



NUH Memory Menu

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POWER OF 4 AT Nottingham University Hospitals NHS Trust



Context

- Good nutrition and hydration is a fundamental part of patient care. Providing food with the correct nutrients that people will enjoy eating has an important role to play in supporting recovery from illness or surgery. Food is medicine but also has a huge impact on our health and emotional wellbeing.
- Nottingham University Hospitals serves 1,800 meals each day to patients on wards and these are created using fresh local ingredients.
- Making sure patients are well nourished is an important part of a patient's recovery and can also help to prevent losing mobility and independence which is important to help patients get home sooner.
- The NUH Memory Menu was a new innovative way of working in designing a hospital menu with and for our patients at NUH. The Trust's vision puts our patients at the forefront of our decision making, which was a key driver for the Memory Menu initiative.

Opportunities

- Strong Patient Public Involvement systems within the Trust.
- Excellent working relationships between catering and our Patient Partnership Group (PPG) who were already actively involved in menu development.

Challenges

- Food is medicine
- Providing a menu with popular nostalgic meals that would encourage all patients to tuck in and help with their recovery.
- Helping patients with dementia eat well.



Engaging and Championing our Patients and Public

- Led by our Patient Partnership Group
- Used a variety of engagement tools and techniques including Social Media, Twitter, Surveys, Radio and Engagement at local Community Events
- Engaged with inpatients/outpatients, local communities including BAME, Carers, Learning Disability and The Deaf Society



Katie Moore RN @Katie... · 10/10/2018
Supporting Carers and collecting more suggestions from Carers for #NUHmemorymenu today @AnnMarieRiley10 @CarersTrustEM @ChrisNe20554365



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Ann-Marie Riley RN @A... · 18/12/2018
Thank you so much @BAMEsharedgove1 @A5Chivinge for supporting the #nuhmemorymenu update. You collected 362 different dish suggestions for us to consider! ⭐



Chief Nurse NUH and 5 others

This month we are once again asking patients to put forward their favourite dishes as part of the next leg of the initiative.

To get involved and share your memory menu suggestion and favourite dish email ann-marie.riley@nuh.nhs.uk or on social media using the hashtag #nuhmemorymenu



Impact and Results

- Raised the profile and the importance and benefits of engaging with Patients and Public and working with the local Community
- Lots of feedback from a range of different sources
- Patients Menu designed by the Patients.
- 50% of dishes suggested were already on the current Menu.
- Recipes Developed, Analysed & Presented to Stakeholders
- 60% of Ingredients are Locally Sourced
- New Menu was launched and included in the Trust Nutrition Strategy
- Positive Patient Feedback - Picker, PLACE and friends and family results have all improved with positive comments
- The development of the Memory Menu Logo using the grown in Nottingham words gives a sense of pride and meaning
- Improvement in communication between ward teams and catering
- Finger food/easy to eat menu developed



Feedback

“There is a variety of meat on offer at the hospital, I’ve had braised steak, lamb, pork and gammon – it is great that they have options available for everyone.”

“One of my favourite meals is jacket potato, cheese and beans - I order it every time I’m out and this is one of my favourites so it is great that this is on the menu here”

“Some of the items on the menu – such as the chocolate sponge pudding remind me of when I was at school as a young girl it was one of my favourite meals.”

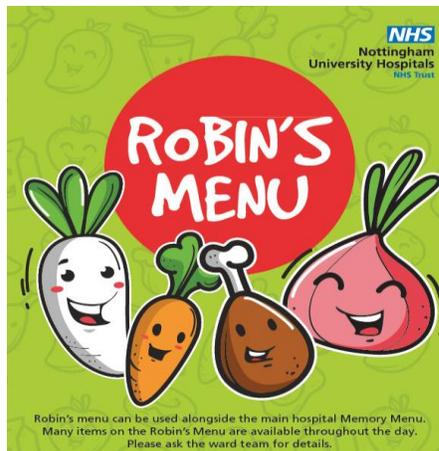
“I also enjoy the jam sponge and diabetic custard – as you cater to the needs of patients.”

“Each morning there is a selection of continental foods so that you can really pick what you fancy. It’s great that staff ask you before meal time service so you don’t have to make your choice first thing in the morning, you can decide depending on how you feel during the day. There are physical menus on the website but I like to see how I feel during the day.”

NUH said: “The Memory Menu is designed by patients for patients and I am passionate about the work we have done here since launching as you can see it really makes a difference to helping promote better recovery for patients.”

Further development

- Monthly food tasting group so we can continue to adapt and improve
- Development of a new Childrens and Young Persons menu
- Currently re-launched back out to the public
- NUH Memory Menu initiative can be used and adapted easily into other areas and Trusts



Some comments received from patients: "I Love Roast Beef & Yorkshire Pudding With all The Trimmings - It's One of My Family Favourites."





POWER OF 3
then became the
POWER OF 4
Patients, Caterers,
Dietitians, Nurses