

27 September 2021

Information Rights & Compliance Team  
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Our Ref: FOI/04109

Thank you for your request concerning Service User Food Ordering And Delivery.

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

**1. The contact details of the individual with responsible within the organisation for the menu choice and the subsequent delivery of food to patients – possibly the catering manager?**

Kuldeep Gabri, is our Services Manager for our Soft Facilities Management Contract. All our management contact details can be obtained through [Binley's Database of NHS Management](#)<sup>1</sup>.

**2. What software does the organisation use enabling patients to choose their food and the subsequent delivery of the food to the patient? If no software is used please outline the methodology in place for ensuring the patient receives the correct food at the agreed time?**

Saffron Electronic Ordering Tool.

**3. What software does the trust use to maintain stocks of food ensuring that the patient receives the correct food at the agreed time?**

Saffron Software.

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**  
**Information Rights 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](#).



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<sup>1</sup> Section 21 – Information is available through other means