

**Wrightington, Wigan and
Leigh Teaching Hospitals**
NHS Foundation Trust

Information Governance Department

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Buckingham Row
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Email: foi@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI2021/7673

Date Received: 20th August 2021

Response Due: 20th September 2021

Date: 20th September 2021

Dear Sir/Madam

You asked:

1. The contact details of the individual with responsible within the organisation for the menu choice and the subsequent delivery of food to patients – possibly the catering manager?

Gavin Thorpe - Deputy Hotel Facilities Manager and Jane Cavanagh - Hotel Facilities Manager

The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

2. What software does the organisation use enabling patients to choose their food and the subsequent delivery of the food to the patient?

None at present, however, as the the independent review of NHS hospital food has recommended that every hospital is to implement a digital meal ordering system by 2022, the Trust Catering Department have already started this process by contacting suppliers of electronic meal ordering systems and catering are currently reviewing these options.

3. If no software is used please outline the methodology in place for ensuring the patient receives the correct food at the agreed time?

The Catering Department currently have a dedicated team visiting each patient at ward level and take menu orders via a paper system, which is then processed in the Catering Department.

4. What software does the trust use to maintain stocks of food ensuring that the patient receives the correct food at the agreed time?

The Catering Department currently use a system called Kitman for all stock items.

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,

A handwritten signature in black ink, appearing to read 'Ian Boyle', with a stylized flourish at the end.

Ian Boyle
Chief Finance Officer

PLEASE NOTE:

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: Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust, Information Governance Department, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 1113