

## Freedom of Information request 36-18

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### Request

1. 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.
2. 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)
3. The percentage of food returned untouched in 2017 (financial year or calendar year as applicable) and what happens to the uneaten food.
4. 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>
5. Do you cook fresh food on site for patients?
6. Does your trust ask for feedback from patients regarding their experiences of hospital food?

### Response

1. NHS Borders spend on the ingredients for patient meals per day was £3.68 for financial year 2015/16 and £3.66 for financial year 2016/17. This does not include the cost of preparing, cooking and distributing meals.
2. There were no formal complaints received.
3. The percentage of food untouched for financial year to date, end of quarter 2 was 6.45%. Uneaten food is disposed of.
4. NHS Borders are meeting all standards detailed in the Food, Fluid and Nutritional Care for Scotland document as part of the Healthcare Improvement Scotland programme:  
[http://www.healthcareimprovementscotland.org/our\\_work/patient\\_safety/improving\\_nutritional\\_care/nutritional\\_care\\_standards.aspx](http://www.healthcareimprovementscotland.org/our_work/patient_safety/improving_nutritional_care/nutritional_care_standards.aspx)
5. Yes, fresh food is cooked onsite for patients.
6. Patient questionnaires are issued to patients bi-annually to collate information regarding their meal time experience. There is a feedback and complaints section on NHS Borders website where people can comment.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **36-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.