

Norfolk and Norwich University Hospital

Patient Dining Experience



Patient Experience Network
March 2017
Jason Kong, General Manager



Serco is a service delivery specialist

Healthcare services around the world

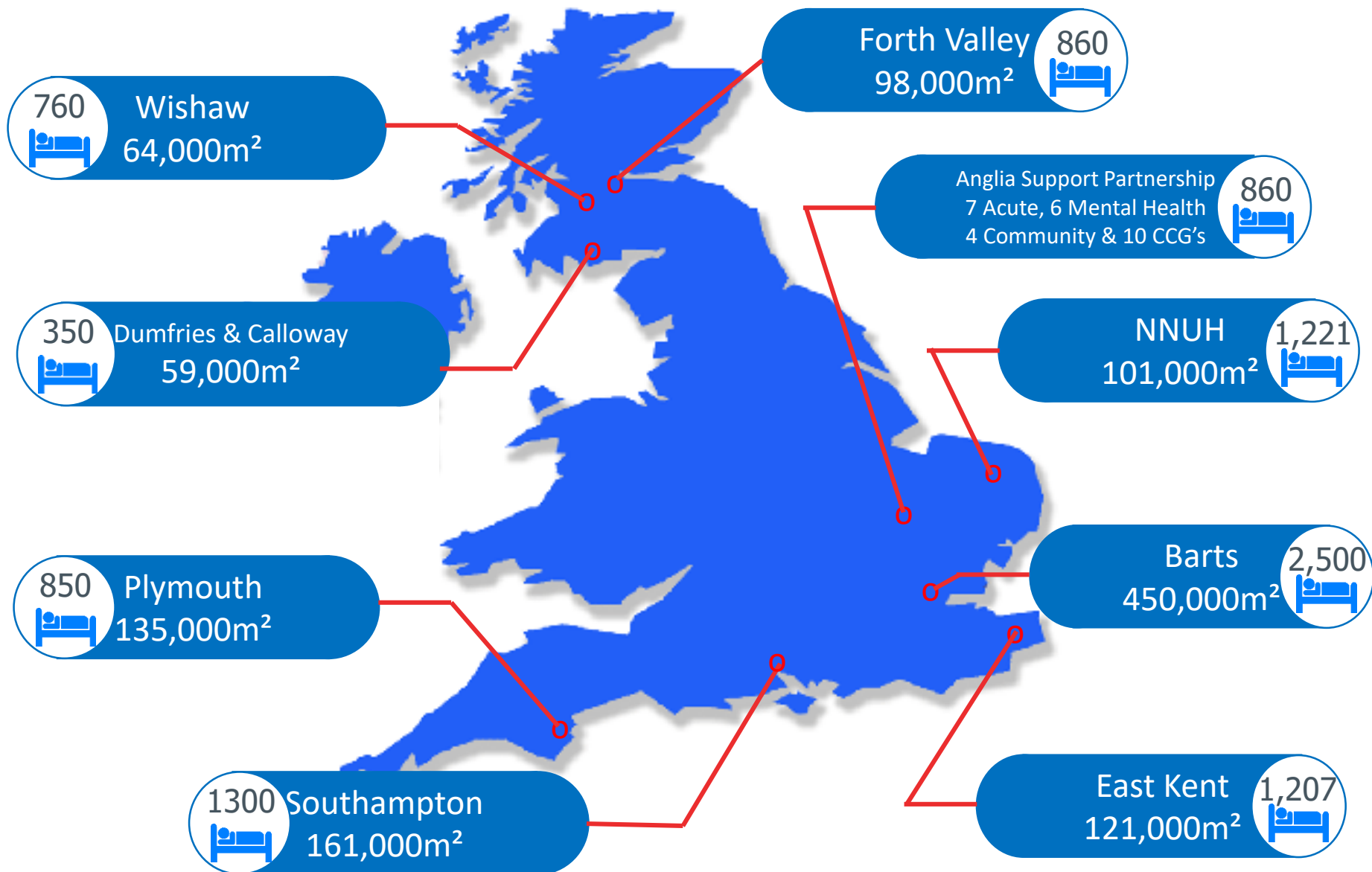
- UK, Australia, Hong Kong and the Middle East

With expertise in:

- Facilities Management
- Service Design
- Effective cleaning regimes case management & digital technology/automation



Serco Health in UK



NNUH - Community

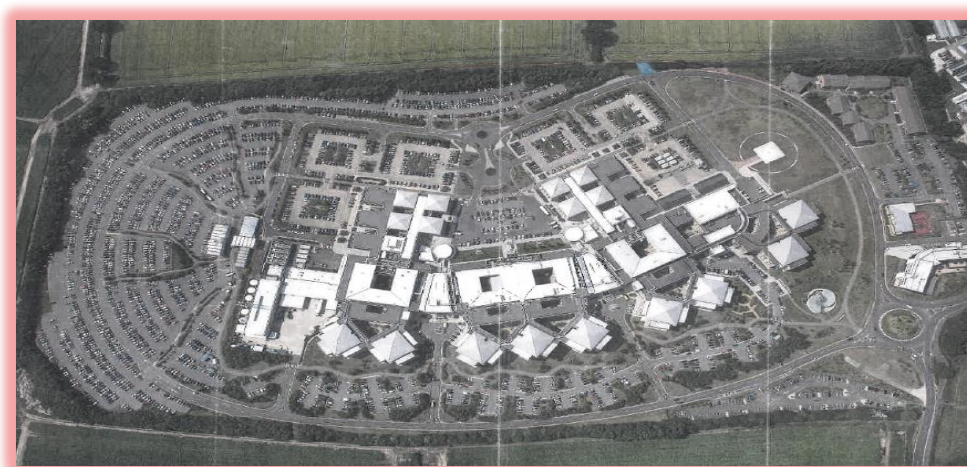
The population we serve is predominantly the people of Norfolk and north Suffolk, although some patients are referred from further afield especially to access specialist services available at this Trust.



- Cancer Care
- Radiotherapy
- Orthopaedic
- Plastic Surgery
- Rheumatology
- Children's Medicine and Surgery

Norfolk and Norwich University Hospitals NHS Foundation Trust

- Norfolk and Norwich University Hospital
- Cromer and District Hospital
- Multiple Healthcare sites across Norwich



Nearly 1 Million

120,421 Emergency

752,864 Outpatient

90,486 Inpatients

19,672 Day Patients

1,221 Bed Hospital

125 Caterers

*2015/2016 figures

Patient Journey

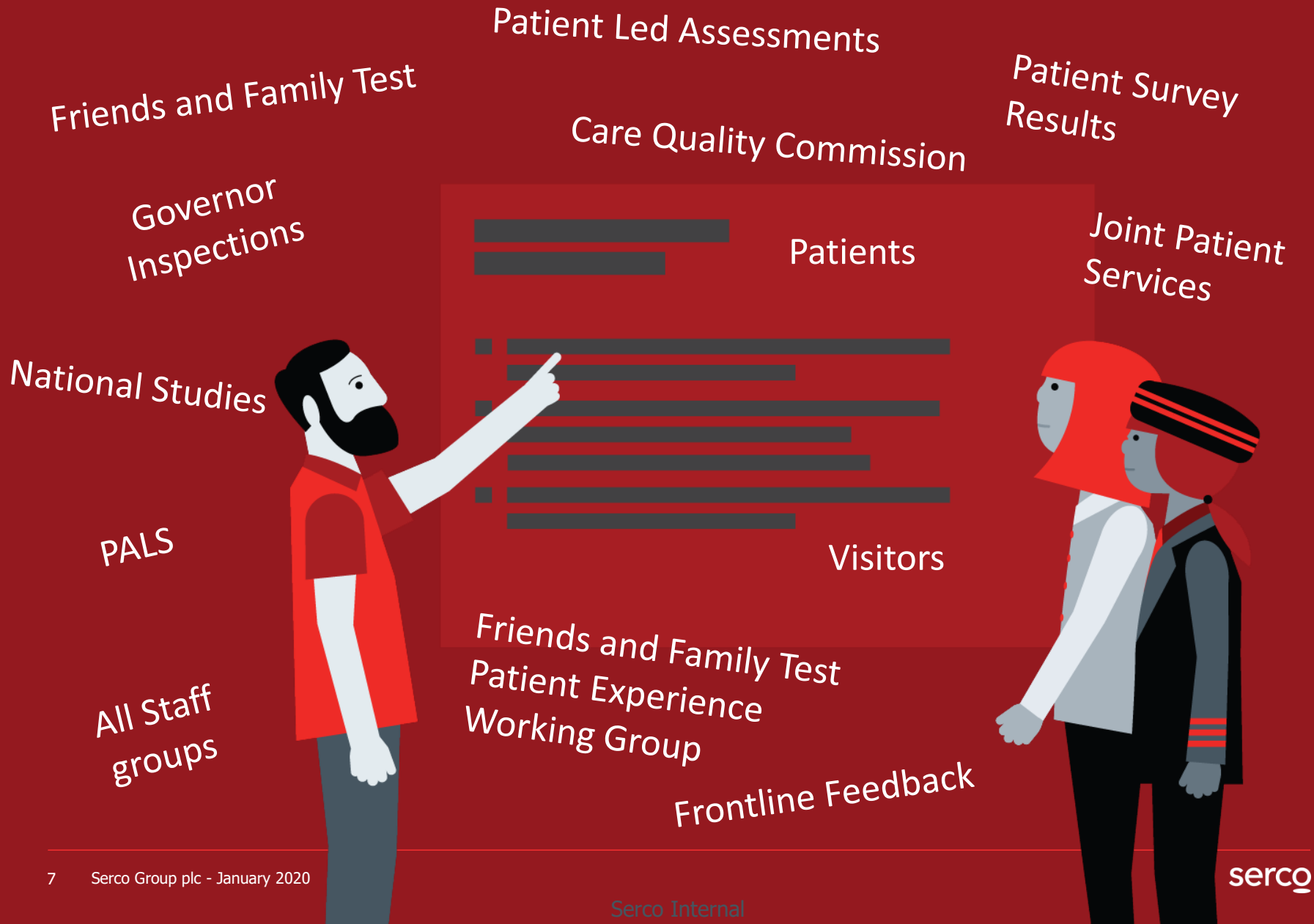
Delivering better healthcare and improving patient outcomes

Working together

- Improve experience
- Demonstrate improvements to patient recovery and experience
- Help in releasing time to care
- Explore the radical, no limits



Patient Experience – 'Food, a common ground'



What our patients said

Can I have
dinner
later?

Food is
bland

Menu is
repetitive

Protected meal time
means I cant see
family at meal times

Why don't
you add
salt?

Is there
anywhere else I
can go and eat?

There is no
where for family
to have dinner
with me

Do you have
more choice?

Enhancing the Patient Experience

Delivering better healthcare and improving patient outcomes

What if?

- How can we create a more patient centred meal experience?
- How can we be more dynamic?
- What could we do to aid recovery?
- Ultimately why cant some patients dine in our restaurant?
- What if we can encourage friends and family to join them?

Sponsorship

- Clinical lead
- Dietetic & SALT
- Local Norfolk Chef
- Regional Director Serco
- Director of Nursing

Patient Experience

Delivering better healthcare and improving patient outcomes

Why?

- Food and Food Service Plays a key role in the patients opinion of the Healthcare environment they visit
- Choice of eating at the restaurant or being served their meal in the ward

Supporting Recovery

- Experience and research suggests Mobility, Sociability, Friends and family experience and atmosphere plays a huge role in patient recovery
- By providing a meal experience within a restaurant setting for patients we can positively impact these factors

Key Components

Delivering better healthcare and improving patient outcomes

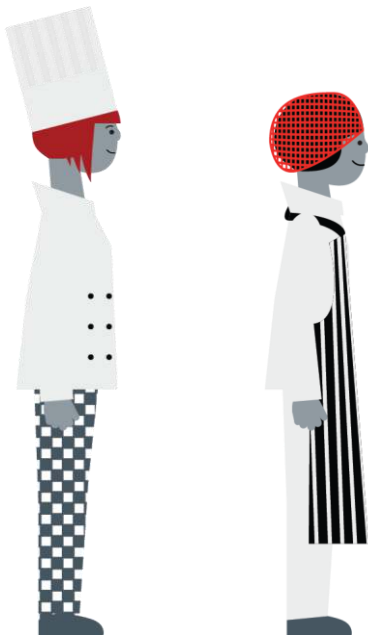
- **Full Sponsorship from Executive level**
- **Menu design**

Head Chef, Catering Lead, & Local Norfolk Chef

- Addresses patient feedback
- Comply with Food Standards Report
- Approved by Chief Dietetic Services Manager

- **Trust Safe Assessment for Patients**
- **Pilot Areas (3months)**

- Maternity Services
- Selected surgical and medical inpatient departments which provide a broad patient demographic



Food scheme welcome

Love it or hate it, hospital food is an integral part of a patient's healing process. And patients at the N&N will undoubtedly benefit from a new scheme which will give them much more freedom. Those deemed fit enough to leave their beds will be able to get vouchers for their meals, meaning they can get outside the confines of a ward.

NEWS

Patients to tuck in to pioneering hospital scheme

The way that hospital food is being served is being given a radical makeover at the Norfolk and Norwich University Hospital.

Eligible patients are being given the opportunity to eat their meals away from their bedside with friends and family.

In one of the first schemes of its kind in the country, patients who are well enough to leave their beds will be able to order meal vouchers which they can take to the NNUH's restaurant to exchange for a daily choice of three hot meals, desserts, and tea and coffee.

Friends and family will be encouraged to join patients as they dine and will receive a 10pc discount on their bill.

The move is part of a Serco Initiative designed to treat patients holis-

Stacia Briggs

stacia.briggs@archant.co.uk

tically and is in partnership with Norfolk chef Richard Hughes.

"Our plan at the hospital has always been to raise the quality of the food, make people's time here as enjoyable as possible, promote local suppliers and provide some really great meals at what I think is the most important restaurant in the county," Mr Hughes said.

"Good food is as essential as the treatment and care that patients receive while they're at hospital.

→ Have you got a health story?

Email nicholas.carding@archant.co.uk

→ Comment - Page 10

thebrecklandview.com

<http://www.thebrecklandview.com/2016/03/2>

NNUH Patient Food Revolution

The way that hospital food is being served is being given a radical makeover at the Norfolk Hospital as eligible patients are being given the opportunity to eat their meals away from the ward and family in the restaurant.

Patients who are well enough to leave their beds will be able to get vouchers for their meals, meaning they can get outside the confines of a ward.

Go to eveningnews24.co.uk to watch local news videos



■ From left, retail catering lead Jonathan Batchelor, patient catering lead Debbie Jones, general manager Jason Kong and chef Richard Hughes.

Picture: ANTONY KELLY

EveningNews

OPINION

Food scheme at hospital will help patients

Love it or hate it, hospital food is an integral part of a patient's healing process.

And patients at the N&N will undoubtedly benefit from a new scheme which will give them much more freedom.

Those deemed fit enough to leave their beds will be able to get vouchers for their meals, meaning the food can be enjoyed outside the confines of a bed on a ward.

To some that will make a big difference.

Having the ability to dine with family and friends in the hospital's restaurant is only going to improve a person's wellbeing.

Those little touches, seemingly insignificant on their own, can aid patients' recovery.

As Norfolk chef Richard Hughes says: "Happy patients heal faster."

Mr Hughes, who has worked with the N&N since 2012 to improve hospital food, also believes good food is as essential as the treatment a patient is given.

In that respect, this transformation can't come soon enough.

The scheme will empower patients to take more control, at a time when many will be frustrated at being bed-bound and isolated.

And with friends and family getting a 10pc discount by joining the patient, it's a win-win situation for all parties.

Pilot feedback

“Gives patients an incentive to increase their mobility to enable them to walk to the restaurant” **Val Gabe (Physiotherapy)**

“Greater variety of menu choice and enables patients time away from the ward” **Julie Davies (Assistant Practitioner)**

“Provides an opportunity for families to eat together and increases patient moral, especially in long stay patients” **Emma Goldsmith (Registered Nurse)**

“I had a young female patient tell the staff she liked the vouchers because of the increased choice of food and they enjoyed going down to the canteen with their family as it was a change of scenery and encouraged her to walk around more and mobilise” **Clarke Watson (Ward Manager)**

Insert Video here

Participation and further rollout

The pilot feedback was great and we are widening the offer across the hospital...

- Improved Social Dining Aspects/experience encouragement to eat
- Aided recovery times leading to shorter lengths of stay
- creates patient bed availability which improves patient flow.
- Longer window for meals allowing a tailored dining service
- Discounted purchases for friends and family attending with them

Wards	
12 2016	18 2017

Opportunity	
1% 2016	5% 2017



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