

Information Governance

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Ref: FOI2018/4436

Date Received: 22nd January 2018
Response Due: 19th February 2018

16th February 2018

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

1. The cost of providing food to patients at your trust for the years 2015/16 and 2016/17. Please can this data be expressed in terms of the average cost per patient per day. It can be either per financial year or calendar year, whichever way your system records it - but please make clear which one you are providing in your response.

Refusal Notice for Question 1 - The information that you have requested is exempt under Section 21 of the Freedom of Information Act because this information is easily accessible by some other means. Please use link below to access the information you require – **Ref: 4411**

http://www.wwl.nhs.uk/foi/January_2018.aspx

2. The number of complaints received about food at your trust received in 2017 (financial year or calendar year as applicable) and any details you have regarding the nature of those complaints (food temperature, menu variety, presentation etc.)

The Trust received 1 complaint relating to issues with food during the period 1 January 2017 to 31 December 2017.

3. The percentage of food returned untouched in 2017 (financial year or calendar year as applicable) and what happens to the uneaten food.

Waste figure for 2017 is 7.1%

High risk food which has been sent to the ward but not eaten cannot re-enter the food chain due to our strict food safety protocols so it is disposed of.

4. How many of the 5 food standards required by the standard NHS Contract is your trust currently meeting? The standards I refer to are listed in detail here <https://www.gov.uk/government/news/new-rules-to-serve-up-better-food-for-nhs-patients-and-staff>

The Trust either meets or is very close to meeting all 5 of the Food Standards. (PLACE scores)

5. Do you cook fresh food on site for patients?

The Trust operates a hybrid system utilising our own production cook-chill entrees combined with fresh cook on site.

6. Does your trust ask for feedback from patients regarding their experiences of hospital food?

The Trust undertakes satisfaction questionnaires of patients on a monthly basis.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster
Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF