



## **HCA National Leadership & Development Forum 2018**

Thursday 12th - Friday 13th April 2018 - Celtic Manor Resort, Newport



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**Andy Jones**

Forum Secretary 2018



## A very warm welcome to Newport...

**On behalf of the Oxford, Trent and West Midland Branches, I would like to welcome you to the fourth HCA National Leadership & Development Forum, in this very special year for the Hospital Caterers Association – celebrating our 70th Anniversary.**

It doesn't seem a minute since last year's event where we were given the responsibility of hosting the 2018 Forum. The time has gone so quickly and now, here we are in Newport. It makes it even more special that in the 70th Anniversary year, we have our first Tri-Branch forum!

It has been a tremendously exciting, challenging and fulfilling task for the Forum Management Team to design a programme that will help address the many challenges we face as the debate continues around the future of the NHS and of course the impact and ramifications that Brexit may bring, but we will, as always, rise to the challenge and deliver our service with pride and set the agenda for the future.

The title Delivering Today, Enhancing Tomorrow was chosen for several reasons. Firstly, we have to keep looking forward, embracing and leading change.

The NHS has not changed in the last 12 months. We are still being asked to do more for less and we have adapted to ensure that we are delivering a quality, cost effective service which enhances patient care and ensures that health and wellbeing of staff is at the fore. Politicians, advisors and some media are ever ready to attack the current provision of the NHS and if we are to deliver positive progress, then working collectively is critical.

More than ever before, we must embed collaborative working in our ethos. This has helped raise the profile of the Association, and the work we all do in respect of 'the Last 9 Yards'; the 'Power of 3/more'; implementing change to improve patient safety and enhance the whole experience; raising the standards of nutrition and hydration and promoting the importance of good nutritious food as one of the best forms of medicine in the patient care and recovery process is at the heart of our ability to leverage improvements and support for what we do. Not only is food necessary for life but it is also a source of great pleasure.

The biggest challenge for the NHS is to deliver the changes needed to achieve the efficiency and productivity improvements required by 2020. This means we have to transform our health and social care system to make sure we can continue to enhance and deliver world-class services.

We must invest in training for our teams and give them the tools to ensure they deliver what is required,

but above all to ensure we nurture and retain them - they are the future not just of the NHS but of the HCA. We have to ensure that the HCA drives the agenda today, tomorrow and in the future.

As Members we need to ensure that we continue this work under the guidance of our current National Chair, Stewart McKenzie. An active and vocal Membership is a strong Membership and I am delighted that so many of you have taken time away from your work to attend the Forum to hear from other Members and our speakers.

If this is your first time attending our Forum, then a very warm welcome to you. Welcome also to any non-members including our overseas visitors, who have come to hear about the work of the HCA. I hope you benefit from your experience and take the next step in coming into Membership so that you, too, can help make a difference to healthcare catering.

Our Forum Facilitator this year is Roy Lilley, someone you all know well. We asked Roy to facilitate our Forum following the excellent feedback from last year. Roy will bring his unique passion and insight, as well as challenging us to continue to deliver today and ensure we're focussed on enhancing tomorrow.

We have a great line-up of speakers this year who will share their views and ideas on collaborative working, embedding food as medicine and how this can assist us all in achieving greater change. Hopefully, they will provide you with some new ideas to take back to your workplace.

When you're not attending the sessions, please take time to visit the exhibition and talk to our trade colleagues. No other exhibition in the UK offers the opportunity to talk to so many healthcare catering suppliers who will be demonstrating their latest products and technologies.

Please also ensure you visit and support the inaugural Live Cookery Theatre where on Thursday we will have the HCA Hospital Chefs' Team winners from hotelympia cooking and serving their winning dishes and then on Friday Dr Rupy Aujla will demo from his new cookbook following his presentation..

We will be presenting the Annual HCA Awards during the President's Dinner on Thursday evening and holding a Charity Raffle for our two nominated charities, Alex Lewis Trust and Sepsis UK. And on Friday night, we will celebrate with a Music over 70 years - themed Branch dinner with plenty of entertainment.

I hope you have a great Forum and I look forward to meeting you all.

## FORUM PROGRAMME

### Wednesday 11th April 2018

**19.30 Informal BBQ Dinner** – Roof Top Terrace

### Thursday 12th April 2018

**08.00 Registration opens** – Caernarfon Foyer, Level C1

**08.30 Exhibition opens** – Exhibition Hall, Level C

**11.00 – 11.30 Opening of the Forum** – Caernarfon Suite, Level C1

**Roy Lilley** – Forum Facilitator

**The Rt Hon Lord Hunt of Kings Heath PC, OBE** – HCA President

**The Right Worshipful Mayor of Newport,**

**Councillor David Fouweather**

#### **11.30 – 12.00 Thursday keynote address**

**Jonathan Ashworth MP**, Shadow Secretary of State for Health  
Jonathan Ashworth MP will be visiting Nottingham University Hospital in the week of the Forum to see firsthand the work of hospital caterers and support staff and will be addressing delegates with a Labour Party commitment to NHS Catering and food to open the Forum.

#### **12.00 – 12.45 The Patient's View**

**Amy Frounks**, NHS England Children and young people rehabilitation working group

**Ann Johnson**

In this session we hear from two patients, one at each end of the age spectrum and with very different requirements, on the importance of hospital food as part of the patient's hospital experience.

#### **12.45 – 14.00 Lunch and exhibition viewing**

Exhibition Hall, Level C

#### **14.00 – 14.15 Update to BDA Digest**

**Maxine Cartz**, Registered Dietitian, Medirest (Compass Group UK & Ireland)

**Lauren Bowen** - Registered Dietitian ISS Healthcare

Maxine and Lauren will give delegates an overview of the recent update to the BDA Digest in this bitesize session.

#### **14.15 – 15.00 Food is the Best Medicine**

**Dr Michael Dixon**, Chair, Royal College of Medicine

As a passionate advocate of the principle that food is as important to a patient's recovery as the medical care they receive, Dr Michael Dixon will show how hospital caterers and clinicians can work together to improve patient care.

#### **15.00 – 16.00**

**Afternoon tea and exhibition viewing** – Exhibition Hall, Level C

#### **16.00 – 16.30 The Power of Three – a case study**

**Nicola Strawther**, Chief Dietetic Technician, Nottingham University Hospital NHS Trust

**Chris Neale**, Head of Catering, Nottingham University Hospital NHS Trust

**Ann Marie Riley**, Deputy Chief Nurse, Nottingham University Hospital NHS Trust

Nottingham University Hospital NHS Trust are a great example of catering teams, dietitians and clinicians working together to improve a patient's time in their care with initiatives such as ending "PJ paralysis" and working on a memory menu for those living with dementia.

#### **16.30 – 17.15 Change Management**

**Juliette Yardley**

Changes in the workplace are inevitable from updates to working practices to restructures of departments and teams. In this session, Juliette will offer delegates the tools they need on how to handle change yourself and manage your team through a period of change.

#### **18.30 VIP drinks reception** – Caernarfon Foyer, Level C1

#### **19.00 Drinks reception** – Caernarfon Foyer, Level C1

#### **19.45 President's Dinner including the HCA Awards**

Caernarfon Suite, Level C1

#### **SLIDO QUESTION AND POLLING PLATFORM**

For the first time at the 2018 Forum we will be using 'Slido' for posting questions and for polling the delegates.

The system is very simple, using your laptop, smartphone or tablet follow these instructions:

- Open your browser and type in slido.com
- Where it says 'enter code here' type in HCAFORUM18
- You will have 2 tabs:
  - Questions where you can ask a question and it will appear on the Forum Chairs Ipad
  - Polls – which we will use during the course of the event. We will prompt you when they will appear.

Please don't worry if these instructions aren't clear we will explain more when the forum goes in to session.



## Friday 13th April 2018

**08.00 Registration opens** – Caernarfon Foyer, Level C1

**08.30 Exhibition opens** – Exhibition Hall, Level C

**09.15 – 10.00 AGM** (members only) – Caernarfon Suite, Level C1

**10.00 – 10.30 Coffee break and exhibition viewing** – Exhibition Hall, Level C

**10.30 – 10.35 Forum day two opens** – Caernarfon Suite, Level C1  
**Roy Lilley** - Forum Facilitator

### **10.35 – 11.05 Friday keynote address – Enhancing Tomorrow**

**Shirley Cramer CBE**, Chief Executive, Royal Society for Public Health

Shirley will present on the important role of Public Health for the NHS and the role caterers can play in getting the right messages to patients, staff and the wider community our hospitals serve.

### **11.05 – 12.00 Future challenges – Panel session**

**Darren Byford**, YPO

**Paul Freeston**, apetito

**Julian Fris**, Neller Davis

**Alistair Sandall**, Institute of Hospitality

With Brexit looming and the uncertainty this is bringing to our industry, we will be holding a panel session to cover key issues facing hospital caterers including rising food costs, potential labour shortages and the impact of the apprenticeship levy and delivering the right service level agreements where delegates will have the opportunity to hear from and pose questions to panel members.

### **12.00 – 12.45 Culinary medicine**

**Dr Rupy Aujla**

The importance of nutrition in a patient's care is overlooked in current medical training. Following success in the US, Dr Rupy Aujla is working with medical schools in the UK to incorporate both nutrition training and practical cooking sessions into the curriculum which can only work towards clinicians seeing the importance of food as part of a patient's hospital experience.

**12.45 – 14.15 Lunch and exhibition viewing** – Exhibition Hall, Level C

**13.00 Following on from his Forum session, Dr Rupy Aujla** will demonstrate some of his dishes in the exhibition live theatre area, Level C

**13.30** Presentation of stand prizes – Live demo area, Level C

### **14.15 – 14.30 Chair's update on Training, recruitment and apprenticeships**

**Stewart McKenzie**, Chair, Hospital Caterers Association

Training, recruitment and apprenticeships are set to be the focus of the current HCA Chair's tenure – hear from Stewart on why these issues are so important to hospital caterers.

### **14.30 – 15.15 Last 9 Yards - The four nation's approach**

England – **Amanda Cartmill**, CQUIN

Scotland – **Robert McLaughlin**, Person centred care

Northern Ireland – **Tony O'Hara**, the last 12 months

Wales – **David Wismann**, Model Ward project update

Each of the four nations will be represented in this session as we hear about examples of good practice on the all-important 'Last 9 Yards' initiatives in improving a patient's hospital experience.

### **15.15 – 16.15 Get The CLANGERS Habit And Save The NHS!!**

**Dr Phil Hammond**

The daily habits of healthy, happy people are easy to say but harder to do. Hear from Dr Phil Hammond on how to achieve your daily CLANGERS, and help others to do theirs. Changes in lifestyle are far more powerful than any drug we have to offer: Connect - Learn - (be) Active - Notice - Give back - Eat Well Relax - Sleep

### **16.15 – 16.30**

Official forum close and handover to **Peter Jones**, HCA FMT 2019 secretary, Wales Branch

**19.00 Branch dinner drinks reception** – Caernarfon Foyer, Level C1

**19.45 Branch dinner** – Caernarfon Suite, Level C1



## FORUM FACILITATOR



### Roy Lilley

Roy Lilley started his first enterprise from scratch, built it to a multi-million pound turnover and sold it to management and partners in 1989. He is now an established, independent health policy analyst, writer, broadcaster and commentator on health and social issues. Previously, a Visiting Fellow at the Management School, Imperial College London and formerly at the Centre for Health Services Management at the University of Nottingham, he also provides consultancy to NHS organisations and the companies that provide products and services to the health service.

He was the vice-chairman of West Surrey and North East Hampshire Health Authority and formerly a member of Surrey Heath Borough Council holding the position of Mayor in 1988/89. Between 1991 and 1995, Roy was the chairman of the Homewood NHS Trust, Chertsey Surrey, a first wave Trust with responsibility for People with a Learning Disability and Mental Health problems.

Roy was a founder member of the NHS Trust Federation and held the positions of Chairman of the Supplies and Purchasing Standing Committee and Chairmanship of the Standing Committee on HR Issues. He has been a member of the NHS Steering Group on women's issues and a member of the NHS Training Executive's Group on training Boards and Non-Executive Directors.

In 2015 Roy founded the Academy of Fabulous Stuff – a non-profit organisation dedicated to sharing all the fabulous things about the NHS. The Academy works as a collaboration to ensure best practice examples, great ideas and service solutions are available to all.

## SPEAKER PROFILES



### Jonathan Ashworth MP

Jonathan Ashworth was elected Member of Parliament for Leicester South at a by-election in May 2011.

In October 2016, Jonathan was appointed Shadow Secretary of State for Health, by Jeremy Corbyn, having previously served as Shadow Minister without Portfolio. Jonathan was also in Ed Miliband's Frontbench Team as Shadow Cabinet Office Minister from October 2013.

Before becoming an MP Jonathan worked in the Treasury as a special advisor to Gordon Brown when he was Chancellor, and continued to work for Gordon Brown when he became Prime Minister.

He and his wife have two daughters and live in Stoneygate, Leicester. Jonathan completed the London Marathon in April 2017, raising money for the National Association for Children of Alcoholics (NACOA).



### Amy Frounks

#Hellomynameis Amy. Amy is a 20 year old psychology student at University of Reading who is committed to being part of the change within public health. Engaging and volunteering in participation or advisory roles within health care has been embedded in Amy's life since early adolescence when she became a regular service user. This has led to Amy representing Children and Young People's voices at both local and national levels through a variety of different roles. She often finds herself speaking about rehabilitation, mental health, communication, the variety of transitions, inpatient and young adult experience



### **Ann Johnson**

Ann is a trained nurse and was a lecturer in nursing at the University of Manchester before her retirement.

Ann was diagnosed with Alzheimer's disease in 2005 when she was 52. She now travels the country speaking about Alzheimer's disease and is an ambassador for Alzheimer's Society. Ann was awarded MBE in 2013 and given an honorary doctorate from Bolton University in 2012.



### **Maxine Cartz**

Registered Dietitian Medirest

Maxine became a Registered Dietitian in 1984 and worked clinically in hospitals and general practice. Since 1994, she has focused her attention to improving hospital food; working with caterers and dietitians on initiatives including 'Better Hospital Food'.

Maxine works for Medirest, the healthcare sector of Compass Group UK and Ireland and has overall responsibility for their dietetic service ensuring appropriate nutritional standards for patient menus and therapeutic diets are achieved.

In 2012 Maxine led the working group that wrote the British Dietetic Association Nutrition and Hydration Digest. Maxine also assisted on the recently published 2nd edition. She has written several articles, delivered lectures to student dietitians and champions good hospital food.



### **Lauren Bowen BSc PGDipDiet RD**

Head of Patient Catering  
ISS Facility Services Healthcare

Lauren is a Registered Dietitian who has worked in food services for over 20 years both in New Zealand and the UK. She is responsible for the overall patient catering service delivered by ISS Facility Services to over 40 NHS hospitals. Lauren is a strong promoter of the Power of 3 relationship knowing from experience that the key to delivering excellence in nutrition and hydration for the patient is by combining and balancing our expertise in nursing, science and food. Lauren is a member of the HCA and the Food Services Specialist Group of the BDA. She has co-authored various industry guidelines including "The Nutrition and Hydration Digest".



### **Dr Michael Dixon LVO, OBE**

Michael has held numerous national leadership roles including the first Chair of NHS Alliance (1998-2016), President of NHS Clinical Commissioners and as a leader within the GP/clinical commissioning movement.

He is currently Chair of the College of Medicine, National Clinical lead for Social Prescription (NHS England), Senior Partner at The Culm Valley Integrated Centre for Health and Medical Advisor to HRH The Prince of Wales.

He is Visiting Professor at University College London and the University of Westminster, a Senior Fellow in Public Policy (University of Birmingham) and an Honorary Senior Fellow Lecturer (Peninsula Medical School Exeter).



### **Nicola Strawther**

Chief Dietetic Technician  
Nottingham University Hospitals NHS Trust

After graduating from catering college and working in various chef roles, Nicola began her career in the NHS as a diet chef in 1999 at King's Mill Hospital. During the next 10 years she gained valuable experience in roles within Catering and Dietetics and in 2009 moved into

## SPEAKER PROFILES

her current role at NUH. For Nicola this is a perfect combination of her passions for food and the health benefits associated with good nutrition and hydration, whilst being able to work closely with colleagues in catering and nursing. Nicola has been instrumental in so many great projects all of which help to promote nutrition and hydration locally and at a national level and ultimately improve the service and needs of patients.

In 2016 Nicola was appointed as Vice Chair of the HCA Trent branch and more recently in 2017 has taken on a new role supporting the delivery of a revised Service Level Agreement; providing in-reach services to Nottinghamshire Healthcare Trust at the Lings Bar hospital site. Using knowledge, skills and experience gained from the last 19 years in the NHS, Nicola is supporting the team in working towards the required national standards.



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### **Chris Neale**

Head of Catering  
Nottingham University Hospital NHS Trust

Having just completed his 25th work anniversary in the NHS, Chris is an experienced catering manager.

Chris's career started in the hotel industry before taking an opportunity to join the NHS, starting as a basic grade chef working in the traditional cook serve kitchen. Chris moved into the role of head chef before taking up his first management position in the Hospital's Patient Hotel. Six years later and Chris made the move back to the main patient catering area as Catering Production Manager. For the last three years Chris has led the department as the Head of Service.

During this time Chris has had several successes in improving patient catering and developing the team and service provision for NUH. Chris is passionate about using local produce and was instrumental in NUH being the first acute hospital in the country to gain the Soil Association Food for Life Bronze Award and not long after was again the first to be awarded the Gold level. More recently Chris is a member of the team that has designed the memory menu initiative at NUH which involves and keeps patients at the core of what we do at NUH, along with showing how strong the Power of Three can really be.



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### **Ann-Marie Riley**

Deputy Chief Nurse  
Nottingham University Hospitals NHS Trust

Ann-Marie Riley is a registered general nurse who has a background in intensive care nursing, both general and speciality including major injuries, cardiac and burns.

She has held a range of leadership roles including matron for trauma and orthopaedics, Head Nurse across a wide range of specialities and senior project nurse for safe staffing.

She is currently the Deputy Chief Nurse at Nottingham University Hospitals where she has a key role supporting both the Chief Nurse, and the Chief Operating Officer, in ensuring the delivery of high quality nursing care, safe patient flow and delivery of key quality indicators.

She has a passion in utilising data to support both the review and continual improvement of nursing care delivery. She has supported the development of a range of IT solutions to support staff including a safe staffing app, flu app, nursing dashboard and electronic documentation. She is one of four individuals driving the hugely successful #endpjp paralysis campaign – a social movement which is growing both nationally and internationally.



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### **Juliette Yardley**

Behavioural Change Specialist

With an academic background in psychology and over 20 years experience within the field



of applied positive psychology in the workplace, Juliette looks at the source of each person's ability to thrive and develop their own ability to take positive control of choices, actions and behaviours.

She is passionate about creating a sustainable, behavioural shift amongst the workforce that builds resilience, develops emotionally intelligent environments and enables people to work to their signature strengths.



### **Shirley Cramer CBE**

Chief Executive  
Royal Society for Public Health

Shirley has been the CEO of the RSPH, a multi-disciplinary public health organization since 2013. RSPH works across the UK and internationally to improve and protect the public's health and wellbeing.

She chairs 'People in UK Public Health', a cross government committee which advises on the future of the workforce for the public's health and she is Vice Chair of the Public Health System Group in England. Prior to this she has been a chief executive in education charities in both the USA and UK and for over a decade she was the chief executive of Dyslexia Action, the leading independent provider of services for individuals with dyslexia and other specific learning disabilities in the UK.

She is currently chair of think tank, British Future, a trustee of Alzheimer's Research UK and serves on the Global Advisory Board for the Robert Wood Johnson Foundation in the USA. She is a Commissioner on the RSA Food, Farming and Countryside Commission due to report in 2019. She was formerly a non-executive for Rainbow Babies and Children's Hospital in Cleveland, Ohio and a national council member of the Learning and Skills Council in England. Her first degree was in Applied Social Studies (BA, CQSW) and she gained her MSc in Social Administration from Columbia University in New York. She has authored numerous journal articles and spoken on national and international platforms on health and wellbeing. She received her CBE in 2009 for services to education.



### **Darren Byford**

Business Manager for Food  
YPO

Darren Byford is the business manager for food at YPO and has worked in the public sector for over 30 years. He carries a wealth of experience in customer development roles and the procurement of food and facilities management having worked closely with schools, academies, care and local government catering teams.

Darren understands the unique procurement challenges the sector faces and YPO's aim is to provide customers with choice and a simple, legally compliant route to market for everything within the food and FM marketplace.



### **Paul Freeston**

Chairman & CEO  
apetito UK & Canada

Paul is Chairman & CEO of apetito UK & Canada – the UK's leading producer of prepared foods for the health and social care sector. He has led apetito UK for over 18 years and pioneered the development and implementation of apetito's vision of "making a real difference" to the many older and vulnerable people they serve; and of building an ethical and sustainable business. He was one of the founders of the Malnutrition Task Force where he remains a Board Member and is also a Director of the Food & Drink Federation.

## SPEAKER PROFILES



### **Julian Fris**

Neller Davies

Julian has built an impressive track record in catering and facilities management and in 2005 he founded Neller Davies. As Business Director for Marriott/Sodexo he doubled the divisional turnover in two years through a mix of innovative bids and hands-on implementation in the healthcare sector.

For the BBC he was Head of Catering responsible for the total food service and hygiene activities across all UK sites feeding nearly 50,000 people (direct and contract staff) in 500 sites. The brief also included Location and Event catering and Corporate Entertainment. He introduced retail brands, such as Costa, WH Smiths, Tesco and Starbucks onto the BBC's White City Estate. He also spearheaded fair trade procurement and oversaw £15m investment into new and refurbished catering facilities in London, Cardiff, Bristol, Birmingham and Manchester.

With Neller Davies he has managed a diverse range of projects which includes FM and Catering strategy and outsourcing projects for Bart's Health, Imperial College Healthcare, Royal Liverpool and Broadgreen University Hospitals, Royal Marsden, Western Sussex and other NHS Trusts. He also works with Freshfields, HSBC, Citi Group, NHS, ASDA, UK Government and Threadneedle along with hospitality improvement programmes with international resort hotels and stakeholder engagement programmes with public and private sector clients in the UK, Europe and the Americas.

Julian was a finalist in BIFM Awards for Consultant of the Year, is a member of IoH, IoD, BIFM, Hospitality Action and HCA and is a graduate in Facilities & Hospitality Management.



### **Alistair Sandall FIH**

Head of Professional Development  
Institute of Hospitality

Alistair Sandall has been Head of Professional Development at Institute of Hospitality since June 2017 having previously worked as a general manager with MacDonald Hotels & Resorts, Thistle Hotels, and Hanover International Hotels and Clubs for over twenty years. He also spent three years with Southern Sun Hotels in South Africa and joined AA Hotel & Hospitality Services in 2006 and was ultimately Commercial Manager.

He continued to inspect hotels and restaurants for a period of over 11 years as well as heading up the training and consultancy division and looked after key client relationships. He took the HCIMA Final Membership qualification at Ealing Technical College as his route into the hospitality industry and has been a member of the Institute of Hospitality throughout his career. He is well-versed in the range of professional development resources he manages, and brings the necessary experience to develop the industry's next generation of managers and leaders. Hospitality and quality are in Alistair's DNA.



### **Dr Rupy Aujla**

Dr Rupy Aujla is the NHS GP who started 'The Doctor's Kitchen', a project to inspire patients about the beauty of food and the medicinal effects of eating well. He creates delicious recipes and talks about the amazing clinical research behind the ingredients he uses on YouTube, Instagram and his blog.

In his role as clinical adviser to the Royal College of GP's, he has big aspirations to bring the concept of 'Culinary Medicine' to the profession globally and he has a cookbook published with Harper Collins called, "The Doctor's Kitchen".

He says: "As a doctor, I see the effects of poor dietary and lifestyle choices every day. I got so many questions about nutrition whilst working as a general practitioner that I plucked up the courage to get behind a camera and literally show my patients how to get phenomenal ingredients onto their plate. I'm just a straight talking doctor giving healthy eating inspiration!"



### Stewart McKenzie FIH

Stewart has more than 35 years' experience in the NHS. He joined the service in 1982 where he worked his way up the ranks within the NHS and a contract catering company. Following a number of years working as Chef and Head Chef he developed his leadership skills and management knowledge, completing HCIMA qualifications and a Food Hygiene Diploma on the way to his first management post in 1990, when he became Assistant Catering Manager within Greater Glasgow Health Board.

Following a successful three year period he secured the post of Catering Services Manager within the board, in 1995 he moved into a more senior role, when appointed to the new Trusts Area Catering Manager position.

Board reorganisation in 1997 saw his role become more diverse, when he was appointed to the post of Operations Manager responsible for Soft FM services, supporting 1800 beds in five hospitals and 40 community premises across the Glasgow area. Initially on a steep learning curve he remained in this post for ten years, responsible for improving service standards across all support services, business and strategic planning, overseeing hospital closures, service rationalisations and new build projects.

In 2007 he was appointed within the board's Facilities Directorate to the Senior Management role of Site Facilities Manager, N/E and Renfrewshire Partnerships Sector, and in 2017 he assumed the extended role of Sector Facilities Manager.

An active member of the West of Scotland branch since the mid nineties he became the branch council rep in 2012 before becoming national vice chair in 2015 and National Chair in 2017. He is an ardent supporter of the benefits of membership and association objectives. Stewart is a focussed leader with an eye for detail who is passionate about patient centred care and believes in the ethos of the NHS.



### Amanda Cartmill

Facilities Manager  
Mid Cheshire Hospital Foundation Trust

Amanda has worked in the NHS since 1980, starting her career as Diet Chef at Parkside Mental Hospital in Macclesfield, a 1,200-bedded hospital, and worked in various positions and hospitals gaining qualifications on route. She qualified as a member of HCIMA in 1992 and in 1997 became a member of the Chartered Institute of Environmental Health.

Amanda briefly left the National Health Service in 1997 to work for East Cheshire Council in school meals where she was Operations Manager for East Cheshire with the responsibility for 90 Primary and ten High Schools.

Mandy returned to the NHS in 2003 as Assistant Catering Manager and she is now Facilities Manager for Mid Cheshire Hospital Foundation Trust. Her current position is at 500-bedded Leighton Hospital. Mandy says one of the biggest challenges is trying to ensure that patients' comments are valued, so she introduced a 'Patient Comment Box' on the Trust Patient Menu. Every day these menus with the patients' comments and feedback arrive on Mandy's desk and she ensures she reads and records them all, both the positive and negative.

Amanda has been a Member of the Hospital Caterers Association for more than 12 years, holding the positions of Branch Chairman, Council Representative and Branch Secretary and she has been a finalist, twice, for the Caterer of the Year. Amanda is presently Branch Chairman for Merseyside and North Wales Branch. And as if that isn't enough, she is also the Editor of the Hospital Caterer.

Amanda works with the trust and suppliers to ensure compliance with CQUINS, she audits external suppliers to the trust to ensure that they also comply to the CQUIN standard on behalf of the trust, she will give an insight into how this has impacted on revenue and how the introduction of Healthy eating is working in her hospital.

## SPEAKER PROFILES



### **Robert McLaughlin**

Catering & Production Services Manager  
Ayrshire & Arran Health Board based at University Hospital Crosshouse

Robert is responsible for the catering and production services in both areas comprising of five hospital sites including the development of patient and retail catering.

Robert first joined the NHS in 1976 as a trainee chef with Greater Glasgow Health, progressing to work in the private sector with the Reo Stakis chain for a couple of seasons as a Chef de Partie. Robert then managed a pub and lounge/restaurant in the West End of Glasgow.

Robert then rejoined the NHS in 1987 again with Greater Glasgow Health Board and moved to NHS Ayrshire & Arran in 1989 working in Crosshouse as Assistant Head Chef, becoming Catering Manager at Ayrshire Central Hospital in 2006.

Robert then experienced project work in the development and construction of a new kitchen and dining room in the development of the Ayrshire Central Site as an Adult Mental Health & Rehabilitation Hospital increasing in size from 150 bedded units to a new 266 bed hospital.

Robert designed and commissioned the first high street style cafe named Bramble Cafe in Ayrshire & Arran incorporating freshly ground barista coffee. This was opened in May 2016 at Woodland View Unit part of the North Ayrshire Central Hospital and has been so successful that a second Bramble café has opened in the South area of Ayrshire & Arran Health Board.

Robert Joined the HCA to network and gain experience from the members from all over the United Kingdom to ensure that future plans for hospital catering and improving patient nutrition are paramount as well as having an opportunity to share information with other caterers.

At a local level Robert has served as Council Rep, Branch Treasurer and for the past five years has been Chairman of the West of Scotland Branch.



### **Tony O'Hara**

Senior Manager, Patient Experience  
South Eastern Health and Social Care Trust

Tony has over 32 years NHS catering experience. After completing his formal training at the Northern Ireland Hotel and Catering College in Portrush and commenced his employment as a Holiday Relief Cook.

Throughout his career he has held many posts and worked between Hospital Catering and Community Hotel Service roles, including training and development officer, Supervisor, Asst Support Services Manager and Support Services manager – Catering.

During this time Tony took advantage of the training opportunities the Health Service provided which led to obtaining a Post Grad Diploma in Health and Social Services Management and a Masters in Public Administration.

Tony recently changed Health Trusts and is now a Senior Manager Patient Experience and Head of Services for a range of departments such as domestic, portering and chaplaincy services on the Trust Hospital sites and Catering and Domestic services in all community facilities, this is a demanding role which he enjoys greatly – no two days are ever the same.

Tony is service-driven to ensure patients and residents receive the best possible service and that their experience enhances their hospital stay, sits on Regional Groups and promotes the Hospital Caterers work at every opportunity. Tony has been branch secretary to the Northern Ireland Branch for the last couple of years.

Tony embraces change management, is methodical in his approach to life and promotes staff and user involvement in delivering / shaping services.

## SPEAKER PROFILES



### David Wismann

Assistant Team Manager  
Cardiff & Vale ULHB

David started in the NHS as an apprentice chef with the then South Glamorgan Health Authority, gaining his City and Guilds 706/1 and 706/2 and basic hygiene qualifications, working across all departments from pot wash right through to the pastry section.

After the three years apprenticeship, he became a chef at St David's Hospital in Cardiff and then at the University Hospital of Wales in 1990, while here David undertook the trials of a new ward based catering service following the decision to introduce cook freeze.

In 2000, David gained promotion to assistant head chef at the Central Production Unit and also undertook his advanced Hygiene for Management and Train the Trainer qualifications which enabled him to undertake all food safety training for catering staff and nursing staff within the trust. He also found time to enter the salon culinaire with the Wales Branch HCA and was lucky enough to win gold medals for his bread.

He gained promotion to assistant CPU Manager and then following a restructure in 2010, was given the position of assistant catering and restaurant services manager at Llandough Hospital. In 2015, David moved into Housekeeping and ward based catering to gain further knowledge as an Assistant Team Manager and has just passed his ILM 3 in Facilities Management. David is currently studying for a qualification to become an NVQ assessor.

David joined the Wales Branch HCA and became active member and Branch Secretary. He has been involved in various groups including the setting up of the nutrition and hydration standards for Wales.



### Dr Phil Hammond

Phil is 'one of the most entertainingly subversive people on the planet', according to The Guardian. A practising GP better known as a comedy writer, author and broadcaster, he offers a considered view of the NHS and health in conferences.

With strong views on the National Health Service, Phil is possibly the only comic to be called before a public enquiry. It was he who first investigated the care given to children undergoing heart operations at the Bristol Royal Infirmary. He co-authored a Private Eye special investigation, exposing the treatment of NHS whistleblowers, which triggered an early day motion in Parliament. He remains an active campaigner on issues from NHS management and strategy to individual wellbeing and the misrepresentation of health issues in the media.

As well as writing and his doctoring duties, Phil stood in the Bristol West constituency as the 'Struck Off and Die Doctors Alliance' candidate, in the 1992 general election. He polled eighty seven votes. Since then, he has also toured the country with his one-man shows including 59 Minutes to Save the NHS and Games to play with Your Doctor.

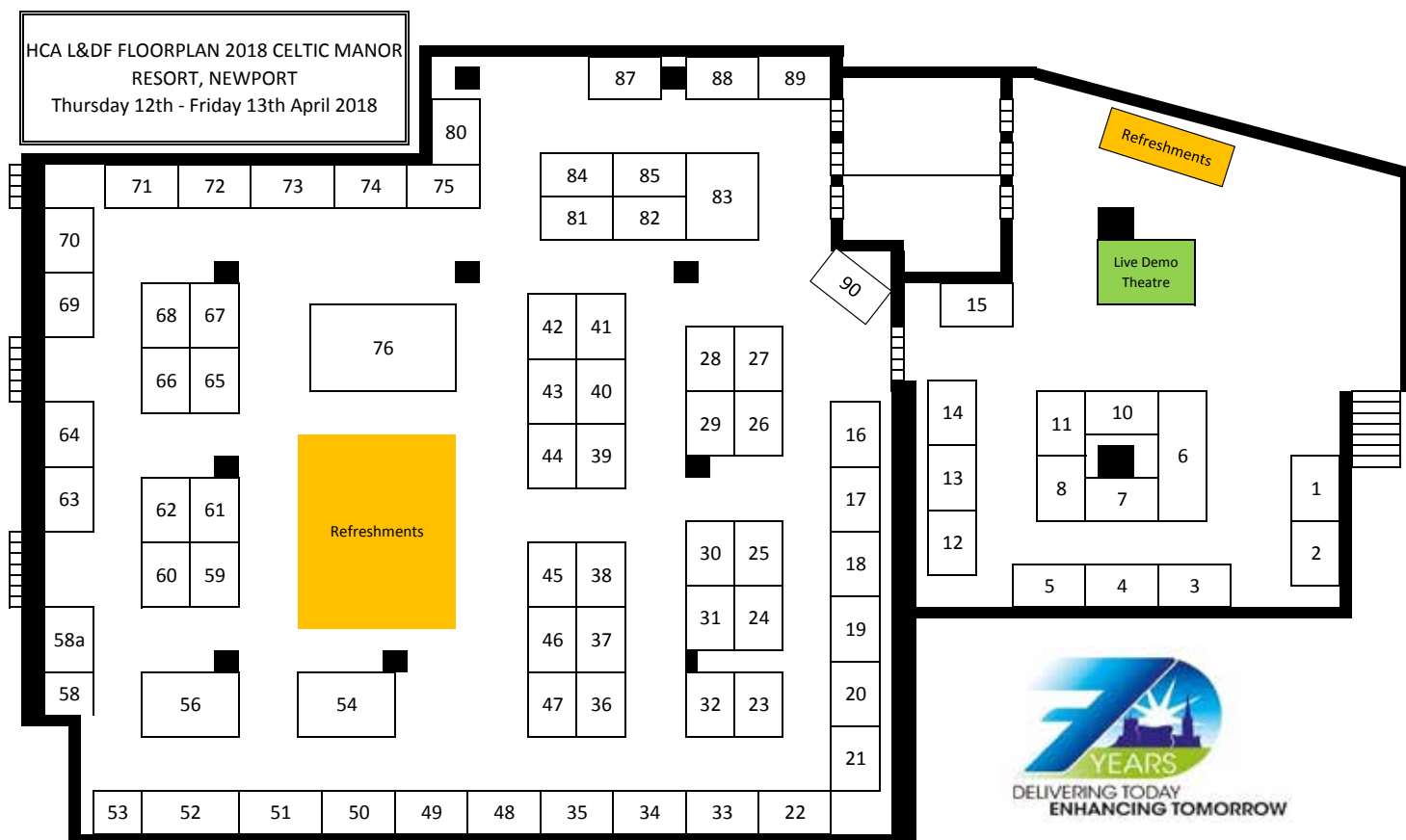
Phil's numerous TV appearances include Have I Got News for You, Countdown, Question Time, The One Show, plus his own series Trust Me, I'm a Doctor and Scream - A History of Anaesthetics. He co-wrote the BBC sitcom Doctors and Nurses and penned the Radio 4 series Polyoaks. In print, Phil is Private Eye's medical correspondent, under the pseudonym MD, and has regularly writes for the Guardian and Telegraph. His books include Staying Alive - How to Survive the NHS, What doctors really think..., Trust Me I'm a Doctor and Medicine Balls.



Roy Lilley	@RoyLilley	Darren Byford	@darrenbyford
Jonathan Ashworth MP	@JonAshworth	Paul Freeston	@PaulF_apetito
Amy Frounks	@AmyFrounks	Julian Fris	@julianfris
Maxine Cartz	@BDA_FoodServ	Alistair Sandall	@IoH_Online @AlistairSandall
Lauren Bowen	@BDA_dietitians	Dr Rupy Aujla	@doctors_kitchen
Nicola Strawther	@nicolastrawther	Stewart McKenzie	@SMCKFIH
Chris Neale	@ChrisNe20554365	David Wismann	@hotwhizz
Ann-Marie Riley	@AnnMarieRiley10	Robert McLaughlin	@RobertmclMc
Juliette Yardley	@julietteyardley	Dr Phil Hammond	@drphilhammond
Shirley Cramer CBE	@ShirleyCramer28	Follow the Forum on #HCA2018 @HCAForum18	



## HCA 2018 FLOORPLAN



Company	Stand	Company	Stand	Company	Stand
Adelie Foods	88	Inhouse Manager Ltd	47	ScanBox (UK & Ireland) Ltd	64
Alliance National Ltd	52	JDE Professional	89	Seabrook Crisps	90
Anglia Crown	56	Kitchequip	42	Selecta UK Ltd	70
apetito <b>HS</b>	76	Kraft Heinz	31	Socamel	67
Aunt Bessie's Ltd	21	M&J Seafood	71	Spearmark Health	53
Beechdean Dairies Ltd	33	Maidaid Halcyon Ltd	72	Stephens Catering Equipment	56
BGL Rieber	74	Major International Ltd	85	Swan Retail Ltd	8
Bidfood	26	McCain Foods GB Ltd	29	Tchibo Coffee International Ltd	58a
BioStore Ltd	19	Meiko UK Ltd	48	The Fry's Family Food Co	68
Bosse Interspace	60	Middleton Food Products Ltd	23	The Good Food Chain Ltd <b>HS</b>	46
Brakes	43	MKN UK	28	The Punjab Kitchen	14
Bridge Valley Group	1	Nestlé Breakfast Cereals	16	The Welsh Sausage Co Ltd	80
Britvic Soft Drinks Ltd	40	NH Case Limited	38	The Wicked Cake Company	13
Burlodge Ltd <b>HS</b>	44	NHS Supply Chain	35	Thermo-Box	58
Burts Potato Chips Limited	73	Norseland Ltd	32	Tiffin Sandwiches Ltd	24
ChefQuip Ltd	63	Nourisher Food & Drinks Ltd	7	Tillery Valley Foods Ltd	83
Cott Beverages	12	Nurishment Brands – Grace Foods UK	87	UFIT (Lacka Foods Ltd)	4
Datasym UK Ltd	61	On a Roll Sandwich Company Limited	41	Unilever Food Solutions	36
Dietary Foods Ltd – Sweet'n'Low	20	pladis	82	Vit Hit	3
Diversey	6	Premier Foods <b>HS</b>	45	Weetabix Ltd	25
E&R Moffat Ltd	27	Prima Foods	84	Welbilt UK Ltd	15
Electrolux Professional	66	Purity Soft Drinks Ltd (Juiceburst)	18	Williams Refrigeration	34
ETI Ltd	69	Quorn Foods	17	Willowbrook Fine Foods	5
Foster Refrigerator	49	Radnor Hills Mineral Water Company	37	Winterhalter Ltd	51
Fretwell-Downing Hospitality	39	Rational UK Ltd	10	Yearsley Frozen Foods	62
Handmade Speciality Products Ltd	75	Real Wrap Co	2	Yeo Valley Farms (Production) Ltd	30
Harfield Tableware	81	Refreshment Systems <b>HS</b>	54	Zenith Hygiene Group	50
Harrogate Spring Water	11	Reynolds	22		
Hobart UK	59	RH Hall Foodservice Solutions <b>HS</b>	65		

**HS** = HEADLINE SPONSOR

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### Academy of FAB NHS Stuff

33 Cavendish Square, London W1G 0PW

0203 790 9491

[www.fabnhsstuff.net](http://www.fabnhsstuff.net)

A website developed to share all that's great within the NHS and the people who work within it! Share your stories and read about others.

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### Food Allergy Aware & Middleton Foods

249 Fair Oak Road, Bishopstoke, Hampshire  
SO50 8JU

Tel: 07732637292

Web: [www.fatc.co.uk/services](http://www.fatc.co.uk/services)

Representative: Caroline Benjamin, Director  
Food Allergy Aware is the training, educational & consultancy business in the food service industry for food allergies, intolerance's & special diets. See us on the Middleton Foods Stand 23

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### Hospital Caterers Association Forum 2019

Meet the Forum team and find out more about next year's HCA Leadership & Development Forum 11th - 12th April 2019 Celtic Manor Resort  
[www.hcaforum.co.uk](http://www.hcaforum.co.uk)

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### Hospital Food and Service Magazine

H2O Publishing, 4th Floor Joynes House, New Road, Gravesend, DA11 0AJ

E: [info@h2opublishing.co.uk](mailto:info@h2opublishing.co.uk)

T: 0345 500 6008

Published bi-monthly, Hospital Food + Service magazine is dedicated to foodservice excellence across the entire healthcare sector including the NHS, private hospitals and hospices across the UK. The magazine provides editorial covering the latest news and developments on issues relating to patient, workforce and visitor feeding.

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### Meals&more

c/o Brakes, Enterprise House, Eureka Business Park Ashford Kent TN25 4AG

Tel: 01233 206000

Web: [www.brake.co.uk](http://www.brake.co.uk)

Representative: Cathy Amos, Sector development and marketing manager

Meals&more is a charitable programme driven by Brakes and its suppliers to support holiday clubs for children across the UK.

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### NHS Packaging Initiative

Represented by Alistair Yoxall

E: [a.yoxall@shu.ac.uk](mailto:a.yoxall@shu.ac.uk)

In 2015 the ISO 17480, Packaging – Accessible design – Ease of opening, was launched to aid manufacturers, brand owners, designers and others to produce packaging that better met the needs of consumers and in particular older consumers. A taskforce works with the HCA and the NHS to implement the testing process into the packaging food purchasing supply chain.

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### Soil Association/Food for Life

Soil Association, South Plaza, Marlborough Street Bristol BS1 3NX

Tel: 0117 9142424

Web: [www.soilassociation.org/certification/catering/sectors/hospitals/](http://www.soilassociation.org/certification/catering/sectors/hospitals/)

Representative: Adrian Roper, Food for Life Development Manager

FFLSH provides a framework to show food meets the standard required for this nationally recognised award alongside the FFL Hospital Network showcasing best practise.

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### Sugarsmart

Development House, 56-64 Leonard Street, London EC2A 4LT

T 0207 065 0902

E: [vera@sustainweb.org](mailto:vera@sustainweb.org)

W: [sugarsmartuk.org](http://sugarsmartuk.org)

Representative – Vera Zakharov - Sustainable Food Cities Campaign Officer

SUGAR SMART is a campaign run by Jamie Oliver and Sustain. We help local authorities, organisations, workplaces and individuals to reduce the amount of sugar we all consume. Anyone can pledge to become SUGAR SMART – from councils and schools to restaurants, hospitals and independent companies.

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### WRAP

Second Floor, Blenheim Court, 19 George Street, Banbury, Oxon OX16 5BH

Tel: 07809 092897

Web: <http://www.wrapcymru.org.uk/health-sector>

Representative: Hugh Jones, Programme Area Manager

WRAP's vision is a world in which resources are used sustainably.

## LIVE DEMONSTRATION THEATRE – EXHIBITION FOYER

**1pm - Thursday 12th April 2018**  
**HCA Hot Cookery Competition winners**  
**Jamie Bolam and Mark Seales,**  
Freeman Hospital

On Thursday 8th March, the closing day of Hotelympia 2018, Mark Seales and Jamie Bolam from Freeman Hospital, Newcastle upon Tyne took home the winner's trophy, Silver best in class, for the Hospital Caterers Association Hot Cookery Competition, sponsored by Hobart Cooking Solutions and The Worshipful Company of Cooks.

Their winning menu comprised of a Balsamic glazed chicken leg and smoked bacon liver bon bon with a spicy puy lentil casserole as the main course, and a white chocolate and berry custard tart for the dessert. Visit the Live Demonstration Theatre in the exhibition theatre to see James and Mark cook their winning dishes.



**1pm - Friday 13th April 2018**  
**Dr Rupy Aujla**

The first cohort of doctors are currently working through their medical degree curriculum which, for the first time, features nutrition and practical cooking.

Dr Rupy Aujla has been at the forefront of making this happen and will be demonstrating two of the dishes from the course in this demonstration session – spaghetti with lentils and banana muffins. Come along and sample the dishes for yourself.





## Branch Challenge proves to be exactly that!

70 kilometres, wild horses, aggressive geese, counting bridges, calf injuries and a lot of mud is a brief summary of the two days spent following the Derby Nomad Way, a circular walk that winds its way around the city on the edge of the Peak District.

Early on the morning of Saturday March 24th a group of intrepid hikers from the tri branches met to tackle 70km over 2 days to raise money for Sepsis UK and the Alex Lewis Trust and to recognise the 70th anniversaries of the NHS and our own association.

Nicola Strawther led the way ably supported by Craig's Holland and Smith, Andy Jones, Alan Boughtflower, Emma Wilson, Andrew Carter, Liz Hawkshaw and Helen Westwood. Also joining the group were Roger Kellow of Hobart and his wife Hilary and Andrew Archer from the forum organisers Dewberry Redpoint and his wife Lucy. And not forgetting the most important member of the team, Allan Gimson who drove them around and provided immeasurable support and encouragement (as well as vast amounts of chocolate!) along the entire route.

Most of the walkers are at the forum over the next couple of days so do grab them and they'll regale you with the odd anecdote and amusing story, but suffice to say after around 16 hours of walking the challenge was completed.

There's still time to donate to the chosen charities – to make your pledge visit:

<https://www.justgiving.com/teams/HCAchallenge70>



...and the final **triumphant steps**

## YOUR FORUM MANAGEMENT TEAM



### **Andy Jones** Forum secretary

Andy has been a stalwart of patient catering for over 30 years joining the National Trainees chefs scheme in 1981; he joined the HCA in 1984.

Andy's mantra is to "treat every patient as if he or she is a member of your own family",

Andy also follows Arsenal ("yes, I go on a lot!!") and does the occasional bit of Boxing!

A very proud Past Chair of the HCA, Current Chair of PS100 Group, FAB Ambassador and Regional Coordinator, Love British food National Committee member

Andy sits on numerous government and industry bodies/taskforces and is always willing to speak out and ensure caterers are heard and listened to - ensuring the Public Sector sets the agenda at a national level.



### **Alan Boughtflower**

Senior Hotel Services Manager with Avon

& Wiltshire Mental Health Partnership NHS Trust, in post for 9 years.

Alan started work in the NHS in 1975 as a chef and moved onto the NHS Training scheme for catering managers, and can recall many happy hours spent at David Saloman's House near Tunbridge Wells. He has spent most of his career working in healthcare and enjoys meeting and working with people delivering the comprehensive range of services in the NHS.

Outside of work Alan enjoys cycling, walking and the odd glass or two of red wine!



### **Allan Gimson**

Allan started work in the NHS in 1964 as a kitchen porter, working his way up to Trust Catering Advisor before his retirement in 2014. A long serving member of the HCA, Allan is the Council Representative for Trent Branch. He was awarded the Outstanding Service Award in 2011.



### **Craig Holland**

Central Production Manager, Heart Of England NHS Foundation Trust

Craig started as trainee chef in the NHS in 2000 and moved in and out of the NHS until 2007 when he joined as a catering manager. At present Craig manages the catering for a large CPU providing food for 1700 patients a day. Craig has been an active member of the HCA since 2007.

Outside of work Craig enjoys cycling - and Kung Fu!



### **Lynn Johnson**

Lynn enjoys working with catering professionals, developing innovative new products which encourage independent eating and drinking and increased nutrition and hydration for the elderly and people with limited mobility. Passionate about the environment, a new range of reusable Eco To Go packaging to combat food and drink take-out waste is being launched. Lynn is an Eco Warrior!





### **Roger Kellow**

Roger has worked for Hobart UK for 28 years. He is the Government Account Manager, responsibility for the companies UK Public Sector Sales for warewashing and food preparation equipment. He is a past Chairman of the National Association of Care Catering, and a committed associate member of the HCA, and could be one of the few people who does not have a Facebook account!



### **Craig Smith**

Since joining the HCA Central Branch in 1979, Craig was the Branch Secretary of Oxford for many years before becoming the Editor of the Journal. With his love of good food and cooking he was part of the menu planning group reflecting ingredients from the three regions.



### **Nicola Strawther**

Chief Dietetic Technician at Nottingham University hospital NHS trust and currently Vice Chair of the HCA Trent region.

After graduating from catering college and working in various chef roles, Nicola began her career in the NHS as a diet chef in 1999 at King's Mill Hospital. During the next 10 years she gained valuable experience in roles within Catering and Dietetics and in 2009 moved into her current role at Nottingham university hospital.

Swimming is her "thing" Nicola enjoys doing to unwind, along with running when old injuries allow.



### **Mark Taylor**

Mark works as a Customer Controller for the Foodservice Division of Premier Foods, one of the UK's largest food manufacturers with specific responsibility for Health & Social Care. He is passionate about ensuring patients, care home residents, staff & visitors are given nutritionally balanced and healthy meals and is actively involved with the HCA, LACA, and TUCO and is Regional Chair for London & the South East for the NACC.

Mark loves a good Gin & Tonic :-)



### **Emma Wilson**

Head of Catering  
Sheffield Teaching Hospitals NHS Foundation Trust

Leading, through dedicated teams, the delivery of in house catering services across 6 sites as well as having corporate responsibilities within Hotel Services. With 30 years experience in specialist and acute settings, achievements have been recognised both locally and nationally in recent years. Lemon drizzle cake's Emma's fix!



## HCA National Leadership & Development Forum 2018

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