

# Hillview Medical Centre Car Park Update

Dear Patient,

Thank you for your patience during the recent introduction of the new ANPR (Automatic Number Plate recognition) parking system at Hillview Medical Centre. This transition period has not been as smooth as anticipated and we wish to apologise to any of our patients who have been inconvenienced.

We have had problems with illegitimate users in our car park for many years and at the request of our patients have tried many approaches to tackle this.

The existing barrier has helped but was increasingly prone to breakage and vandalism and is often out of action for long periods of time.

After seeing the successful introduction of an ANPR parking eye system at York House car park we contacted 'Creative Car Park' to provide a similar service at Hillview Medical Centre. Any fines resulting from unauthorised use of our car park are collected by 'Civil Enforcement Ltd' and, in effect, pay for them to provide this service in our car park.

Whilst 'Civil Enforcement Ltd' have operated within 'Industry approved guidelines' and have installed appropriate signage we have been unhappy with the ruthlessness with which they have applied the rules and have fined legitimate users of our car park.

It was never our intention that legitimate users of our car park would be penalised however it is in the 'small print' that 'Civil Enforcements Ltd', in keeping with 'Industry guidelines', have the legal right to do so.

After much discussion 'Civil Enforcement Ltd' have agreed to waive some of the earlier PCNs (penalty charge notices) however this is seen as a 'gesture of goodwill' on their part and not something they will repeat. Those whose PCNs have been cancelled have already been contacted by 'Civil Enforcement Ltd'. Please note they will not issue a refund where payment has already been made.

On a positive note, car parking at Hillview Medical Centre does seem significantly improved and whilst there is still a problem our patients report a modest but definite increase in the availability of parking spaces.

Once again this transition period has not been as smooth as anticipated and we wish to apologise to any of our patients who have been inconvenienced.

PLEASE PLEASE don't forget to enter your car registration details on the touchpad in reception EVERY time you come to Hillview Medical Centre.

Dr Henry Knights on behalf of Hillview Medical Practice. (updated 9/4/17)