



The Royal Orthopaedic Hospital
Bristol Road South
Northfield
Birmingham
B31 2AP
17 May 2017

Dear Whom it may concern

Freedom of Information Act Request: Our ref #691

In response to your Freedom of Information request regarding food and complaints, please find below the answers to the questions you asked.

1. 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?

14/15 - £6.91 (Total cost includes staff cost, equipment cost, dietary supplements, etc)

15/16 - £7.19 (Total cost includes staff cost, equipment cost, dietary supplements, etc)

16/17 - £7.38 (Total cost includes staff cost, equipment cost, dietary supplements, etc)

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?

15/16 - 3.999%

16/17 - 4.49%

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?

In-house catering

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?

1 complaint was made in 2016 about the provision of gluten-free food on-site.

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

We are unable to give out this information as this could compromise the individual who made this complaint.

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.

- *Please see above*

7. 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.

- *Please see above*

I hope that this response answers your request, however please let me know if it does not. If you are unhappy with the Trust's response you can appeal to:

Jo Chambers, Chief Executive
The Royal Orthopaedic NHS Foundation Trust
Trust Headquarters
Bristol Road South
Birmingham
B31 2AP

If you then remain dissatisfied, you have the right under section 50 of the Freedom of Information Act to apply to the Information Commissioner to seek resolution to the matter.

Further details can be found on the website: <http://www.informationcommissioner.gov.uk/>

Yours sincerely

A handwritten signature in black ink that reads "Simon Grainger-Lloyd". The signature is written in a cursive style and is positioned above a horizontal line that extends to the right.

Simon Grainger-Lloyd
Associate Director of Governance & Company Secretary