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Our ref: 4549

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### Freedom of information request

I am writing in response to your request for information which has been handled under the Freedom of Information Act 2000 (FOIA).

Your questions and our response are below.

- 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.

Cost per patient per day for financial year 2016/17 - £9.66

Cost per patient per day for financial year 2015/16 - £9.49

- 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) In 2017 there were 6 complaints relating to food. The nature of the complaints included The variety of food offered and provision for people with special dietary requirements.
- The percentage of food returned untouched in 2017 (financial year or calendar year as applicable) and what happens to the uneaten food. We do not hold this information monthly, but on average 5%
- 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 is currently meeting 4 out of the 5 standards required and is working to finalise the fifth, which it is expected to be in place in the near future.
- Do you cook fresh food on site for patients? Yes
- Does your trust ask for feedback from patients regarding their experiences of hospital food? Yes, on every menu card there is a comments section, there is also "Your care matters" feedback, and "Patient opinion".