



Request under Freedom of Information Act 2000

Request Ref: NGFOI 17/18: 473

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 22/01/18.

I am pleased to be able to provide you with the following information.

- *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.*

2015/2016 Total = £772,688

2016/2017 Total = £768,237

Daily Patient feeding numbers approximately 670 per day (food and beverages)

- *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)*

Received 6 complaints, mainly patients not receiving the meals they ordered and 1 insect in a roll.

- *The percentage of food returned untouched in 2017 (financial year or calendar year as applicable) and what happens to the uneaten food.*

Our plate waste figures run at circa 2% of the meals produced. Food which has not been served (patient moved or left the hospital) is offered to new patients prior to being disposed of. Food waste is sent to a food digester.

- *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*

The Trusts Catering department work with all the guidelines and adhere to them all.

- *Do you cook fresh food on site for patients?*

Yes, 95% of the food we serve is produced on site.

- *Does your trust ask for feedback from patients regarding their experiences of hospital food?*

The Trust has patient surveys (Friends and Family monthly surveys which cover food).

Patient representatives meet fortnightly for Patient food tasting sessions on various wards as a year programme. Meet and talk to Patients regarding their meals.

**A written report is provided by the Patient representative on findings / comments.
The annual PLACE inspection report identifies food services and rating.**