

Freedom of Information Request

Ref: UHB 17-148

Date 10 April 2017



Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

For the most recent three financial years (14/15), (15/16) and (16/17) please state what the cost of providing food to patients was at your trust per patient per day?

2014/15 £13.60 per day

2015/16=£14.16 per day

2016/17 – do not have data for this yet

2. If you have a figure please state what percentage of food in the most recent financial year (15/16) and (16/17) was returned untouched by patients?

The dieticians do not record the returned untouched food from patients.

3. If you have an outside caterer that is responsible for supplying food to the Trust, please state the name of the company and how much it was paid by the Trust in (15/16) (16/17)? Also state what level of involvement these outside caterers have? For example do they just provide the hospital with ready meals that are then distributed by Trust staff or are the caterers responsible for providing and serving the food?

Tillery Valley Food.

We are unable to supply the cost as this is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this

4. In the 2016 calendar year please state how many complaints you logged from patients, or their relatives or friends, or hospital staff where either the primary concern, or a secondary concern related to the provision and/or quality of the patient food?

4 complaints were received.

5. In relation to Q.4, which month saw you have the most complaints about food and how many complaints were logged?

N/A, complaints were received in separate months.

6. For the month identified by Q.5 (if more than one month has the same number of complaints then take the most recent month) please provide me with redacted copies of the complaints so to not breach S.40 of the Freedom of Information Act, but include the name of the hospital involved. If the original correspondence has been destroyed then please provide me with a detailed (two sentence) summary explaining the specific nature of the complaint, including the name of the hospital.

Bristol heart institute - Patient's son unhappy with care given to patient including food.

Bristol Eye Hospital - Complaint regarding non-provision of food and drinks whilst attending procedure

Bristol Royal Infirmary - Patient unhappy that they ordered special diet food whilst on Ward and this had not been delivered for two days.

Bristol Royal Infirmary - Patients daughter complaining about the quality of food offered in the BRI.

7. In the last full financial year (15/16) has the Trust paid compensation to a patient or their family following a complaint about the provision/quality of hospital food? If so how much was paid and why was it paid? Have any complaints about hospital food been referred to the NHSLA.

No compensation has been paid.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

