Ref. No:	1691
Date:	22/04/25
Subject:	Hospital Car Parks - QR Code Scams

REQUEST

In order to assist you with this request, I am outlining my query as specifically as possible.
It relates to occurrences of scam/fake QR codes in hospital car parks. I would be interested in the following information relating to any incidents of this in hospital car parks owned or controlled by your trust:

1. Have hospital parking enforcement officers (or equivalent role with oversight over hospital car parks) recorded/noted any incidents of fake or scam QR codes in hospital car parks owned or controlled by the trust? (Yes or No)

2. If the trust uses 3rd party operators to manage their hospital car parks - have these operators made the trust aware of any incidents of fake/scam QR codes in these car parks? (Yes or No)

3. Has the trust received any reports from members of the public relating to incidents of fake/scam QR codes in these car parks?

4. if yes to any of the above, please provide details of (i) how many and (ii) which sites these incidents took place at.

5. If held, please also provide documentation relating to the most recent five incidents (this may include photos/internal reporting/correspondence etc, redacted where necessary)

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the

response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

The below responses are for all sites across Mersey and West Lancashire Teaching Hospitals NHS Trust.

1. Have hospital parking enforcement officers (or equivalent role with oversight over hospital car parks) recorded/noted any incidents of fake or scam QR codes in hospital car parks owned or controlled by the trust? (Yes or No)

   No

2. If the trust uses 3rd party operators to manage their hospital car parks - have these operators made the trust aware of any incidents of fake/scam QR codes in these car parks? (Yes or No)

   No

3. Has the trust received any reports from members of the public relating to incidents of fake/scam QR codes in these car parks?

   No

4. if yes to any of the above, please provide details of (i) how many and (ii) which sites these incidents took place at.

   N/A

5. If held, please also provide documentation relating to the most recent five incidents (this may include photos/internal reporting/correspondence etc, redacted where necessary)

   N/A