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MK6 5LD  
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For people who have hearing loss  
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### ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 22 January 2018.

I am pleased to confirm the following.

- **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.**

2015/16 Financial year - £8.35

2016/17 Financial year - £8.56

- **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 receives feedback through multiple channels, whilst these are logged, they would not be classed as formal compliments or complaints. We have received no formal complaints.

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

5.5% uneaten food is disposed of. The Trust does not record figures for untouched meals.

- **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 restaurant serves a range of food and meets national CQUIN guidelines. All of the drinks the Trust stock are free of added sugar, meals served are balanced and nutritious and we regularly work with our dietitians. With reference to sustainable foods, we select suppliers from NHS supply chain and our main suppliers, such as Brakes, have full sustainability policies. The Trust also support a number of SME's, for example greengrocers and butchers. We ensure low levels of HFSS in all our meals, both restaurant and patient catering. The Trust do have protected meal times, there are volunteers and staff to help patients eat and finally we do have food charts to monitor nutrition. Dietitians are on hand for more complex cases of malnutrition.

- **Do you cook fresh food on site for patients?**

The majority of food is bought in and regenerated, however we do cook some fresh food such as purees and special diets, through a dedicated diet chef.

- **Does your trust ask for feedback from patients regarding their experiences of hospital food?**

Yes, in multiple formats such as through supplier visits, friends and family test feedback and direct with the catering manager

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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