

Date: 01/02/2018

FREEDOM OF INFORMATION REQUEST FOI/013903

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. Catering is provided by our PFI partner as part of a comprehensive Facilities Management Service. The full range of services is paid by means of a single Unitary Payment which does not identify individual cost items

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) - We have no complaints received through our formal complaints procedure in relation 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. - Information not collected

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>

PFI work very closely with our dietician team, nursing team and our client so as to ensure we all ensure that we meet the NHS Contract

5. Do you cook fresh food on site for patients? - PFI produce patients soup fresh on site

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

PFI have patient questionnaires that are completed as part of our own self monitoring, also the Trust has a specific food survey

Also see Trust website <http://dudleygroup.nhs.uk/services-and-wards/nutrition/which> gives further information on meals