

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS

FOOD TASTING, WARD 21, NEWCASTLE GENERAL HOSPITAL, 27th AUGUST

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 21, Newcastle General Hospital.

There were no issues of substance and patient feedback was positive.

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FOUNDATION TRUST COUNCIL OF GOVERNORS

PATIENT FOOD TESTING WARD 21 NEWCASTLE
GENERAL HOSPITAL.

Attached is a copy of a proforma used for Governors' food tasting visits. On 27th August 2008 one Governor attended Ward 21 which was chosen at random. Food sampled was very good and eight patients who were spoken to by me agreed. There were no complaints apart from a request that a roll or bun be provided with the soup.

Eric Green
Public Governor
27th August 2008.

Governors Proforma Food Tasting

Ward & Hospital Site Audited... *NCH* WARD 21. Date *27 Aug 2008*

Lead Representative-Management *P. Blevins* Signed *[Signature]*

Governors Present: *W. Reed*

Name *Mr Eric C. 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	✓			
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	✓			
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			✓			Peppery - Hot Day.
27	Food texture			✓			
28	Consistency					✓	
29	Colour				✓		
30	Temperature				✓		

Main Course:

*Food Quality	Menu item	1	2	3	4	5	Comment
31	Flavour, Taste FISHCHOWE SWELETTE GALA PIE EGMAYO-SAND				✓	✓	GALA PIE GREATLY IMPROVED.
32	Food texture FISHCHOWE SWELETTE GALA PIE EGMAYO-SAND				✓	✓	
33	Consistency FISHCHOWE SWELETTE GALA PIE EGMAYO-SAND				✓	✓	
34	Colour FISHCHOWE SWELETTE GALA PIE EGMAYO-SAND				✓	✓	
35	Temperature FISHCHOWE SWELETTE GALA PIE EGMAYO-SAND				✓	✓	

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

Starters

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

TO BE OFFERED BREAD BUN OR ROLL WITH SOUP,

Main Course

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

Desserts

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