indigo are obviously putting profit ahead of the well-being of my son and this is morally bankrupt.

Can you advise as to my next steps, please?

Thanks in advance,

[REDACTED] *****

*
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[REDACTED] F: 0131-244 2371

E: [REDACTED]

By e-mail [REDACTED]

Your ref:
Our ref: 2017/0026233
23 August 2017

Dear [REDACTED]

Thank you for your e-mail of 27 July 2017 to the Cabinet Secretary for Health and Sport regarding issue of a parking ticket whilst visiting Ninewells Hospital Dundee in the emergency situation. The Cabinet Secretary has asked me to thank you for your e-mail and to reply on her behalf.

[REDACTED] On receipt of your e-mail, I made contact with NHS Tayside to ask them to investigate this for me. However, I have now had sight of your more recent communication advising that this issue has now been resolved and that Indigo Parking have now cancelled your parking ticket.

I am glad that a successful resolution to this has been reached and would like to thank you for your patience in awaiting this response.

Yours sincerely

From: [REDACTED]
Sent: 19 September 2017 13:40:52
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Nurses car parking charges

PEU

Please add to MACCS as a OR.

Thanks,

[REDACTED]
[REDACTED]
Portfolio Assistant
Cabinet Secretary for Health and Sport

Tel: [REDACTED]
Ext: [REDACTED]

From: Robison S (Shona), MSP [mailto:Shona.Robison.msp@parliament.scot]
Sent: 19 September 2017 13:17
To: Cabinet Secretary for Health and Sport
Subject: Fwd: Nurses car parking charges

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From: [REDACTED]
Sent: Tuesday, September 19, 2017 1:05:26 PM
To: Robison S (Shona), MSP
Subject: Nurses car parking charges

Hi Shona,

I'll keep this short, you and the SNP government which I vote for must act IMMEDIATELY to protect those nurses who have been judged to have failed to pay private car park fees at hospitals in Dundee, Glasgow and Edinburgh. This is nothing short of mass profiteering at the expense of public servants giving their all. I'm not even a nurse but I live in Inverness. Surely the Scot Gov must step in and tear up these horrendous car park contracts.

What will you guys do, I'm getting fed up with SNP promising to look after public servants yet this continues to be exploited.

Please please please put a stop to this and other perversions of power.

Kind regards
Scotland for independence
[REDACTED]

Sent from my iPhone

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[REDACTED] F: 0131-244 2371

E: [REDACTED]

By e-mail [REDACTED]

Your ref:
Our ref: 2017/0034610
28 September 2017

Dear [REDACTED]

Thank you for your e-mail of 19 September 2017 to the Cabinet Secretary for Health and Sport regarding hospital car parking charges. The Cabinet Secretary has asked me to thank you for your e-mail and to reply on her behalf.

In general, car parking charges were abolished at NHSScotland operated car parks in December 2008 a move which has saved patients, visitors and staff in excess of £30 million. Also since that date, the Scottish Government no longer allow car parking charges to be included in contracts for any new hospital developments. The Scottish Government would like to be able to scrap car parking charges at the three sites where charges do remain - Ninewells hospital in Dundee, Royal Infirmary of Edinburgh and Glasgow Royal Infirmary. Unfortunately these car parks are locked into long-term Private Finance Initiative (PFI) contracts which were introduced by a previous administration some time ago and which the Scottish Government cannot change. NHS Boards work closely with PFI providers to try and minimise those car parking charges that do still remain. The possibilities of buying out these PFI contracts as you suggest, has been considered by the Scottish Government however there would be significant legal contractual issues to be resolved in considering any such early termination which would ultimately result in significant sums of capital and revenue cost implications for NHSScotland. Given the financial constraints facing the NHS and the wider Scottish Government, it has been established that investment in this area would reduce the amount of money available for clinical services and so would not provide value for money. For these reasons, this route has not been explored further.

Regarding the recent court ruling and parking fees relating to some nursing staff based at Ninewells Hospital, this is a matter between the car parking management company - Indigo

Park Services UK Ltd and the staff. The Cabinet Secretary has indicated that she does have every sympathy with those involved and has urged the company to look sympathetically at these cases.

I hope this information is helpful.

Yours sincerely

[Redacted signature]



From: [REDACTED]
Sent: 22 September 2017 09:50:15
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: NHS staff parking

PEU

Please could you scan this on to MACCS as an OR.

Thanks

[REDACTED]
Deputy Private Secretary
Ministerial Private Office (Health)
St Andrew's House
[REDACTED] (Ext: [REDACTED])

From: Robison S (Shona), MSP [mailto:Shona.Robison.msp@parliament.scot]
Sent: 22 September 2017 08:31
To: Cabinet Secretary for Health and Sport
Subject: Fwd: NHS staff parking

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From: Gmail

Sent: Friday, September 22, 2017 8:03:02 AM
To: Robison S (Shona), MSP
Subject: NHS staff parking

Dear Ms Robison,

I have this morning read about the findings in a parking charges case against 3 NHS nurses at Ninewells in Dundee and am deeply saddened by both this result and the fact that the nurses and doctors who are providing daily care and saving lives in our community need to pay to park at their place of work in the first place.

I feel that it is unfair to these staff who often go above and beyond their duty and stay over their shift finish times to finish care with a patient or to assist with emergencies return to their car with notices of £40 fines. These staff are already facing continuous years of no pay rises and to add to their financial burden they have costly parking each day or by season ticket plus the possibility of fines.

Please review the position of NHS Scotland and cancel these parking contracts and provide free parking at NHS Hospitals to everyone or at least staff. This is criminal that a parking firm benefit from the need of patients and families needing to pay to visit or have care but secondly to those trying to do their job. Then on top they benefit from exorbitant levies applied.

Please put an end to this now!

*

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[REDACTED] F: 0131-244 2371

E: [REDACTED]

[REDACTED]
By e-mail [REDACTED]

Your ref:
Our ref: 2017/0035064
28 September 2017

Dear [REDACTED]

Thank you for your e-mail of 22 September 2017 to the Cabinet Secretary for Health and Sport regarding parking charges at Scottish hospitals. The Cabinet Secretary has asked me to thank you for your e-mail and to reply on her behalf.

The Scottish Government generally abolished car parking fees at hospitals in Scotland in December 2008, a move which has saved patients, visitors and staff in excess of £30 million. We do agree that charging to park at hospitals does place an unnecessary financial burden on patients, visitors and staff and therefore, would like to be able to scrap car parking charges at the remaining sites where parking charges still apply - Ninewells hospital in Dundee, Royal Infirmary of Edinburgh and Glasgow Royal Infirmary. Unfortunately, the car parks at these sites are locked into long-term Private Finance Initiative (PFI) contracts which were introduced some time ago by a previous administration.

I would like to assure you that the Scottish Government has investigated the possibilities of buying out these PFI contracts but has concluded that there would be significant legal contractual issues to be resolved in considering any such early termination. This would ultimately result in significant cost implications for NHSScotland and in turn reduce the amount of money available for clinical services. For this reason, this has not been explored further.

Where car parking charges do remain, NHS Boards work closely with PFI providers to try and minimise them. You may also be interested to note that the Scottish Government no

longer allow car parking charges to be included in contracts for any new hospital developments.

I hope this information is helpful.

Yours sincerely

[Redacted signature]

Ms Shona Robison MSP
The Cabinet Secretary for Health
The Scottish Parliament
Edinburgh
EH99 1SP

Labour Group Office
Floor 1
8 City Square
Dundee
DD1 3BG

Tel: [REDACTED]
Email: [REDACTED]

Our Ref: RMcC/ds
Your Ref:
Date: 20 September 2017

Dear Shona

As I know you are aware, Ninewells Hospital in Dundee, which is in my Ward, is one of the few hospitals in Scotland where car parking charges are still in force.

I am aware of the history behind this but would say that it is services in 2017 that I am interested in. We all know that there is no such thing as a free parking space and that taxpayers in Dundee are paying for "free" car parking across Scotland. Surely it is time for the Scottish Government to abolish car parking charges at Ninewells.

I would be grateful for your views on this and would say that I would be happy to work with you and anyone else who wished to work towards developing free car parking at Ninewells Hospital.

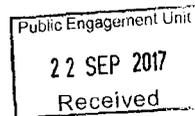
I look forward to hearing from you.

Best wishes.

Yours sincerely



Richard McCready
Dundee City Councillor for West End Ward



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Tel: 01382 435472 Fax: 01382 435603

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Cabinet Secretary for Health and Sport
Shona Robison MSP



T: 0300 244 4000
E: scottish.ministers@gov.scot

Councillor Richard McCready
Dundee City Council
8 City Square
DUNDEE
DD1 3BG

You may also be interested to note that the Scottish Government no longer allow car parking charges to be included in contracts for any new hospital developments and that since the introduction of the general abolition of hospital car parking charges in 2008, patients, visitors and staff have saved in excess of £30 million.

I hope this information is helpful.

SHONA ROBISON

Your ref: RMcC/ds
Our ref: 2017/0035192
5th October 2017

Dear Richard

Thank you for your letter of 20 September 2017 regarding parking charges at Ninewells Hospital in Dundee.

You point out that you are aware of the history as to why car parking charges still remain and so I will not go into that in detail. However, I would like you to know that the Scottish Government does view that charging to park at hospitals does place an unnecessary financial burden on patients, visitors and staff and that is why I would like to be able to scrap car parking charges at the remaining sites.

As the car parks at Ninewells hospital along with two other sites are locked into long-term Private Finance Initiative (PFI) contracts introduced prior to this Government's term in office, I would like to reassure you that we have spent some time investigating the possibilities of buying out these contracts but have concluded that there would be significant legal contractual issues to be resolved in considering any such early termination. This would ultimately result in significant cost implications for NHSScotland. Given the financial constraints facing the NHS and indeed the wider Scottish Government, it has been established that investment in this area would reduce the amount of money that can be invested in clinical services and would not provide value for money. Therefore at this point we have not gone down this route any further. Where car parking charges do remain, NHS Boards work closely with PFI providers to try and minimise them. This is kept under regular review.