

Date: 04/04/2017

FREEDOM OF INFORMATION REQUEST 013371 – Catering

From the NHS list of hospitals I gathered that you have about 735 beds at the Russells Hall Hospital, is that still correct? - 711 beds

Please note - The Trust is contracted with Summit Healthcare (Dudley) Limited to provide the FM services which includes catering, in partnership with its FM Service Provider. The Trust's contract with its PFI Partner started on 17th May 2001 and expires after 17th May 2041

From that same list I have seen that your meals are delivered by a contracted caterer, please correct me if I'm wrong here? May I ask if these delivered meals are provided in a 'cook chill' or 'cook freeze' way - Cook chill

Now my follow-up questions from this are:

-Whether your site offers bulk or plated service?

Bulked

Plated

We offer at the point of service to two wards these wards are quick turnaround wards (Maternity & EAU)

Our other wards orders are taken via an i-pad tablet 3 hours prior to service and this takes place twice per day our staff approach the patients ask what they would like then this is picked and packed ready for the following service

- Do you use plastic or china cutlery and plates?

Plastic

China

China on all wards with a small selection on our Forget Me Not Ward

- When it comes to your purchasing process in the catering sector, do you have a centralized system with a purchasing department or are the individual people allowed to make their orders themselves (up to a certain limit)

- Centralized system

We have a procurement department that liaises with our suppliers to ensure that they meet our guidelines for patient feeding , prices are negotiated centrally.

We use Saffron a Web based System to place all purchase orders including EDI that goes direct to our supplier, this system prevents stock from being order that's not prior agreed to our contact

-From whom do you buy your products in the end?

We purchase from Bivest , Tillery Valley and Appetito and Adelle

- Last but not least would it be possible to get the contact details of your catering manager (as in first and surname, phone number and email address)?

Tina Small

01384 244061

Tina.small@interserve.com