

EcoQUIP – Catering Project

Patient Centered, Low Carbon Catering Solution

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High level overview

- Cost effective patient centred low carbon catering solution
- A service that is effective, efficient, flexible that is patient centred
- A service that demonstrates best value/best practice
- A solution that is capable of operating effectively in an operational NHS environment
- Get it right for Rotherham and you will get it right for the rest of the NHS



Main outcomes/ wider implications

- More modern patient centred flexible service. – improved scores for a national assessment
- Portion size control at ward level e.g. patients choose size of meal required, with each course being served separately. - meets the needs of specialised groups such as nutritionally well and nutritionally vulnerable
- Reduced length of time from order to 2 hours. – improved patient experience
- A contract period of 5 + 5 years - promotes both continued innovation and partnership working
- A reduction in carbon emissions during the lifetime of the contract - sustainability agenda
- Release of Porterage and Domestic cleaning time (which has resulted in patient equipment cleaning now being the responsibility of the domestic staff, freeing up time to care for nursing colleagues) – Achieved
- Food wastage reduction – from 5-6 % to 2.5-3 % - reduction in food wastage
- A financial saving to the Trust over the first 5 years of circa £800K – financial payback on an annual basis
- Provision of a new premium brand coffee shop (Starbucks).- Increased number of high street brands trading within the Trust



Shared Learning

- Never under estimate the commitment required – **otherwise it will not deliver**
- Ensure you allow sufficient time to deliver the project at all stages of the process, build in contingency time – **2 years to procure**
- Be prepared with your questions at the dialogue stage
- Record all meetings accurately with the prospective tenderers – **good post tender evidence and eliminates uncertainty through the process.**
- Make sure you have clinical engagement from the outset – **buy in is essential, not only from senior executives but from ward staff too**
- Make sure you have good patient representation on the team – **provides quality input and feedback**
- Stop and reflect throughout the project stages to make sure you are delivering the project brief and not what the contractor wants to deliver – **maintains focus**
- If the current incumbent is bidding, question bidder if local team are involved, there could be a disconnect because they are the ones that have to deliver the successful bid!!
- Set robust KPI's within the contract that ensures the contractor performs throughout the lifetime of the contract – **stimulates innovation**



Any questions or feedback?

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