

Anna O'Meara
Great Denham Parish Council

22nd May 2023

Dear Anna O'Meara,

RE: Parking Restrictions at Village Medical Centre, Kingswood Way, Great Denham

We write in response to your letter to Village Medical Centre (TVMC) dated 11th May 2023, relating to the car park restrictions.

The grace period for patients to park is 5 minutes. A grace period should not be confused with the grace period offered after a paid for parking session has expired or maximum stay period. The grace period in a car park of this nature is only for a motorist to read the signage and decide if they would like to accept, (by remaining within the car park), or decline (leave the car park) the terms and conditions of parking. A grace period should not be used to carry out your activities and then leave the car park. Therefore, increasing the grace period to 10 minutes would not prevent abuse of the car park for our client.

There is ample signage within the car park that clearly states the car park is not for the Meiklejohn Pharmacy customers, nor tenants of the pharmacy, including a large sign upon entering the site.

In response to your requests:

- Blue badge holders can park on the main road outside of the Village Medical Centre or within the Pharmacies car park. We have also been advised that a potential 30-minute maximum stay will be introduced on the public highway to assist with this.
- The land is private, and our client has no obligation to open the car park to non-patients even during periods the Medical Centre is closed. This could be potentially confusing to motorist as to when they are allowed or not allowed to park within the car park, likely to end up in further PCNs being issued.
- We have installed sufficient signage within the Village Medical Centre to remind patients to enter their VRM. Furthermore, we have several protocols in place prior to PCNs being issued to ensure that motorist that may have entered their

VRM incorrectly will not be issued with PCNs. We can confirm that motorists appealing and submitting evidence to prove they were in fact visiting the Medical Centre are being responded to favorably. All of appeals staff at Countrywide Parking Management Ltd are trained and take a common-sense approach to all appeals.

Whilst we fully appreciate and respect Councilor Jim Weirs hard work in attempting to find a solution, our team have had several conversations with Jim. Unfortunately, all suggested 'solutions' only result in continuing to allow pharmacy customers and tenants of the pharmacy to fill up the car park. Free car parking is available in the public car park which has 135 spaces just a few minutes' walk from the pharmacy via Muirfield.

Our client has offered the Meiklejohn Pharmacy for 4 vehicles to park within the VillageMedical Centre car park, free of charge, in order to free up spaces for their customers within their car park. This was rejected by the Pharmacy, and we were advised that this gesture of goodwill wasn't enough for them.

It is important to remember, Meiklejohn Pharmacy is a private business (for profit) situated within a building, specifically built by the Pharmacy. During this planning process, it should have been taken into consideration that their car park would not cater for the number of vehicles required. On top of this, their car park must be shared with five other operating businesses that pay rent to the Pharmacy, most of these customers also parked within The Village Medical Centre, taking up parking spaces intended for patients. Patients of TVMC should not have to struggle to find parking spaces to attend appointments due to an oversight by the Meiklejohn Pharmacy.

Your Sincerely,

Benita Jones

Compliance Manager
Countrywide Parking Management Ltd