

1. 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.

**2015/16 per inpatient day - £6.02**

**2016/17 per inpatient day - £6.10**

2. 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)

**ISS have reported that within the period January to December 2017 they received 2 complaints about food:- 1) lack of menu choice and 2) temperature of the meal given.**

**Patient Relations received 0 written complaints relating to food.**

3. The percentage of food returned untouched in 2017 (financial year or calendar year as applicable) and what happens to the uneaten food.

**Currently there is no requirement to maintain a register of returned food for the national reporting, so ISS are unable to answer that part of the question.**

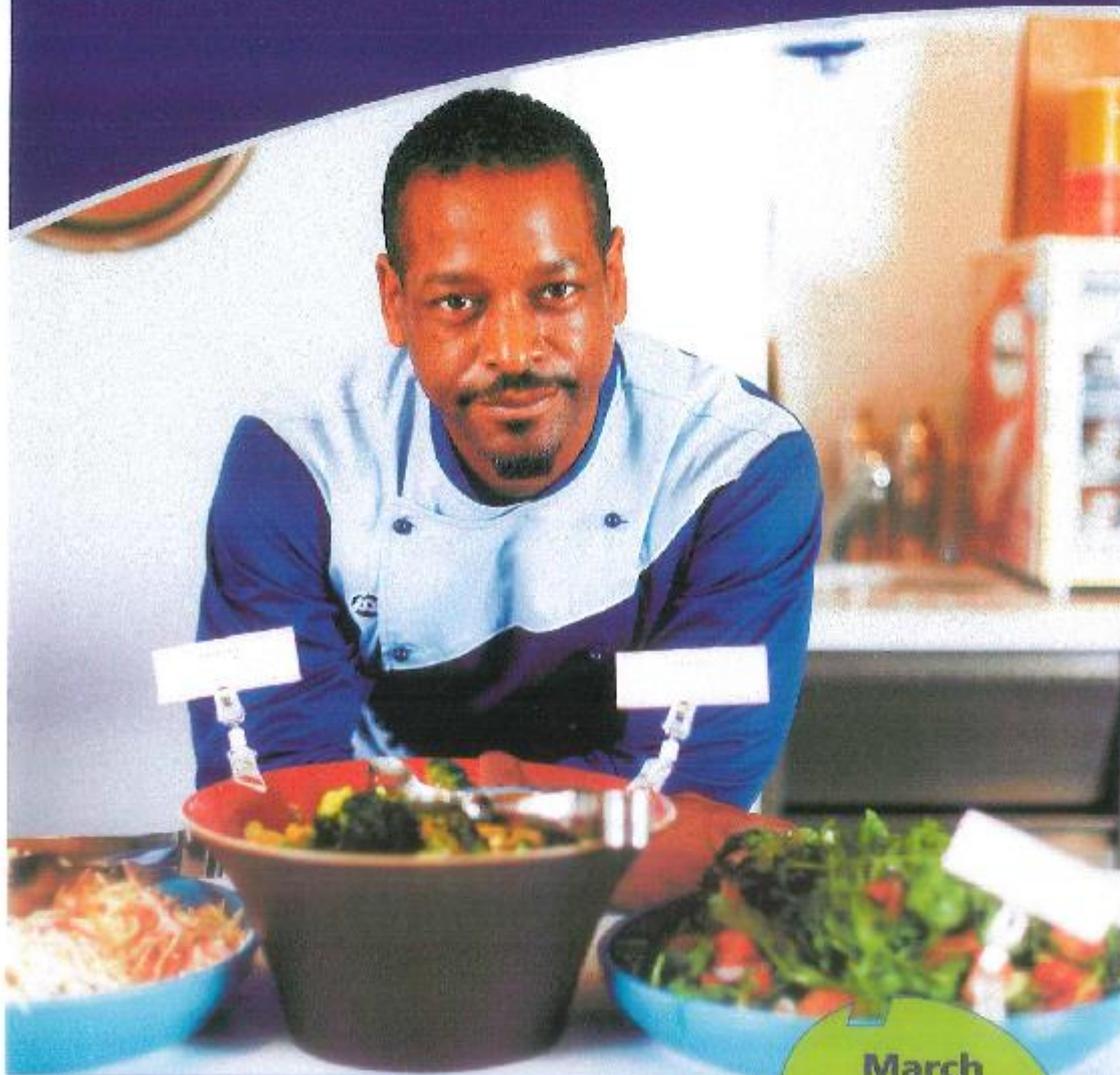
**All uneaten food that is returned from the wards and clinical departments is disposed of as recyclable waste. We understand some peoples concern about this but there are two very good reasons for this. Firstly, under general food hygiene regulations the uneaten food has been sitting in ambient conditions for an unknown amount of time and secondly, the food stuffs have been exposed to a clinical environment and there would be to higher a risk to consider offering it for reuse.**

4. 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 <https://www.gov.uk/government/news/new-rules-to-serve-up-better-food-for-nhs-patients-and-staff>

**Please see attachment which addresses all of these standards. An annual update is currently being prepared. Both the Trust and ISS are committed to meeting these standards.**

**THIS IS A DOCUMENT THAT NEEDS TO BE A THUMB NAIL – IT CAN BE FOUND IN FOI 4429**

# Food Standards Compliance



*Government Buying Standards (GBS) for Food & Catering Services  
Plan for Public Procurement - Food & Catering - Balanced Scorecard  
Nutrition and Hydration Digest  
CQUIN Indicators*

**March  
2017  
Update**

5. Do you cook fresh food on site for patients?

**The majority of the patients menu is based upon a delivered meal service, but certain elements like fresh soups and specific dietary requirements are produced on site.**

6. Does your trust ask for feedback from patients regarding their experiences of hospital food?

**Yes**