

Does Your Hospital Need To Provide A **Healthy 24/7 Hot Food Service** To Ensure You Satisfy The Staff Health & Wellbeing CQUIN?



Phil Shelley



Musgrove Park Hospital
hot food vending

The Bon Appetit service satisfies the need for 24/7 healthy, hot food options.

Let me explain how my Bon Appetit hot food vending business is helping the NHS. I am Keith Pordum, the UK expert on automated hot food catering, and an associate member of the HCA (Hospital Caterers Association). Bon Appetit are the leading supplier of hot food vending in the UK and we are currently helping over 50 NHS hospitals to meet the challenge of satisfying the mandatory CQUIN for staff health & wellbeing, and so enable them to access their share of the CQUIN incentive fund. The staff health & wellbeing CQUIN requires, inter alia, the provision of a healthy hot food service for doctors & nurses outside of conventional catering hours, particularly night shifts and weekends.

NHS Catering staff certainly appear to appreciate this need for change and at the HCA Forum in Belfast in April a "live survey" took place;

- There was a 94% positive response to this question, which was put to delegates: **'Is there a need for a 24/7 hot food vending service in the NHS?'**
- 64% of delegates also said that staff on night shift are not currently provided with a hot meal.

This is where Bon Appetit's 24/7 hot food vending service can help by satisfying the need and providing a solution. Our service offers staff and visitors a wide range of high quality, healthy and tasty hot food choices with over 50% of our food selections being 'healthier choices'.

The NHS experience is that frequently night staff have no access to healthy, hot food because the hospital canteen or restaurant is closed – one in three NHS Trusts don't offer healthy food options in the evenings. In a recent survey of NHS Trusts in London over 90% of staff that work night shifts said they would like to see this change.

The 50+ hospitals we serve include the Musgrove Park Hospital in Taunton, where Bon Appetit is working successfully with Phil Shelley, Facilities Manager and Ex National Chair of the HCA. Phil comments that: *'Looking after our staff and visitors over a 24 hour period is vital for healthcare, work/life balance and reputation. For too long we have ignored the poor choice on offer through our vending and catering solution, particularly during the evenings, so the CQUIN directive has forced caterers to administer real change in what we offer.'*

Musgrove Park Hospital in Taunton, is a typical hospital site; spread out over a wide area with buildings from different decades. Food choice availability is vital if we are to meet requirements and expectations of our customers and the joint initiative between Musgrove and Bon

Appetit has supplied a catering solution that fits the bill!

This is just the start for Musgrove as we support CQUIN, recognising that the funding available to the Trust helps the catering team to make practical changes, improving the way we work, ensuring that our food choices are balanced and nutritionally identifiable.

The key to the service is the food, where the requirement is for **high quality, healthy, tasty food, which is quick to prepare**. Bon Appetit offer staff and visitors a wide range of high quality, healthy and tasty hot food choices, catering for all dietary needs – **over 50% of our food selections are 'healthier choices'**. Our 'healthier choice' definition satisfies CQUIN requirements in respect of the Reference Intake (RI) amounts of calories, fat, saturates, sugar and salt per 100g of product. The range includes meals such as cottage pie and chicken & lemon risotto, together with hand held products such as paninis and breakfast selections. Full nutritional information is displayed on all packaging. Bon Appetit can provide a CQUIN compliant machine set up where 44% of the food choices are healthier choices. Product development is ongoing and shortly this percentage will exceed 50%.

Bon Appetit provide either a self managed or a fully managed service. The low cost self managed service is the more flexible option used by most of Bon Appetit's NHS clients, as they have staff or caterers who can manage the restocking of the vending machine and ordering of food. The equipment set up of a vending machine, microwave cabinet and microwaves requires little space as the footprint is only 2 metres wide x 1 metre deep. The most popular items take just over 1 minute to heat in the bar code scanner microwaves provided. These special microwaves, which are simple to use, ensure controlled cooking at required temperatures.

We would like to do the same for your hospital, as we have done for Musgrove Park Hospital.

Action: To find out how we can help you please contact **Keith Pordum** by:

Phone - 01293 426686 or 07584631407

Email - keith@hotfoodvending.com

LinkedIn - Keith Pordum

Website - www.hotfoodvending.com/nhs - request our free report 'NHS & Satisfying the Staff Health & Wellbeing CQUIN'.