

**Freedom of Information Request**

**Ref: 24-616**

29 August 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting
- **Please can you confirm the date / time that the trust / a representative of the trust first became aware of the issue with the parking charges at St Michael's hospital (e.g. this could be resulting from the first complaint that was received) and also confirm what action the trust took at that point versus what action should have been taken based upon your internal policies / processes.**

We were made aware that there was incorrect signage at some of our car parking machines when the FOI request was received on the 1<sup>st</sup> August. After investigation it was identified that the signage was not official signage as provided by the Trust or the contractor. Upon receiving the information and completing the investigation promptly, the incorrect signage was removed from the machines. The new tariff was introduced on the 29<sup>th</sup> July and all official signage was changed to ensure that the correct tariff was displayed and signs were also erected to advise patients and visitors of the changes.

- **How much additional revenue has the trust received from the updated parking charges compared with those that are advertised in the St Michael's hospital reception.**

The Trust has not received any additional income as the official signage was correct in line with the terms and conditions that are displayed in all of our car parks.

- **Confirm whether this parking issue has affected any other locations where parking is managed by the trust.**

After receiving this information, all of the car parking machines were checked and it was identified that there was also incorrect unofficial signage at one more location.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**