

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS

PATIENT FOOD TASTING - FREEMAN HOSPITAL, WARD 12
27th OCTOBER 2008

Attached is a copy of a pro-forma used by Governors for Food Tasting visits.

On Monday 27th October 2008 I visited Freeman hospital for such a visit accompanied by Monica Hallam, PPI Representative and the Catering and Deputy Catering Officers.

Ward 12 was visited at random after we visited the kitchen and saw the staff preparing the meals for the wards using the menu cards.

All meals tasted were excellent except we found the goulash to be too spicy. (This will be rectified).

About 20 patients on this ward were seen and there were no complaints concerning the food.

The panel now visit on varied days and times as we suggested several weeks ago.

Eric Green
Public Governor

Governors Proforma Food Tasting

Ward & Hospital Site Audited..... WARD 12 FREEMAN Date..... 27/10/08
Lead Representative-Management Geoffrey Moxley Signed.....

Governors Present:

Name ERIC GREEN Signed.....

Name Signed.....

Name Signed.....

Name Signed.....

Name Signed.....

Name Signed.....

Name Signed.....

PPI Representatives:

Name..... MONICA HALLAM Signed..... M. A. Hallam

Name..... Signed.....

| Service Equipment | | Yes | No | N/A | Comment |
|-------------------|---|-----|----|-----|---------|
| 1 | Foodservice Trolley Clean, Presentable | ✓ | | | |
| 2 | Serving Utensils Clean and Appropriate | ✓ | | | |
| 3 | Patients Trays- Clean & Presentable, Free from Damage | ✓ | | | |
| 4 | Cutlery -Suitable, Clean and Sufficient to meet the wards needs | ✓ | | | |
| 5 | Plates- Appropriate, clean and free from Damage | ✓ | | | |
| 6 | Seasonings, sauces, napkins available | ✓ | | | |

| Presentation of Patients Meals | | Yes | No | N/A | Comment |
|--------------------------------|---|-----|----|-----|---------|
| 7 | Is the meal service efficient & courteous | ✓ | | | |
| 8 | Is the food served attractively on the plate | ✓ | | | |
| 9 | Is the meal accurately presented in accordance with patients choice | ✓ | | | |
| 10 | Is the food served promptly to ensure quality and hot food doesn't lose temperature | ✓ | | | |
| 11 | Is the meal presented on clean trays, spillage free | ✓ | | | |
| 12 | Are special dietary meals checked prior to service | ✓ | | | |

| Assistance | | Yes | No | N/A | Comment |
|------------|---|-----|----|-----|---------|
| 13 | Are patients made ready and comfortable to eat before meal service | | | ✓ | |
| 14 | Are beds, tables & chairs positioned to ensure patients are able to eat comfortably | ✓ | | | |
| 15 | Are patients who require assistance with eating identified prior to the service of food | ✓ | | | |
| 16 | Are ward staff encouraged to check with the patient to ensure they have had enough to eat | ✓ | | | |
| 17 | Do staff identify and report to the responsible nurse, patients that do not eat | | | ✓ | |
| 18 | Where appropriate has dieticians been involved in patients special requirements | ✓ | | | |

| Operational Controls | | Yes | No | N/A | Comment |
|----------------------|--|-----|----|-----|-------------------------------------|
| 19 | Is the number of portions actually required according to the forecast | ✓ | | | |
| 20 | Are any forecasting errors recorded at ward level and used to improve future meal ordering accuracy | | | | Sorted at time! |
| 21 | Is patient meal ordering checked against requirements and followed up to ensure accuracy is improved | | | ✓ | |
| 22 | Are patients names identified on each menu card, avoiding anonymous terms like 'New Patient' | ✓ | | | |
| 23 | Are food trolleys delivered and collected to allow for timely & relaxed meal service (<i>protected meal times</i>) | | | | |
| 24 | Are meals ordered 'just in case' actively discouraged at ward level | | ✓ | | |
| 25 | Are ward visits carried out on a regular basis by the catering management team? And are these visits well received. | ✓ | | | As required, Staff well visit ward, |

Menu cycle week no:

Starters:

1 - Requires Improvement 2-Average 3 -Good- 4 – Very Good 5- Excellent

| *Food Quality | Menu item | 1 | 2 | 3 | 4 | 5 | Comment |
|---------------|----------------|---|---|---|---|---|---------|
| 26 | Flavour, Taste | | | | | ✓ | |
| | | | | | | ✓ | |
| 27 | Food texture | | | | | ✓ | |
| | | | | | | ✓ | |
| 28 | Consistency | | | | | ✓ | |
| | | | | | | ✓ | |
| 29 | Colour | | | | | ✓ | |
| | | | | | | ✓ | |
| 30 | Temperature | | | | | ✓ | |
| | | | | | | ✓ | |

Starters

"If there was one thing we could do to improve the starter, what would it be?"

Very Satisfactory.

Main Course

"If there was one thing we could do to improve the main course, what would it be?"

Crowdash too spicy. No other comment.

Desserts

"If there was one thing we could do to improve the dessert, what would it be?"

Excellent. Could not be improved.

NB We talked to approx 20 patients! All highly satisfied!