

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Date: 17/01/2014

FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/011719

With reference to your FOI request that was received on 13/01/2014 in connection with Hospital food.

Your request for information has now been considered and the information requested is enclosed.

Information Commissioner

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113
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Yours sincerely

Information Governance Manager
Room 34a, First Floor, Esk House, Russells Hall Hospital, Dudley, DY1 2HQ
Email: FOI@dgh.nhs.uk

1. For the most recent three financial years (10/11), (11/12) and (12/13) please state what the cost of providing food to patients was at your trust per patient per day?

Patient meals are 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. If you have a figure please state what percentage of food in the most recent financial year (12/13) was returned untouched by patients?

The Trust does not hold this information

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 (12/13)? 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?

Patient meals are 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.

Patient meals are provided by our PFI partner Summit Healthcare for Trust staff to serve to patients.

4. In the 2013 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?

Four Complaints

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

Four across the whole of the year - Feb, March, August and September

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.

For the most recent month at the Dudley Group NHS Foundation Trust, a patient complained about the food saying that in their opinion it was too greasy and there were no other healthy options.

Trust menus are authorised and coded by the dietitians.

7. In the last financial year (12/13) 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.

There have been no settlements or compensations made.

No complaints referred to the NHSLA