

Reference Number: FOI/LHCH/2016157
From: Commercial
Date: 02 June 2016
Subject: Car parking & internet access for young cancer patients

Q1 What car parking exemptions or concessions, if any, do you offer for cancer patients?

A1 Discretionary patient parking permits are available to patients with long term illness e.g. cancer patients, renal dialysis patients etc. All enquiries should be directed to the patient's ward/unit for eligibility.

Q2 Where a child is under 17, do these exemptions or concessions for cancer patients apply to their parent or guardian?

A2 Information not held - Liverpool Heart and Chest Hospital is an adult specialist cardiothoracic centre and does not routinely provide cancer treatment to children.

Q3 Do exemptions or concessions apply to cancer patients who are attending follow up appointments (i.e. they are not undergoing active treatment)?

A3 Discretionary patient parking permits are available to patients with long term illness e.g. cancer patients, renal dialysis patients etc. All enquiries should be directed to the patient's ward/unit for eligibility.

Q4 How many exemptions have been awarded in the years 2011/12, 2012/13, 2013/14, 2014/15, 2015/16 for:

- a. Parents of children with cancer
- b. Young people (17-25 years old) with cancer

A4

- a. Information not held - Liverpool Heart and Chest Hospital is an adult specialist cardiothoracic centre and does not routinely provide cancer treatment to children.
- b. None

Q5 Where do you display information about parking concessions or exemptions/how are those eligible informed?

A5

- Detailed within Car parking Policy
- Website: <http://www.lhch.nhs.uk/our-patients/parking/>
- Communications with patients

Q6 How many complaints have you received from cancer patients under 25 years old or parents of children with cancer regarding car parking charges or information about car parking charges in the following years?

- a. 2011/2012
- b. 2012/2013
- c. 2013/2014

- d. 2014/2015
- e. 2015/2016

A6 None

Q7 Do you have wireless internet (wi-fi) available to cancer patients under 25 years old and their families on the appropriate ward and/or elsewhere in the hospital?

A7 Yes – Public wi-fi available across whole of the hospital

Q8 If so, is this free or is there a charge for this? (Please include details where there is an initial free period, followed by charged access)

A8 Access is free of charge

Q9 What is the internet connection speed? (Please specify the speed in the areas where young cancer patients access, for example the wards)

A9 Information not held for the hospital overall, because it is a variable and would differ depending on when it was checked.

The only information we hold is the internet connection provided to Cherry Ward CF patients for the Xbox One entertainment systems. Which is 100Mbps synchronous.

Q10 How many complaints have you received from cancer patients under 25 years old or parents of children with cancer regarding access to the internet or wi-fi in your hospital in the following years?

- a. 2011/2012
- b. 2012/2013
- c. 2013/2014
- d. 2014/2015
- e. 2015/2016

Q10 None