

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

EXECUTIVE SUMMARY: REPORT TO THE TRUST EXECUTIVE GROUP

Subject:	Governors' visit to Central Food Production Unit, Northern Campus 9 and 12 June 2015
Supporting Director:	Neil Riley
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Status:	For Information and Comment

PURPOSE OF THE REPORT:

To provide Governors with an update on preparation and delivery of food to patients and staff

KEY POINTS:

- An enjoyable, well planned and informative visit
- Genuine enthusiasm in the Catering Department in spite of the challenging work
- The recent upgrade of the Department has resulted in improvement in the patient experience at meal times
- The Department's aims where ever possible to source ingredients locally and sustainably are commendable

OBSERVATIONS/RECOMMENDATION(S):

Governors comments	Directorate Response	TEG Response
1. A large scale potato masher seems a fairly basic requirement for this size of kitchen. Are there any plans to acquire one?	1. £30k capital funding now secured in 2015/16 to purchase a highly specialised combi tilting kettle enabling large scale production of creamed potatoes.	TEG content with action taken
2. Has the Trust any thoughts about the provision of a biodegradable waste disposal system?	2. Current waste biodigestion system reduces food waste to grey waste water which is discharged into the main drains, recycled by the local water authority thus preventing food waste entering landfill. As machinery reaches the end of its useful life replacement plans will include assessment of all other sustainable disposal methods.	TEG content with the plan
3. Is the role of Ward Nutrition Champion (WNC) sufficiently well supported across the Trust?	3. Launched early in 2015 WNCs are engaging with roll out of the Nutrition and Hydration Tool Kit supported by the Oral Nutrition Specialist Practitioner (ONSP). To improve links with wards, internal ward mealtime quality audit data generated by us will be shared centrally to assist with ward action plans. We encourage attendance of ward staff at Food Management Group meetings which supports good practice in food service. Ongoing work with ONSP includes consideration of introducing Catering Champions to link with WNC to enhance food services and communication at ward level.	TEG content with action plan and profile given to this issue at a recent Board update

**GOVERNORS' VISITS TO
Central Food Processing Unit, NGH
9 and 12 June 2015**

Governors present

Sally Craig
Kath Parker
Hetta Phipps
Sue Taylor
John Warner

Staff

Jeff Swallow, Catering Manager
Gary Griffin-Chappel, Food Production Manager
Emma Wilson, Head of Catering

Governors were welcomed to the Department by Jeff Swallow and Gary Griffin-Chappel and were surprised to discover that you cannot just 'walk in', like all staff working there Governors were asked to wash their hands, remove all watches, jewellery etc and to deposit handbags, briefcases and papers in a secure area prior to donning overalls, mob caps and elasticated shoe covers before being allowed to enter.

On entering the Unit Governors noticed the very low temperature and were told this is critical and must be kept constant at all times and is checked 24 hours a day via an electronic temperature monitoring system to ensure that all food right through the preparation and storage phase is kept at the correct temperature.

The Department is compliant with all relevant food safety legislation to ensure that the preparation, distribution, handling and supply of food is carried out in a hygienic way. Food preparation areas are inspected by a Consultant Environmental Health Officer twice a year and by Local Government annually. NGH is accredited with the ISO9001:2008 Quality Management System.

Governors' Comments

1. It was very apparent throughout our visit that considerable time, effort and thought goes into providing up to 5,000 nutritional meals every day catering to a wide variety of needs. This effort is negated on some wards where there may be variable management of food on arrival at the ward which is a concern to the catering staff. Governors understand that there are protocols in place for serving food that specify, for example, that meals should be served course by course, but these protocols may not always be adhered to. Perhaps more thought could be given to the issue of Ward Nutrition Champions or a member of catering staff following through the entire process thereby hopefully providing a better patient experience.
2. Hygiene was exemplary and the storage of the food was very well organised.
3. The lack of an industrial potato masher results in the use of reconstituted potato flakes which the governors found unappetising. Governors understand that the purchase of an appropriate potato masher would be costly but Governors believe would improve the patient experience.
4. Governors were told that waste food is an issue to which there is no easy solution. Currently waste food is reduced to grey water which provides limited benefits. The value of investing in a biodegradable waste management system would have both financial and green benefits to the Trust.
5. Governors believe that closer investigation of the benefits of improved or redesigned dishwasher facilities would be helpful.
6. The Department's staff were motivated and worked well together in an environment which Governors would find very challenging – e.g. very cold and few windows.

7. Governors were told that 100% the fish purchased for CPU meets Marine Conservation Society certification in being from both sustainable sources and is also on the fish to eat register. Of all the raw ingredients purchased by CPU nearly 21% are grown or produced within the defined local area which covers Yorkshire and Humber and the East Midlands of the total spend on raw ingredients 62% are grown or produced in the UK. The Department are to be commended for their efforts.
8. Governors tasted the food produced in the Unit. The tasting menus were varied and nutritionally sound. A few foods were not to the taste of everyone due to lack of facilities to produce the optimum results, e.g. oven-cooked fish and chips. However, most of the food Governors tasted on their visits was very good to excellent, especially the rice pudding.

Governors would like to thank the Department staff for their warm welcome and explaining all the many and varied routines and problems encountered during the course of their working day and Emma Wilson for organising the visits.