



ENGINEERING THE FUTURE
HCA NATIONAL CONFERENCE
HILTON BIRMINGHAM METROPOLE
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Supporting Patient Choices

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Patient Experience & Nutrition – why the focus?

- Positive Patient Experience
- Enhanced Recovery Principles
 - Reduced length of stay
 - Nutrition optimised post surgery
- Reduction in waste
- Partnership working



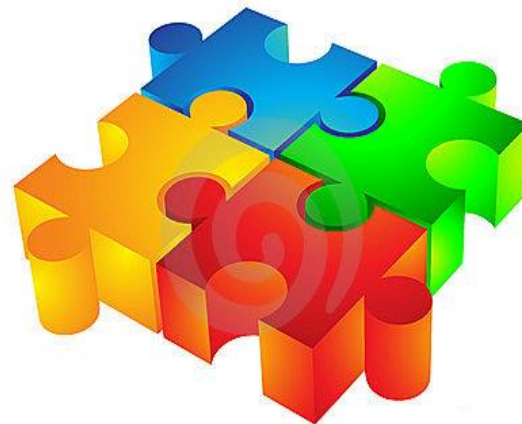
One size fits all?

- Majority of inpatients at CMFT use one of three menus
 - Bonne Sante
 - Paediatric Menu
 - Ready Range Menu
- So why are some patients more satisfied than others?
- Challenge to 'think outside the box'
- Specialty specific menu



How did we know which inpatient group to focus on?

- Data from:
 - Patient Experience Tracker
 - National Cancer Survey
- Patient Interactions
- Menu review with dietetic and patient involvement
- Bespoke Menu & Food service created



Impact on Patient Experience results



	Against Last Month			
	Jan -14	Feb - 14	Trajectory	Variance
Have you been satisfied with the presentation of meals you have had?	35%	73.3%	↗	38.3%
Have you been satisfied with the quality of meals you have had?	25%	63.3%	↗	38.3%
Have you been satisfied with the temperature of meals you have had?	55%	90%	↗	35%
Were you (the patient) given a reasonable choice of meal?	70%	80%	↗	10%
Were you offered a snack or alternative?	33.3%	100%	↗	66.7%

How does Electronic Menu Ordering impact on Patient Experience?

- Same day ordering supports patient choice
- Pictorial aid to support patients
 - Whose first language is not English
 - Who may have literacy problems
 - Manage expectations
- Reduces human error within the paper process



How does Electronic Menu Ordering impact on Patient Experience?

- Links Directly to PAS
- Supports time spent at the bedside
- Patient Selection History
- Dieticians Module allows for 'lock down'
- Stock Management supports patient choice





When we work together the future is bright

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