

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS

FOOD TASTING, WARD 3, WALKERGATE HOSPITAL, 30th JULY

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 3, Walkergate Hospital.

The only issue of substance identified related to the size of the food container trolley.

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PATIENTS' FOOD TASTING, WARD 3
WALKERGATE HOSPITAL.
30TH JULY 2008

Attached is a copy of the proforma used for governors' foodtasting visits. On this occasion I was the only governor present. Food sampled was good, the soup was excellent but provision of rolls required.

My first visit to this hospital and the only observation I would make was that the trolley used to transport the food containers appeared too small.

Eric Green
Public Governor.

Governors Proforma Food Tasting

Ward & Hospital Site Audited..... *WALKERSTATE WSD* Date..... *30/7/08*

Lead Representative-Management *A. MOYLE* Signed..... *[Signature]*

Governors Present:

Name *ERIC GREEN* Signed..... *[Signature]*

Name Signed.....

Name Signed.....

Name Signed.....

Name Signed.....

Name Signed.....

PPI Representatives:

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

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

Service Equipment		Yes	No	N/A	Comment
1	Foodservice Trolley Clean, Presentable	Yes ✓			
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			N/A	

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.	✓			

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	Soup				✓	
27	Food texture	Soup.				✓	
28	Consistency	Soup				✓	
29	Colour	Soup				✓	
30	Temperature	Soup.				✓	

Main Course:

*Food Quality	Menu item	1	2	3	4	5	Comment
31	Beef.					✓	
	Omelette.				✓		
32	Beef					✓	
	Omelette.				✓		
33	Beef						
	Omelette.						
34	Beef					✓	
	Omelette				✓		
35	Beef					✓	
	Omelette.				✓		

SWEET.

*Food Quality	Menu item	1	2	3	4	5	Comment
36	SEMOLINA			✓			
	CHOCOLATE MOUSSE					✓	LUMPY.
37							
38							
39							
40							

Starters

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

'Roll or bread'

Main Course

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

N/A.

Desserts

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

N/A.