



Foodmatters

HCA NATIONAL LEADERSHIP &
DEVELOPMENT FORUM 2015

#HCA2015

“The Little Things Matter” Culture, Quality and Safety

Carol Dight

Director of Nursing & Governance





#HCA2015



Taunton and Somerset NHS FT

- One site acute Trust
- 700 beds approximately
- 4000 staff approximately
- £255 million turnover
- Serve a population of between 350,000 to 500,000





#HCA2015



**Prue Leith
describes
Hospital Food as
“a recipe for disaster”**



#HCA2015



What the Team have achieved...

- **Same Day Service** when ordering food – so no more Mr Jones eating what Mr Smith ordered the day before (or not!)
- **Procurement and stock management** – reduced our bulk food waste from an average of **21% to 5%**
- **Food Provision saving** – By reducing waste and improving our culture (waste unacceptable) saved **£120,000 at least**
- **Snacks available** – On Wards at all times, Maternity model different to meet ladies needs
- **Retained Main Kitchens** – Able to provide a good range of locally sourced and cooked meals to supplement Food Service



Same day ordering for our patients



#HCA2015



Back of House... £120,000 saving on food



#HCA2015



Catering Team... Mmm Porridge!



#HCA2015

Restaurant Staff Happy Staff = Happy Patients



#HCA2015



Tray Inserts

Snacks are available on
this Ward at all times

NHS

Musgrove Park Hospital

Please ask -
Don't go hungry!



Information about food allergens is
available on request; please ask your
nurse or the ward housekeeper





Food passionate nurses . . .



#HCA2015



Serve each person as an individual...



#HCA2015



Be Brave... !



#HCA2015



Thank You... Any Questions?



#HCA2015