

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 18 November 2021.

I am pleased to confirm the following.

1. For the financial years 2019/20, 2020/21 and 2021/22 (so far) how many tonnes of food was wasted by your trust?

2019-20 42 tonnes
2020-21 49 tonnes
2021-22 Figure currently unavailable in tonnes actively being sought from waste contractor

The hospital has changed the foodservice system to one that improves the quality of food and the choice offered to patients, as well as reducing food waste. After a 'New Food Service System' evaluation project was completed involving patients it was recognised that the quality of food is a key selection criterion (not just cost). From this a new system – 'Steamplicity' was selected. The hospital has invested capital money for the central and ward kitchens to enable the new system to be introduced. With the new 'Steamplicity' the patients have far greater choice and better quality of food. Patient satisfaction has positively increased. Food wastage (unserved meals at ward level) has also *decreased with the 2021-22 figure for July – November at 2%*. The hospital has used the monies saved on wastage to 're-invest' into the new patient meal service as the new meals are more expensive than the old cook-chill meals.

2. For the financial years 2019/20, 2020/21 and 2021/22 (so far) how much did the wasted food cost the trust?

The cost of waste food is linked to the volume of waste food sent to disposal – If the cost is included then the cost per tonne can be calculated therefore, we are exempting it under Section 43 – Commercial Interests

3. Under the Government's new blueprint for better hospital food launched October 2020 it was recommended every hospital should implement a digital meal ordering system by 2022 to collate food choices, manage allergies and diets, and minimise waste. Please explain what steps, if any, the trust has taken to implement a digital ordering system?

- The hospital is pleased to have had Digital Meal ordering system software already approved.
- The hospital is due to run a pilot starting in March 2022.
- The new ward foodservice will entail assistants taking the patients meal order with a PC tablet on the ward, allowing meal selection to take place closer to the meal service time. All

meal details including allergens, ingredients and a photograph will be available at the point of order. This will also allow the meal to move with the patient.

- The full electronic meal system will be fully introduced between July – September 2022

4. The blueprint also recommended NHS trusts should agree on a common method of monitoring food waste. Please explain what steps, in any, the trust has taken to implement a method of monitoring food waste?

- Waste monitored daily in Patient Kitchen and Staff Restaurant
- Hospital Caterers Association guidelines for measuring waste followed
- The hospital has signed up with WRAP's 'Guardians of Grub' campaign to reduce food waste and is currently running a waste reduction programme in The Eaglestone Staff Restaurant – with results due in March 2022.

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

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

Any re-use of this information will be subject to the
'Re-use of Public Sector Information Regulations' and best practice.