

# A new multi-storey car park for QEH - Frequently Asked Questions (FAQs)

**September 2022**

If you have a question that we do not yet have an answer to please email our dedicated email address: [newhospital@gehkl.nhs.uk](mailto:newhospital@gehkl.nhs.uk)

## About our proposal for a new hospital

### **Q: How much will the new hospital cost?**

**A:** Our preferred scheme is a single-phase new build on our existing hospital site which will cost £862m (based on today's costs).

### **Q: Where will a particular service be on the hospital site?**

**A:** As we developed our Strategic Outline Case we gave some initial thought to this based on the high level assumptions we have made as to where main areas - including Urgent and Emergency Care (A&E), Theatres, Critical Care, Maternity and main ward areas and Facilities will be and the size each of these areas needs to be. This will be worked through in more detail once we have confirmation that we have secured Government funding for a new hospital. Once we are on the list as part of the national New Hospital Programme, further detail (such as the location of specific services) will be worked through for the Outline Business Case and Full Business Case stages. This work will be in line with QEH Corporate and Clinical strategies and the equivalent strategies for the Norfolk and Waveney health and care system.

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### **Q. How many beds will the new hospital have?**

**A:** We know that we need a hospital that is future-proofed for many decades to come. We have undertaken demand and capacity modelling based on likely future increase in demand on our services and taking into account the growth in housing expected in and around King's Lynn and West Norfolk.

We are also considering the increase in virtual appointments planned in years to come and the move to even more day case activity. Our modelling indicates that taking all of this into account, we need a hospital that is circa 38% bigger than the one we have today, with up to 170 additional beds as well as additional theatres.

Detailed plans for the new hospital, including bed numbers, will be worked through as part of the development of an Outline Business Case and a Full Business Case once QEH has been awarded funding for a new hospital.

## About our proposal for a new multi-storey car park (MSCP)

### **Q: In short, what is the proposal for a new multi-storey car park?**

**A:** Alongside our plans to bring a new QEH to King's Lynn and West Norfolk, we have developed proposals for a two-phase multi-storey car park (MSCP) development on our current hospital site. With the increasing demand for more patient, visitor and staff parking, multi-storey car parks are commonplace around the country. They are an integral feature of the majority of plans for new hospitals. QEH is no different.

Our plans for a new multi-storey car park will help address our short-term need for spaces, providing a better experience for patients, visitors and staff. Our proposal is the most effective way of using the space we have and it is a critical enabling scheme which allows us to keep the current hospital open until the new QEH opens its doors in 2029 (subject to necessary approvals and funding).

We are proposing that this happens in two phases:

- **phase one** will see a new car park to serve the current hospital (in addition to the existing main car park). This phase will be developed in such a way that the initial phase one car park can remain operational while phase two is being built
- **phase two** will follow when funding for a new hospital is announced (to replace the spaces lost when the main car park is developed).

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The proposal (following an appraisal process involving staff, Governors and patient representatives) is for the development of the MSCP on the current Inspire Centre site and car park. The Inspire Centre is a Reinforced Autoclaved Aerated Concrete (RAAC) building and there are plans for its demolition early in 2023 with current Centre occupants being relocated on the QEH site.

### **Q: How can people get involved, learn more and have their say?**

**A:** You can tell us what you think about our proposal between 30 August and 11 September 2022. Your views will inform our planning application for a new car park that will help us provide enough parking for patients, visitors and staff, addressing immediate challenges and ensuring we have enough car parking during the new hospital build and once the hospital is open.

You can come and hear more about our car park plans and our progress to bring a new hospital to King's Lynn and West Norfolk at one of our meetings:

- Wednesday, 7 September 2022 at 10.30am-12.30pm - Knights Hill Hotel in South Wootton, King's Lynn, PE30 3HQ

- Thursday, 8 September 2022 at 6.30pm-8.30pm - Knights Hill Hotel in South Wootton, King's Lynn, PE30 3HQ
- Friday, 9 September 2022 – online meeting 12.00pm–1.00pm

To book your place visit [www.gehkl.nhs.uk](http://www.gehkl.nhs.uk) and click the link on our home page. There are other ways to have your say. You can find out more and complete our questionnaire by visiting [www.gehkl.nhs.uk](http://www.gehkl.nhs.uk) and clicking the link on our home page.

## The case for a new car park for QEH

### **Q: Why does QEH need a new car park?**

**A:** Like many other hospitals up and down the country, providing enough car parking spaces for our patients, visitors and staff is a challenge at QEH. A recent travel survey has shown that the number of people traveling to QEH by car continues to increase, and this has been more noticeable since COVID-19 visiting restrictions were lifted.

Our preferred new hospital scheme would see the new hospital built on our existing car park. We have been thinking about how we provide enough parking for patients, visitors and staff both while the proposed new hospital is being built and once it is up and running.

Our proposal is in line with most new hospital schemes across the country which include plans for car parking facilities using multi-storey car parks, recognising that for patients, visitors and staff, good access to parking has a significant impact on their overall experience. QEH is no different.

### **Q: What will the impact be on patients, visitors and staff if we don't have a new car park?**

**A:** For patients, visitors and staff, good access to parking has a big impact on their experience of visiting or working at the hospital. We need more spaces in the short-term to take account of immediate parking needs, especially as more people are visiting the hospital now that COVID-19 restrictions have been lifted. We think our plans will help provide a better overall experience for patients, visitors and staff.

Our proposal is the most effective way of using the space we have to provide parking facilities for our patients, visitors and staff. Importantly, it is a critical part of our plans for a new hospital as it will help keep the current hospital open until the new QEH opens its doors in 2029 (subject to necessary national approvals and funding).

**Q: How will it help the case for a new hospital?**

**A:** If we are successful in securing funding for a new hospital, we know we will have until 2025 to carry out ‘enabling’ works that will facilitate the hospital build – this includes ensuring we replace the existing car park that the new hospital would be built on. After careful consideration we think that the best solution to car parking at the QEH, both in the short and long-term, is to build a multi-storey car park.

This will ease parking challenges in the short-term by creating more spaces and will free up the current car park space as a construction site for a new hospital. It will help alleviate any parking disruption when a new hospital is built and provide enough spaces to meet future demand.

**Q: How much will it cost?**

**A:** Phase one of the MSCP will cost circa. £15m.

**Detailed information about the proposed car park**

**Q: What will the car park look like?**

**A:** You can find more information including some visuals of the proposed new car park [on our website](#). These are working drafts and are likely to change in some ways as we further develop the plans.

**Q: What are the key features of the proposed multi-storey car park?**

**A:** The proposed MSCP would be built using ‘Modern Methods of Construction’ principles that guide all NHS new builds. Our developing plans include plenty of space to access vehicles for patients with reduced mobility, energy efficient LED lighting and motion sensors (helping to reduce light pollution), a wheelchair area, natural ventilation and 24 hour. The new car park will include spaces for staff and visitors to charge their electric vehicles, with flexibility to increase this provision in the future as we work to better understand and model demand.

**Q: How do you know the car park you’re proposing is sized correctly?**

**A:** The MSCP has been developed based on anticipated use and experience from other multi-storey car parks across the country. A series of traffic surveys were undertaken earlier in 2022 to help provide a robust evidence base to support the sizing calculations and we’ve also looked at data from different clinical departments and visitor numbers to inform our proposals. The car park proposals also follow NHS best practice guidance.

**Q: Have you thought about how to make the proposals as ‘green’ as possible?**

**A:** We will promote the use of carbon efficient principles through the construction and delivery process, in line with the Government’s Net Zero Strategy, which sets out to reduce emissions and reduce the carbon footprint of all sectors of the economy.

We are working to keep car parking demand to a minimum wherever practical and possible to do so, for example through our travel plan, staff car parking permit system, and public transport.

The new car park will include spaces for staff and visitors to charge their electric vehicles, with flexibility to increase this provision in the future as we work to better understand and model demand.

**Q: How many spaces will there be for patients/visitors/staff?**

**A:** The new Phase One car park would provide approximately 500 parking spaces.

- 218 of these would replace those lost by building on the Inspire Centre’s current car park
- 282 would be new, additional spaces on the site

Phase 2 of the proposal would provide 879 spaces, to replace those currently provided in the main car park. In total, Phase One and Two of the multi-storey car park would provide 1,379 car parking spaces.

**Q: Will there be electric charging points for vehicles?**

**A:** The new car park will include spaces for staff and visitors to charge their electric vehicles, with flexibility to increase this provision in the future as we work to better understand and model demand.

**Q: How much will it cost to use the new car park?**

**A:** We don’t anticipate any specific changes to car parking charges related to the MSCP. We will continue to review our charges each year as we do now and ensure these are benchmarked with other hospitals.

**Q: Will patient transport pick up and drop off points be affected?**

**A:** The patient pick up and drop off points outside the main hospital entrance are not affected by the MSCP plans. These would also be considered at a later stage as more detailed plans are developed for a new hospital if funding is secured.

**Q: How will you make it easy for people to navigate their way round the proposed MSCP?**

**A:** Graphics will identify lifts, stairs and car park level location, which has benefits for those with dementia or are partially-sighted, and symbols will identify parking bays and electric vehicle charging points.

Internal signage will help patients, visitors, and staff identify where links to the new hospital are located.

We are proposing the strong use of colour to support wayfinding at different levels with colour themes for each floor and having painted walkways and architectural features on each floor to help with orientation and user experience and maximise accessibility.

**Q: Will it be possible to pay online for parking using apps or mobile payment methods?**

**A:** Usability is a key consideration for us as we develop the proposals for the new MSCP. We are proposing to digitise the way we manage the car park with use of modern payment methods and mobile and app devices.

This will include Automatic Number Plate Recognition (ANPR) systems, to align with modern practices and the Government's 'Digital first' agenda. ANPR systems have the benefit of being an automated payment system but also reducing the need for parking staff. They also mean visitors will be able to pay as they leave, rather than having to estimate how long they will need to park for.

**Q. Where will the helipad go?**

**A:** One of the options is a rooftop helipad on the new hospital building (again, consistent with many other new hospitals around the country and which is considered the optimum clinical solution). This will be determined and worked through if we are added to the Government's new hospital list and as we proceed to outline and full business case stage.

As an interim solution we are currently working with health and care partners to explore some off-site solutions during the enabling works period and while the new hospital is being built.

**Q: What will be the impact of the proposed multi-storey car park on local residents?**

**A:** We are aiming to minimise the impact of the development, so we are sensitive and respectful of our closest neighbours. We will use a developer registered with the

Considerate Constructors Scheme to minimise disturbance for our neighbours and the public.

**Q: Can you explain a bit more about the travel plan that you're developing?**

**A:** We are developing a travel plan to support the planning application and the new hospital development and are consulting with Norfolk County Council as the local highway authority. Staff and visitor travel surveys and a review of existing sustainable travel opportunities have been undertaken so that we can measure, monitor, and agree management strategies for reducing single occupancy vehicle trips to QEH where possible.

**Q: What is the impact of the proposals on our local highways, in the short, medium and longer term?**

**A:** We are working with Norfolk County Council around minimising the impact of construction traffic and the short-term displacement of some car parking at QEH during construction.

We are committed to a temporary solution to manage any displaced parking and ensure that any impact on the wider highway network is minimised.

**About the planning application development and process**

**Q: I have some thoughts about the proposals – how can I share them with you?**

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**A:** You can tell us what you think between 30 August and midnight on 11 September 2022. Your views will inform our planning application for a new car park that will help us provide enough parking for patients, visitors and staff addressing immediate challenges and providing enough parking while the new hospital is being built and once it is up and running. You can come and hear more about our car park plans and our progress to bring a new hospital to King's Lynn and West Norfolk at one of our meetings:

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**Q: When will the planning application for the new car park be submitted?**

**A:** Once we've gathered and reviewed all the feedback from our engagement period, we are aiming to develop our formal planning application and submit this to the Borough Council for consideration later in the Autumn of 2022. People will be able to comment and submit their views at this point in the process via the Borough Council as part of the planning application process, as well as during this engagement period.

**Q: If planning permission is given, when will building start?**

**A:** The anticipated timeline for the new multi storey car park is below. This is dependent on several external factors so could change.

- **Autumn 2022:** Planning process and internal governance process to approve plans
- **Winter 2022/23:** Secure funding and award contract to construction company
- **Spring 2023:** Begin Phase One construction
- **Early 2024:** Begin Phase Two construction
- **Early 2024:** Phase One car park opens
- **End of 2024:** Phase Two car park opens

**Q: What will you do with the feedback from this engagement period?**

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**A:** The views, suggestions and opinions we receive will be carefully considered by our design and construction team as they develop the plans for the car park. We will collate all the feedback and produce a report setting out how we have considered and responded to it which we will publish later in the year. This report will be submitted to the Borough Council of King's Lynn & West Norfolk as part of the planning application process.

**Q: How can I keep updated on progress around the car park proposal over the coming weeks and months?**

**A:** We will post regular updates through our social media channels and on our website: [www.gehkl.nhs.uk](http://www.gehkl.nhs.uk). We will work with the local media to make sure they have access to the latest information and are able to cover the details in full.

If you would like to sign up to our monthly newsletter about how we are modernising our hospital, including our proposals for a new car park, and the progress being made to secure funding for a new hospital, please email us at [newhospital@gehkl.nhs.uk](mailto:newhospital@gehkl.nhs.uk) and we will add you to our email list.

**ENDS**