

Date: 06/03/2015

FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/012140

With reference to your FOI request in connection with 'hospital food' please see response below.

1. The total number of complaints about the quality/variety of hospital food in the past 12 months? Can I also have the figures for the previous 12 months. (When a trust runs more than one hospital, can I have the figure broken down for each hospital)

All complaints are logged with a unique number for reference purposes:

The below complaints can be internal/external and include comments from Trust ward staff i.e. extra food needed

2014 - 10

2015- 6 (up to 23.2.15)

2. A breakdown of the nature of the complaints - for example 20 for poor quality, 10 for lack of variety and 5 for too cold.

	Poor Quality	Lack of variety	Cold (Not hot enough)	Other
2014	1	3	1	5
2015	0	0	1	6

3. Any measures brought in as a result of the complaints such as extra training for cooks, changing food providers, extra food on the menus?

All concerns raised with us are shared at daily team meetings. If we can and the patient is still in hospital when they raise their concerns we visit them. The Trust and its PFI partner have a 'Catering the Way forward' meeting which meets every fortnight. Through this we continually look at improving the service that we give to patients. Trials of new menus have been taking place on 4 wards with very positive feedback.

We take the nutrition of our patients very seriously and so work hard to create a menu that is both healthy and tasty for patients. In response to patient feedback and a lengthy menu review, we have introduced a new Chosen by Patients menu for inpatients at Russells Hall Hospital. The new menu was created with the help of dietitians, and all dishes were tried and tested by patients during a trial period on our wards