



Patients experiences of Hospital Food at Calderdale and Huddersfield Trust

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Service	Public Health
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Working title	Patients experiences of Hospital Food at Calderdale and Huddersfield Trust

Background

In January 2014 Healthwatch Kirklees visited Dewsbury Hospital in partnership with North Kirklees CCG. We visited the Paediatrics Ward. Whilst patient comment on the standard of care was positive, the comments on the quality of food provided to children were negative.

This visit led to a conversation with Tony Cooke on food in Kirklees more generally, and whether Healthwatch could make a contribution to the wider strategic food priority by helping commissioners understand patient perspective on food in hospital settings.

An outline structure for the work was agreed at a meeting on April 9 2014.

Aims

- To understand better patients' experiences of food in Calderdale and Huddersfield Hospital
- To provide an evidence base for future discussion between Public Health and CHT to ensure that future strategies for improving food in the hospital are based on patient views and opinions.

Objectives

- To understand patients' experience of food in CHT
- To provide an evidence base for public health and CHT to use in future discussions in this area.
- To understand what patients want, and what might motivate them to eat more healthy food.
- To identify and suggest changes that the hospital could make to its food strategy, based on the comments of patients.

Description of Consultation

The work will be led by Helen Wright from Healthwatch Kirklees (HWK). Helen will be supported by Laila Samuelsson a Food and Nutrition student from Leeds University who will be on work placement with Healthwatch Kirklees for 6 weeks from 06 May 2014.

Most of the interviewing will be completed by Laila, and it is essential that Healthwatch Kirklees have access to both hospitals for 4 weeks from 06 May for us to be able to complete this work.

Other Healthwatch staff will support Laila on a daily basis with interviewing.

Key dates & activities

1. Tony Cooke to meet with CHT w/c 14 April to secure CHT support and access to wards in both Halifax and Huddersfield.
2. Project outline written by Rory Deighton delivered to Tony Cooke/ Anna Lunn by 25 April
3. Survey Questions written by Anna Lunn and delivered to HWK by 25 April
4. Authorisation for HWK to visit wards in both hospitals delivered to HWK by 02 May
5. Project outline amended and agreed by 02 May
6. Hospital Visits completed by HWK over a 4 week period from 06 May 2014.
7. Data entry and Analysis 01 June to 21 June.
8. First draft delivered to Public Health by 15 July.

Survey Activities

A. We have agreed 5 areas in which we feel that we can usefully focus on.

1. Hospital Café's
2. Hospital Canteens
3. Hospital Food for General Admissions
4. Hospital Food for Specialist Admissions where nutrition is particularly important (eg Maternity/Paediatrics)
5. A discussion with existing Caterers on their views of hospital food and how it can be improved.

B. HWK will visit each of these departments in both Calderdale and Huddersfield Hospitals, and sit down with patients on a one to one basis, in Café's, Canteens, and on Wards. Staff will listen to and record patients views.

Resourcing

	Huddersfield	Halifax
Hospital Café	1 day x 2 staff	1 day x 2 staff
Hospital Canteen	1 day x 2 staff	1 day x 2 staff
General Admissions	2 days x 2 staff	2 days x 2 staff
Specialist Admissions	2 days x 2 staff	2 days x 2 staff
Caterers	1 day x 1 staff	1 day x 1 staff
*all HWK staff will be DBS Checked		
*HWK is a signatory to the NHS West Yorkshire Data Sharing Agreement		

Costs

This piece of work is provided free of charge to Public Health & CHT. In doing so we hope that patients' views can be included at the beginning of any planning process for redesigning the Trust's Food Strategy. We also aim to demonstrate our competence as an organisation so that the Trust and Public Health will consider commissioning bespoke pieces of consultation from Healthwatch Kirklees in the future.

Additional details

Healthwatch Kirklees’ website would be used to promote the consultation with Patients in General and this would be linked to the survey so people can complete it anonymously online. We would also use Twitter and Facebook to promote this piece of work.

We would work with Kirklees Public Health to produce a press release to promote the consultation.

Partners

Organisation	Contact name	Role	Contact details
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