



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

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



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



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

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, catering for all dietary needs – over 50% of our food selections are 'healthier choices', which satisfies a key NHS requirement for vending machines to currently contain a minimum 33% 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 Great Ormond Street Hospital for Children, where there was the need to provide hot food for visitors and staff outside of the daytime restaurant hours, including a good range of 'healthier choices'. Extending the catering outlets operating hours to provide a 24/7 service was not economically feasible. With the emphasis on controlling costs combined with extending the hours of a healthier choice food service the facilities manager at the time

commented that the new service was 'well received by both visitors and staff, and has satisfied a key need of ours in a most cost effective way.'

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. However, even the low cost of either service can be reduced to zero cost by the financial incentive available by satisfying the staff health & well being CQUIN. In addition, the hospital will obtain an income stream from the profits it makes on the food sales.

We would like to do the same for your hospital, as we do for our flagship hospitals, the Great Ormond Street, John Radcliffe and Wythenshawe hospitals.

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'.

This report is to let you know how the Bon Appetit 24/7 hot food vending service is helping over 50 NHS hospitals to meet the challenge of satisfying the mandatory CQUIN for staff health & wellbeing, and so enable your hospital to access their share of the CQUIN incentive fund.

Does your hospital need to provide a healthy 24/7 hot food service to satisfy the staff health & wellbeing CQUIN?

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.

This is where Bon Appetit's 24/7 hot food vending service provides a solution as we 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'**, which satisfies a key NHS requirement for vending machines to contain a minimum 33% healthier choices.

We can do the same for your hospital, as we do for the Great Ormond Street & John Radcliffe hospitals.

What now follows is the full information you need to assess whether what we offer will satisfy your needs. We explain how our service operates, the benefits, the options available and the costs.

How Bon Appetit's 24/7 hot food vending service can benefit your hospital - the benefits and costs

Savings

Using the Bon Appetit service to provide an out of hours service is very low cost when compared to the provision of a manned canteen service, but even that cost can be reduced to zero by using the service to satisfy the CQUIN for staff health & wellbeing, as funds are available from the financial incentive fund to cover the costs.

24 hour service & Convenience

Frequently, night staff have no access to healthy 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 Bon Appetit service, which is available 24/7, provides the solution.

Healthier Choices combined with Range, Variety and Quality

The key to the service is the food. The demand is for **high quality, healthy, tasty food, which is quick to prepare.** The Bon Appetit menu offers a choice of 44 high quality branded products, with importantly over **50%** of the food selections being **healthier choices.** A 'healthier choice' is defined as a product that can be eaten 3 times a day without exceeding the guideline daily amounts of calories, fat, saturates, sugar or salt. The range includes cottage pie, chicken & lemon risotto and ham & cheese paninis. Many NHS hospitals require their vending offering to display at least 33% healthier choices. Bon Appetit exceed this requirement.

In addition to the 'healthier choices' the menu offers choice and variety and is divided into **Breakfasts**, which includes popular sausage & bacon muffins and sausage & bacon butties, **Snacks**, with offerings such as relish-filled cheeseburgers and spicy potato wedges, and **Handmade Meals**, such as chicken pasta bakes and beef chilli con carne & rice.

Nutritional Information

Nutritional information appears on all packaging. Information about the food, such as sugars, fats, and saturates are displayed in a format that can be understood so everyone knows what is in their food.

Free Tasting

If our service is of interest a free tasting can be arranged for you at the hospital for up to 8 people, at a time and date to suit you. At the tasting staff have the opportunity to sample products from the menu to assess the food for taste, quality and variety. Staff feedback on the tastings regularly provides a satisfaction rate of over 97%.

Food Prices

The hospital decides at what prices to sell the food. Under the self managed service Bon Appetit invoice you for the food ordered at cost price – you retain the sales takings from the machine, which may include any profit mark up you have added to the cost price.

Morale and Productivity

This is an easy one, keeping the energy levels of your staff high means better performance at work and keeping the time they wait for food short means they get the most out of their breaks.

Sustainability

The NHS embraces a food culture that encourages a demand for sustainability. This involves inter alia, limiting food wastage, limiting food miles and recyclable packaging.

Bon Appetit use:

- 1) Frozen food, where the 6 to 12 months shelf life eliminates food wastage.
- 2) UK food suppliers, who use UK sourced food products.
- 3) Packaging that is recyclable.

Saves Space

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 power requirement is only 4 standard wall sockets.

Choice of Full or Self-Management

Bon Appetit provide either a **fully managed** or a **self managed** service. The low cost self managed service is the 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.

Equipment

The typical equipment set up appears below and consists of a Branded Vending Machine, 2 Scanner Microwaves & black metal microwave cabinet, with cutlery tray and a lockable chest storage freezer. An unbranded vending machine can be supplied, if required. Other equipment options are available, with the minimum requirement for the system to operate being a vending machine and microwave.



Costs & Cost Recovery

The typical options range from a cost for the full equipment (as in picture on previous page) of £15/day plus vat, including maintenance, to a cost for the minimum equipment of £8.50/day plus vat, including maintenance. Both of these costs are based on a 3 year lease rental agreement.

These are the costs where the hospital self manages the service. Where it is fully managed by Bon Appetit simply add £5/day plus vat to the self managed costs.

However, even the low cost of either service can be reduced to zero by the financial incentive available by satisfying the staff health and wellbeing CQUIN.

In addition the hospital will obtain an income stream from the profits it makes on the food sales.

The Way Forward

If our service is of interest then contact Bon Appetit (contact details appear on the back cover of this report) to either arrange to meet or organize a free tasting.

Once a decision is made to take the Bon Appetit service the hot food equipment can be delivered and installed in 4 weeks.

NHS & Hospital clients of Bon Appetit's food service include the following:

LONDON

- Great Ormond Street Hospital
- Charing Cross Hospital
- Hammersmith Hospital
- St Bartholomew's Hospital
- St Thomas' Hospital

ELSEWHERE

- John Radcliffe Hospital, Oxford
- Queen Elizabeth Hospital, Birmingham
- Russells Hall Hospital, Dudley
- Queen Alexandra Hospital, Portsmouth
- Whiston Hospital, Liverpool
- William Harvey Hospital, Ashford, Kent
- Wytheshawe Hospital, Manchester

Get in touch!



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