



Ref: FOIA Reference 2021/22-282

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 31st August 2021

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 20th August 2021 requesting information under the Freedom of Information Act (2000) regarding patient meals.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 The contact details of the individual with responsible within the organisation for the menu choice and the subsequent delivery of food to patients – possibly the catering manager?

A1 See below:
County site = Kevin Holliday: County Catering Manager – kevin.holliday@uhnm.nhs.uk
Royal Stoke Site = Catering services are provided by the Trust's PFI provide and not subject to FOI requests

Q2 What software does the organisation use enabling patients to choose their food and the subsequent delivery of the food to the patient? If no software is used please outline the methodology in place for ensuring the patient receives the correct food at the agreed time?

A2 Saffron Ordering System

Q3 What software does the Trust use to maintain stocks of food ensuring that the patient receives the correct food at the agreed time?

A3 See below:
County site = manual stock system, cook, freeze on site
Royal Stoke site = Catering services are provided by the Trust's PFI provide and not subject to FOI requests

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

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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.

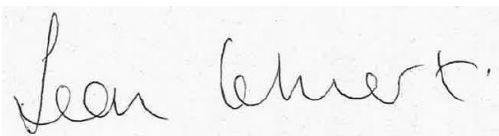
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

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