

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS

FOOD TASTING, WARD 17, ROYAL VICTORIA INFIRMARY, 26th SEPTEMBER

Report Purpose:
Decision / Approval
Discussion
Information

✓

Brief description of the item and any significant issues:

This paper presents the report of a Governor food tasting visit to Ward 17, Royal Victoria Infirmary.

There were no issues of substance and some suggestions for improved presentation are made.

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PATIENT FOOD TESTING R.V.I.

Attached is a copy of a proforma used for Governors food tasting visits. On 26th September 2008 two governors visited the Royal Victoria Infirmary for such a visit together with the Catering and Deputy Catering Officers.

Food sampled were very good with only two comments - first the peas were hard and tasteless and the soup was lacking in taste. Deep fried cod main dish did not look attractive - peas already mentioned but the meal would benefit from a small amount of salad possibly tomato and lettuce.

Eric Green
Public Governor
1st October 2008

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			✓	
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 (protected meal times)	✓			
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.	✓			

Food Tasting

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 ①			✓			
	②					✓	
27	Food texture ①				✓		
28	Consistency ①				✓		
29	Colour ②					✓	
30	Temperature ①					✓	
	②					✓	

"If there was one thing we could do to improve the starter, what would it be?"
 Improve taste of soup - unsupd.

Main Course:

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

Food Quality*	Menu item	1	2	3	4	5	Comment
31	Flavour, Taste 1					✓	
	2					✓	
	3					✓	
	4			✓			
32	Food texture 1					✓	
	2					✓	
	3				✓		Except Peas. Hard = tasteless
	4			✓			
33	Consistency 1					✓	
	2					✓	
	3				✓		
	4			✓			
34	Colour 1					✓	
	2					✓	
	3				✓		
	4			✓			
35	Temperature 1					✓	
	2					✓	
	3				✓		
	4			✓	✓		

"If there was one thing we could do to improve the main course, what would it be?"
 PEAS were hard.
 Cod meal would benefit from some salad added.

Dessert:

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

Food Quality*		Menu item	1	2	3	4	5	Comment
36	Flavour, Taste	1					✓	
		2					✓	
37	Food texture	1					✓	
		2					✓	
38	Consistency	1					✓	
		2					✓	
39	Colour	1					✓	
		2					✓	
40	Temperature	1					✓	
		2					✓	

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