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4<sup>th</sup> April 2017

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/03/14.

You requested the following information:

- 1. For the most recent three financial years (14/15), (15/16) and (16/17) please state what the cost of providing food to patients was at your trust per patient per day?**
- 2. If you have a figure please state what percentage of food in the most recent financial year (15/16) and (16/17) was returned untouched by patients?**
- 3. If you have an outside caterer that is responsible for supplying food to the Trust, please state the name of the company and how much it was paid by the Trust in (15/16) (16/17)? Also state what level of involvement these outside caterers have? For example do they just provide the hospital with ready meals that are then distributed by Trust staff or are the caterers responsible for providing and serving the food?**
- 4. In the 2016 calendar year please state how many complaints you logged from patients, or their relatives or friends, or hospital staff where either the primary concern, or a secondary concern related to the provision and/or quality of the patient food?**
- 5. In relation to Q.4, which month saw you have the most complaints about food and how many complaints were logged?**
- 6. For the month identified by Q.5 (if more than one month has the same number of complaints then take the most recent month) please provide me with redacted copies of the complaints so to not breach S.40 of the Freedom of Information Act, but include the name of the hospital involved. If the original correspondence has been destroyed then please provide me with a detailed (two sentence) summary explaining the specific nature of the complaint, including the name of the hospital.**
- 7. In the last full financial year (15/16) has the Trust paid compensation to a patient or their family following a complaint about the provision/quality of hospital food? If so how much was paid and why was it paid? Have any complaints about hospital food been referred to the NHSLA.**

As we are an ambulance service and treat patients on scene and/or transfer them to hospital we are unable to respond to your questions on food provided at hospitals.

These questions would need to be directed to the individual hospitals.

I hope you find this information useful.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust