



ENGINEERING THE FUTURE
HCA NATIONAL CONFERENCE
HILTON BIRMINGHAM METROPOLE
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Not Standing Still

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County Durham & Darlington NHS Foundation Trust

Putting the Patient First

- Food as Treatment
- À la Carte Menu
- What does the Future Hold?



Food Vs. Supplements



and



or





What we have achieved with **Á la Carte**

- Increased production productivity – **8,000** meals per week (4 Chefs) - Improved efficiency by matching resource to processes/lean methodologies
- Engaged and empowered the workforce/improved morale
- Shared learning/benefits/good practice – **not only in the UK but also with ‘international visitors’**
- Delivered cash releasing savings of **£132,000 per annum**

The Future...

- High Patient's Perceptions on Hospital Catering
- Increased Monitoring of Catering
- Friends and Family Audits
- In-depth CQC Inspections



And finally

- We don't always get it right...

What could have been improved?

- “My only criticism could be of the hospital food. It may well be the best that finances and circumstances can provide, but some of it was less than appealing.”

NHS Choices May 2012





But we do try to...

“Hospital food is tasty and consists of a pleasing three course meal with a variety of options, including vegetarian. For the main meals there is a good choice of accompaniments and you can select from three different portion sizes

“In a nutshell, I experienced excellent staff attitude, a clean and comfortable environment and good food. In my view it was a first class stay - what more could one ever wish for!

“Thanks a million to you all.”

NHS Choices February 2014