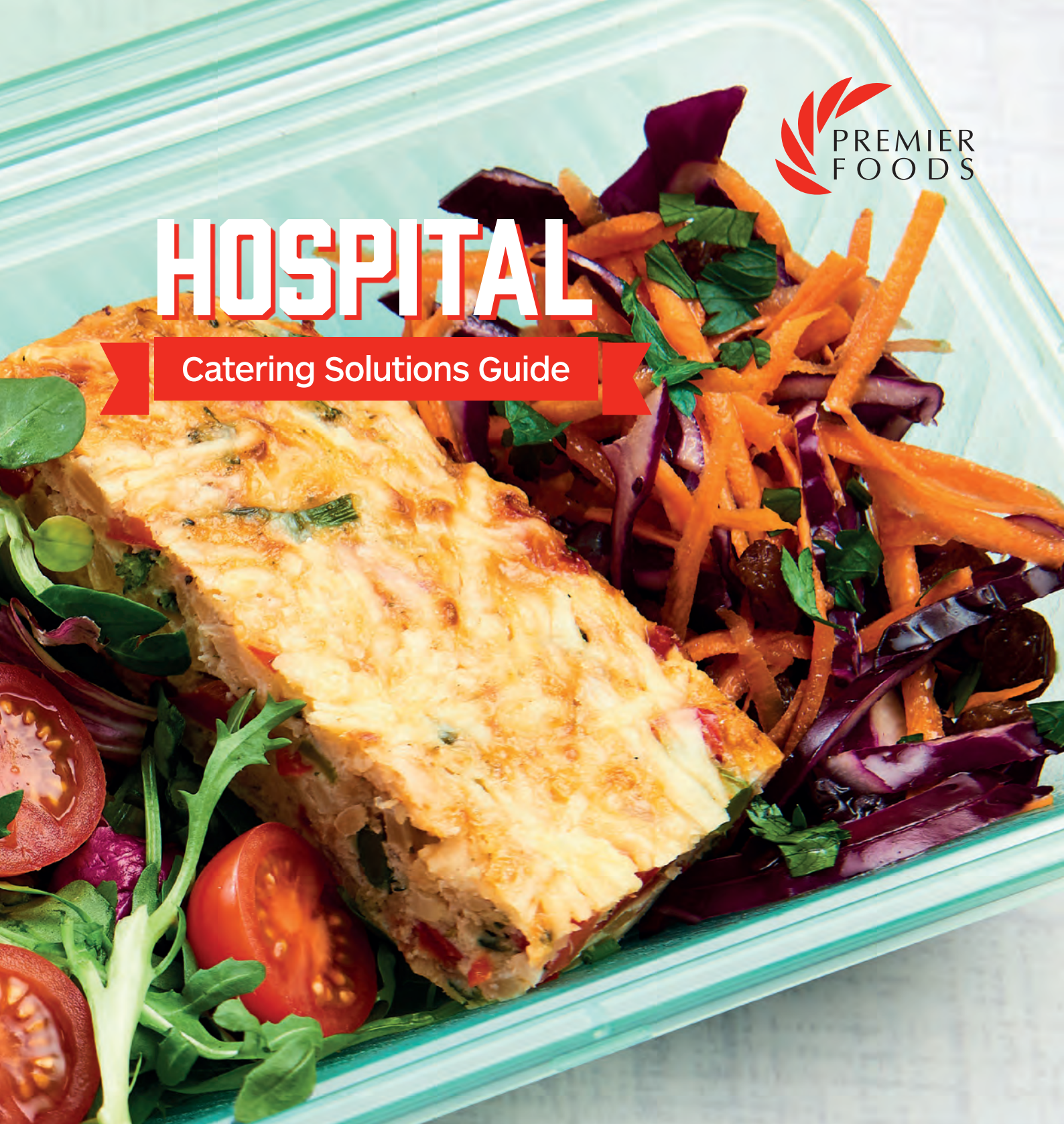


HOSPITAL

Catering Solutions Guide



Our tailored
insights, recipes
and product solutions
for your menu





Find our delicious
Bisto Lentil Soup
recipe on page 21



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From our kitchen to yours

Welcome to the Premier Foods Hospital Solutions Guide, which has been created to equip you with recipe ideas and practical tips to help you create nutritious meals for your patients, staff and visitors. We are proud to be continuing our investment in industry-leading research that allows us to provide you with menu solutions that enable you to be at the forefront of your customers' needs.

We understand the important role that mealtimes play in hospitals. There is a real need for brands and menu solutions you can rely on with the day-to-day challenges of: managing budgets, meeting the requirements of a varying range of dietary needs and providing a delicious menu that is compliant and ensures the well-being of patients and staff.

Within this guide, you will find a number of recipe solutions for your patients, staff and visitors, all of which are underpinned by the results of research undertaken by YouGov, on behalf of Premier Foods.

The recipes are cost-effective, using ingredients and equipment that can be found in the average hospital kitchen, making it as easy as possible to meet the needs of your customers. You will also find advice on some of the key issues hospital caterers face, as well as top tips to help you comply with the Food Information Regulations (FIR).

The research was conducted on behalf of Premier Foods by YouGov in February 2017. This guide is based on the results of three online surveys among the following samples:

- 1,062 UK adults aged 16+ who have eaten in an NHS hospital as a patient or visitor in the last five years
- 509 UK adults aged 16+ who have eaten in a private hospital as a patient or visitor in the last five years
- 254 UK adults aged 16+ who currently work in a hospital or have done so within the last five years



Testimonials

Improving meal standards in hospitals for patients, staff and visitors continues to be a key focus for Premier Foods and we're dedicated to putting the needs of caterers at the heart of what we do.

We have been proud supplier members of the Hospital Caterers Association (HCA) since 2013. The HCA is focused on promoting, developing and improving the standards of catering in healthcare. As one of the first professional associations to be formed within the NHS, it represents over 400 senior health care catering managers and dieticians who provide a wide range of food services for patients, visitors and staff in NHS hospitals and healthcare facilities nationwide.



Phillip Shelley
Honorary National Chair, HCA

"The expertise that Premier Foods brings to the hospital catering industry is invaluable with the knowledge that our healthcare caterers are reaching out for advice and recipes from a supplier that truly bring freshness to food choices. The supportive nature of the Premier Foods team reflects the type of working relationship that is exemplar for catering colleagues and I am sure that the collaborative partnership will grow from strength to strength."



Andy Jones,
Past Chair, HCA

"Healthcare caterers have a fundamental role to play within patient care plans. It's a very complex role with many differing patient groups, in addition to considering staff and visitor catering, all of which has the common theme of eating for good health.

The Premier Foods Hospital Solutions Guide is an invaluable resource that provides the industry with information, support and advice on what products can assist us in ensuring that we meet the needs of our patients, staff and visitors. It offers ideas and inspiration, and Premier Foods is not only to be congratulated on its collaborative approach, but also for its continued innovation and focus on ensuring that we have the tools to deliver the best catering service."

Raising the bar in hospital catering

There is no doubt that food plays an important role in a hospital environment. For patients, it provides a source of nutrition to help aid recovery and provides a moment of social interaction that is important for their overall well-being. Food is a source of fuel to keep staff energised throughout their shift. A compelling food offer also provides an opportunity to drive sales from a captive audience of visitors, including patients' family members, so it is important to ensure your offering is right for your audience. We've therefore commissioned new research with YouGov to understand the opinions and attitudes of consumers who have recently experienced hospital food as patients, visitors or staff.

The research found that overall, people's opinion of hospital food is improving. Almost half of patients, visitors and employees have positive views of the food available, and nearly half of respondents (49%) think it is generally much better than it was.

Those who have eaten either as a patient or visitor in an NHS hospital in the past five years say food choice is improving too – more than two thirds of respondents agreed or strongly agreed that there was a good choice of food available (41%) up by 9% compared to similar research carried out in 2015.

That being said, the research revealed some key improvement areas. Although the food itself is seen in a positive light overall, ensuring patients, visitors and staff are provided with choices that are tasty, appetising, satisfying and suitable for patients' needs should be the key areas of focus for caterers.

"The quality of food provided in hospitals is important to patients and hospitals should cater for your personal dietary needs."

Hospital Food Standard NHS Hospital Services



The Commissioning for Quality and Innovation (CQUIN) Guidance

The NHS is actively taking steps to serve more healthy and nutritious options for hospital staff, visitors and patients with the introduction of new Health and Well-being (CQUIN) Guidance 2016/17.

There are three parts to the national CQUIN Guidance which include:

- 1a. Introduction of health and well-being initiatives
- 1b. Healthy food for NHS staff, patients and visitors
- 1c. Improving the uptake of flu vaccinations for frontline staff



When it comes to **CQUIN 1b** (ensuring healthy food provision for NHS staff, patients and visitors), the guidance is split into two parts with the following requirements for all catering services on the hospital premises, including retail outlets, vending machines, restaurant and patient catering offer:

Part A of 1b:

Providers are expected to implement the following changes within their catering outlet:

- **Section A:** Banning of price promotions on sugary drinks and foods high in fat, sugar and salt (HFSS) such as breakfast cereals and confectionery
- **Section B:** Banning of advertising on NHS premises of sugary drinks and HFSS foods
- **Section C:** Banning of sugary drinks and HFSS foods at the checkout
- **Section D:** Ensuring the availability of healthy options throughout the day, including those staff working night shifts

Part B of 1b:

Evidence of the changes highlighted in Part A of 1b will need to have been provided by 31st March 2017, with funding awarded against this according to completion and compliance demonstrated.

Please contact your procurement team for details of funding within your trust.

Helpful hints to remain compliant with CQUIN 2016/17:

- ✓ Remove price promotions that include HFSS foods and replace these with healthier options. For example offer crudité's and fruit instead of crisps and chocolate in meal deals. See our recipes on pages 12 - 17 for more ideas
- ✓ Remove any point of sale, posters or branded merchandise highlighting HFSS products. Instead use your POS and promotional materials to drive awareness of your catering outlet and highlight products low in fat, salt and sugar
- ✓ Place any HFSS food and drinks away from the checkout and away from the immediate eye line of consumers, for example placing them at the bottom of vending machines and ensuring products low in fat, salt and sugar are more prominent
- ✓ Ensuring products low in fat, salt and sugar feature prominently in your vending offer, and keeping this fully stocked, will also ensure you are complying with section D, ensuring healthy options are available at all times - particularly if you do not offer a 24-hour restaurant

We are proud to provide support to our hospital customers with our recipe solutions and top tips which not only aim to help caterers remain compliant, but are underpinned by our research findings.



Spotlight on: food packaging

Food packaging has been identified as a major barrier to nutrition, particularly in hospitals and the healthcare industry amongst elderly patients. These patients often need help to open items in plastic food tubs, sandwich packs or sauce sachets. Many hospitals and care facilities have identified the **ISO 17480** standard as a way to help improve patients' nutrition, independence, dignity and inclusion, whilst simultaneously making meal times as efficient as possible.

ISO 17480 is a packaging design accreditation which takes into account the varying physical and sensory capabilities of individuals to ensure products can be used by people with disabilities and elderly people.

We have therefore put one of our most popular single-portioned product ranges (Ambrosia Rice Pots & Ambrosia Custard Pots) through the rigorous ISO 17480 testing process. This is not only to ensure the packaging format meets the ISO guidelines but, vitally, to reduce the barrier to nutrition that may come from pre-packaged products.

The ISO 17480 accreditation looks to improve the ease of opening products by outlining specific criteria for the design of product packaging. We are pleased that the products passed with flying colours to achieve this recognition across the range. The criteria that the packaging is tested for includes the average opening time (which was 3.26 seconds in this instance), the number of failures to open (none) and the average satisfaction score, of which the Ambrosia pots achieved 4.53/5.

We are delighted with the results and will continue our collaborative work with the industry to identify and improve packaging accessibility for older people and those with disabilities.



Over 40,000 Food for Life Served Here accredited meals are served daily to patients, staff and visitors in UK hospitals - that's 13.5 million meals a year.

Food for Life Served Here

'Food for Life Served Here', previously known as the Soil Association's Food for Life Catering Mark, is a widely respected scheme recognised by the Department of Health, Department for Education, and the Government's Plan for Public Procurement. The scheme is raising the standards of food quality, provenance, and environmental sustainability in public and private sector catering.

We're proud to have joined the prestigious Food for Life Supplier Scheme which means we have a range of products available that meet Bronze level standards. Hospital caterers can purchase some of the UK's biggest brand names, including McDougalls, Paxo and Ambrosia, with the reassurance that they meet the scheme's entry level criteria. We can also provide advice to help caterers gain additional points to achieve Silver and Gold awards.



Our top 15 recommended Premier Foods products for hospitals



Ambrosia
is the leading
ambient desserts
brand*

*IRI, 12 w/e value data 16.01.16.



Delivering trusted
solutions for over
150 years!





Bisto

is the consumers
No.1 gravy brand*

*IRI Grocery Outlets, 52 w/e 13th August 2016.



Allergens

Going into hospital can be a stressful experience, even more so if you have a food allergy, coeliac disease, food intolerances or special dietary requirements. It is vital that hospitals are able to cater for individuals with allergies and intolerances, and are adhering to the Food Information Regulations which came into force in December 2014. These regulations introduced a requirement that food providers must highlight information about the allergenic ingredients used in any food they sell or provide.

Sulphur dioxide

(sometimes known as sulphites)

Dried fruit such as raisins, dried apricots and prunes. Also meat products, soft drinks, vegetables as well as wine and beer.



Lupin

Lupin flour and seeds can be used in some types of bread, pastries and even in pasta.



Fish

Fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire sauce.



Eggs

Cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and pastries or foods brushed or glazed with egg.



Nuts

Breads, biscuits, crackers, desserts, nut powders (often used in Asian curries), stir-fried dishes, ice cream, marzipan (almond paste), nut oils and sauces.



Soya

Bean curd, edamame beans, miso paste, textured soya protein, soya flour or tofu. Also, desserts, ice cream, meat products, sauces and vegetarian products.



Mustard

Liquid mustard, mustard powder and mustard seeds. Also breads, curries, marinades, meat products, salad dressings, sauces and soups.



There are 14 major allergens which need to be mentioned (either on a label or through provided information such as menus) when they are used as ingredients in a food.

Here are the allergens, and some examples of where they can be found:

Peanuts

Biscuits, cakes, curries, desserts, sauces (such as satay sauce), groundnut oil and peanut flour.



Molluscs

Mussels, land snails, squid and whelks. Also in oyster sauce or as an ingredient in fish stews.



Crustaceans

Crabs, lobster, prawns and scampi. Shrimp paste, often used in Thai and south-east Asian curries or salads, is an ingredient to look out for.



Milk

Butter, cheese, cream, milk powders and yoghurt. Foods brushed or glazed with milk, and powdered soups and sauces.



Celery

Celery stalks, leaves, seeds and celeriac. Also, celery salt, salads, some meat products, soups and stock cubes.



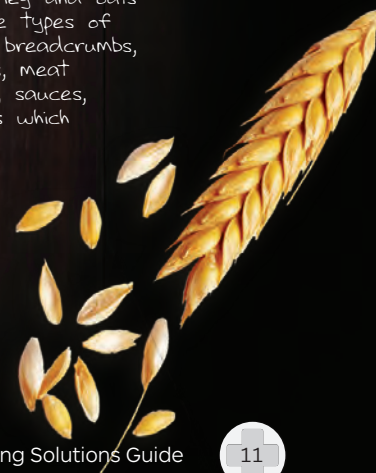
Sesame seeds

Bread (sprinkled on hamburger buns for example), breadsticks, houmous, sesame oil and tahini, toasted and used in salads.



Cereals containing gluten

Wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats is often found in some types of baking powder, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and fried foods which are dusted with flour.



Top Tips for caterers:

Patient catering

- If the patient has a pre-arranged stay, they may wish to contact the catering manager to understand what can be provided to meet their needs. Caterers should therefore keep product and recipe information to hand and should be prepared to share allergy information from their menu to give reassurance to patients that they will be catered for
- Ensure all staff on the ward are aware of foods that patients can and cannot eat
- A patient may not be well enough to read or understand the menu including allergens. Staff should speak to a friend or family member to ensure patient requirements are communicated to the catering manager on duty
- Some procedures will state that patients will not be discharged until they have eaten a biscuit and had a cup of tea. Ensure alternatives such as fruit are available for individuals that may suffer from a food allergy or intolerance to ensure sufficient nutrition and hydration before they are discharged

Staff and Visitor Catering

- Ensure adequate provisions are available to fuel staff and visitors throughout the day either in the restaurant or vending machines for those with a special dietary requirements, so they are able to make a purchase if not supplied
- For hospitals that are unable to provide round the clock catering, an adequate and satisfying vending offer with 'free from' options will be crucial for staff members that work outside of the canteen's opening hours

Communication

- Have an internal and external allergy policy and where appropriate, post information on your website to reassure patients and visitors that their needs will be catered for
- Have an allergy expert, trained to level 2, on duty at all times who can give accurate information - ensure all staff know who this is and understand to direct queries to this person
- Provide information that is readily available on what you can and can't provide, as well as the procedures you have in place to avoid contamination
- Remember there are 14 allergens listed in the FIR, but there are over 250 allergens which can affect someone, if you are asked to provide a safe meal containing an allergen NOT listed, listen and communicate accurately what you are able to provide

Staff Training

- Ensure all those that handle food have had Basic Allergen Training. Nurses and auxiliary staff on wards should also have basic online training or attend a seminar to understand all implications of allergens, coeliac disease and intolerances
- Have a written procedure for how allergy queries should be dealt with
- Ensure all catering and ward staff are aware of any recipe changes
- Ensure staff are aware of which patients have an allergy or intolerance, for example by ensuring all 'free from' meals are labelled with the patient's name and bed number



Purchase and Delivery of Products

- Check the products ordered are the products delivered
- Have an agreement in place to ensure that your suppliers notify you with any recipe changes
- Check nothing has been damaged as this could cause cross contamination

Storage of Products

- Make sure you have allergen information for all your products in storage
- Ensure all products are stored securely to ensure no cross contamination
- Store allergens on lower levels to avoid spillages

Handling and Preparation

- Make sure that your kitchen staff use the same recipes every time
- When you are making a dish, keep a record of all the ingredients (and what they contain), including cooking oils, dressings, toppings, sauces and garnishes
- Where appropriate, build in a preparation area for allergen free items to minimise cross contamination. Alternatively, have a safe documented procedure of what needs to be done to ensure safe preparation/cooking, for example some foods should be cooked in a dedicated fryer
- Ensure food handlers wash hands in between preparation of dishes, and gloves are available where many foods are prepared
- Use dedicated utensils and trays for allergen-free dishes, for example – all wards should aim to have a separate toaster for gluten free bread or be able to provide toaster bags to avoid cross contamination

For training, auditing and consultancy support to create your allergy policy in regard to all allergens visit www.FATC.co.uk

You can find more allergen information and resources at www.food.gov.uk/allergen-resources

Big issues & recipe solutions: Patient

At Premier Foods, we understand that patient catering is a complex task. Many different preferences and lifestyle choices need to be catered for, with patients ranging from young children to the elderly, from minor injuries to major illnesses, all with varying cultural backgrounds and nutritional requirements. We've therefore developed a number of menu solutions within this guide, all of which can be adapted to cater for your patients' specific needs.

One third of patients want to see more snacks and light food options available outside of meal times

Set Fruited Yoghurts



Number of servings: 10



Prep time: 10 minutes



Cook time: N/A



Product: McDougalls Strawberry Jelly Crystals

Allergens: Milk

Combining yoghurt and jelly adds flavour and texture, offering a simple yet indulgent solution that can stretch across patient, staff and visitor dining.

The research showed patients want to see more snacks and light food options available outside of meal times, so this recipe would work well as a satisfying snack or light dessert option.

Ingredients

- 200g McDougalls Strawberry Jelly Crystals
- 400ml Boiling water
- 400g Low fat natural yoghurt

Method

1. Dissolve the McDougalls Jelly Crystals in the boiling water and allow to cool slightly
2. Mix through the yoghurt and pour into 10 suitable moulds (100g each), place in the fridge until set, then serve

Hints & Tips:

For a more indulgent recipe, for both staff and visitors, simply replace low fat yoghurt with Greek style yoghurt and add freshly chopped strawberries into a serving dish, before pouring over the mix. This recipe also works well with McDougalls Lime and Orange Jellies.

Although more than half of respondents that have eaten food as a patient in hospital agree or strongly agree that food provided for patients is very good (56%), 58% of NHS hospital patients and visitors felt that hospital food should be more suitable for patients' needs. Whilst patient requirements will need to be discussed on a case by case basis, we've developed a number of recipes to help ensure adequate nutrition to aid recovery.



The research revealed patients wanted to see more fresh food on the menu

Spiced Orange Cake



Number of servings: 10



Prep time: 10 minutes



Cook time: 80 minutes



Product: McDougalls Carrot Cake Mix

Allergens: Egg, Milk, Wheat, Soya.

McDougalls cake mixes can be baked at a lower temperature, which gives an opportunity to bring the smell of 'freshly baked' cake to the ward.

Cooking cakes at low temperatures in regeneration trollies has been proven to work well in a hospital environment – a convenient way for caterers to provide freshly baked goods on the ward.

Ingredients

- 1kg McDougalls Carrot Cake Mix
- 100g Vegetable oil
- 450ml Orange juice

Method

1. Place the McDougalls Carrot Cake Mix into a mixing bowl fitted with a beater
2. Blend in the orange juice and oil on slow speed for 1 minute, then scrape down and continue mixing for 4 minutes on a medium speed
3. Place the batter in a lined or non-stick, half size gastronorm tray and bake in a 'regeneration trolley' at 120°C for approx. 80 minutes, or until fully baked
4. Cool slightly and cut into portions (75g)

Hints & Tips:

Try adding dried fruits, such as cranberries or sultanas into the mix. You can also bake the cakes (at 175°C) in muffin cases (90g) for both staff and visitors.



Crustless Quiche



Number of
servings: 10



Prep time:
10 minutes



Cook time:
30 minutes



Product:
Paxo Sage
& Onion Stuffing

Allergens: Eggs, Milk, Wheat, Barley, Celery

This recipe works really well in a hospital environment. Not only does 'finger food' work well as a snack for patients who may be in recovery, or elderly patients looking for small portions that are easy to eat, but it provides caterers with a practical solution that is easy to make, quick to bake and easy to serve.

As it is crustless, it will reduce time as the pastry does not need to be blind-baked beforehand. It can be served hot or cold and is extremely versatile, lending itself to a number of flavour and texture combinations to add variety to your menu.

Ingredients

- 20ml Vegetable oil
- 2 Red peppers, sliced
- 300g Onion, chopped
- 100g Broccoli
- 250g Canned chopped tomatoes, drained
- 75g Paxo Sage & Onion Stuffing
- 10 Eggs, beaten
- 200g Mature cheddar
- Season to taste

Method

1. Pre-heat the oven to 170°C
2. Fry the peppers and onions in the oil until tender. Blanch the broccoli, drain and refresh
3. Mix the drained tomatoes and stuffing together, add the vegetables and the eggs and half the cheese and combine
4. Place in a lined or non-stick half gastronorm tray, top with the rest of the cheese and bake for 25-30 minutes
5. Cut into cubes or slices, depending on the client needs or service area

Hints & Tips:

This is a vegetarian recipe but why not try swapping the peppers and broccoli for 300g chopped lean smoked bacon, as pictured on this page.



Roast dinners are one of the most popular options in hospitals

Roast Beef Dinner



Number of servings: 10



Prep time: 30 minutes



Cook time: 2 hours



Product: Bisto Gluten Free Gravy Granules & McDougalls Premium Yorkshire Batter Mix

Allergens: Only with Yorkshire Pudding: Milk, Eggs, Wheat, Soya

Roast Dinner is one of the most popular options and already occurs twice a week in many hospitals.

The familiar tastes of Bisto Gravy and Paxo stuffing which are synonymous with roasts provides patients with the comforting taste of home – our Bisto Gluten Free Gravy provides a solution for those with a gluten intolerance, but be sure to remove other gluten based items from the dish (such as Yorkshire Puddings) and avoid cross contamination. For more tips on allergens, see page 10.

Ingredients

- 1.2kg Beef silverside (tied)
- Salt & pepper to season
- 750g Mashed potato
- 400g Carrots
- 400g Broccoli
- 60g Bisto Gluten Free Gravy Granules
- 750ml Water
- 750g McDougalls Premium Yorkshire Batter Mix (optional: not gluten free)

Method

1. Preheat the oven to 200°C
2. Place the beef in a deep-sided roasting tray and season
3. Roast the beef for 20 minutes and reduce the oven temp to 170°C, then continue roasting for 20 minutes per 500g, reaching a core temperature of a minimum 56°C (add a little water or stock back to the tray, to stop it drying out)
4. Remove the beef from the roasting tray and place to one side to rest, keep the meat juices for the gravy
5. Place the roasting tray on top of the stove and deglaze with the water
6. Whisk in the Bisto Gluten Free Gravy Granules and then pass through a sieve into a clean pan
7. Serve 2 slices of beef (100g) with a scoop of mashed potato (75g), carrots and broccoli (40g each) & Bisto Gluten Free Gravy (Yorkshire pudding optional)

Notes:

If you prefer the meat more well done, it's best to cook it at a lower temperature with a little stock in the base. Follow the same instructions, to initially roast the meat for 20 minutes and then turn the oven down to 140°C and cook for 4-6 hours (depending on the size of the joint) until tender.

Big issues & recipe solutions: Staff

Maintaining the health of the workforce and encouraging a healthy diet is a major priority for the NHS. Our research revealed that nearly half of staff members surveyed say they make sure they eat healthily (46%). Reducing sugar intake is a high priority, with 41% regularly checking sugar levels in products before purchasing. In addition, only 17% of staff agreed or strongly agreed that they felt satisfied after eating a hospital meal, therefore filling meals and healthy snacking options to fuel them throughout the day will be essential to your menu.



Fruit & Seed Flapjack Bar



Number of servings: 10



Prep time: 10 minutes



Cook time: 30 minutes



Product: McDougalls Flapjack Mix

Allergens: Sulphites, Egg, Milk, Wheat, Oats, Soya

With over 50% oats, McDougalls Flapjack Mix is a great base for building flavours and textures to provide a satisfying option on your menu that is easy to eat on the go.

You can add a variety of ingredients, such as fruits or nuts and control portion sizes to deliver specific nutritional value, or meet a price point.

Ingredients

- 500g McDougalls Flapjack Mix
- 50ml Water
- 15g Pumpkin seeds
- 15g Sunflower seeds
- 15g Sesame seeds
- 50g Chopped dates
- 50g Dried cranberries
- 50g Currants
- 5g Mixed spice

Method

1. Place the McDougalls Flapjack Mix and all the fruits, spices and seeds into a mixing bowl fitted with a beater
2. Blend in the water on slow speed and mix for 15 seconds until mix is moist
3. Press into a suitable greased and lined baking tin so the mix is approx 3cm deep
4. Bake in a pre-heated oven at 170°C for 25-30 minutes, or until golden brown
5. Cool and cut into portions (75g)

Hints & Tips:

If it's suitable, you can add a variety of nuts back to the mix or why not try adding cocoa powder with a little bit of mixed spice.

We've therefore focused on developed solutions that are either reduced-sugar or use natural sugars from fruit. Our McDougalls Flapjack recipe is sweetened using dates, incorporates a number of spices to add flavour and contains pumpkin, sesame and sunflower seeds as a source of added nutrition.



Bird's Mousse/Ice Cream Recipe

 **Number of servings:** 10  **Prep time:** 20 minutes  **Cook time:** N/A  **Product:** Bird's Ice Cream Powder Mix

Allergens: Milk

Our Bird's Ice cream Mix is extremely versatile. It can be prepared as a mousse or traditional frozen ice cream, combined with fruit as a source of natural sweetness, and provides a source of calcium if prepared with milk.

Ingredients

- Stage 1
- 100g Bird's Ice Cream Powder Mix
 - 200ml Semi skimmed milk
- Stage 2
- 100g Bird's Ice Cream Powder Mix
 - 200ml Semi skimmed milk
 - 15g Cocoa powder

Method

1. Place the first stage milk into a mixing bowl, add the ice cream powder and use the whisk attachment on slow speed for 1 minute, then scrape down and turn onto a fast speed for 6 minutes
2. Pipe 30g of the vanilla mix into a suitable serving dish
3. Place the second stage milk into a clean mixing bowl, add the ice cream powder and cocoa and use the whisk attachment on slow speed for 1 minute, then scrape down and turn onto a fast speed for 6 minutes
4. Pipe 30g of the chocolate mix on top of the vanilla mix and place in the fridge to set firm, or the freezer if this is to be served frozen
5. Serve as appropriate

Hints & Tips:

For a more indulgent recipe, for both staff and visitors, layer up the 'mousse' with a cherry compote filling and serve in convenient on the go pots for portion control.

Our research revealed there is a strong desire from staff members for healthy, filling options that are consistent in quality. Nearly half of respondents are currently eating on site (49%) so caterers have a captive audience of staff members, however, there is a clear opportunity to encourage more people to take advantage of the food options provided on site.



This recipe is another great 'finger food' option for patients providing a source of added nutrition



Butternut Squash Scones



Number of servings: 10



Prep time: 10 minutes



Cook time: 20 minutes



Product: McDougalls Savoury Scone Mix

Allergens: Egg, Milk, Wheat, Soya

This recipe works well on the go and can also be adapted for patients as an ideal 'finger food' option

Ingredients

- 450g McDougalls Savoury Scone Mix
- 150ml Cold water
- 100g Butternut squash (cooked & puréed)
- 1 Egg (for glaze)
- 150g Cream cheese
- 5g Chives (chopped)

Method

1. Place the McDougalls Savoury Scone Mix into a bowl fitted with a beater. Blend in the water and squash and mix on medium speed until a dough is formed. Ensure you do not over mix
2. Turn out onto a lightly floured surface and roll out to a depth of approx 2cm. Cut with a 7cm cutter, reusing any leftover dough
3. Place the cut scones onto a flat non-stick baking tray and brush with egg wash. Bake at 200°C for 15-20 minutes until golden brown. Then place on a wire rack and allow to cool
4. Soften the cream cheese and place into a piping bag with a round nozzle
5. Split the scones and fill with cream cheese, sprinkle with chopped chives and serve

Hints & Tips:

For staff or visitors why not try cutting the scones into squares or triangles.

The canteen is the preferred option for staff members to purchase food (46%), yet long queues and lack of time are cited as key reasons why staff members bring in their own food. For staff members that are short on time, satisfying options that can be eaten on the go are really important. Our Bisto Lentil Soup recipe can easily be served in a takeaway cup or bowl, and our McDougalls Savoury Scones are great for a satisfying, savoury snack.



Lentil Soup



Number of servings: 10



Prep time: 20 minutes



Cook time: 50 minutes



Product: Prepared Bisto Vegetable Boullion

Allergens: Celery

This recipe is also suitable for Vegan diets - make sure you highlight this on your menu

Ingredients

- 50ml Oil
- 200g Onions, chopped
- 200g Carrots, peeled and chopped
- 20g Garlic purée
- 10g Ground cumin
- 5g Dried thyme
- 800g Canned diced tomatoes
- 150g Green lentils, rinsed
- 1.7l Prepared Bisto Vegetable Boullion
- 2g Red chilli flakes
- Freshly ground black pepper
- 1 Lemon, juiced

Method

1. Heat the oil to a medium heat
2. Add the chopped onion and carrot and cook, stirring often until the onion has softened and is turning translucent, about 5 minutes. Add the garlic, cumin and thyme, cook for a further 30 seconds. Pour in the diced tomatoes and cook for a few more minutes, stirring often in order to enhance their flavour
3. Pour in the lentils, Bisto Boullion and red chilli flakes. Season generously with freshly ground black pepper. Raise heat and bring the mixture to a boil
4. Partially cover the pot and reduce heat to maintain a gentle simmer. Cook for 30 minutes, or until the lentils are tender but still hold their shape
5. Transfer 1 litre of the soup to a blender and purée the soup until smooth. Pour the puréed soup back into the pot
6. Remove the pot from the heat and stir in the juice of half of a lemon. Taste and season with more salt, pepper and or lemon, then serve

Notes:

For visitors and staff, add flaked or dessicated coconut and chopped coriander to garnish.

Big issues & recipe solutions: Visitor

Our research revealed that 87% of visitors have eaten in a NHS hospital when visiting a patient, highlighting that there is an audience to be catered for and a great opportunity to drive footfall in your food outlets.

The majority of visitors use the canteen to purchase food (64%) with vending machines as the second most popular option (32%). Here too, reducing sugar consumption is a high priority with 49% of respondents regularly checking sugar levels in products before purchasing. Our reduced sugar recipes are therefore highly relevant for this audience.



87% of visitors have eaten in an NHS hospital when visiting a patient

McDougalls Teacakes



Number of servings: 15



Prep time: 10 minutes



Cook time: 12 mins



Product: McDougalls Soft Bap Mix

Allergens: Sulphites, Egg, Milk, Wheat, Oats, Soya

Using McDougalls Soft Bap Mix offers an option for sizing and controlling sugar content in 'grab and go' products.

For this recipe we've made teacakes with no added sugar and a wider range of sweeter goods can also be made from this mix, including Chelsea Buns, Iced Fingers, Devonshire Splits and Doughnuts.

Ingredients

- 900g McDougalls Soft Bap Mix
- 550ml Water (warm)
- 3g Ground cinnamon
- 175g Sultanas
- 175g Chopped mixed peel
- 1 Egg (to glaze)

Method

1. Place the McDougalls Soft Bap Mix and cinnamon in a bowl fitted with a dough hook
2. Add in the water on a slow speed for 1 minute. Continue to mix on a medium speed for a further 6 minutes
3. Add the dried fruit and mix on a slow speed until fully incorporated
4. Scale and mould into 120g rounds and gently press them down onto a non-stick baking tray
5. Prove until the dough has doubled in size
6. Brush with egg wash and bake at 200°C for about 12 minutes, or until fully baked
7. Cool and serve toasted with unsalted butter
8. If freezing, best frozen on the day they are made

Hints & Tips:

This recipe contains no added sugar and the dough can be sweetened with the addition of sugar up to 10% of the flour weight.

A third of visitors stated that they bought food from branded coffee shops and food outlets when they last visited a patient in hospital (33%). Consumers may choose to visit branded chains as they trust the brand, so it is important to ensure your offer is competitive. We've taken some inspiration from the high street – why not try our recipe for a reduced sugar fruit teacake which is sweetened with dried fruit.



Spiced Orange Trifle



Number of servings: 10



Prep time: 10 minutes



Cook time: N/A



Product: McDougalls Spiced Orange Cake, McDougalls Orange Jelly Crystals, Bird's Reduced Sugar Custard & Bird's Ice Cream Mix

Allergens: Sulphites, Egg, Milk, Wheat, Oats, Soya

Using the ranges of cakes, along with jellies, custards and Bird's Ice cream would form the base for a selection of 'trifle' style desserts (three layers) that would work across your hospital catering offer.

For this recipe, we've used the orange cake from the 'on ward' baking recipe, with orange segments and then layers of jelly, custard and Bird's Ice Cream (set as a mousse).

Ingredients

- 100g McDougalls Spiced Orange Cake (cut into 1cm pieces)
- 100g Orange segments (canned)
- 200g McDougalls Vegetarian Orange Jelly Crystals
- 400ml Boiling water
- 300g Bird's Reduced Sugar Custard
- 150g Bird's Ice Cream Mix (pre made)

Method

1. Place 10g of the McDougalls Spiced Orange Cake into a suitable serving dish
2. Add 10g of the orange segments
3. Dissolve the McDougalls Vegetarian Orange Jelly Crystals in boiling water and pour over the sponge and orange segments (approx 60ml) whilst hot. Then chill in the fridge until set
4. Make the Bird's Reduced Sugar Custard and pour approx 30g over the jelly
5. Pipe over 15g of the Bird's Ice Cream Mix and place back in fridge until set, then serve

Remember that visitors may want to spend more time on the ward with patients than in the canteen, so takeaway meals are vital. Our Bisto Smokey Bean Chilli and Sharwood's Vegetable Curry is an ideal option which can be served with rice or on a jacket potato and conveniently taken out of the canteen.



The number of vegans and vegetarians in the UK has risen 350% in the past decade*, so ensure your menu caters to all
*The Vegan Society, 2016



Sweet Potato and Chickpea Balti

 **Number of servings:** 10  **Prep time:** 10 minutes  **Cook time:** 20 minutes  **Product:** Bisto Vegetable Bouillon & Sharwood's Balti Sauce

Allergens: Egg, Milk, Wheat, Soya

We have a range of Sharwood's ready to use sauces available - perfect for adding variety to your menu and taking advantage of theme days such as National Curry Week or Chinese New Year

Ingredients

- 1 Onion, chopped
- 800g Butternut squash, peeled and diced
- 400g Chickpeas tin, rinsed and drained
- 500ml Bisto Vegetable Bouillon
- 750ml Sharwood's Balti Sauce
- 300g Baby spinach

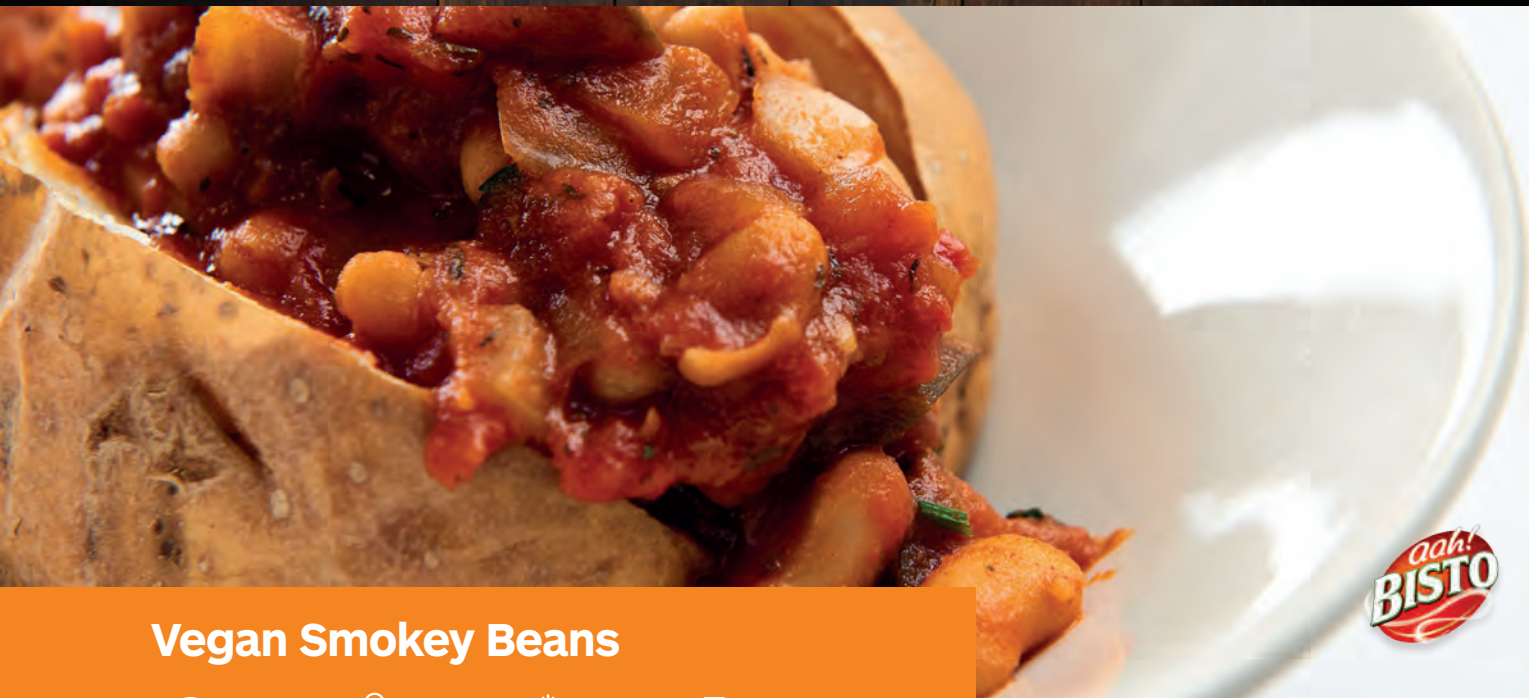
Method

1. Heat the oil in a large pan and fry the sweet potato and chickpeas for 5 minutes. Add the Bisto Bouillon and cook until soft
2. Add the Balti sauce and bring to a light simmer. Add the spinach and cook for 3-4 minutes then serve

Hints & Tips:

For visitors and staff, serve with Sharwood's poppadoms and mango chutney.

Ensuring meals are fresh and appetising may help to increase positive perceptions around hospital food and will reassure visitors that patients (who may be family or friends) are receiving a similar quality meal.



Vegan Smokey Beans



Number of servings: 20



Prep time: 10 minutes



Cook time: 60 minutes



Product: Bisto Vegetable Bouillon

Allergens: Celery

Jacket potatoes are an untapped option that lend themselves to vegan and vegetarian diets. Ensure you have suitable takeaway packaging to keep meals hot on the move.

Ingredients

- 20 Baking potatoes
- 50ml Oil
- 1 Onion, finely diced
- 200g Aubergine, diced
- 20g Garlic purée
- 100g Tomato purée
- 10g Smoked paprika
- 5g Dried thyme
- 30g Brown sugar
- 1kg Canned cannellini beans, drained
- 500ml Bisto Vegetable Bouillon, prepared
- 500g Chopped tomatoes, canned
- Black pepper to season

Method

1. Place the potatoes in an oven at 200°C for approx 1 hour, or until crisp and baked
2. Meanwhile, heat the oil in a saucepan and add the onion and garlic. Cook over a medium heat for 5 minutes until soft and translucent. Add the tomato purée, paprika, thyme and brown sugar and cook for a couple more minutes
3. Add the beans, Bisto Bouillon and chopped tomatoes and simmer for at least 30 minutes, until the mixture is piping hot and the sauce has thickened
4. Season generously with black pepper
5. Serve as a topping on the baked potato

Hints & Tips:

This is a vegan recipe which works well as a baked potato topping but also with rice.

Social Media and Hospital Catering

In the hospital catering sector, the use of social media can prove to be highly beneficial, not only for you and your organisation but also for the wider community of the people you cater for and their families.

Knowledge and Networking

Social media is a great place to learn from others in the industry and Twitter is an excellent place to start. As a quick guide, Twitter is a micro-blogging platform where users connect and share their thoughts in no more than 140 characters. You can post text, images, videos and links very quickly and simply. You will also find many important industry bodies, magazines and suppliers all making use of Twitter, so it's an ideal way to connect, share best practice, network and improve your knowledge.

You might like to consider setting up your own personal Twitter account so you can stay abreast of industry developments. For example, the Hospital Caterers Association (HCA) has a Twitter account (you can find and follow it by searching @hospitalcaterer). Here you'll not only be able to keep up with the latest industry news and important information but also find key national campaigns in which to participate. In addition to industry bodies, you could follow and interact with prominent figures in the hospital catering sector. For example, you can follow the HCA chairperson @hcashells.

There's also the latest research and ideas to consider. Think about conditions like dysphagia. Social media provides a highly effective way to share meal ideas and communicate useful information about meeting the specific needs of sufferers. Try following @PremierFoods_FS for helpful recipes and advice.

There really is no limit to what you could learn and be inspired by once you start using social media.

Telling your story with social content

Social media is a great way to promote your organisation and it's likely your hospital will already have its own social media accounts set up. However, there are many ways you could get involved and help your hospital create a positive impression online.

As a vital part of each day, food plays a key role in health care and convalescence. A stay in hospital is an emotional time for the patient and their family. Through social media, you can offer emotional reassurances and demonstrate your catering operation's high standards. If you're proud of the catering service you provide and the difference it makes to people's lives, social media is a fantastic way to tell your story and showcase what you do.

Why not consider sending some content to your hospital marketing team to use on social media? This could be stories or positive feedback, great pictures of healthy meals and happy patients or staff. Even videos can speak volumes. Always think carefully when you take a photo or video, spend a minute considering what everything in the shot says about your organisation, whether that's staff uniforms or food presentation. Don't forget to obtain permission from the people in your photos or footage before you use them too.

If any of this has got you thinking about social media or raises any questions – I'm always happy to help, email me at karen@digitalblondemarketing.com or tweet @digitalblonde.

Instagram

Photo and video sharing social networking service where users take pictures and videos and apply digital filters to them.



TIP: Instagram doesn't let you post links with your images – so you if you want your followers to click something you'll have to change the link on your bio page and direct them there.

Facebook

Free social networking website that allows users to create profiles, upload photos, video and send messages to friends, family and colleagues.



TIP: Facebook now has 'Reactions' – these let Facebook users go beyond liking a post by allowing them to choose from six emojis that show different emotions. Reactions help give you a better understanding of how people feel about your content.

Twitter

Micro-blogging site where users can share thoughts, images or links in a tweet which is no more than 140 characters long.



TIP: Use popular hashtags relevant to the content of your tweet but don't overdo it – usually you don't want more than one or two per tweet

Snapchat

A mobile app that allows you to send videos and pictures, which will self-destruct after a few seconds of a person viewing them.



TIP: Snapchat has become incredibly popular with young people, particularly those under 25 (this demographic makes up 45% of its worldwide users). So if your business targets young people it can be a useful tool.



Sustainability

At Premier Foods, our business is underpinned by a commitment to sustainability. Sustainability issues are becoming increasingly important for a range of stakeholders within our industry; from wholesalers – sourcing only from suppliers who meet the strict requirements of their own sustainability initiative – to individual caterers who want to cite provenance and traceability on their menus.

The foodservice division of Premier Foods actively supports the work of WRAP, the Waste and Resources Action Programme and has signed the WRAP Hospitality & Foodservice Agreement, pledging to continue to reduce food and associated packaging waste and to increase recycling within foodservice and hospitality. We have already met our 2013 targets to source 100% corrugated cardboard from Forestry Stewardship Council (FSC) certified sustainable forest resources and to introduce systems to ensure compliance with the EU Timber Regulations for all other timber. As one of Britain's largest food producers, we are continuing to adopt sustainable practices and ensure these are high on our agenda.

With this in mind, we are making the following pledges:

- ✓ To encourage and promote good environmental practice within the UK Hospitality and Foodservice sector
- ✓ Reduce own brand packaging weight whilst maintaining a level that is fit for purpose
- ✓ Assist our customers to increase their recycling rates to a maximum practical level
- ✓ Continue to share best practice approach to integrated waste management (IWM) with our customers



of UK homes bought Premier Foods in 2015



cage-free eggs



pre-employment training opportunities



100% sustainable palm oil



tonnes of salt removed from Premier Foods



million spend with British suppliers



waste to landfill



of new products are made to be healthier options





We've doubled our intake of apprentices since





www.premierfoodservice.co.uk

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