

Flexible dining

sodexo
HEALTH & CARE



Rationale and context



Patients

- 93% of patients believe that they are more likely to get better quicker and leave hospital sooner if they had a positive hospital experience
- 33% of patients feel that the quality and availability of food and drink as a key factor contributing to their overall experience



NHS Food Standards

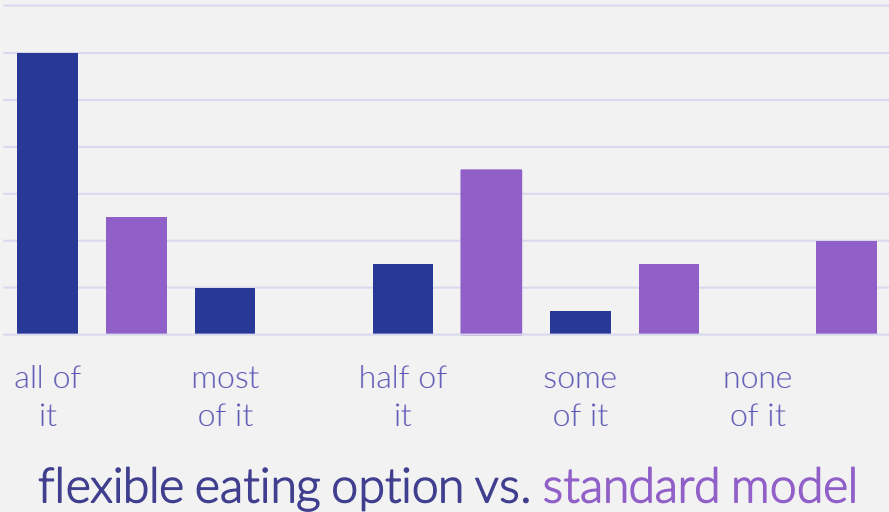
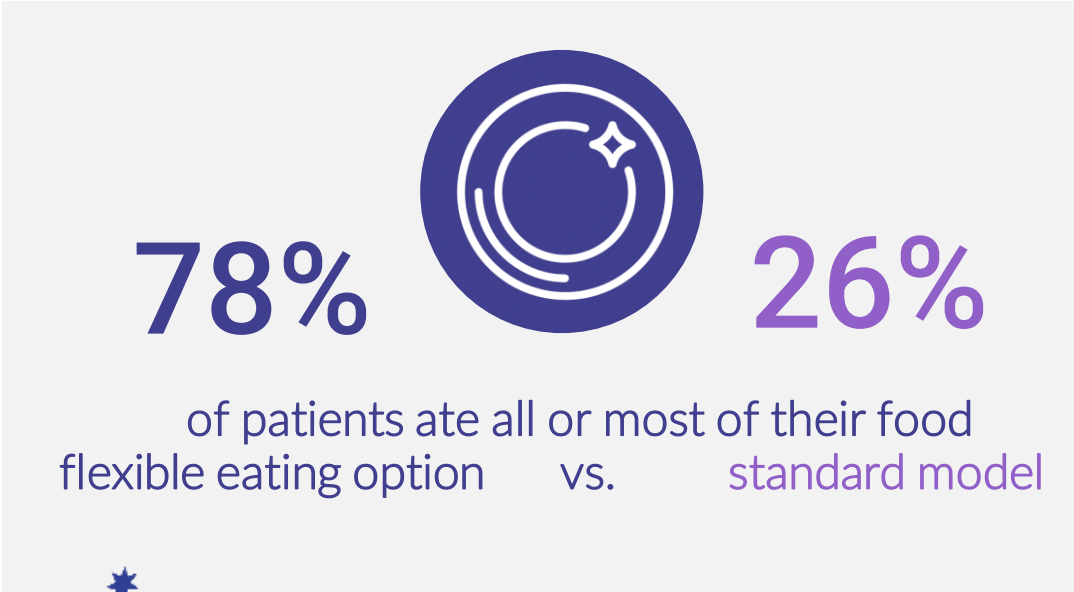
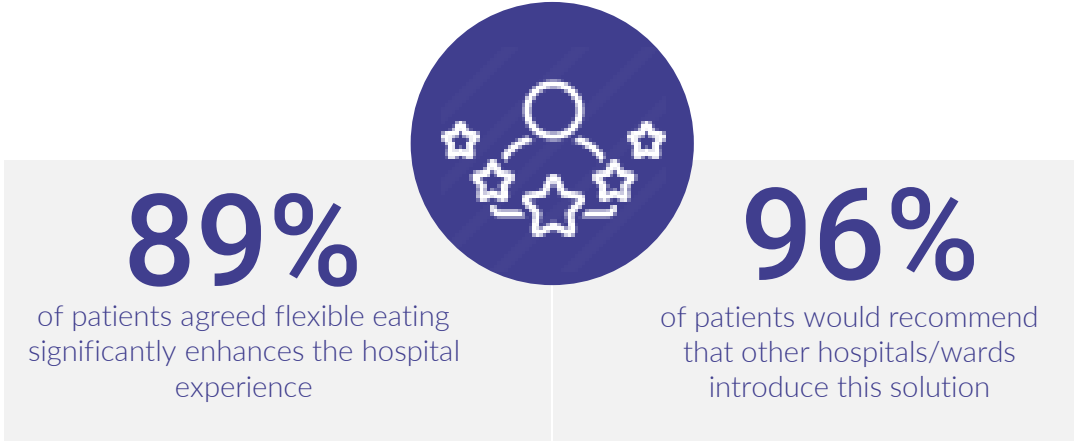
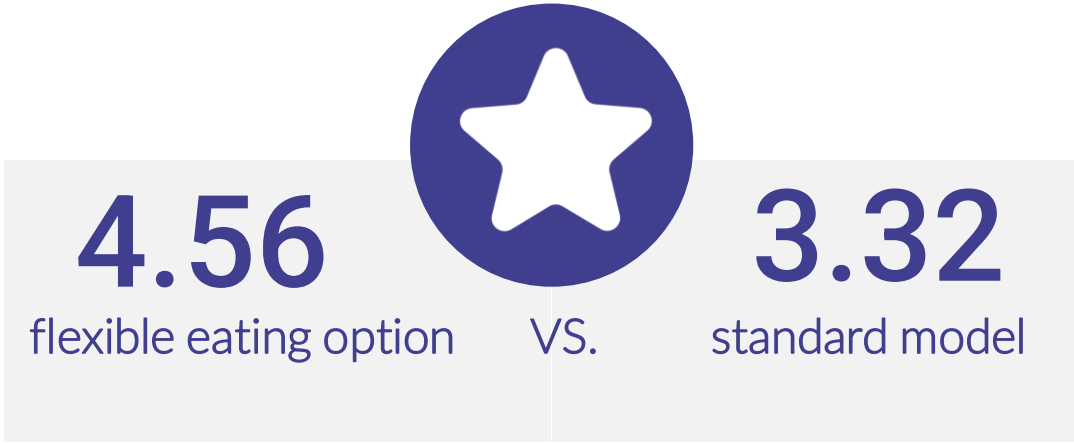
- spotlight on the vital role food plays in a patient's recovery
- focus placed on food and drink in healthcare settings
- intrinsic value of 'food as medicine'
- hospital nutrition and hydration elevated to a board-level concern



Flexible dining

- bespoke meal delivery model
- dedicated Ward Hosts
- service between 7.30am and 7pm
- Order and delivery within 30mins
- Level 2 trained staff (food & hygiene)
- removes the need for protected / set mealtimes

Flexible dining – patient feedback



Flexible dining – patients feedback



Flexible dining – clinical feedback



Star rating

4.71/5

Clinical staff were very impressed with the flexible dining initiative and would recommend it



Recommendation

100%

of clinical teams would recommend 'flexible dining' in other hospitals or wards



Experience

98%

of clinical staff agreed flexible eating released clinical time and improved patient experience

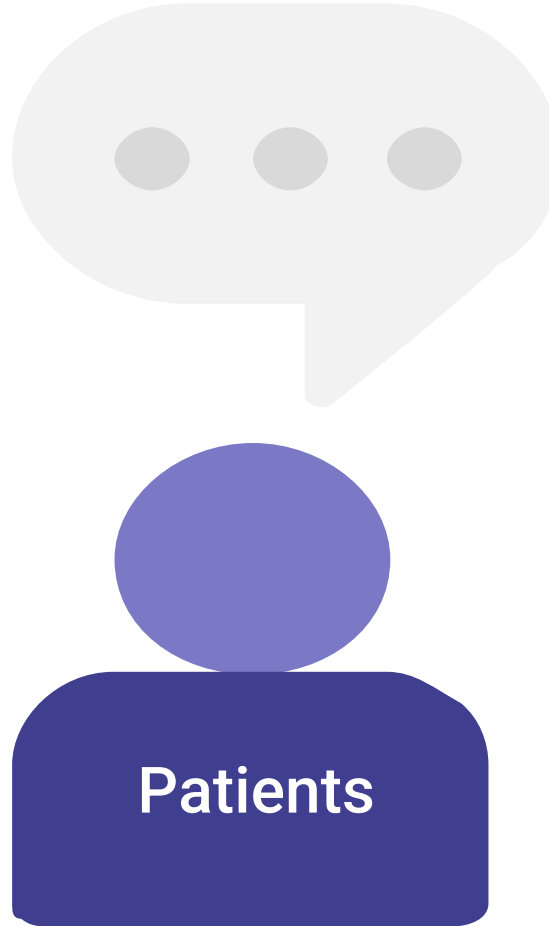
Patients feedback

The flexible dining initiative has been positively received and it has had rich feedback from patients and visitors

“It makes such a big difference having the option to eat different types of food when I fancy it. I enjoy it so much more”

“I can sleep for longer, especially after a bad night and know that I will be able to enjoy breakfast when I am ready to”

“I feel so reassured that my mum will eat all her food, because she is able to order what she wants to eat when she is feeling hungry”



“I don't know from one moment to the other how I will be feeling so having the choice to eat when I feel well enough to is really important

“I feel more in control for having choice and flexibility”

“It's great to have the choice of what and when to eat, and not being restricted to fixed mealtimes”

NHS England feedback



'I was looking at the work Sodexo is doing around flexible dining and we need to recognise that if we're more adaptable about our timings, and around food choice, people will eat better and recover quicker.

It's a great initiative and hopefully it's something you'll continue to take forward.'

Phil Shelley
Chair of the NHS Food Review
Senior Operational & Policy Manager

Thank you.

