



27 March 2017

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Our Ref: FOI 2526

Thank you for your request concerning the provision of food to patients.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

**1. For the most recent three financial years (14/15), (15/16) and (16/17) please state what the cost of providing food to patients was at your trust per patient per day?**

Our contract does not specify a cost of providing food to patients per day. The contract is a fixed price contract to provide all facilities and maintenance services (which includes the cost of catering).

However, some of this information is already available in the public domain on the HSCIC (Health and Social Care Information Centre) website under ERIC (Estates Returns Information Collection)<sup>1</sup>. Please follow this [link](#) to the relevant information.

**2. If you have a figure please state what percentage of food in the most recent financial year (15/16) and (16/17) was returned untouched by patients?**

We do not hold this information<sup>2</sup>. It is not a requirement to report on untouched food therefore this information is not requested or provided by the Contractor.

**3. If you have an outside caterer that is responsible for supplying food to the Trust, please state the name of the company and how much it was paid by the Trust in (15/16) (16/17)? Also state what level of involvement these outside caterers have? For example do they just provide the hospital with ready meals that are then distributed by Trust staff or are the caterers responsible for providing and serving the food?**

Catering is part of the Trust's Total Facilities Management Contract provided by Interserve. At most sites the contractor is responsible for providing and serving the food. At some rehabilitation sites service users prepare, cook and serve their own food, with the support of staff as part of their therapy.

<sup>1</sup> Section 21 – Information available through other means has been applied

<sup>2</sup> Section 1(1) Any person making a request for information to a public authority is entitled

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him.

4. In the 2016 calendar year please state how many complaints you logged from patients, or their relatives or friends, or hospital staff where either the primary concern or a secondary concern related to the provision and/or quality of the patient food?

2016	
Food/catering services complaints	47

5. In relation to Q.4, which month saw you have the most complaints about food and how many complaints were logged?

13 food/catering services complaints were logged in November 2016.

6. For the month identified by Q.5 (if more than one month has the same number of complaints then take the most recent month) please provide me with redacted copies of the complaints so to not breach S.40 of the Freedom of Information Act, but include the name of the hospital involved. If the original correspondence has been destroyed then please provide me with a detailed (two sentence) summary explaining the specific nature of the complaint, including the name of the hospital.

Complaints recorded in November 2016	Units involved
Lack of vegetables	Victoria Court
Out of date milk on the ward	Little Plumstead
Lack of serving staff	Little Plumstead / Oak and Beech
Food late arriving	4 Bowlers Green / Oak and Beech
Variety of food not been chosen	Forest House

7. In the last full financial year (15/16) has the Trust paid compensation to a patient or their family following a complaint about the provision/quality of hospital food? If so how much was paid and why was it paid? Have any complaints about hospital food been referred to the NHSLA.

In 2015/16 there have been no claims relating to food/catering services and therefore no compensation paid out as a result. No complaints about food were referred to the NHSLA.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**  
FOI/DPA Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

