



Ref: FOIA Reference 2021/22-575

Date: 17<sup>th</sup> February 2021

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 27<sup>th</sup> September 2021 requesting information under the Freedom of Information Act (2000) regarding Patient Feeding and Retail Catering. (Former FoI reference 342-2122)

On 28<sup>th</sup> September 2021 we contacted you via email as we required the following clarification: Retail Catering Services / Patient feeding services are you referring to the CEO etc for these services or the entire Trust?  
Q9 & 14, what time frame are you referring to?

On 10<sup>th</sup> February 2022 you replied via email;  
*'With regard to Q9 & 14 this would relate to a normal 12 month period. Ideally it would be pre covid so 2019 figures would probably be best.'*

We advised you via email:

The FOI Act (section 45) we are required to keep open requests that have been paused for two months, this we advised you of when we contacted you for the clarification. Two months had passed so your request was closed.

Therefore this is a new request and your reference number is 575-2122

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I would be grateful if you could provide me under the Freedom of Information Act, details in respect to the contracts below.**

**Retail Catering Services / Patient feeding services**

- 1. The name and contact details for the Chief Executive?**
- 2. The name and contact details for the Director of Finance?**
- 3. The name and contact details for the Director of Estates and Facilities?**
- 4. The name and contact details of the Procurement Director?**

A1 See below:

1. The name and contact details for the Chief Executive – Tracy Bullock\*
2. The name and contact details for the Director of Finance - Mark Oldham\*

3. The name and contact details for the Director of Estates and Facilities - Lorraine Whitehead\*
4. The name and contact details of the Procurement Director - Nathan Joy Johnson\*

All Trust emails are in the following format: [firstname.lastname@uhn.nhs.uk](mailto:firstname.lastname@uhn.nhs.uk)

## Q2 Retail Catering

5. **The name(s) of the company (ies) who currently provides retail catering at the hospital?**
6. **Is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?**
7. **How many of each type of outlet are there e.g. coffee shop, restaurant etc**
8. **When does the contract expire?**
9. **What is the average sales turnover per annum for all the outlets combined?**

A2 See below:

County

County – Nightingales Restaurant – In House – Income £114K 2020/21

County – League of Friends – Charity – Turnover unknown

County – W H Smith – External Retailer – Turnover unknown – 13th September 2023

County – The Patisserie – External Retailer – Turnover unknown – 13th September 2023

RSUH

RSUH – Moment To Restaurant – Sodexo – Turnover unknown.

RSUH - W.H Smith - External Retailer – Turnover unknown.

RSUH – 3 X Costa outlets – Sodexo – Turnover unknown.

RSUH - Subway - Sodexo – Turnover unknown.

RSUH - Fruit stall – External Retailer – Turnover unknown.

RSUH – Royal Voluntary Service – External Retailer – Turnover unknown.

Services are provided to the RSUH site as part of the PFI agreement which commenced in June 2007 and will last for over 30 years.

The length of contract would be between companies and the PFI provider, therefore information not held at the Trust

## Q3 Patient Feeding

10. **Who provides patient feeding within the hospital?**
11. **If this is run in house is the Trust willing to consider outsourcing?**

12. **If outsourced, is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?**
13. **When does the contract expire?**
14. **What is the annual turnover per annum for patient feeding?**

A3 See below:

County – In house Service; would not wish to outsource; no contract expiry, Annual Turnover 2020/21 £737K

Royal Stoke – Sodexo provide catering services for patients on site as part of an IFM. Other services provided are cleaning, portering, security, distribution, pest control, helpdesk and Hard FM services to the PFI.

As the provision for patient feeding is through an IFM contract, the information is not held at the Trust.

The staff are employed by the Trust's PFI partner, services are provided to the RSUH site as part of the PFI agreement which commenced in June 2007 and will last for over 30 years.

#### Q4 Additional Questions

15. **How many beds are there in the hospital? If there is more than one hospital in the Trust, please can you breakdown the number of beds per hospital building?**
16. **How many staff work in each hospital?**
17. **Do you use a framework for catering? If so, which framework do you use?**

**For clarity, the details of the successful and unsuccessful suppliers are kept in the strictest confidence. All these details are only used to help in potentially bidding for these contracts. I would be very grateful if you would provide the details which gives us more information about how the hospital operates.**

A4 See below:

15. I can confirm that the Trust holds information regarding number of beds, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:

<http://www.uhnm.nhs.uk/about-us/regulatory-information/freedom-of-information-publication-scheme/freedom-of-information-disclosure-log/> FOI 057-2122 (April 2021)

16. Staff may work across multiple sites; therefore data given below is for the Trust
  - Headcount as at 31 August 2021 = 11378 (Full Time Equivalent = 9995.42)
17. The provisions used by the County Hospital Catering Department are provided via a number of Framework Contracts which are organised by NHS Supply Chain / the Foodbuy Category Tower.

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

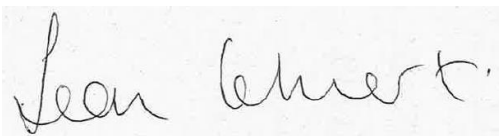
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert  
**Data, Security & Protection Manager**