



**Blackpool Teaching
Hospitals**
NHS Foundation Trust

Information Governance Department
Blackpool Victoria Hospital
Whinney Heys Road
Blackpool
Lancashire
FY3 8NR

16/02/2018

Our ref: FOI 02163

Dear Chris Longhurst,

Thank you for your request for information.

Your Request

I would like to know:

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

Our Response

Please see attached document.

The information in this response is provided under the terms of the Open Government Licence. Please see here for more information:

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

The following link is a customer satisfaction survey if you would like to leave feedback:

<http://www.bfwh.nhs.uk/our-services/hospital-services/information-governance/foi-questionnaire/>

If you are dissatisfied with our response to your request for access to information you may ask us to carry out an internal review. You should do this by writing to:

The Information Governance Manager
Blackpool Teaching Hospitals NHS Foundation Trust
Blackpool Victoria Hospital
Whinney Heys Rd
Blackpool
FY3 8NR
Email: bfwh.pso@nhs.net

If you remain unhappy, you may make a complaint to the Information Commissioner's Office.

Yours Sincerely,

Stephen Connor
Freedom of Information Manager