

Ref FOI17 089
Date 22 March 2017

Dear Sir/Madam

Request for information under the Freedom of Information Act 2000

Please find below/attached the Isle of Wight NHS Trust's response to your request.

1. For the most recent two financial years (14/15) and (15/16) please state what the cost of providing food to patients was at your trust per patient per day?

Year 14/15 - £3.77 Year 15/16 £4.23

2. If you have a figure please state what percentage of food in the most recent financial year (15/16) was returned untouched by patients?

Percentage of untouched meals 4.99%

3. If you have an outside caterer that is responsible for supplying food to the Trust, please state the name of the company and how much it was paid by the Trust in (15/16)?

In house Service

4. In the 2016 calendar year please state how many complaints you logged relating to the provision of on-site food and give brief details of the nature of those complaints.

1 logged with PALS with a number of issues surrounding their stay in st Marys the complainant felt the menu did not meet their relatives dietary requirements. This was resolved with a phone call to the relatives family .

4 complaints written on menus returned to the department issues with portion sizes. It is the departments policy to liaise directly with the patient with any concerns that have been raised and to resolve the issue as soon as possible.

5. What is the trust's policy on healthy eating?

The Isle of Wight NHS work within the principles of The Department of Health's compliance with Hospital Food Standards in the NHS. We have also achieved a bronze accreditation for Food Life Catering Mark and work within the guidelines set out within the British Dietetic Association

The Isle of Wight NHS Trust came into existence on 1 April 2012 and does not hold information prior to this date. If you require information prior to this date, please contact the Department of Health.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

Freedom of Information Team