

9 February 2018

Our Ref: RFI 22517

Dear

**Freedom of Information Act 2000
Information in Relation to Hospital Nutrition**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 23 January 2018.

A response to each of the questions raised has been provided by the Human Resources and Corporate Affairs Directorate and is attached in Appendix A.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

**L McAree (Miss)
Head of Information Governance &
Directorate Support**

Q1. 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.

A1. 2015/16 - £4.98 per patient per day.
2016/17 - £4.99 per patient per day.

Q2. 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)

A2. There were 5 complaints received between 01.01.17 – 31.12.17
These complaints were in relation to presentation/vending/choice of food/quality of food.

Q3. The percentage of food returned untouched in 2017 (financial year or calendar year as applicable) and what happens to the uneaten food.

A3. We do not record food waste in terms of quantity of uneaten meals. Food waste is collected for recycling by a contractor.

Q4. 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>

A4. We do not follow these guidelines in Northern Ireland. The corresponding guidelines in Northern Ireland are “Promoting Good Nutrition”.

Q5. Do you cook fresh food on site for patients?

A5. Yes.

Q6. Does your Trust ask for feedback from patients regarding their experiences of hospital food?

A6. Yes, there is an annual patient survey. Additionally, the Department of Health requests feedback from patients regarding a variety of issues, including nutrition.