NATIONAL LEADERSHIP & DEVELOPMENT FORUM

All you need to know about this year’s Forum

Plus

Salon Culinaire winners

Vision for food procurement

Action on food waste
DELIVERING AMAZING ALLERGEN FREE FLAVOURS!

EAT WELL Healthcare Campaign

The clever chefs at Major are proud to be launching their Eat Well - Healthcare Campaign.

The aim is to provide the complete package for chefs and dietitians in developing the very best in recipe development that not only meets nutritional needs but also keeps an eye on controlling the costs.

The campaign also highlights how you can make a positive step in the right direction

- 100% Gluten Free Healthcare Compliant Bases
- Reduction in Plastic
- Reducing Ingredient Costs

* These products do not contain any food allergens as designated by EU Legislation
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A warm welcome to an exciting 2020 Forum

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Infor
WHAT’S SO GOOD ABOUT BRITISH EGGS?

A NUTRIENT DENSE FOOD

FULL OF VITAMINS AND MINERALS

RICH SOURCE OF VITAMIN D, B2 & B12

WHAT'S SO GOOD ABOUT BRITISH EGGS?

2 MEDIUM EGGS PROVIDE 26% RDI OF PROTEIN

CONTAINS ALL 9 ESSENTIAL AMINO ACIDS

EGGS ARE AN EXCELLENT SOURCE OF PROTEIN FOR VEGETARIANS

HELPS MAINTAIN MUSCLE MASS

TO FIND OUT MORE ABOUT HOW EGGS CAN BENEFIT HEALTH AND NUTRITION, CONTACT US USING THE DETAIL BELOW.
Is it really a whole year since Stewart McKenzie passed the chain of office to me? There has been so much going on that the time has rushed by, but what an amazing year it has been.

To start off with, as soon as I left the AGM, after saying that the Association was safe in my hands, I was advised that we needed to consider putting the Association on a more professional footing and that we were at risk of losing much of our assets. I must admit that this came as news to me, but I immediately saw that if we, the Council, didn’t address the issues we could be seen as being negligent.

This started a chain of events that has seen our Vice Presidents working very hard throughout the year, with the help of Andy Burman, a consultant who specialises in the field of governance. I know that this is an enormously important issue and we will address it during the Forum, but I do not want my two-year term to be seen as one that was solely focused on governance and corporate issues. The HCA is far more than that, and I am pleased to say that for the latter part of the year we have been working as part of the NHS Hospital Food Review. This has given the Association the chance to have its voice heard, aligned to one of our straplines – ‘The HCA – The voice of the hospital caterer’.

Phil Shelley has been an inspiring Chair for the review, travelling up and down the country visiting as many hospitals as possible, large and small units, covering the broadest range of healthcare. I have been privileged to accompany Phil on a number of these visits and it has been totally inspiring to see so many people trying to do their best for the patient.

What these visits clearly demonstrate – and I do not want to pre-empt anything from the formal report – is that there is no ‘one size fits all’ fix for the NHS. Different patient groups have different needs, and local communities want menus that are familiar to them – in some places this also includes unusual dishes such as game or Lancashire pie. We would be foolish to lose these concepts that make our Four Nations so unique.

I know from personal experience just how hard it is to feed such a complex group, but I take my hat off to each and every one of you that we have met during our visits. You all had something to add to our overall thoughts and we should be immensely proud of the service we provide every day of the year.

However, we can never be complacent. The Food Review came about because of the awful Listeria outbreak that took the lives of six patients. Naturally, the media were in overdrive and we were in their sights, but after the first weekend I found myself as a patient, so it fell to Immediate Past Chair, Stewart McKenzie, and National Vice Chair, Brian Robb, to step up to the plate and represent us all in possibly one of the worst media storms we have ever witnessed. I am very grateful to them both, not only for standing in for me but for maintaining the reputation of the Association during this dark hour.

But now it is time to look forward. This year’s Leadership & Development Forum in Liverpool is set to be a memorable event. We will be able to hear from Phil about what he and Prue Leith saw during their Food Review travels and the outcome of the Review, and hear a first-hand account of what it is like when tragedy strikes your hospital when Aintree Hospital’s Sandra Whitall shares her experiences.

Among the other great speakers, I am looking forward to hearing from Angela Rippon, who is championing the role of those who look after ordinary people who are suffering from dementia, a growing issue in the 21st century. Who can forget the moving speech Tommy Whitelaw gave us a few years ago. We still need to make more progress in this area.

Finally, for this edition, I would like to say a massive thank you to the Council and the Executive, who have all worked extremely hard throughout the year. Two that I would particularly like to single out are Caroline Darvill, our National Treasurer, who is masterminding our move to electronic accountancy – no easy job but she is working hard to make it work – and our great National Secretary, Janice Gillan. Without her tireless work and abundant energy, this Association would be in a very different place. Thank you both.

Over the last year I have been able to visit nine out of the 15 Branches, so I am well on target to get to every Branch during my tenure and I look forward to seeing as many of you at the Forum as possible. For those who are not able to make the trip, for whatever reason, look out for reports on the website and in the June issue of Hospital Caterer.

Best wishes

Craig Smith, Honorary National Chairman, Hospital Caterers Association
We provide a unique training service to help hospital staff provide food to patients which looks as good as it tastes. Come see us at the HCA forum and HEFMA conference to find out how we are improving patient meals.

Find out more:

01225 569445
www.apetito.co.uk
Our January meeting was held at Bidfood’s Wakefield Depot and celebrated Veganuary.

We opened our meeting with an interesting presentation from Colin Le Roux, Sales Manager North for Vegware. Vegware produces a comprehensive range of catering disposables, all of which are produced from plant-based materials (wood pulp, palm leaf and sugar cane) and are fully compostable, totally breaking down in a maximum of 12 weeks. Given ideal humidity and temperature, breakdown can happen in only two weeks.

The range includes sandwich packs, which will be of interest to those sites now manufacturing their own sandwiches.

Bidfood stocks the range and can supply as part of their normal delivery schedules. All of the range can be custom printed, if required, and a range of point of sale items and table talkers for informing customers that the packaging is plastic free is available on request.

Vegware is working with partners to provide a disposal service, and there are currently 64 areas where they can arrange for the collection and disposal of food and packaging waste from site. Scotland and Wales are ahead of England with this, but England is catching up.

Of course, it is all well and good having food packaging, but you need something to put in it, so we moved upstairs to the Demonstration Kitchen for our second presentation, which was given by Jonathan Holden, Managing Director of Caru Brands Ltd. Caru Brands is a marketing company, and were representing the Miami Burger Company and the Fry Family Food Company on the day.

We started by trying the Miami Burger Company’s Miami bacon, lettuce and tomato sandwich, although the bacon is made from wheat protein. These were surprisingly good. We then tried the range of burger patties, including a straight beef burger replacement, a Louisiana ‘Chicken’ burger and a Veg Burger, as well as the Bacon Rashers and three sizes of ‘meat’ balls. All are vegan and contain reduced saturated fat levels. They are designed to retain the mouth feel and taste profile of their meat equivalents so they can be easily introduced to carnivores on meat-free days without too much reaction.

Our next serving was pizza from the range of products produced by the Fry Family Foods Company. Fry’s is a South African family business and Bidfood is stocking 24 of its vegan products. The pizzas are dairy free (not gluten-free) and feature wheat-based toppings. Caru Brands also represent Promise Gluten-Free Bread, a Northern Ireland-based company, who bake with more air in the dough making a lighter bread. The product is available as loaves, buns, rolls and wraps, as well as a range of cakes and muffins.

We also tried a range of snack bars called Fruity Beauties, which are one of your five a day, designed for pack-ups or between meal snacks, all of which are 100% organic.

As well as the usual drinks, we tried Canbucha, which contains live cultures. These have zero sugar, and also are guaranteed to be zero alcohol (which is not always the case with other cultured drinks as it is possible for them to ferment after processing – meaning that some religions will not touch them). Also on offer were samples of Savvy Vitamin Waters.

Our thanks go to Colin, Jonathan, and Amy and all the staff at Bidfood for looking after us so well.
West of Scotland Branch

From Robert McLaughlin

The West of Scotland Branch celebrated its 70th anniversary year with the annual event ‘2020 Catering Vision’, which was held on Friday 7 February 2020 at Seamill Hydro Hotel, West Kilbride (pictured). The Study Day was very well attended by approximately 100 delegates and 32 exhibitors. The theme for the day was sustainability, with food waste high on the agenda.

The Branch, in collaboration with Zero Waste Scotland and National Procurement, facilitated a waste workshop to identify sources of food waste, raising awareness about what measures could and should be taken to reduce food waste.

The Branch then had its meeting in the afternoon, with an open discussion about the governance arrangements being proposed.
Wessex Branch

From Chris Lay

2020 got underway in Wessex with a Branch meeting at Salisbury District Hospital and our thanks go to Paul Straughair and his team for hosting us once again. As caterers we are used to thinking on our feet, so with Andrew Shearing from Hoshizaki/Gram stuck in traffic, there was a quick change to the published programme and our sole headline presenter was Tom Anderson-Dixon, who spoke about ‘Squash-Stix’ and the importance of patient hydration.

Our usual Branch business and networking followed, part of which was the awarding of the ‘Wessex Cup’. The ‘Wessex Cup’ was a memento from Conference 2012, which we hosted at Wokefield Park. Every meeting it is presented (usually along with a ‘little something’) by the previous holder to another Member for something they have done for the work or betterment of our Branch. This month, as can be seen from the photo, Scott Jones (previous holder for his sterling service arranging our annual dinners) can be seen handing over the trophy to Mark Lester, one of our Patrons from Hobart, for his and their overall support of the Branch and its activities.

Since the AGM, we have sadly seen two of our long-standing Patrons move on – Richard Barwick and Chris Clark. We wish them all the best in their new roles and/or company situations and thank them for their support over the years.

Many of the Branch travelled to the Hotel, Restaurant and Catering Show (Hotelympia in old money) to cheer on the teams in the HCA’s Live Team Cookery event, and we look forward to catching up with friends and acquaintances old and new at this year’s Forum.

Northern Ireland Branch

From Deborah McNeill

On 26 February the Northern Ireland Branch visited Access Employment Limited (AEL), an organisation whose aim is to have meaningful paid employment for disadvantaged adults. AEL offers a variety of employment opportunities for a mixed ability workforce, one of which is Clearer Water, which we sell in Trust facilities.

David Hunter, Chief Executive of AEL, told us how the company has developed and how it is taking Clearer Water forward, continually growing the brand. After the presentation, David took us on a tour of the facilities and showed us the allotments and some of the flowers, herbs and vegetables that the staff grow.

A full Branch meeting followed and then we travelled to the bottling plant, on the shores of Larne Lough, where we saw the water being bottled at source.
Whether you are a traditional cook operation or buy in ready prepared meals, NH Case has the solution for you. We are a family owned British company and are proud to have supplied the NHS for over 60 years.

We manufacture a full range of cook freeze ready meals for healthcare. With a large number of new and improved dishes that taste great, meet the nutritional guidelines of the BDA and the IDDSI standards, we can create a menu to suit the needs of all your patients.

Come taste the change and embrace the future with NH Case on stand 39. We are as passionate about hospital catering as you are.
Coronavirus and the importance of hygiene

With dishes and cutlery considered to be neuralgic points in food service, caterers must be able to guarantee their equipment is 100 per cent hygienically safe. With the continuing spread of the coronavirus, Meiko is reassuring caterers that its warewashing devices are able to process dishes and cutlery in such a way that they can be reused without hesitation, even if they have been previously used by infected or sick people. “With the special agents used, the special washing mechanism and an increased water temperature, our warewashing equipment’s hygiene safety and harmlessness is guaranteed,” says Friedrich von Rheinbaben, hygienist and virologist.

Sodexo launches new braille menu

Sodexo has launched a braille menu for patients at Queen’s Hospital Romford to ensure patients with visual impairments can read the standard menu.

“We truly care about our patients, so are always looking for ways to improve how we meet individual patient needs and help ensure a patient’s stay is as comfortable as possible,” said Karen Ford-Sneddon, Sodexo Patient Dining Manager at Queen’s Hospital Romford. “The introduction of a braille menu is vital to empower our visually impaired patients and help them to feel welcome at mealtimes. We worked closely with the Royal National Institute of Blind People (RNIB) to make sure these menus were perfect for our customers.”

The Sodexo team is now working to introduce braille menus across all hospitals where they deliver a patient dining service.

INDUSTRY EXPERTS PUBLISH NEW WHITE PAPER

Food safety experts STS have published a Food Allergen Management Whitepaper, which looks at the following topics:

- **Consumer responsibilities.** Are allergen sufferers aware of how best to protect themselves when it comes to eating out and ordering food?
- **De-skilling our workforce.** With a turnover rate of 70 per cent, have we unknowingly de-skilled our workforce?
- **Food hypersensitivities.** Is the hospitality industry equipped to deal with an increase in food hypersensitivities? and
- **Supply chain weaknesses.** Is the supply chain unable to get real-time allergen data to the front line?

This is the first of three whitepapers that will be published free of charge, by way of giving something back to an industry that is worth over £73 billion per annum to the UK economy.


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HCA to host panel session at Commercial Kitchen 2020

The HCA will once again be supporting the Commercial Kitchen show as it celebrates its fifth anniversary in its new home of ExCeL London. Taking place on 3–4 June, more than 2,000 attendees are expected to attend.

As well as having a stand at the show, the HCA will be hosting a panel session on Thursday 4 June, addressing some of the key challenges facing healthcare catering providers in 2020. Craig Smith, HCA chair, says, “It is so important for healthcare caterers to keep up-to-date with the latest trends and source the best equipment to make kitchens run efficiently. Commercial Kitchen is a well-run show, featuring a great range of innovative products. I would thoroughly recommend it.”

The show’s free two-day programme of seminar keynotes will cover key themes that focus specifically on the kitchen or back of house, including equipment innovations, technology, procurement, design, efficiency, and best practices. There will also be dedicated sessions hosted by ceda and the FCSI (the show’s lead partner and partner, respectively).


For further information and to register for a free trade ticket, please visit www.commercialkitchenshow.co.uk and quote priority code CK31.
New training from apetito

This year, apetito is going the extra mile to provide customers with the training and skills they need to serve food that looks and tastes delicious.

As food is medicine, patients need healthy and nutritious meals to help them make a full recovery. We understand that the appearance of food is extremely important for patient recovery because appetite is heavily influenced by the appearance of food. As a result, apetito is focusing on providing a unique training service to help hospital staff serve food that not only looks delicious but also tastes great.

To find out more, visit stand 84 at this year’s HCA Forum.

Instant products from Essential Cuisine

Famous for their stocks, sauces and gravies, Essential Cuisine has created a brand-new instant range, made with cost sector caterers in mind. The company’s new Premium Instant Gravy and Premium Instant Cheese Sauce will help caterers safeguard quality and consistency yet still offer sauces as they should be – in a simple and easy-to-use, instant powdered format. Ready to serve in 30 seconds using just boiling water, these products are especially useful for sites where space and skill may be at a premium, such as hospital wards. These products are gluten-free, meet Department of Health salt guidelines, and are vegetarian friendly.

SAFE WAY TO DECONTAMINATE

Drywite’s Fresh Produce Wash liquid is added to fresh water to create a safe and effective resolution to eliminating pathogenic bacteria such as E. coli, Listeria and Salmonella, which are some of the major causes of food poisoning on salad, vegetables and fruit.

Easily applied to salad, fruit and vegetable wash processes within the kitchen (as a replacement to chlorine, for example), Fresh Produce Wash is non-hazardous, chlorine-free and classed as a processing aid that is completely safe to eat. It can be supplied in larger containers and can be tailored to suit larger-scale wash processes.

The application of Fresh Produce Wash and subsequent elimination of bacteria improves product quality and therefore reduces spoilage and waste. The product is a single process application and all treated produce requires no rinsing. It will be ready to serve.
ABOUT US

FOODSERVICE SOLUTIONS FROM AN AWARD WINNING FAMILY BUSINESS

Harlech Foodservice Ltd is a second generational family business and holds the customer at the centre of everything it stands for. Continuous growth has been achieved by fully understanding its customers needs in terms of range and delivery service, as well as providing up-to-date food legislation information to sustain its business.

Distributing throughout North and Mid Wales, The North West and Shropshire with over 10,000 wholesale product lines delivered direct to kitchens and workplaces six days a week. We aim to deliver a total foodservice solution to the catering industry.

As an approved TUO supplier, the company is diversifying its customers base to include Local Education Authorities, Higher Education Institutes and Healthcare Providers as well as recognising the growing need of its traditional customer base.

As a company we believe in responsible procurement, providing community benefits and assisting our customers to comply with the social values act.

Harlech Foodservice Ltd strive to become the leading delivered foodservice operator within its geographical area through adapting its product range and delivery service to suit its customers needs. Together with implementing sustainable working practices, it aims to lessen its impact on the environment.

The Company will continue to invest in more efficient equipment to help reduce its Carbon Footprint, whether it be continuing to provide its sales team with Hybrid cars, enhancing its state of the art Commercial Vehicle Fleet or additional solar panels to further increase its sustainable power generation. Its ultimate environmental objective is to become a Carbon Neutral Company and is currently exploring varied avenues to achieve this.
Giving back to the environment

A green-fingered group of school children have helped a food distribution firm plant more than 500 trees as part of an ongoing commitment to reduce the company’s carbon footprint. Harlech Foodservice, based in Llanystumdwy, near Criccieth, Gwynedd, enlisted pupils from nearby Ysgol Llanystumdwy to transform a narrow piece of waste ground on the edge of its main site, planting trees and shrubs such as hazel, hawthorn, dogwood, and common crab apple.

Gill Blease, Harlech Foodservice Marketing Manager, said it had been lovely to team up with the children and added, “We are transforming a piece of waste land into something that is much more visually appealing, attracting wildlife and creating spaces for our staff to enjoy during breaks from work.”

Cathryn Davey, Headteacher of Ysgol Llanystumdwy, said, “This fits in so well with a lot of things we are trying to encourage the children to think about and enjoy – getting outside more, helping others in the community, and being aware of our environmental impact and how we might improve this.”

Have you had yours?

The Weetabix family of products comprises a range of nutritious, tasty, everyday, cereal-based breakfasts that deliver all the nutrition of a ‘proper’ breakfast that your body needs to give you the energy and zest to take on the day.

Weetabix is the UK’s number one breakfast cereal brand and has recently unveiled a brand-new ‘Submarine’ TV advert and digital campaign as part of its £11m multi-channel marketing push. The brand helps people get the best out of their day with the Weetabix Advantage, and with all-green traffic lights on Weetabix Original so is naturally low in sugar, salt and fat. And with 100 per cent wholegrain wheat, Weetabix is a great way to get more fibre every day. All of the wheat in Weetabix Original comes from within 50-miles of our mills in rural Northamptonshire.

Taking stock in healthcare

The chefs at Major are proud to be launching their Eat Well – Healthcare campaign. This aims to provide the complete package for chefs and diéticians in developing the very best in recipe development that not only meets nutritional needs but also keeps an eye on controlling the costs. The campaign also highlights how you can, with Major’s help, make a positive reduction in your plastic waste and reduce your ingredients costs.

Their healthcare-compliant bases are all 100 per cent gluten-free, with many being Vegetarian Society Vegan Approved and Halal Approved, not to mention having no declarable allergens.

To find out about how the campaign can benefit you and make a positive difference to your business call 01933 356012.
Gold standard cooking from HCA chefs

A great deal of planning and preparation took place to ensure that healthcare chefs were at the top of their game as teams from the HCA took part in the Salon Culinaire/Hospital Chef’s Team Event at the Hotel, Restaurant and Catering Show on 5 March.

Congratulations go to Lorraine Shopland and Amanda Hall from Musgrove Park Hospital who were awarded Gold Best in Class by Prue Leith, along with senior Members from the HCA and the Craft Guild of Chefs.

Sponsored by Hobart Cooking Solutions and The Worshipful Company of Cooks, the Salon Culinaire was the first to take place in the Live Theatre on Thursday 5 March. The six teams, representing a selection of regions throughout the UK, demonstrated their full creative and cooking skills based on criteria set by the HCA (no advance preparation, no use of manufactured products and marks deducted for wastage).

For organiser Phil Shelley, it was the culmination of a lot of hard work. “This is a fantastic achievement for Musgrove Park Hospital to be represented at the Salon Culinaire. They have cooked dishes today that every patient would absolutely love to receive every day. The dishes offered plenty of nutrition, colour and taste and using sustainable fish just goes to show Britain at its best.”

The teams had just one hour to prepare and present a two-course meal (main and dessert) with appropriate accompaniments for two covers, for just £2.60 per head. The meal had to be suitable for generic NHS patients with an emphasis on reduced saturated fats, sugars and salts. The main course, at least, had to be hot and include sustainable fish with a strong British influence, and the dessert had to be a classic fruit-based pudding made with less than 10g of added sugar per portion.

Lorraine and Amanda cooked fisherman’s pie comprising seabass, salmon and haddock in a creamy butter sauce topped with potato, served with vine tomatoes and purple sprouting. This was followed by a citron syllabub and a fruit berry compote.

Prue Leith said, “To feed a hospital patient is not an easy task but those who have entered this competition have managed to retain their enthusiasm, innovation and desire to serve good quality food for patients, which is not always easy to do in an environment where customers don’t want to be there. I am full of admiration for them and to be a hospital chef is very noble in the first place. These people are our heroes.”

Lorraine and Amanda were thrilled to win, saying, “We are both shocked, stunned and amazed that we have achieved gold best in class. We are also delighted to be walking away with the Hygiene award. At our hospital
Lorraine Shopland and Amanda Hall – Musgrove Park Hospital: Gold Best in Class
Fisherman’s pie: Sea bass, salmon and haddock in a creamy butter sauce topped with potato, served with vine tomatoes and purple sprouting.
Citron syllabub accompanied by a fruit berry compote.

Karen Shrehorn and Joanne Wharton – Midlands Partnership NHS Foundation Trust: Silver Best in Class
Herb crusted fish on a bed of spinach served with basmati and wild rice, green beans and tomato sauce.
Apple crumble served with dairy-free vanilla ice cream.

Paul O’Brien and Emmanuel Olubiyi (deaf student supported by teacher, Jon Hardy Bachan) – The London Clinic: Silver Best in Class
Scottish salmon “pot au feu” style, Kentish spring vegetables.
Vegan avocado, banana and cacao chilled fondue.

Mark Seales and Jamie Bolam – Freeman Hospital, Newcastle: Bronze Best in Class
Pan-fried cod and haddock fishcake with parmentier potatoes and lentil casserole.
Classic Eves pudding and stem ginger tart, served with vanilla sauce or ice cream.

James Sumpter and Luke Nobbs – West Suffolk Hospital: Bronze Best in Class
Pan-fried fillet of Bass with sautéed rosemary potatoes, roast carrots, baby purple beetroot, kale crisps and lemon butter sauce.
Spiced rhubarb crumble and orange-scented custard.

Chris McGuile and Robert Salomia – Aberdeen Royal Infirmary: Bronze Best in Class
Hake fillet with fondant potato, spinach and roasted red pepper sauce.
Sticky date and apple cake with honey and cinnamon whipped cream.

THE TEAMS AND MENUS

we have been hot on hygiene levels and making sure all staff understand the right procedure in washing their hands.”

Craig Smith, Chair of the HCA said, "Lorraine and Amanda are worthy winners of this competition. It was a well-fought contest but the cream always rises to the top and they just showed that little bit extra because their dishes reflected what should be on a patient’s plate as opposed to a show plate. They also showed top-class work on their hygiene during the competition."

From innovative cooking systems to interactive menus, RH Hall has the solutions you need to drive your business and future proof your catering.

Whether you are looking for advice on an individual item of equipment, the latest innovation or a complete tailored solution, our customer focused team has the experience and expertise to help.

For more information visit our new interactive website, or call a member of our Foodservice Solutions Team.

Try for yourself
Lorraine and Amanda are showcasing their dishes in the HCA live theatre at this year’s HCA Leadership & Development Forum in Liverpool. Why not take the opportunity to try the dishes yourself?
THE UK’s No.1 CEREAL BRAND*

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Ready Brek Original
6 x 750g

Ready Brek Original
6 x 450g

Ready Brek Original
6 x 450g

Source: Nielsen 52 w/e 15/06/19 - Total Impulse.

*Source: Nielsen 52 w/e 15/06/19 - Total Impulse.
Provisions costs have increased by 5% to 18% within the last 12 months. This is a result of the age demographic of patients coming into hospital changing – patients are older – and the increased need for texture-modified meals, both of which are having an impact on the provisions budget. It is up to us to ensure our voices are heard when these budgets are being set and tell our finance directors if there is anything coming up this year that will impact on our catering budget in a detrimental way.

Introducing any new services brings its own added pressures and weighing up the balance of cost verses either income or quality needs to be the driver behind the decision making. Having to present a financial case for a new service that is not going to bring in additional income, and having to present a case in the knowledge that there could be an increase in cost pressure, is extremely challenging in this current environment.

The Leadership & Development Forum in Liverpool is upon us and I hope those attending will make the most of meeting catering colleagues within the same industry, to listen, to walk around the extensive exhibition of 90 stands of the industry’s most well-known suppliers, to meet and greet both old and new friends, to celebrate at the President’s Dinner and Hospital Catering Association Awards Evening, and learn from an exciting array of speakers on a diverse range of topics. The Forum Management Team has something very special lined up.

Introducing any new services brings its own added pressures and weighing up the balance of cost verses either income or quality needs to be the driver behind the decision making.

Amanda Cartmill can be contacted at editor@hospitalcaterers.org

Not all the articles that involve the HCA are contained within this publication, so to ensure Members do not miss any important articles in other publications, please visit the links below:

http://www.hospitalfoodandservice.co.uk (page nine)
https://flickread.com/edit/876e3007236fa8e#25 (page 25 to 27)
https://secure.viewer.zmags.com/publication/010d21a2/010d21a2/2
https://secure.viewer.zmags.com/publication/010d21a2/010d21a2/12
https://secure.viewer.zmags.com/publication/010d21a2/010d21a2/20

If you have any questions that you would like answering on this Membership Update page, please do not hesitate to contact me at editor@hospitalcaterers.org. I hope the response you get will be helpful to everyone reading this column.

Also please remember to send to me any interesting ideas that you are introducing or trialling, plus any photos, because this may result in an article for the magazine or a piece on the HCA website.
Changing the face of procurement

In November 2019, NHS Supply Chain: Food appointed a new Business Director, Suzy Newman. With an extensive background in foodservice and fast-moving consumer goods manufacturing, we sat down with Suzy to talk about her vision for NHS food procurement over the next few years.

When was Foodbuy awarded the NHS Supply Chain contract?

In January 2018, Foodbuy was awarded a contract by the Department of Health’s Procurement Transformation Programme to purchase food for more than 150 NHS Trusts across the UK, operating under the banner of NHS Supply Chain: Food.

How many people work in the NHS Supply Chain: Food team?

Since the contract went live in July 2018, the NHS Supply Chain: Food team has grown to more than 60 experts who are working to leverage the combined scale of the NHS, unlock cost-saving opportunities and deliver added value from our supply partners. Our team includes procurement managers, buyers, supply chain planners, account managers, as well as culinary, dietetic, marketing and finance specialists.

How do you collaborate with NHS catering and procurement teams?

In January 2019 we introduced regional Food Forums, which take place once a quarter across six different regions in England. The aim is simple: ‘to increase collaboration and engagement with NHS catering and procurement teams’. They’re open to all NHS professionals with an interest in food procurement, and they provide the opportunity to collaborate, build networks, share ideas and discuss challenges. Last month, we completed our fourth round of Food Forums and we’ve now seen more than 60 Trusts attend a Food Forum since their inauguration.

Tell us about the role your culinary and dietetic leads are playing.

Our culinary leads are passionate about working with NHS chefs and catering managers to develop skills, provide insight

Whether it’s healthy eating or higher energy products, we give you the products to meet all dietary considerations.
and trends, trial new concepts and improve retail offers to drive sales or increase revenue.

At the same time, our dietitians and nutritionists have become instrumental in our procurement processes. They ensure national nutrition standards underpin our strategies, meaning our products meet and exceed your needs. Whether it’s healthy eating or higher energy products, we give you the products to meet all dietary considerations.

Tell us about some of the team’s key achievements and successes.

In July 2019 we achieved a major milestone – the launch of our first two frameworks: Cold Beverages, Confectionery and Snacks, and Hot Beverages and Vending Consumables. Not only have these new ranges driven huge savings for the NHS via one consistent price for all NHS Trusts, but they’ve also enabled Trusts to implement innovative new products that were previously unavailable via NHS Supply Chain. We plan to launch a number of other new frameworks, but these can only happen once the existing contracts, which were negotiated before we took over, have expired.

Aside from framework launches, what’s your focus for the next few months?

We are incredibly excited to announce the launch of our new Multi Temperature Distribution model. This new model represents a transformational change for NHS Supply Chain and the NHS as a whole. We’ve partnered with Bidfood, one of the leading multi-temperature food distribution providers, meaning NHS Trusts will be able to order all of their food products from one approved portal and have them delivered via one approved supplier. This really does support the very essence of the NHS Supply Chain Operating Model.

Initially, we’re launching with a combination of 40+ acute, community and mental health NHS Trusts and are working with them to provide greater levels of transparency, pricing standardisation, efficiencies and, of course, savings.

NHS Trusts will be able to order all of their food products from one approved portal and have them delivered via one approved supplier.

What does success look like over the next two years?

First and foremost, we want to deliver savings for the NHS; however, I know we can deliver and achieve more. Thanks to the expertise of our teams, our new frameworks will not only deliver on these savings targets but also bring better-quality, market-led ranges that improve food and beverages for staff, patients and visitors.

Sustainability is also a key focus. We’re always looking to reduce our impact on the environment. Our new distribution model will mean fewer distributors and suppliers delivering directly to Trusts, which equals fewer deliveries, reduced food miles and less carbon emissions.

And success will be implementing phase two and three of our new Multi Temperature Distribution model.

Finally, what excites you about working for NHS Supply Chain: Food?

I’m really excited to be leading such a passionate team with so much experience and knowledge at our disposal. My vision is ambitious, but with hard work and close collaboration with our clients, I believe we can make a real difference. If you’d like to learn more, or would like to meet to discuss how we can support your Trust, please drop an email over to food@supplychain.nhs.uk