



Ref: FOIA Reference 2019/20-131

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 3rd July 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 8th June 2019 (received into our office 10th June) requesting information under the Freedom of Information Act (2000) regarding food quality

I can neither confirm nor deny whether some of the information you have requested is held by the Trust in its entirety. This is because the information requested in question 5 is not held centrally, but may be recorded in individual death records. In order to confirm whether this information is held we would therefore have to individually access all individual death records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all individual death records and then extracting relevant information would take longer than the 18 hours allowed for.

In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that your request is shortened to just the remaining questions we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

As of 1st 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 Subject: Food complaints and Listeria

Under the Freedom of Information Act 2000, Please tell me:

1. The Trust's daily cost on food per patient for the financial years:

- **2017**
- **2018**
- **2019**

A1 Please see below:

County	Royal Stoke: Patient "fed" figure includes 2 hot 3 course meals, continental breakfast, 3 snacks and beverages
2017 = £20.38	2017 = £6.41
2018 = £16.33	2018 = £6.62
2019 = This figure is currently being verified and is therefore currently unavailable.	2019 = £6.85

Q2 The total number of food quality complaints reported by patients and/or their families during or after their treatment at your NHS Trust regarding the quality of food provided by the Trust in the financial years:

- 2017
- 2018
- 2019

A2 Please see below: Informal complaints/comments

April 2017 - March 2018 = 9
 April 2018- March 2019 = 2
 April 2019 - as of 19th June 2019 = 0

Q3 Please detail the specific food which has received the most complaints for this financial year only.

A3 Comments are regarding food standard in general.

Q4 Please provide the total number of Listeriosis cases documented which developed because of food provided to them during their treatment at your NHS Trust for the financial years:

- 2017
- 2018
- 2019

A4 UHNM had no Listeriosis cases documented which developed because of food provided to them during their treatment at our NHS Trust for the requested time frames listed above.

Q5 Please tell me the number of deaths caused by malnutrition as the underlying cause or contributing factor for the financial years:

- 2017
- 2018
- 2019

A5 Sections 12 and 14 exemptions as detailed above.

*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.

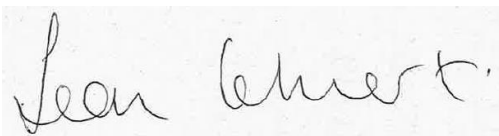
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager