

Healthcare Catering Statement for HCA forum April 2019

Firstly may I express my deep disappointment and regret for not being able to be there in person today.

Having recently secured the position of Director of Estates and Facilities for both NHS England and Improvement, I wanted to illustrate our commitment to the provision of quality services which support excellent patient care. Soft facilities management within the NHS plays an essential role in the recovery of patients and quality food provision for patients, staff and visitors is at the forefront of enabling this journey.

Over the last two years we have ensured that this topic is high on the agenda, as such we created and then successfully recruited Emma Brookes as our Head of Soft FM Strategy and Operations. Emma is an experienced Soft FM professional with more than 20 years of operational experience within both the public and private side of provision of services into the NHS.

Over this time, we have worked with a number of organisations to review their catering provision and continue to support the NHS in its bid to provide services that are fit for the future. This we felt was further ratified in the LTP, with a specific mention to patient and visitor food standards.

We are currently reviewing the PLACE program as one of the core measurements of food provision to ensure that it remains up to date and fit for purpose and continues to reflect the service from the perspective of the patient, we plan to roll out the new standards/ criteria early in 2020.

We have also picked up on the foundations laid by the Hospital Food Panel in 2014 to commission a new Healthcare Food Standards and Strategy Group who have been in operation since July 2018. The group who has not only membership from the HCA but also a wide range of stakeholders from the NHS are currently working on producing the new National Standards for Healthcare Food: Patient, Staff and Visitor.

The new standards will encompass current and future targets around all aspects of healthcare feeding including procurement and waste, giving organisations tools and methods for achieving quality food provision. We have witnessed first-hand examples of exemplary practice in all aspects of food and beverage provision and these case studies will be included to help organisations to see excellence in practice and ensure that all organisations see food as a medicine and that staff provision is conducive with promoting a healthy workforce.

The new standards are due to be launched in September 2019 and will be the start of a new program designed to ensure the quality and nutritional value of food served within our healthcare establishments

In addition we will continue to enhance our data platform (The Model Hospital) to assist in driving up standards at scale and ensuring that the E&F community is able to learn from others, enhancing innovative technologies and practices to delivery best in class system wide provision.

I trust the 2 days are a success and I would be only too happy to arrange a meeting with some of your key members to ensure all that we do is reflective of your core objectives and thinking.

Once again I am sorry not to be there

Kind Regards

Simon