

Ref no: 038230118
From: Commercial
Date: 23/01/18
Subject: Hospital nutrition

REQUEST

- The cost of providing food to patients at your trust for the years 2015/16 and 2016/17. Please can this data be expressed in terms of the average cost per patient per day. It can be either per financial year or calendar year, whichever way your system records it - but please make clear which one you are providing in your response.
- The number of complaints received about food at your trust received in 2017 (financial year or calendar year as applicable) and any details you have regarding the nature of those complaints (food temperature, menu variety, presentation etc)
- The percentage of food returned untouched in 2017 (financial year or calendar year as applicable) and what happens to the uneaten food.
- How many of the 5 food standards required by the standard NHS Contract is your trust currently meeting? The standards I refer to are listed in detail here <://www.gov.uk/government/news/new-rules-to-serve-up-better-food-for-nhs-patients-and-staff>
- Do you cook fresh food on site for patients?
- Does your trust ask for feedback from patients regarding their experiences of hospital food?

I would appreciate it if the data provided could be submitted in an Excel-friendly format.

RESPONSE

- The catering service at our Trust is provided by Medirest (part of the Compass Group) under a Private Finance Initiative contract. The Trust does not have access to the information regarding the specific items of food purchased or their cost.

- There have been three complaints within the Trust in the year 2017 regarding food; they were as follows,
 - 16th June 2017 – Plastic tray being placed slightly out of reach for the patient.
 - 25th April 2017 – Cup of tea was cold.
 - 20th March 2017- Menu did not suit the patient.
- The percentage of returned untouched food in the calendar year 2017 was 0.59%. Untouched food has dropped below the correct serving temperature and cannot be reheated; it is therefore disposed of.
- The Trust currently meets all of the 5 food standards set by the standard NHS Contract.
- Fresh food is not cooked on site for patients.
- The Trust asks patients to complete a survey form regarding food quality, service and the general experience felt during their stay in hospital. The Trust also undertakes a Patient Led Assessment of the Care Environment on an annual basis which includes catering, and the independent assessors give feedback on the food they taste and monitor the food service to our patients, and obtain on-the-day feedback.