



**DEVELOPMENT**  
WEBINARS

# **HOSPITAL FOOD REVIEW**

**18 months on  
Updates & Challenges**



**Unfortunately a technical issue means we cannot bring you the recording of the webinar.**

**Please find following the speakers slides from this session.**

*“Great Food, Good Health”*  
NHS Catering

**Nicola Strawther** and **Debra Armstrong** of the NHS  
Hospital Food Review Expert Panel **Catering Group.**



# Food Review October 2020

*The Hospital Food Review makes the following eight recommendations to improve staff and patient health and wellbeing through hospital food.*

## **1. Catering staff support**

Introduce professional qualifications and standards for hospital caterers, provide more training and reward excellence with pay progressions.

## **2. Nutrition and hydration**

Ensure importance of food services is understood and integrated within patient recovery, hospital governance and staff training.

## **3. Food safety:**

Ensure food safety through open communication channels to address safety concerns, by appointing food safety specialists and upholding standards.

## **4. Facilities**

Provide funding to equip and upgrade hospital kitchens, provide 24/7 services for staff and patients,

prioritise providing health-enhancing meals.

## **5. Technology**

Every hospital should implement a digital meal ordering system by 2022 to collate food choices, manage allergies and diets, and minimise waste.

## **6. Enforcing standards**

Food and drinks standards should be statutory and inspected by the CQC. A forum should be established to share exemplary best practice.

## **7. Sustainability and waste**

Ensure government food procurement standards are upheld. NHS trusts should agree a common method of monitoring food waste.

## **8. Going forward**

Establish an expert group of hospital caterers, dieticians and nurses to monitor progress, accountable to the secretary of state for health and social care.

## Catering Subgroup Key Objectives:

- **2. Nutrition and Hydration**
- **4. Facilities**
- **5. Technology**

## Members of the group include representation from:

**HCA, BDA, PSC100, TUCO, LACA, AGE UK, NHSE&I, NHS**

**Supply chain, BAPEN, NACC, RCSLT, Food Allergy Aware,**

**BSA, BSNA, IHEEM, Supplier Partners.**



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## Nutrition and Hydration

- Site Visits
- Identified areas of subject overlap with other panel groups
- Strategy template in development



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## Facilities

- **Site visits scoping current provisions, challenges, innovation**
- **Identified areas of subject overlap with other panel groups**



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## Technology

- Site visits scoping current status, challenges, lessons learnt
- Roadmap - Databank of EMO systems & Tier system
- Other areas where technology could be beneficial





# **NET ZERO CARBON Key Objectives.**

**Lisa Wright & Kim Beevers**



# NET ZERO CARBON KEY OBJECTIVES

- A. Ensure the use of the Department for the Environment, Food and Rural Affairs' (Defra) 'A plan for public procurement: food and catering: the balanced scorecard' and the Public Services (Social Value) Act (2012), and that a 40% cost/ 60% quality split is mandated across the NHS for the procurement of food and all catering services.
  
- B. NHS trusts to agree a common method of recording and monitoring food waste
  
- C. Food waste minimisation plans to be rolled out with a package of supporting materials, in conjunction with a campaign to raise awareness.

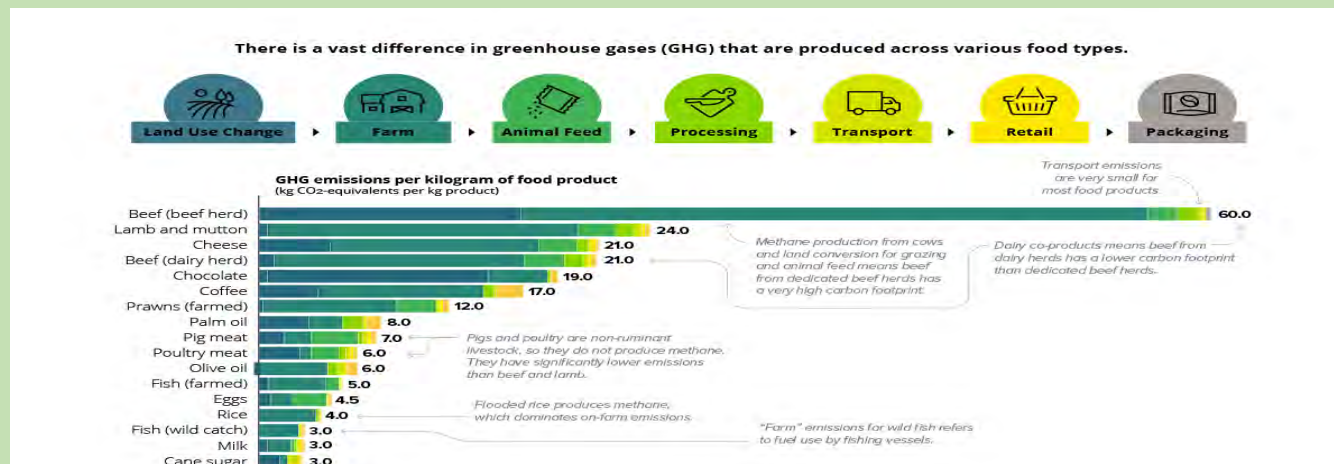


SHORT TERM OBJECTIVES 0-9 MONTHS		MEDIUM TERM OBJECTIVES 6-24 MONTHS		LONG TERM OBJECTIVES 18-36 MONTHS	
OBJECTIVES		SHORT TERM OBJECTIVE	MEDIUM TERM OBJECTIVE	LONG TERM OBJECTIVE	COMMENTS
A	To ensure common food waste metrics are developed and used across the NHS	Intelligence gathering on all commonly used metrics used to record food waste across the NHS and business and Industry	Ensure all government bodies and NHS organisations are aligned	Implement a standard metrics to record food waste across the NHS	
B	Identify a food waste recording tool to be used across the NHS	Intelligence gathering on all tools used to record food waste across the NHS and business and industry	Ensure all government bodies and NHS organisations are aligned	Implement a standard set of food waste recording templates across the NHS	
C	Design a training program to support the reduce of waste across the NHS	Intelligence gathering on all training related to food waste across the NHS business and industry	Ensure the training meets the needs of the NHS workforce.  Ensure all NHS organisations are aligned.	Implement a training program to support the workforce to distinguish/support ways on reducing food waste	
D	Ensure standardise reporting on food waste across the NHS	Review current practice across the NHS	Identify the non-consistence on reporting	To agree a standardised approach on reporting waste to government bodies	



# CHALLENGES TRUST WILL BE FACING

- Implementation
- Interpretation
- Finance - costs and savings
- Trust risk if waste is high – damaging to Trusts' reputation
- Support given to Trusts'
- Training and Methodology
- Trusts' commitment, Senior Leadership to buy in and support.



# Great Food, Good Health Programme

Food Suppliers

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Noor Al-Refae  
**Registered Dietitian BSc PGCert MPH**

Iain Robertson  
**Catering Operations Manager**

## Food Supplier Subgroup

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- Introduction to the Food Supplier Subgroup
- Overview of Progress
- What's Next?

**apetito**

**brakes**  
a Sysco company

**THE BRITISH SANDWICH & FOOD TO GO ASSOCIATION**

**Love British Food** 

**PROSUR**  
Get it Natural

**TILLERY VALLEY**  
NOURISH THE CONNECTION

Perfectly Balanced  
**THE healthy food COMPANY**  
Deliciously Healthy

**Bidfood**  
Inspired by you

**NHS**  
NHS Supply Chain

**Anglia Crown**  
created with care

**Foodbuy**  
PROCUREMENT REIMAGINED

  
Department  
for Environment  
Food & Rural Affairs

# Food Suppliers

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- Focus on the GBSF and producing a joint response during the consultation period.
- Exploring current practices and challenges (e.g. food insecurity, shift towards local procurement, future foods, sustainability)
- Working with the Love British Food Hospital Working Group

# Hospital Visits

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- 3 visits completed and 1 visit planned every 4-6 weeks
- Focus on including a variety of services (e.g Mental Health, Community and Acute)
- Exploring areas of good practice and challenges experienced (local suppliers, food safety, food waste, what is working well with the suppliers used).
- Relaying findings back to the Food Supplier subgroup for discussion



# Next Steps

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- Continue to identify areas of good practice and challenges (Trusts and Food Supplier perspective)
- Produce a joint response regarding the GBSF and work with Food Suppliers to identify ways to implement changes where needed
- Await the new Food Standards and how this will impact on Food Suppliers and Trusts
- Continue to gather data and explore areas (e.g. food insecurity, trends, local suppliers and food & hygiene checks)
- Hospital visits every 4-6 weeks with a focus on mental health and community.



# Implementing a Digital Catering Solution in the NHS



# Topics to cover

## IT Engagement

- Hardware
- Network/Cloud
- Data Protection Impact Assessments

## Staffing the solution

## Legacy data

## Training and implementation

## Centralised data

# IT Project support

Hidden costs

Internal and External Hosting pros  
and cons

Data Protection Impact  
Assessments

Hardware support (POS/Tablets)

Mobile device management  
solutions

# Staffing the Solution



Keeping the system up to date

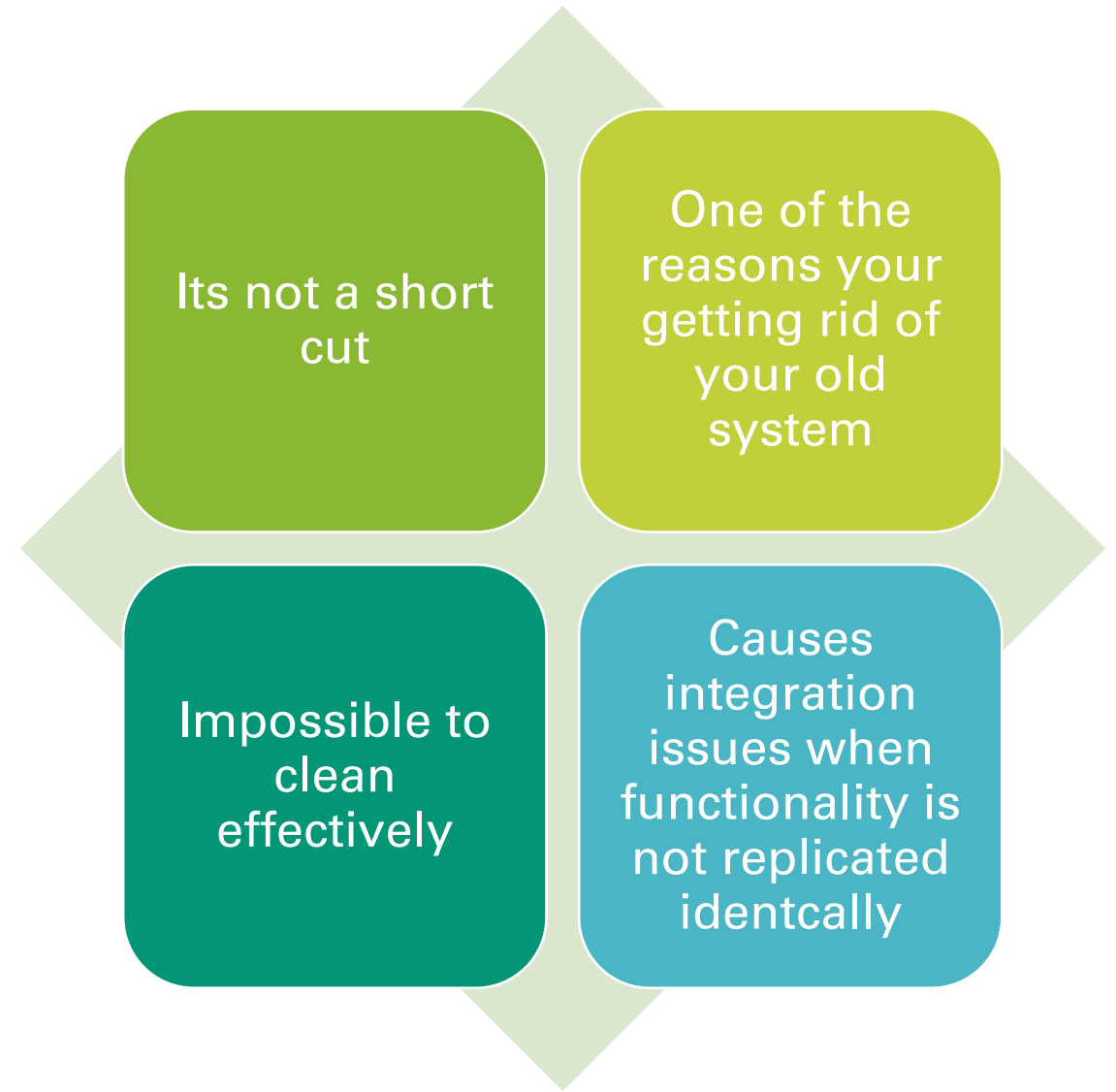


Data analysis



Super users and ongoing training

# Legacy Data



# Training and Implementation

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Running two systems

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Freeing up resources

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IT support

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Clinical Engagement

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Dietetics

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# Centralised data

NHS national repository of Allergen and Nutrition data

Available for all trusts

Scotland and Wales have this, and it works well