

# **PPI Forums joining forces to tackle NHS Food**

**Food Watch**  
*August - October 2006*

***National  
Summary***



# Food Watch

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## OVERVIEW

**As the biggest public survey of its kind, Food Watch is an excellent example of how PPI Forums are able to highlight an issue of national concern and, by working together take appropriate and timely action towards raising the profile of this issue and bring it direct to the decision-makers.**

A staggering **2,240** people were surveyed by PPI Forum members across England. The survey was conducted in **97** hospitals.

Food Watch has demonstrated that, in many cases, patients:

- are not getting the choice of meal they wanted
- have had their hospital meals supplemented by food brought in by visitors
- are not receiving the help they need to eat their meals
- are leaving meals because they are unappetising, not warm enough or even cold

The findings show that some Trusts can get it right when it comes to serving patients food that is appetising and is an aid to recovery. However, many Trusts are still failing patients by not providing meals that are meeting patients' needs and it is hoped that these Trusts will learn from those who are succeeding.

PPI Forums have documented the many comments received from patients (see Appendix III at the end of this report for an overview) some of which Forum members found shocking given the £40m that the Government has invested since 2001 in improving hospital food as part of the Better Hospital Food Programme.

Forum representatives are hoping to discuss the findings with MPs at an All Party PPI Group Meeting to be held on 30 October 2006.

There was also a survey undertaken amongst outpatient and inpatient visitors to investigate the facilities provided for them. The results are also available on request.

## ***An introduction to Food Watch***

### **What is a Patient and Public Involvement Forum?**

The purpose of Patient and Public Involvement (PPI) Forums is to ensure an independent voice for patients and the public, not just in healthcare but in all decisions that could affect their health. Around 4,500 volunteers are now involved in helping to achieve health improvements across England. The Commission for Patient and Public Involvement in Health (CPPIH) which established the Forums is responsible for advising the Government on how the PPI system is functioning. It liaises with national bodies such as the Healthcare Commission, and makes recommendations to these bodies and the Department of Health as appropriate. It gathers information and opinion from PPI Forums, channelled through its shared information system in order to ensure that the bodies it reports to are acting upon patients' and the public's views.

### **Background to Food Watch**

One of the functions of PPI Forums is to listen to the concerns of the public and patients they represent with a view to taking appropriate action. Of all the issues that have been brought to the Forums' attention, the concern over food services in the NHS has consistently been a subject of many Forums' work plans.

### **Better Hospital Food programme<sup>1</sup>**

Hospital food is an essential part of patient care. Good food can encourage patients to eat well, giving them the nutrients they need to recover from surgery or illness.

The Better Hospital Food programme (BHF) was established by the Government in 2001 with a funding of £40m. The BHF aimed to ensure the consistent delivery of high quality food and food services to patients.

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<sup>1</sup> NHS Estates 'Better Hospital Food' [www.betterhospitalfood.com](http://www.betterhospitalfood.com)

The programme set out key elements to providing a better food service to patients:

Flexi Menu: providing patients with a greater choice of meals;  
Protected Mealtimes: guaranteeing patients undisturbed meals;  
24-hour Catering: providing food any time of the day or night;  
Sustainability: reducing environmental impact of food production;  
Nutrition: a key issue for caterers and dieticians.

### **Flexi Menu**

A copy of the flexi-menu that was piloted by the BHF programme can be found at the weblink below:

[http://195.92.246.148/nhsestates/better\\_hospital\\_food/bhf\\_downloads/Flexi\\_Menu\\_Specimen\\_April\\_2005.pdf](http://195.92.246.148/nhsestates/better_hospital_food/bhf_downloads/Flexi_Menu_Specimen_April_2005.pdf)

### **Protected Mealtimes**

Research shows that patients who are not interrupted and receive appropriate service and support during mealtimes are happier, more relaxed and eat more. The better nutrition a patient receives, the higher his or her chances are of recovering.

In order to effectively implement **Protected Mealtimes** Trusts should:

- conduct an observational audit of the meal delivery service;
- discuss the results with relevant teams;
- establish changes in practices required (times of ward rounds, visiting times, etc)
- obtain agreement from those involved and set a start date;
- provide information to patients, relatives, staff and other departments.

### **24-hour Catering**

If 24-hour catering is available, patients can now ask a nurse or housekeeper for hot food, snacks and drinks at any time of the day or night.

The **24-hour catering** initiative comprises:

- **Light Bite** hot meals, including dishes such as cottage pie and cod in parsley sauce;
- **Ward Kitchen Service** of light refreshments, such as tea or coffee with toast or fresh fruit;
- **Snack Boxes**, containing, for example, sandwiches, cheese and crackers, fruit and a drink.

## **Sustainability**

Healthcare catering services and other NHS organisations are being encouraged to develop sustainable food procurement policies. This means that the food they produce should do as little harm to the environment as possible.

## **Nutrition**

The delivery of adequate and appropriate nutrition to hospital patients is a key issue for caterers and dieticians.

Intake of nutritious food is crucial for patients who are recovering from the effects of medical or surgical procedures. Patients who receive good nutrition may have shorter hospital stays, fewer post-operative complications and less need for drugs and other interventions.

In order to address the issue of malnourished hospital patients the Council of Europe has published a major report. The report contains 117 recommendations designed to support healthcare providers across Europe.

However, the Government announced the Programme's demise in May 2006, highlighting the importance for a review of catering within hospitals.

## Care for the elderly in hospital

In a briefing to Parliament by Age Concern (7 February 2006)<sup>2</sup>, the charity stated that:

“Around 40% of hospital inpatients are also malnourished on admission and sadly the likelihood is that malnourishment will get worse for these (mainly older) people during their hospital stay. Patients over the age of

80 admitted to hospital have a five times higher prevalence of malnutrition than those under the age of 50.

Although there has been some emphasis on improving NHS hospital food, this has tended to focus on achieving the same standards of cuisine as found in private sector hospitals. This ignores the needs of the high proportion of patients in NHS hospitals who are admitted as an emergency, again mainly older people.

One of the core standards for the NHS is that, ‘where food is provided, NHS organisations must have systems in place to ensure that:

- Patients are provided with a choice and that it is prepared safely and provides a balanced diet; and
- Patients’ individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.’

One of the most frequent issues raised with Age Concern by the relatives of older people who have been in hospital is the lack of appropriate food and the absence of help with eating and drinking for people who are unable to manage this for themselves.”

## Trusts outsourcing to ‘fast food’ outlets

Hospital cafes staffed by volunteers who offer cheap drinks and snacks - and a sympathetic ear – are starting to be replaced by ‘fast food’ outlets and cafes run by high street chains.

For example, there are a number of Burger King outlets in hospitals across England, including one at Addenbrooke's Hospital in

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<sup>2</sup> [http://www.ageconcern.org.uk/AgeConcern/Documents/Malnutrition\\_briefing.pdf](http://www.ageconcern.org.uk/AgeConcern/Documents/Malnutrition_briefing.pdf)

Cambridge, which treats thousands of heart patients each year. For the children's ward - Ward C2 - Addenbrooke's also has a Saturday night 'Burger King Takeout Night' when patients can have a Burger King meal. Other chains, such as Costa Coffee, are increasingly appearing in the place of old-style cafes in hospital foyers.

Traditionally, hospitals' League of Friends and WRVS groups have been charged very low rents for running cafes. Any profits have been given back to the hospitals.

## **What was the role of CPPIH?**

Food Watch was organised by the Commission for Patient and Public Involvement in Health (CPPIH) as a result of requests from PPI Forum members for a co-ordinated initiative which would bring Forums together for a single purpose. There was a strong desire amongst Forums to work together at a national level to achieve the greatest possible impact on an issue they felt to be uppermost in the public's mind.

As a result CPPIH put together a Food Watch toolkit which enabled PPI Forums to carry out a public survey at their local hospital with the minimum of ease and disruption.

They were responsible for analysing all 2,240 responses and preparing national and regional summaries.

## ***How was the survey undertaken?***

Forum members used a specially designed toolkit and focused on simple questions about hospital food services.

In general they surveyed patients, as the main area of concern was food being served to people who are recovering. However they also surveyed outpatients and inpatient visitors to investigate the choice of food and drink available to them.

The surveys took place during September 2006 and involved PPI Forums working in partnership with acute NHS Trusts. Over **117** Forums took part, visiting a total of **97** Hospitals and surveying **2,240** people.

## Key Findings

Below is a national summary of the information captured on the day, together with a number of key findings and comments.

### Key Findings

Below is a summary of the key findings from the Food Watch survey undertaken by PPI Forum members in England. Detailed results can be found in the Appendices.

#### Have you ever left a meal because it looked/smelt/tasted unappetising?

Of the 1862 people who responded to this question 37% responded yes. There were notable differences in different types of health facilities.

In Community Hospitals only 23% of patients had left a meal because it was unappetising. However 44% in Specialist Units and a massive 56% of patients in other health facilities, such as Mental Health Units and Elderly Care Centres, stated they had left a meal.

*“Food smelt awful and tasted worse - caused me to vomit on three occasions.”*

*“The quality is ok although things would be better if they were fresh eg vegetables”*

*“Disgusting, vile, nasty, sloppy, piggish”.*

#### Is your diet supplemented by food brought in by family/friends?

40% of the 1803 patients who responded to this said that their families and friends had needed to bring in food for them.

This occurred most frequently in specialist units where 44% of patients had food brought in and least in Community hospitals where only 36% of patients responded positively.

#### What is the temperature of ‘hot’ meals like?

Patients had the opportunity to respond “Just right”, “Too hot”, “Warm” or “Cold” to this question. 78% stated that meals were just right, 5% said they were “too hot”, 14% stated they were “warm” and 3% said that meals arrived cold. 1857 responses were received.

*“Only problem, all courses served simultaneously”*

*“Meals covered with metal lids causes condensation and leaves food swimming in water”*

#### If you require help with eating, was someone available to provide you with this?

Of the 1130 responses we received to this question over a quarter (26%) said that they had not received any help. This figure was highest in General Hospitals and those categorised under the ‘Other’ health facility, where 30% of patients stated they hadn’t received the help they needed.

*“Sometimes not enough staff for amount of patients who need help”*

*“Family members help more than nursing staff with the meal”*

*“I do not require assistance, but saw patients who did, and the help was not always”*

## Is the Menu easy to understand?

Overall results of this were positive with 85% of patients stating that they found Menus easy to understand, especially in Community Hospitals where 90% of patients were positive.

However a quarter (25%) of patients in specialist hospitals stated they had difficulty in understanding the menu.

*“Patients do not get to see a menu, it is read by the housekeeper. When the food trolley comes – if you’re at the end of the ward – you do not get your choice.”*

*“I am nearly blind and cannot see the menu easily and do not receive help”*

## Were all items available?

Nearly a fifth of the 1716 patients, who responded to this question, stated that not all items were available once they had ordered them.

This was a particular concern in Mental Health and Elderly Care Centres where over a quarter (26%) stated they had experienced this problem

## Do you get a choice of meals in advance?

In 81% of cases, patients said that they did receive a choice of meals in advance, although this figure was much lower with in Specialist and Other health facilities where less than a quarter of patients stated they received this.

Some patients were however disappointed with the quality of choice they received:

*“Menu needs to include more vegetarian choice. Have to go to Asda for more variation in diet”*

*“My family need to bring me fresh orange juice as this is not readily available”*

*“ From a diabetic point of view, fruit salad choice and quality could be better”*

### ***If you are a long term patient how frequently are menus changed?***

Of the 1104 patients who responded to this question, 37% stated that menus were changed on a daily basis, 22% said they were changed weekly, while 13% stated they were changed less often than this. 28% of respondents didn't know how often menus were changed.

### ***As a long term patient do you have access to other catering facilities? e.g. dining room/canteen/snack shop***

We received 866 responses to this question, of which 55% stated that they did have access to other facilities. This figure was highest in Specialist hospitals where 77% of patients had access to other catering facilities.

# Appendices

- I. List of participating Trusts*
- II. Regional Summaries*
- III. Overview of Comments*
- IV. Food Watch Surveys*

# List of Participating PPI Forums

PPI Forum for Amber Valley PCT  
PPI Forum for Ashfield District  
PPI Forum for Ashford & St Peter's Hospitals  
PPI Forum for Bath & North East Somerset  
PPI Forum for Birmingham Children's Hospital  
PPI Forum for Blackpool, Fylde & Wyre Hospitals NHS Trust  
PPI Forum for Bolton, Salford & Trafford Mental Health Forum  
PPI Forum for Bournemouth PCT  
PPI Forum for Brighton & Sussex University Hospitals  
PPI Forum for Bromley Hospitals Patients'  
PPI Forum for Broxtowe & Hucknall  
PPI Forum for Burton Hospitals NHS Trust  
PPI Forum for Bury PCT  
PPI Forum for Camden and Islington Mental Health and Social Care Trust  
PPI Forum for Canterbury & Coastal  
PPI Forum for Central Cornwall PCT  
PPI Forum for Chelsea & Westminster  
PPI Forum for Chesterfield Royal Hospital  
PPI Forum for Christie  
PPI Forum for CNWL Mental Health Trust  
PPI Forum for Cornwall Partnership NHS Trust  
PPI Forum for Dartford, Gravesham & Swanley Primary Care  
PPI Forum for Ealing Hospital  
PPI Forum for East Elmbridge & Mid Surrey  
PPI Forum for East Kent Hospitals  
PPI Forum for East Lincolnshire  
PPI Forum for East Lincolnshire  
PPI Forum for East Yorkshire  
PPI Forum for Eastern Wakefield  
PPI Forum for Epsom & St Helier  
PPI Forum for Frimley Park Hospital  
PPI Forum for Gateshead Hospitals  
PPI Forum for George Eliot  
PPI Forum for Hammersmith & Fulham  
PPI Forum for Haringey  
PPI Forum for Heywood & Middleton PCT  
PPI Forum for Heywood & Middleton PCT  
PPI Forum for Hillingdon Hospitals  
PPI Forum for Hillingdon

PPI Forum for Huddersfield South  
PPI Forum for Humber Mental Health  
PPI Forum for Kettering General Hospital  
PPI Forum for Kingston Forums  
PPI Forum for Langbaugh  
PPI Forum for Lincolnshire Partnership  
PPI Forum for Maidstone and Tunbridge Wells Hospitals  
PPI Forum for Manchester Mental Health & Social Care  
PPI Forum for Mansfield District  
PPI Forum for Medway Community Health  
PPI Forum for Medway Maritime Hospital  
PPI Forum for Mid Staffs General Hospitals  
PPI Forum for Mid Yorkshire Hospitals  
PPI Forum for Newcastle Hospitals  
PPI Forum for Newcastle-under-Lyme PCT  
PPI Forum for Norfolk and Norwich University Hospital  
PPI Forum for North Devon  
PPI Forum for North Kirklees  
PPI Forum for North Kirklees  
PPI Forum for North Middlesex University Hospital  
PPI Forum for North Staffs Combined Healthcare NHS Trust  
PPI Forum for North Stoke PCT  
PPI Forum for North Tees and Hartlepool Hospitals  
PPI Forum for North Tyneside  
PPI Forum for North Tyneside  
PPI Forum for Northampton General Hospital  
PPI Forum for Northern Lincolnshire & Goole Hospitals  
PPI Forum for Northumbria Healthcare  
PPI Forum for Nottingham University Hospital  
PPI Forum for Nuffield Orthopaedic Centre  
PPI Forum for Oxford Radcliffe Hospitals  
PPI Forum for Pennine Acute Hospitals NHS Trust  
PPI Forum for Pennine Acute Hospitals NHS Trust  
PPI Forum for Plymouth PCT  
PPI Forum for Plymouth Hospitals  
PPI Forum for Poole Hospital Trust  
PPI Forum for Reading PCT  
PPI Forum for Reading PCT  
PPI Forum for Rochdale PCT  
PPI Forum for Royal Bournemouth & Christchurch Hospitals  
PPI Forum for Royal Cornwall Hospitals  
PPI Forum for Royal Liverpool and Broadgreen Hospital  
PPI Forum for Royal Wolverhampton Hospital Trust  
PPI Forum for Royal United Hospital Bath  
PPI Forum for Scarborough and NE Yorkshire Hospitals  
PPI Forum for Scarborough, Whitby and Ryedale  
PPI Forum for Sherwood Forest Hospitals

PPI Forum for Sherwood Forest Hospitals  
PPI Forum for South Devon Healthcare Trust  
PPI Forum for South Essex Partnership NHS Foundation Trust  
PPI Forum for South Staffordshire Healthcare  
PPI Forum for South Stoke PCT  
PPI Forum for South Tees  
PPI Forum for South Tyneside Hospitals  
PPI Forum for South West Oxfordshire PCT  
PPI Forum for South West Yorkshire Mental Health  
PPI Forum for South West Yorkshire Mental Health  
PPI Forum for Staffordshire Moorlands PCT  
PPI Forum for Sunderland City Hospitals  
PPI Forum for Swindon  
PPI Forum for The Royal Brompton and Harefield  
PPI Forum for Thurrock PPI Forum  
PPI Forum for Tweed Tyne and Wear  
PPI Forum for United Lincolnshire Hospitals Trust  
PPI Forum for United Lincolnshire Hospitals Trust  
PPI Forum for United Lincolnshire Hospitals Trust  
PPI Forum for University Hospital of North Staffordshire NHS Trust  
PPI Forum for Welwyn Hatfield  
PPI Forum for West Herts Hospitals NHS Trust  
PPI Forum for West Lincolnshire  
PPI Forum for West London Mental Health Trust  
PPI Forum for West Middlesex University Hospital  
PPI Forum for Whittington Hospital  
PPI Forum for Wirral Hospital NHS Trust  
PPI Forum for Wokingham Primary Care  
PPI Forum for Working With Darent Valley Hospital  
PPI Forum for Wrightington, Wigan & Leigh NHS Trust  
PPI Forum for Yorkshire Wolds and Coast

# Regional Summaries

**Please note: For answers to questions 1b, 2b, 3b, 6a, 6c & 7b please see Appendix III – Overview of Comments**

## **In-Patients survey – North East Regional Summary**

**1a. Is the menu in an easy-to-understand format? E.g. does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?**

Yes – 93%

No – 7%

**1b. Please give comments on what was on the menu**

**1c. Were all items on the list available to you?**

Yes - 84%

No - 11%

Don't Know - 5%

**2a. Do you get a choice of meals in advance?**

Yes – 88%

No - 11%

Don't Know - 1%

**2b. Please give any comments on menus and choice of food.**

**2c. Does the meal suit your dietary requirements e.g. religious/medical requirements?**

Yes – 87%

No - 9%

Don't Know – 4%

**2d. Is your diet supplemented by food brought in by family/ friends?**

Yes – 42%

No - 58%

**3a. Were you given sufficient time to eat meal?**

Yes – 98%

No - 2%

**3b. Please give any comments on time allowed for eating.**

**4a. If you require help with eating, was someone available to provide you with this?**

Yes - 81%  
No – 18%  
Don't Know – 1%

**4b. If someone helped you with your meal, who was this?**

Nursing staff – 90%  
Family member – 10%

**4c. Please give any other comments on help with eating.**

**5a. Are snacks available between mealtimes?**

Yes - 60%  
No – 23%  
Don't Know – 17%

**5b. Are hot/cold drinks available between mealtimes?**

Yes – 93%  
No – 5%  
Don't Know – 2%

**5c. Please give details of any snacks available**

**6a. Please give any comments on the quality/ taste/ nutrition of meal.**

**6b. Have you ever left your meal because it looked, smelt or tasted unappetising?**

Yes – 40%  
No – 60%

**6c. If 'yes' have you done this on more than one occasion? Please give details**

**7a. Temperature of 'hot' meal –**

Too hot - 4%  
Just right – 82%  
Warm – 12%  
Cold – 2%

**7b. Please give any comments on temperature of meals.**

**8a. Question for long-term care (in hospital for over a month) patients :**

**How frequently is the menu changed?**

Daily – 38%  
Weekly – 25%  
Monthly – 5%  
Other – 5%  
Don't know – 26%

**8b. If you are a long-term care patient do you have access to other catering facilities e.g. dining room/canteen?**

Yes – 64%  
No – 36%

## **In-Patients survey- Yorkshire & Humberside Area**

**1a. Is the menu in an easy-to-understand format? E.g. does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?**

Yes – 70%

No – 30%

**1b. Please give comments on what was on the menu**

**1c. Were all items on the list available to you?**

Yes - 72%

No - 19%

Don't Know - 9%

**2a. Do you get a choice of meals in advance?**

Yes – 70%

No - 29%

Don't Know - 1%

**2b. Please give any comments on menus and choice of food.**

**2c. Does the meal suit your dietary requirements e.g. religious/medical requirements?**

Yes – 86%

No - 10%

Don't Know – 3%

**2d. Is your diet supplemented by food brought in by family/ friends?**

Yes – 41%

No - 59%

**3a. Were you given sufficient time to eat meal?**

Yes – 95%

No - 5%

**3b. Please give any comments on time allowed for eating.**

**4a. If you require help with eating, was someone available to provide you with this?**

Yes - 78%

No – 21%

Don't Know – 1%

**4b. If someone helped you with your meal, who was this?**

Nursing staff – 99%

Family member – 1%

**4c. Please give any other comments on help with eating.**

**5a. Are snacks available between mealtimes?**

Yes - 53%

No – 29%

Don't know – 18%

**5b. Are hot/cold drinks available between mealtimes?**

Yes – 94%

No – 1%

Don't Know – 5%

**5c. Please give details of any snacks available**

**6a. Please give any comments on the quality/ taste/ nutrition of meal.**

**6b. Have you ever left your meal because it looked, smelt or tasted unappetising?**

Yes – 33%

No – 67%

**6c. If 'yes' have you done this on more than one occasion? Please give details**

**7a. Temperature of 'hot' meal –**

Too hot - 6%

Just right – 76%

Warm – 14%

Cold – 4%

**7b. Please give any comments on temperature of meals.**

**8a. Question for long-term care (in hospital for over a month) patients :**

How frequently is the menu changed?

Daily – 49%

Weekly – 20%

Monthly – 2%

Other – 4%

Don't know – 25%

**8b. If you are a long-term care patient do you have access to other catering facilities e.g. dining room/canteen?**

Yes – 50%

No – 50%

## **In-Patients survey- East Midlands Regional Summary**

**1a. Is the menu in an easy-to-understand format? E.g. does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?**

Yes – 94%

No – 6%

**1b. Please give comments on what was on the menu**

**1c. Were all items on the list available to you?**

Yes - 84%

No - 12%

Don't Know - 4%

**2a. Do you get a choice of meals in advance?**

Yes – 90%

No - 9%

Don't Know - 1%

**2b. Please give any comments on menus and choice of food.**

**2c. Does the meal suit your dietary requirements e.g. religious/medical requirements?**

Yes – 85%

No - 7%

Don't Know – 8%

**2d. Is your diet supplemented by food brought in by family/ friends?**

Yes – 33%

No - 67%

**3a. Were you given sufficient time to eat meal?**

Yes – 95%

No - 5%

**3b. Please give any comments on time allowed for eating.**

**4a. If you require help with eating, was someone available to provide you with this?**

Yes - 70%

No – 26%

Don't Know – 4%

**4b. If someone helped you with your meal, who was this?**

Nursing staff – 76%  
Family member – 12%  
Carer – 8%  
Friend – 4%

**4c. Please give any other comments on help with eating.**

**5a. Are snacks available between mealtimes?**

Yes - 60%  
No – 20%  
Don't Know – 20%

**5b. Are hot/cold drinks available between mealtimes?**

Yes – 92%  
No – 2%  
Don't Know – 5%

**5c. Please give details of any snacks available**

**6a. Please give any comments on the quality/ taste/ nutrition of meal.**

**6b. Have you ever left your meal because it looked, smelt or tasted unappetising?**

Yes – 30%  
No – 70%

**6c. If 'yes' have you done this on more than one occasion? Please give details**

**7a. Temperature of 'hot' meal –**

Too hot - 6%  
Just right – 81%  
Warm – 12%  
Cold – 1%

**7b. Please give any comments on temperature of meals.**

**8a. Question for long-term care (in hospital for over a month) patients :  
How frequently is the menu changed?**

Daily – 39%  
Weekly – 19%  
Monthly – 4%  
Other – 14%  
Don't know – 24%

**8b. If you are a long-term care patient do you have access to other catering facilities  
e.g. dining room/canteen?**

Yes – 58%  
No – 42%

## **In-patient survey- West Midlands Regional Summary**

**1a. Is the menu in an easy-to-understand format? Eg. does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?**

Yes – 90%  
No – 10%

**1b. Please give comments on what was on the menu - see separate document/data spreadsheet**

**1c. Were all items on the list available to you?**

Yes – 74%  
No -21%  
Don't Know – 5%

**2a. Do you get a choice of meals in advance?**

Yes – 87%  
No -11%  
Don't Know –2%

**2b. Please give any comments on menus and choice of food.**

**2c. Does the meal suit your dietary requirements e.g religious/medical requirements?**

Yes – 88%  
No -9%  
Don't Know – 3%

**2d. Is your diet supplemented by food brought in by family/ friends?**

Yes – 31%  
No - 69%

**3a. Were you given sufficient time to eat meal?**

Yes – 97%  
No - 3%

**3b. Please give any comments on time allowed for eating.**

**4a. If you require help with eating, was someone available to provide you with this help?**

Yes - 70%  
No – 5%  
Don't Know – 25%

**4b. If someone helped you with your meal, who was this?**

Nursing staff - 83%  
Family member - 11%  
Carer - 4.5%  
Friend – 1.5%

**4c. Please give any other comments on help with eating.**

**5a. Are snacks available between mealtimes?**

Yes – 65%

No – 22%

Don't Know – 13%

**5b. Are hot/cold drinks available between mealtimes?**

Yes – 96%

No – 2%

Don't Know – 2%

**5c. Please give details of any snacks available - e.g times available, type of food/drinks, trolley service or cafe etc.**

**6a. Please give any comments on the quality/ taste/ nutrition of meal.**

**6b. Have you ever left your meal because it looked, smelt or tasted unappetising?**

Yes – 35%

No – 65%

**6c. If 'yes' have you done this on more than one occasion? Please give details**

**7a. Temperature of 'hot' meal –**

Too hot - 4%

Just right - 82%

Warm - 10%

Cold - 4%

**7b. Please give any comments on temperature of meals.**

**8a. Question for long-term care (in hospital for over a month) patients : How frequently is the menu changed?**

Daily – 45.5%

Weekly – 12%

Monthly – 4%

Other – 11%

Don't know – 27.5%

**8b. If you are a long-term care patient do you have access to other catering facilities e.g. dining room/canteen?**

Yes – 65.5%

No – 34.5%

## **In-patient survey- North West Regional Summary**

**1a. Is the menu in an easy-to-understand format? Eg. does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?**

Yes – 78.5%  
No – 21.5%

**1b. Please give comments on what was on the menu - see separate document/data spreadsheet**

**1c. Were all items on the list available to you?**

Yes – 64%  
No -20.5%  
Don't Know – 15.5%

**2a. Do you get a choice of meals in advance?**

Yes – 77%  
No -18%  
Don't Know –5%

**2b. Please give any comments on menus and choice of food.**

**2c. Does the meal suit your dietary requirements e.g religious/medical requirements?**

Yes – 80%  
No -15%  
Don't Know – 5%

**2d. Is your diet supplemented by food brought in by family/ friends?**

Yes – 45%  
No - 55%

**3a. Were you given sufficient time to eat meal?**

Yes – 95%  
No - 5%

**3b. Please give any comments on time allowed for eating.**

**4a. If you require help with eating, was someone available to provide you with this help?**

Yes- 64%  
No – 31%  
Don't Know – 5%

**4b. If someone helped you with your meal, who was this?**

Nursing staff – 77%  
Family member – 12%  
Carer - 10%  
Friend – 1%

**4c. Please give any other comments on help with eating.**

**5a. Are snacks available between mealtimes?**

Yes – 87%

No – 8%

Don't Know – 5%

**5b. Are hot/cold drinks available between mealtimes?**

Yes – 87%

No – 8%

Don't Know – 5%

**5c. Please give details of any snacks available - e.g times available, type of food/drinks, trolley service or cafe etc.**

**6a. Please give any comments on the quality/ taste/ nutrition of meal.**

**6b. Have you ever left your meal because it looked, smelt or tasted unappetising?**

Yes – 38%

No – 62%

**6c. If 'yes' have you done this on more than one occasion? Please give details**

**7a. Temperature of 'hot' meal –**

Too hot – 7%

Just right – 77%

Warm – 12%

Cold – 4%

**7b. Please give any comments on temperature of meals.**

**8a. Question for long-term care (in hospital for over a month) patients : How frequently is the menu changed?**

Daily – 31%

Weekly – 33%

Monthly – 6%

Other – 4%

Don't know – 26%

**8b. If you are a long-term care patient do you have access to other catering facilities e.g. dining room/canteen?**

Yes – 64%

No – 36%

## In-patient survey- London Regional Summary

**1a. Is the menu in an easy-to-understand format? Eg. does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?**

Yes – 83%

No – 17%

**1b. Please give comments on what was on the menu - see separate document/data spreadsheet**

**1c. Were all items on the list available to you?**

Yes – 59%

No -28%

Don't Know – 13%

**2a. Do you get a choice of meals in advance?**

Yes – 77%

No -20%

Don't Know –3%

**2b. Please give any comments on menus and choice of food.**

**2c. Does the meal suit your dietary requirements e.g religious/medical requirements?**

Yes – 77%

No -19%

Don't Know – 4%

**2d. Is your diet supplemented by food brought in by family/ friends?**

Yes – 55%

No -45%

**3a. Were you given sufficient time to eat meal?**

Yes – 94%

No - 6%

**3b. Please give any comments on time allowed for eating.**

**4a. If you require help with eating, was someone available to provide you with this help?**

Yes – 50%

No – 46%

Don't Know – 4%

**4b. If someone helped you with your meal, who was this?**

Nursing staff – 72%

Family member – 26%

Carer – 0%

Friend – 2%

**4c. Please give any other comments on help with eating.**

**5a. Are snacks available between mealtimes?**

Yes- 58%  
No – 26%  
Don't Know – 16%

**5b. Are hot/cold drinks available between mealtimes?**

Yes – 87%  
No – 8% Don't Know – 5%

**5c. Please give details of any snacks available - e.g times available, type of food/drinks, trolley service or cafe etc.**

**6a. Please give any comments on the quality/ taste/ nutrition of meal.**

**6b. Have you ever left your meal because it looked, smelt or tasted unappetising?**

Yes – 44%  
No – 56%

**6c. If 'yes' have you done this on more than one occasion? Please give details**

**7a. Temperature of 'hot' meal –**

Too hot – 3%  
Just right – 75%  
Warm – 20%  
Cold – 2%

**7b. Please give any comments on temperature of meals.**

**8a. Question for long-term care (in hospital for over a month) patients : How frequently is the menu changed?**

Daily – 32%  
Weekly – 22%  
Monthly – 10%  
Other – 10%  
Don't know – 26%

**8b. If you are a long-term care patient do you have access to other catering facilities e.g. dining room/canteen?**

Yes – 48%  
No – 52%

## **In-patient survey- East of England Regional Summary**

**1a. Is the menu in an easy-to-understand format? Eg. does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?**

Yes – 76%  
No – 24%

**1b. Please give comments on what was on the menu - see separate document/data spreadsheet**

**1c. Were all items on the list available to you?**

Yes – 56%  
No -23%  
Don't Know – 20%

**2a. Do you get a choice of meals in advance?**

Yes – 34%  
No - 62%  
Don't Know –4%

**2b. Please give any comments on menus and choice of food.**

**2c. Does the meal suit your dietary requirements e.g religious/medical requirements?**

Yes – 78%  
No -17%  
Don't Know – 4%

**2d. Is your diet supplemented by food brought in by family/ friends?**

Yes – 55%  
No - 45%

**3a. Were you given sufficient time to eat meal?**

Yes – 97%  
No - 3%

**3b. Please give any comments on time allowed for eating.**

**4a. If you require help with eating, was someone available to provide you with this help?**

Yes – 76%  
No – 24%

**4b. If someone helped you with your meal, who was this?**

Nursing staff – 71%  
Family member – 19%  
Carer – 5%  
Friend – 5%

**4c. Please give any other comments on help with eating.**

**5a. Are snacks available between mealtimes?**

Yes – 31%

No – 35%

**5b. Are hot/cold drinks available between mealtimes?**

Yes – 90%

No – 4%

Don't Know – 6%

**5c. Please give details of any snacks available - e.g times available, type of food/drinks, trolley service or cafe etc.**

**6a. Please give any comments on the quality/ taste/ nutrition of meal.**

**6b. Have you ever left your meal because it looked, smelt or tasted unappetising?**

Yes – 50%

No – 50%

**6c. If 'yes' have you done this on more than one occasion? Please give details**

**7a. Temperature of 'hot' meal –**

Too hot – 4%

Just right – 66%

Warm – 21%

Cold – 9%

**7b. Please give any comments on temperature of meals.**

**8a. Question for long-term care (in hospital for over a month) patients : How frequently is the menu changed?**

Daily – 13%

Weekly – 26%

Other – 21%

Don't know – 40%

**8b. If you are a long-term care patient do you have access to other catering facilities e.g. dining room/canteen?**

Yes – 48%

No – 52%

## **In-patient survey- South East Regional Summary**

**1a. Is the menu in an easy-to-understand format? Eg. does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?**

Yes – 88%

No – 12%

**1b. Please give comments on what was on the menu - see separate document/data spreadsheet**

**1c. Were all items on the list available to you?**

Yes – 80%

No -15%

Don't Know – 5%

**2a. Do you get a choice of meals in advance?**

Yes – 78%

No -19%

Don't Know –3%

**2b. Please give any comments on menus and choice of food.**

**2c. Does the meal suit your dietary requirements e.g religious/medical requirements?**

Yes – 88%

No - 8%

Don't Know – 4%

**2d. Is your diet supplemented by food brought in by family/ friends?**

Yes – 39%

No - 61%

**3a. Were you given sufficient time to eat meal?**

Yes – 95%

No - 5%

**3b. Please give any comments on time allowed for eating.**

**4a. If you require help with eating, was someone available to provide you with this help?**

Yes – 69%

No – 30%

Don't Know – 1%

**4b. If someone helped you with your meal, who was this?**

Nursing staff – 88%

Family member – 9%

Carer – 2%

Friend – 1%

**4c. Please give any other comments on help with eating.**

**5a. Are snacks available between mealtimes?**

Yes – 58%

No – 27%

Don't know – 15%

**5b. Are hot/cold drinks available between mealtimes?**

Yes – 93%

No – 3%

Don't Know – 4%

**5c. Please give details of any snacks available - e.g times available, type of food/drinks, trolley service or cafe etc.**

**6a. Please give any comments on the quality/ taste/ nutrition of meal.**

**6b. Have you ever left your meal because it looked, smelt or tasted unappetising?**

Yes- 33%

No – 67%

**6c. If 'yes' have you done this on more than one occasion? Please give details**

**7a. Temperature of 'hot' meal –**

Too hot – 4%

Just right – 77%

Warm – 18%

Cold – 1%

**7b. Please give any comments on temperature of meals.**

**8a. Question for long-term care (in hospital for over a month) patients : How frequently is the menu changed?**

Daily – 31%

Weekly – 26%

Monthly – 4%

Other – 5%

Don't know – 34%

**8b. If you are a long-term care patient do you have access to other catering facilities e.g. dining room/canteen?**

Yes – 44%

No – 56%

## **In-patient survey- South West Regional Summary**

**1a. Is the menu in an easy-to-understand format? Eg. does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?**

Yes – 92%

No – 8%

**1b. Please give comments on what was on the menu - see separate document/data spreadsheet**

**1c. Were all items on the list available to you?**

Yes – 85%

No -12%

Don't Know – 3%

**2a. Do you get a choice of meals in advance?**

Yes – 91%

No - 7%

Don't Know – 2%

**2b. Please give any comments on menus and choice of food.**

**2c. Does the meal suit your dietary requirements e.g religious/medical requirements?**

Yes – 90%

No -7%

Don't Know – 3%

**2d. Is your diet supplemented by food brought in by family/ friends?**

Yes – 34%

No -66%

**3a. Were you given sufficient time to eat meal?**

Yes – 95%

No - 5%

**3b. Please give any comments on time allowed for eating.**

**4a. If you require help with eating, was someone available to provide you with this help?**

Yes – 73%

No – 24%

Don't Know – 3%

**4b. If someone helped you with your meal, who was this?**

Nursing staff – 85%

Family member – 11%

Carer - 4%

**4c. Please give any other comments on help with eating.**

**5a. Are snacks available between mealtimes?**

Yes – 67%

No – 20%

Don't Know – 13%

**5b. Are hot/cold drinks available between mealtimes?**

Yes – 93%

No – 2%

Don't Know – 5%

**5c. Please give details of any snacks available - e.g times available, type of food/drinks, trolley service or cafe etc.**

**6a. Please give any comments on the quality/ taste/ nutrition of meal.**

**6b. Have you ever left your meal because it looked, smelt or tasted unappetising?**

Yes – 33%

No – 67%

**6c. If 'yes' have you done this on more than one occasion? Please give details**

**7a. Temperature of 'hot' meal –**

Too hot – 5%

Just right – 81%

Warm – 14%

**7b. Please give any comments on temperature of meals.**

**8a. Question for long-term care (in hospital for over a month) patients : How frequently is the menu changed?**

Daily – 39%

Weekly – 23%

Monthly – 4%

Other – 9%

Don't know – 25%

**8b. If you are a long-term care patient do you have access to other catering facilities e.g. dining room/canteen?**

Yes – 55%

No – 45%

# Overview of Comments

**The following represents some of the most critical comments given to PPI Forum members by patients and their visitors.**

## **Comments on what was on the menu:**

“Don’t always understand phraseology, such as Lyonnaise potatoes” General Hospital, Frimley Park NHS Trust

“Instructions on what to choose are not clear from menus. Needs explanation by staff. Doesn't specifically indicate vegetarian - you can work it out from descriptions but could be a problem (e.g. eggs).” (Female, 19-29, Hammersmith Hospital)

“No menu - verbal by staff - no vegetarian dish and only a choice of two dishes.” Female, 45-59, General hospital, Wirral Hospital NHS Trust

“There is no written menu. Food comes on a trolley and what is available can be viewed. Food is basic and bland. Not enough veg and no fresh fruit.” RAEI, Upper Johnson Children’s ward, General Hospital, Wrightington, Wigan and Leigh NHS Trust

“Can’t understand it!” – Mental health Unit, Northumberland Tyne and Wear, NHS Trust

“Not always clear - not sure what names mean.” Female, 60-74, Specialist hospital, MMHSCT

“Don’t explain dishes properly” Female 75+ General Hospital Poole Hospital NHS Trust

“Menu is very small print, difficult to read”. Female 45-59 Mental Health Unit South Staffordshire healthcare NHS Foundation Trust

“Haven’t had a menu since admission, just asked at the time. Sometimes not edible e.g. fish batter too hard to eat.” Female Pinderfields General Hospital, Mid Yorkshire Hospital NHS Trust

“All rubbish” Male 60-74 Dewsbury Ward, General Hospital, Mid Yorkshire Hospital NHS Trust

“Have not actually seen a menu. Catering staff just call out at meal times what there is - usually they give a couple of choices for main and sweet. But I learned over 12 days that none of the catering staff tell you everything they have on trolley. Female, 45-59, Norfolk and Norwich University Hospital

### **Comments on Choice:**

“Last night ran out of milk which happens most days. So could not have milk in a hot drink.” Male, 30-44, Mental health unit, South Staffordshire Healthcare NHS Foundation Trust

“This offering would only satisfy someone totally uncaring about what they ate. Some choices were acceptable, e.g. yoghurt, jelly, ice cream. But not always available.” Female, 60-74, Norfolk and Norwich University Hospital

“Small vegetarian choice – often sandwiches. Vegetables badly cooked – tasted tinned, soup reconstituted. Isn’t that hard to make fresh and is much better – more vitamins and nourishing. Nursing female – Women’s centre, John Radcliffe Hospital, Oxford Radcliffe Hospitals NHS Trust.

“Vegetable content of pureed meals could be improved with more variety” Basildon Mental Health Unit, South Essex Partnership NHS Trust

“By the time the trolley arrived at my bedside some options were no longer available, therefore no choice at all” General Hospital, Norfolk and Norwich University Hospital

### **Comments on time allowed for eating:**

“Have a new baby – often asked if I had finished my meal, when I hadn’t even had time to start! Bit more common sense would help” (Female 30-44, women’s centre, John Radcliffe Hospital, Oxford Radcliffe Hospitals NHS Trust)

“Sometimes half hour between courses, others come too soon.” Male 60-74, Dewsbury Ward General Hospital, Mid Yorkshire Hospitals

“Breakfast clashes with washing usually” Male 19-29, Ealing hospital

“Rushed. Some people bullied into eating. Staff do not always give enough time.” Female 30-44 Mental Health Unit, North Staffs Combined Healthcare

“Physios seem to come just before lunch and tire the elderly out. There is not enough staff to feed them.” (Female, 75+, Norfolk and Norwich University Hospital)

### **Comments on Help with Eating:**

“Family members help more than nursing staff with the meal” Female 45-59, Ealing Hospital

“Not enough staff to feed patients at the same time.” Female 75+ General Hospital, Plymouth Hospitals NHS Trust

“I do not require assistance, but saw patients who did, and the help was not always forthcoming”. Male 60-74, John Radcliffe Hospital, Oxford Radcliffe Hospitals NHS Trust

“Only when available, staff very busy” Female 75+ Stead Community Hospital, Langbaugh PCT

### **Comments on quality, taste, nutrition of meals:**

“Wouldn't feed it to a cat.” Female, 60-74, Specialist hospital, MMHSCT

“The menu was excellent in theory, catering for a range of requirements. In practice it was institutional cooking at its careless worst. All cooked food was overcooked, most too salty and much

far too fatty. The vegetables were appalling, beyond further comment.” Norfolk and Norwich University Hospital

Lunch time today, horrendous, egg and cheeses bad, chips burnt. Meals better in Feb/March, food worse now” Female 60-74 Royal Bournemouth General Hospital

“Food is not always as good as it could be. I was offered vienne steak, but it was a beef burger with gravy on it”. Male 60-74, Guisborough Hospital, Langbaugh PCT

“Baked potato so microwaved it was inedible.” Male, 60-74, General hospital, Norfolk and Norwich University Hospital

“Quality questionable, quite tasteless and bland food so overcooked, nutrition questionable.” Male, 60-74, General hospital, Norfolk and Norwich University Hospital

“Potatoes salty, meat not necessarily identifiable; this person is a "healthy food" person and found it difficult to eat a really healthy diet.” Female, 30-44, General hospital, Norfolk and Norwich University Hospital

“Tea time – chicken cashew – tiny pieces of chicken looked like cat food and tasted unpleasant. Processed sandwiches – awful!” Female 45-59, General Hospital Sunderland City Hospitals NHS Foundation Trust

“Cr\*p, not good taste, not nutritional.” Male 30-44 Mental Health Trust, South Staffordshire Healthcare

“Not enough food. Some food is bad. Have to wait half hour for seconds. Too many bad potatoes.” Female, 45-59, Mental health unit, Charing Cross Hospital, West London Mental Health

“Poor quality. Not nutritious. Not enough fruit or veg. Poor diet, starchy. Very few healthy options. Have to queue to get food and healthy options are usually gone.” Female, 45-59, Mental health unit, Charing Cross Hospital, West London Mental Health NHS Trust

“Tastes like plastic.” Male, 30-44, Mental health trust, South Staffordshire Healthcare)

**Comments on leaving food because it looked, smelt or tasted unappetising:**

“Too hard to chew”. Male 75+ North Middlesex University Hospital

“Every day. Poor curry, salty faggots and steak and kidney. Female 75+ General Hospital Poole Hospital NHS Trust

“tasted disgusting and didn’t look good.” Female 30-44 Pontefract Ward, Mid Yorkshire Hospitals NHS Trust

“At least once a day – unfortunately most with the vegetables” Female 30-44, Women’s Centre, John Radcliffe Hospital, Oxford Radcliffe Hospitals NHS Trust

“Yesterday had rice and curry, it tasted horrible so threw it away.” (Male, 30-44, Mental health trust, South Staffordshire Healthcare

**Comments on temperature of food:**

“Pudding gets cold (served with main meal).” Female, Specialist hospital, Nuffield Orthopaedic Centre NHS Trust

“Food was lukewarm at best and often cold. Who wants to eat cold casserole?” Male 75+ Norfolk and Norwich University Hospital

“It is between warm and cold” Female 45-59 Dewsbury ward  
General Hospital, Mid Yorkshire Hospitals NHS Trust

“Not even defrosted” Female, Community Hospital, Royal Liverpool  
Hospital NHS Trust

“Rarely hot food. At times tepid, if not cold” Female 30-44  
Women’s Centre, John Radcliffe Hospital, Oxford Radcliffe  
Hospitals NHS Trust

“Sometimes too hot, sometimes too cold, sometimes lukewarm.”  
Male, General Hospital, Newcastle Foundation Trust

**Comments on Menu changes:**

“Never Changed”, Female 75+ general Hospital, Sunderland City  
Hospitals NHS Foundation Trust

“Doesn’t get changed at all” Pontefract ward 2A, Mid Yorkshire  
Hospitals NHS Trust

“Never changed, unless we complain”. Male 30-44 Mental health  
rust, South Staffordshire Healthcare

“For three months I had the same food all the time, No Change”.  
Female 60-74 Ealing hospital

# Food Watch Surveys

## ‘FOOD WATCH’ Inpatient survey

Members of Patient and Public Involvement (PPI Forums) are conducting this survey across England to find out what patients think about hospital food and catering services and to gain a better national picture.

We would like to hear your opinions and experiences and would be grateful if you could complete this survey as fully as possible.

All responses will remain STRICTLY CONFIDENTIAL and used only for the purposes of the survey. No information will be passed onto third parties.

Name of PPI Forum:	
CPPIH region:	
Name of Hospital:	
Health facility (please tick):	Community hospital
	General hospital
	Nursing home
	Specialist hospital
	Other (please give details):

**For all questions, please circle the most appropriate answer. Comment sections are optional, however to gain a full picture, we would appreciate you completing the comment box as much as possible.**

### MENU

1a. Is the menu in an easy-to-understand format? For example, does the menu explain dishes on offer? Are instructions clear? Are vegetarian or special dietary meals clearly marked?

Yes

No

1b. Please give any comments on what was on the menu

1c. Were all the items on the menu available to you?

Yes

No

Don't know

**CHOICE**

2a. Do you get a choice of meals in advance?

Yes

No

Don't know

2b. Please give any comments on menus and choice of food.

2c. Does the meal suit your dietary requirements eg. religious/medical requirements?

Yes

No

Don't know

2d. Is your diet supplemented by food brought in by family/friends?

Yes

No

**AVAILABILITY**

3a. Were you given sufficient time to eat your meal?

Yes

No

3b. Please give any comments on time allowed for eating your meal.

4a. If you require help with eating, was someone available to provide you with this help?

Yes

No

4b. If someone helped you with your meal, who was it?

Family member      Friend      Carer      Nursing staff      Not applicable

4c. Please give any other comments on help with eating.

5a. Are snacks available between meal-times?

Yes                                  No                                  Don't know

5b. Are hot/cold drinks available between meal-times?

Yes                                  No                                  Don't know

5c. Please give details of any snacks available, for example, times available, type of food/drinks, trolley service, vending machine, café.

## QUALITY

6a. Please give any comments on the quality/taste/nutrition of your meal.

6b. Have you ever left your meal because it looked/smelt/tasted unappetising?

Yes                                  No

6c. If 'yes' have you done this on more than one occasion. Please give details.

**TEMPERATURE**

7a. What is the temperature of 'hot' meals like?

Too hot                      Just right                      Warm                      Cold

7b. Please give any comments on temperature of meals.

**LONG-TERM STAY**

8a. If you are a long-term care patient, how often is the menu changed?

Daily              Weekly              Monthly              Don't know              Other              Not applicable

If other, please comment:

8b. If you are a long-term care patient, do you have access to other catering facilities e.g. dining room/canteen/snack shop?

Yes                      No                      Not applicable

9a. Please state your age group (optional):

>18    19-29              30-44              45-59              60-74              75 and over

9b. Please state your gender (optional):

Male                      Female

9c. Please describe your ethnic background (optional):

- White – British
- White – Irish
- Any other White background
- Bangladeshi
- Indian
- Pakistani
- Any other Asian background
- Black – African
- Black – Caribbean
- Any other Black background

Chinese  
White and Asian  
White and Black African  
White and Black Caribbean  
Any other mixed background  
Other (please give details):

9d. Please state your religion (optional):

None  
Christian  
Muslim  
Hindu  
Jewish  
Sikh  
Buddhist  
Any other religions (please give details):

**Thank you for taking the time to participate in this survey.**

## ‘FOOD WATCH’ Outpatient and Visitor Survey

This survey is designed for the PPI Forum to study catering provision for outpatients when they come for an appointment and the services within food outlets for visitors and outpatients. You may wish to look at the vending machine in an outpatients waiting area or you may wish to attend your local hospital to see what catering facilities are on offer to the public.

Name of PPI Forum:	
CPPIH region:	
Name of Hospital/PCT etc:	
Location of outlet:	Hospital Foyer
	Dental surgery
	GP Surgery/Health centre
	Outpatients
	Pharmacy
	Ward
	Walk-in centre
	Other (please give details):

**For all questions, please circle the most appropriate answer. Comment sections are optional, however to gain a full picture, we would appreciate you completing the comment box as much as possible.**

1. Please name the type of outlet/s at which you are conducting the survey. **If there are two different outlets, it would helpful if you could survey both of them and provide answers for both.**

### **OUTLET 1**

Café (please give name)

Fast food chain (please give name)

Shop (please give name)

Women’s Royal Voluntary Service (WRVS) (or similar) shop/café (please give name)

### **OUTLET 2**

Café (please give name)

Fast food chain (please give name)

Shop (please give name)

WRVS (or similar) shop/café (please give name)

2. Please list price of the named beverages below at the outlet/s you surveyed.

**OUTLET 1**

a. Cup of tea

less than 50p	51p - £1.00	£1.01 - £1.49	£1.50 - £1.99	£2.00+
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b. Cup of coffee

less than 50p	51p - £1.00	£1.01 - £1.49	£1.50 - £1.99	£2.00+
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c. Fruit juice/smoothie

less than 50p	51p - £1.00	£1.01 - £1.49	£1.50 - £1.99	£2.00+
---------------	-------------	---------------	---------------	--------

d. Bottled water

less than 50p	51p - £1.00	£1.01 - £1.49	£1.50 - £1.99	£2.00+
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**OUTLET 2 (if applicable)**

a. Cup of tea

less than 50p	51p - £1.00	£1.01 - £1.49	£1.50 - £1.99	£2.00+
---------------	-------------	---------------	---------------	--------

b. Cup of coffee

less than 50p	51p - £1.00	£1.01 - £1.49	£1.50 - £1.99	£2.00+
---------------	-------------	---------------	---------------	--------

c. Fruit juice/smoothie

less than 50p	51p - £1.00	£1.01 - £1.49	£1.50 - £1.99	£2.00+
---------------	-------------	---------------	---------------	--------

d. Bottled water

less than 50p	51p - £1.00	£1.01 - £1.49	£1.50 - £1.99	£2.00+
---------------	-------------	---------------	---------------	--------

3. Is there a vending machine available for use in the waiting area?

Yes                      No

4. What snacks are available from the vending machine? (please circle all options that are applicable).

fruit	sandwiches	salads	vegetarian options	wheat free options	cakes/biscuits
sweets /chocolates	crisps	low-fat snack			

5. What drinks are available from the vending machine? (please circle all options that are applicable).

bottled water	fizzy drinks	fruit juice /smoothies	tea	coffee	herbal/fruit teas	soya milk	Low-calorie drink
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6. Is water (from a dispenser) available?

Yes                                      No

7. Please give us any other details of catering provision you would like to note.

**Thank you for taking the time to participate in this survey.**