

HOSPITAL FOOD + SERVICE

THE PATIENT / THE WORKFORCE / THE VISITOR

MARCH/APRIL 2023

EXPLORING THE PERFECT BREW

Hot beverages are an essential part of any retail offering

ON SITE

Northampton General Hospital and its new, 24/7 food and drink solution

DISCOVERY DEN

We delve into the work of the expert panel sub-groups and progress being made





PROVIDE A COFFEE FOR EVERY MOMENT



Create a comforting environment for visitors, staff and patients, with the same high-quality, ethically sourced arabica coffee served in Starbucks cafés around the world.

With premium solutions crafted for your needs, the We Proudly Serve Starbucks® Coffee Programme offers a beverage range that connects every daypart.

Elevate the experience in your hospital with best-in-class training and support, provided by Nestlé Coffee Partners.

GET IN TOUCH

Find out how Nestlé Coffee Partners can help elevate your beverage offer. Connect with a coffee expert today.

+44 (0) 203 124 1029 (Option 2)
☒ coffeepartners@uk.nestle.com
🌐 weproudlyservestarbucks.com/gb

Serveware varies from image shown.
© 2023 Starbucks Corporation. Nestlé uses Starbucks trademarks under license.



Brought to you by
 Coffee Partners



WELCOME

LOOKING FORWARD TO BIRMINGHAM

WELCOME TO THIS BUMPER ISSUE OF HOSPITAL FOOD + SERVICE WITH HOSPITAL CATERER.



By the time you read this issue I will be on the other side of the world, enjoying my first overseas holiday since July 2019, pre-pandemic, returning just in time for the 'Voice of Hospital Caterers', that is the 2023 National Leadership & Development Forum of the Hospital Caterers Association in Birmingham. In Hospital Caterer (flip this issue), you will find the full Show Guide for the event, including mini speaker profiles and exhibitor details. It promises to be a really good event, and something to look forward to - even if that does mean my holiday will be over!

In the news pages of this issue you can also read more about the programme for the Care Home and Hospital

Catering Forum, which is shaping up nicely, and plans for the second national Healthcare E&F Day ahead of its official launch in early April.

In February, I was privileged to join a visit to Northampton General Hospital (NGH) with the inspiring Neely Mozawala (No Hungry Staff campaign founder) to look at the site's refurbished restaurant where a 24/7 food and drink service for staff has been introduced. It hasn't been without its challenges, but the positive welcome the new facility and extended opening hours has had from staff makes it all worthwhile, and is evidence of the need for these facilities at every hospital across the country. The catering team at NGH enjoyed support from the highest level on the Board, which has helped to make this happen. Read all about NGH's 24/7 journey in our On Site report on p8 of this issue.

We also catch up with the progress of the Expert Panel's sub-groups, set up following the Independent Review of NHS Hospital Food to help to make change happen. These sub-groups are targeting 24/7 retail as well as other key issues, including staff learning and development, electronic meal ordering, supply chain, dietary needs, food safety, net zero and reducing food waste. Discovery Den in this issue (p28) has more detail. These topics are all so important, and several of them feature elsewhere in this issue - our Technology feature on p18 discusses electronic meal ordering, and in Top Table on p12 we look again at the challenge of food waste.

I hope you enjoy reading this issue - and don't forget to flip it over and read Hospital Caterer as well, which has more advice on alternatives to single-use plastics, and a full report from the HCA's recent webinar on Supply Chain Resilience.

As always, please do get in touch with me if there is anything you would like to see featured in the pages of Hospital Food + Service, or you are doing any work that you would like to share with other caterers across the four nations.

Amanda Roberts

CONTENTS

MAR/APR 2023

4 INDUSTRY NEWS

8 ON SITE

Northampton General Hospital

12 TOP TABLE

Reducing food waste with technology and process change

14 HOT BEVERAGES

The latest trends and advice to get the best from the brew

18 MENU & ORDERING TECHNOLOGY

Electronic patient meal ordering & retail innovations

22 REFRIGERATION

What's new in energy-saving kit for chilling food and making ice

28 DISCOVERY DEN

Catching up with the progress of the Food Review's Expert Panel

34 NEW PRODUCTS

36 THE VOLE

Julian Fris on rejuvenating a service

37 NHS SUPPLY CHAIN : FOOD

Looking forward to the HCA Forum



READ ON THE GO:
GET OUR DIGITAL ISSUE NOW
hospitalfoodandservice.co.uk

PUBLISHED BY:
H2O Publishing
Tel: 01474 520200

EDITOR: Amanda Roberts
07808 181893 amanda@h2opublishing.co.uk

EDITORIAL DIRECTOR: Tristan O'Hana

DIVISIONAL DIRECTOR - HEALTHCARE: Louise Fuller
01474 520240 louise@h2opublishing.co.uk

SUBSCRIPTIONS:
T: 01474 520200
E: circulation@h2opublishing.co.uk

DESIGN: Marc Ayres
PRODUCTIONS: Hannah Broad
MANAGING DIRECTOR: Jamie Robbins
PRINTED BY: Buxton Press

No part of this publication may be reproduced without written permission from the publishers



PLANS FOR 2023 NATIONAL HEALTHCARE E&F DAY PUSH AHEAD

The Joint Associations Group planning the second annual National Healthcare Estates and Facilities Day expects to formally launch the event in early April with supporter packs available and links to the dedicated website for the day.

The day will take place on June 21, 2023 and will be an occasion for every NHS, social care and independent healthcare organisation to celebrate the work of their E&F professions, raise the profile of these staff groups for the hugely rewarding career opportunities that they offer, and reflect on the achievements and sacrifices made by people in these roles on a daily basis.

Last year's inaugural event was a huge success, with 538 registrations from healthcare organisations, contractors and social care teams keen to participate in the day, giving an amazing reach of over 250,000 staff across the four nations of the UK. Activities were shared on social media throughout the day, as Trusts and Health Boards celebrated the wide variety of skills and knowledge within E&F teams - from porters to cleaners, reception staff to caterers, project teams to security and more - who keep healthcare buildings operational, day-in and day-out, and able to provide the very best patient care.

It is hoped that the 2023 National Healthcare Estates and Facilities Day will be even bigger and better.

RESEARCH QUESTIONS THE ROLE OF ANIMAL- SOURCE FOODS IN SUSTAINABLE DIETS

A new review, 'Friend or foe? The role of animal-source foods in healthy and environmentally sustainable diets' argues that animal-source foods, including meat, fish, eggs and dairy, play an important role globally in ensuring healthy and sustainable diets. However, it is essential that these foods are produced in alignment with local ecosystems and at the appropriate scale, which will vary by context.

The review also suggests that processed meat should be limited, and red meat and saturated fat should be moderated to lower non-communicable disease risk, and that this will also reduce the environmental footprint of diets.

Lead author, Dr. Ty Beal, Research Advisor from GAIN (Global Alliance for Improved Nutrition) says: "Discussions around animal-source foods are often polarising. Animal-source foods can be environmentally damaging, but they are also an essential part of food security and nutritious diets, so we cannot simply write them off as unsustainable. And as we have demonstrated in this review, livestock can be produced in ways that contribute to sustainability, through circular and diverse agroecosystems."

While the review demonstrated the importance of animal-source foods, it also discussed the need to increase consumption of health-protective minimally processed plant-based foods, including fruits, vegetables, legumes, nuts, seeds and whole grains.

POWERING THROUGH CRISIS

The Care Home and Hospital Catering Forum (CHHC) returns to the Haberdashers Hall in central London for a one-day programme on June 8. As the name implies, this event pulls together caterers from hospitals and care homes, with speakers and exhibitors addressing issues that are of shared concern across the two sectors.

The theme has been chosen to reflect the current environment within which caterers in hospitals and care homes are working, which is influenced by post-pandemic challenges from staff shortages to inflation, energy prices, supply chain volatility, food safety, sustainability and more.

The speaker programme will include case studies from each sector. The hospital case study will be from the Royal Free London NHS Foundation Trust. The Royal Free is one of NHS England's exemplar sites named for catering.

NHS England's first National Development Chef, Andy Politi will deliver what promises to be a fascinating presentation on nutrition and hydration backed with data from sports nutrition research. As part of his role at NHS England, Andy is developing recipes for snacks to help ensure patients with reduced appetites (for instance the elderly), maintain their calorie intake. Andy's background makes him passionate about the role of diet in preventive health, and he is keen to see health and care catering better utilise the link between health and nutrition.

Sustainability will feature on the programme, with Eating Better's Executive Director Simon Billing talking about the opportunity of pulses.

Also expected to feature on the programme are updates on national activities by the representative bodies, countering malnutrition, catering for patients with swallowing difficulties through the latest advice around texture-modified diets, and food waste.

Delegate bookings are now open via an online process. Book your place: www.careandhospitalcateringforum.co.uk.





ORGANIC MARKET DELIVERS STRONG PERFORMANCE IN CHALLENGING YEAR

Soil Association Certification's Organic Market Report 2023 reveals the UK's organic market is now worth a record £3.1 billion driven by 1.6% growth in sales in 2022, with shoppers spending almost £8.5 million on organic products every day in the UK.

The organic market has enjoyed its 11th year of positive growth despite the cost of living crisis, record inflation, heightened levels of uncertainty arising from the Russian invasion of Ukraine together with its impact on world food markets and energy prices, and the ongoing challenges thrown up by Brexit.

Foodservice saw organic sales grow by an incredible 152%, leaping to £195.5m (from £78.2m in 2021) largely driven by sales of organic hot drinks and milk in a number of leading café chains - highlighting the public's appetite for quality sustainable ingredients.

Soil Association Certification Commercial Director Alex Cullen says: "With sales exceeding £3.1 billion we have seen a transformation in the organic food and drink market since the pandemic with a phenomenal 25.4% growth in just three years. Despite the economic turmoil and significant challenges everyone faced in 2022 the organic market delivered a strong and resilient performance growing a respectable 1.6%."

This year's Organic Market Report includes a new Sustainability Report which highlights how fixing the broken food system demands a holistic approach from the roots up.

As sustainable choices become more important to consumers and retailers, together with government's legally binding commitments on the environment, greater clarity and consistency in decision making are vital. Organic, with its established standards, has the potential to provide this clarity and proven credentials in delivering healthy and sustainable choices.



TM GUIDE FOR VEGAN DIETS

Vegetarian for Life is aiming to make it easier for caterers to create tasty, nutritious and exciting meals for patients requiring a texture-modified (TM) diet who are also vegan.

Its new publication, 'Vegan Texture-Modified' is a guide developed by two of its chefs, Alex Connell and Justina Bajorinaitė to support vegans who may also have swallowing difficulties. The guide is a collection of vegan and vegetarian recipes, and is also suitable for those with egg or milk allergies who need a TM diet. Recipes meet the requirements of the IDDSI framework and include familiar favourites, such as English breakfast, cheesecake and chocolate mousse.

"This guide is a starting point for chefs and carers to be able to create delicious and nutritious meals," says Alex Connell. The guide will also be useful for chefs to gain a better understanding of how to prepare TM vegetables correctly, maximising the colour and presentation of each dish.

Download your free copy of Vegan Texture-Modified from Vegetarian for Life's website. <https://vegetarianforlife.org.uk/publications>.



Enhance patient health records with complete nutritional and allergenic updates

All part of Athena's integrated catering solutions



Improve the Patient Experience

Patients only order meals appropriate for them



Reduce Waste and Improve Cost Control

Capture waste at critical points in the process



Staff and Visitors Meal Ordering (POS)

Complete end-to-end solutions from on-line ordering, payment, grab & go to stock management, restaurants and other points of sale



EXCITING TIMES TO COME

It's been a busy start to the year for the Hospital Caterers Association (HCA), with meetings and Branch Study Days starting up again in earnest, and the Executive Team continuing to meet to push forward the association's agenda. The London and South East Branch has re-launched, the HCA has held its first very successful webinar for 2023 on Supply Chain Resilience, and has also engaged with the latest PSC Alliance event at the Houses of Parliament.

April will see the big event of the year as HCA members gather in Birmingham for the National Leadership & Development Forum - see the full show guide in the Hospital Caterer for what to expect from the speaker programme and exhibitors. Hosted by the South West Branch, it is hoped that as many members as possible are able to attend and benefit from the learning and networking opportunities from this event.

To read Brian's full message, flip this issue to turn to the Hospital Caterer, p3.

BRIAN ROBB



THE FOOD ON OUR PLATE IS CAUSING CLIMATE CHANGE

Public procurement of plant-based foods, policies that encourage - not restrict - the plant-based industry, investment in alternative protein product research and innovation, and incentives for farmers to transition away from meat and dairy production are among the actions urgently needed to avoid climate breakdown, ProVeg International has warned.

The global food awareness NGO issued its caution in response to a study published in Nature Climate Change that reveals that high methane producing foods - meat, dairy and rice - will push the world past the 1.5°C international target for global warming by the end of the century if left unchecked.

ProVeg International is taking what it terms a "multi-pronged approach" to replacing and reducing meat and dairy with alternatives. Vice President, Jasmijn de Boo says: "We can no longer ignore the need to significantly transform the food system to ensure a more sustainable future for all, and the good news is that the solutions are already out there to reduce meat and dairy consumption by encouraging a flexitarian diet."

ProVeg International has a mission to reduce animal consumption by 50% by 2040.

SUSTAINABILITY, BUYING BRITISH AND CONTROLLING COSTS NAMED AS TOP TRENDS FOR 2023

Chefs and hospitality businesses are responding to the challenges of the current trading environment by making the most of fresh produce and innovative dishes, according to the new Fresh Food Trends Report 2023 from Bidfresh.

Nose to tail: Particularly relevant for fresh meat, chefs are working harder than ever to use every part possible of the produce they buy, reducing food waste and supporting sustainability, as well as making the most of budgets.

Managing costs: Chefs are utilising their knowledge and skills, using meats that can be slow cooked and versatile smart swap ingredients.

Sustainability: Reducing waste to not only support sustainability but also help improve costs, and sourcing locally to reduce food miles are amongst the measures both chefs and consumers are taking to remain green.

British food: There is more focus than ever on the challenges and opportunities facing British food producers, and how consumers can look for opportunities to support British farmers and growers.

The fresh food trends report has been created to help support chefs and operators in planning for the year ahead. It has been compiled using exclusive sales data from Bidfresh's specialist businesses who supply thousands of chefs throughout Britain each day.

URGENT ACTION CALLED FOR TO PREVENT EATING DISORDER DEATHS

The UK's Health Ombudsman has warned that people with eating disorders are being repeatedly failed by the system and radical changes need to be made to prevent further tragedies.

Little progress has been made in the six years since the publication of a report by the Parliamentary and Health Service Ombudsman (PHSO) which highlighted serious failings in eating disorder services.

Lives continue to be lost because of the lack of parity between child and adult services and poor coordination between those involved in treating patients.

There are also still issues with the training of medical professionals, which is fundamental to improving awareness among clinicians around identifying and treating eating disorders.

Tom Quinn, eating disorder charity Beat's Director of External Affairs, says: "The Government must act immediately to address this national crisis. Eating disorders are complex mental illnesses which require safe, compassionate and quality care, and it's appalling that vulnerable patients are not getting the treatment that they desperately need.

"The alarms have been sounding for years but NHS staff are still not being given appropriate resources. We need a fully-funded long-term plan to invest in eating disorder services, ensuring that services can recruit and retain staff. Whilst there has been some progress in improving training for health professionals, we need to see this expanded further. The Government must also ensure that all funding for eating disorder services reaches the frontline by holding local NHS leaders to account."



TAKING THE BISCUIT

An investigation by the Soil Association has revealed that the NHS Food Scanner App recommends biscuits, cakes, crisps, chocolate puddings and fizzy pop as "good" options for a healthy diet. Energy drinks and instant noodles are also endorsed by the app.

The app - which has been downloaded at least half a million times - was launched as part of the UK government's Better Health campaign. It aims to help families "take control" of snacking and awards a "Good Choice" thumbs up if products fall below its threshold of salt, sugar, or saturated fat.

However, when the Soil Association investigation tested the app on popular snack products it found that 80% of a sample of products with the "Good Choice" badge or similar endorsements were ultra-processed. These products are linked to heart, kidney and liver disease, cancer, depression and premature death.

The Soil Association is now calling for the Good Choice badge to be removed from ultra-processed food items.

SUPPLIER NEWS

FOOD TRANSPORT AND DISTRIBUTION AT THE HCA FORUM

New from BGL Rieber are Rieber's energy-saving GN pans, which save around 10% energy and 21% in time.

Remote cooking and warming, cashless vending and 24/7 meal service are now available through Rieber's smartphone app, which remotely controls a K-Pot Connect electric chafing dish and Rieber's 10-compartment Multipolar Connect communal refrigeration.

One focus at the HCA Forum is on the Rational Production range of food distribution trolleys. These include:

- The high-capacity 'WAKEUP' 40-tray breakfast trolley with its large work surface
- 'EVOLITE,' a simplified and more agile version of the 'EVOMULTI' multi-portion meal trolley, with an oven up to 170°C
- The Unitray trolley, for personalised tray service
- DSPRO, the lightweight shuttle system for trays with a fixed regeneration station
- PROACT, a customisable hot/cold trolley in open or bridge format.



RATIONAL OFFERS WAYS TO SAVE MONEY IN THE KITCHEN

Rational has announced its new Cost Saving webinar. Targeting the challenges that customers are currently facing, Rational's Corporate Chef Ross Crook and host Roxy Armstrong discuss ways in which Rational cooking systems can benefit customers by helping to cut back on energy costs, reduce food wastage and help with staff shortages.

The webinar will offer tips for maximising the potential of Rational equipment as well as practical advice around reducing the time taken for daily tasks including cleaning.

As part of the Rational Watch + Win promotion, chefs and operators will be in with a chance to win a monthly prize worth up to £1,000 when they choose to attend a Rational Live Online event, including this new Cost Saving webinar. Simply register your interest and a member of the Rational team will be in touch to book you on at a time and date to suit you. Once you have watched the webinar, you will automatically be entered into the monthly prize draw.



DELIVERING A VISION

NORTHAMPTON GENERAL HOSPITAL OPENED ITS NEW STAFF AND VISITOR RESTAURANT LAST JULY AND LAUNCHED STRAIGHT INTO A SIX-MONTH 24/7 TRIAL, BECOMING ONE OF A HANDFUL OF HOSPITAL RESTAURANTS SO FAR IN ENGLAND TO OPEN SUCH A FACILITY. HOSPITAL FOOD + SERVICE JOINED A VISIT TO THE SITE BY THE NO HUNGRY NHS STAFF CAMPAIGN AND NHS ENGLAND.



Since the Independent Review of NHS Hospital Food was published in 2020, hospital caterers across England have been on a journey, involving benchmarking their services against its checklist of recommendations, identifying where improvements could - and should - be made and developing a plan to achieve those goals. NHS England's new National Standards for Healthcare Food and Drink have reinforced the need for this work, putting eight core recommendations on a mandatory footing. The provision of suitable food and drink 24/7 was one of these - and arguably the most challenging.

THE EAT STREET RESTAURANT

Northampton General Hospital (NGH) is an 800-bed hospital located close to the town centre. It is believed to be one of only three hospitals in England to introduce a manned 24/7 solution within its Eat Street restaurant. This experience provides much learning for other sites, understanding the obstacles that have to be overcome to make change happen, and developing solutions to overcome those barriers. Sharing the stories of hospitals that are trail blazing and pioneering these initiatives helps to inspire other services around the country, giving them ideas they could apply at their own sites.

The Eat Street restaurant was transformed following extensive refurbishment last year. This work saw the introduction of a new layout, contemporary but rustic farm shop styling using bold blocks of colour in shades of yellow, green and amber that are reminiscent of the natural



“It is believed to be one of only three hospitals in England to introduce a manned 24/7 solution within its Eat Street restaurant”



WATCHING CHEFS AT WORK IN THE CPU, NEELY MOZAWALA, TIM RADCLIFFE AND NGH HOTEL SERVICES MANAGER, IAN HOWSON



environment, a branded coffee bar, hot food station and grab-and-go solutions. It has seating for around 100, although the space is large enough for this capacity to be increased. The 24/7 service operates from the coffee bar, offering drinks, hot and cold pastries and a street food-style menu with popular dishes such as burgers and chicken wings. The restaurant's main meal service offers a two-week menu cycle with some specials also available.

There is no doubt that the new-style restaurant and its 24/7 service have both been a tremendous success, an endorsement of the quality and style of the food, as well as an appreciation of the physical environment. This is in stark contrast to what was there before. Catering Services Manager Martin Baldwin admits that prior to the refurbishment the restaurant was under-used. Now, at lunchtime, it can be standing room only. When fish and chips are served on a Friday, Eat Street is "rammed", with customers coming from the town just to eat.

The Hospital Food Review and the new National Standards for Healthcare Food & Drink have consistently emphasised that recognition of the importance of providing

"Groups of staff are even starting to come forward with new ideas about how they would like to use the space"

good quality food and drink to patients and staff needs to be led from every hospital's Board as an essential part of driving change. The improvements that the catering team at NGH are introducing have great buy-in from the highest level, as Paul Shead, Director of Facilities and Estates at NGH, confirms. "A key driver for staff support and wellbeing from NGH Hospital Chief Executive, Heidi Smoult, and the Trust senior team, was part of our thinking in making Eat Street a 24/7 operation. This supports staff in all areas of the hospital to have access to hot food and drink and a space at whatever time of day their shifts fall to decompress.

"Eat Street helps us to provide more food options throughout the day to our staff, which is good for health and wellbeing and helps them to maintain their energy levels and a positive mood."

Heidi Smoult popped into our meeting to offer her support for the catering team, emphasise the amount of work that has gone into this project and reiterate its success. She commented on the huge difference the new restaurant and its 24/7 service has made, adding that staff frequently mention how much they appreciate the facility - particularly night shift workers. Groups of staff are even starting to come forward with new ideas about how they would like to use the space, such as creating different 'oasis' zones for junior doctors to rest and relax when on breaks, for instance. "It's down to all of these guys and it is really making a difference," she says. "We knew it was the right thing to do. Making such an incredible difference to the wellbeing of staff also has an impact on patient care."

The catering team has a vision to continue to improve and build on the initial success of the 24/7 service by developing the offer further. For instance, NGH has around 200 rooms on site occupied by students. Introducing a takeaway pizza offer in the evenings would appeal to this demographic, and why not provide students with a product they would otherwise order from a delivery service in town? Similarly, Martin would like to be able to deliver food to wards for nursing staff who are unable to come to the restaurant. What's holding them back? Resource, specifically staff.

STAFFING LEVELS

The trial has highlighted that the biggest barrier to developing this service further is insufficient staffing. Like many hospital catering teams, NGH has a core of passionate staff in the kitchen, many of whom have been there for a long time - one lady just retired having worked there since 1964! However, overall staffing levels and a lack of new skills coming in are a problem.

What the catering team has achieved so far at NGH has been done with no additional staff, which inevitably means people are being diverted from other workstreams to keep the service running. Since starting the 24/7 trial, NGH has been gathering and analysing data on usage to identify peak times and quiet periods. Overnight, there is a flurry of business at around 10pm, with the busiest period



NEELY MOZAWALA AND MARTIN BALDWIN, NGH CATERING SERVICES MANAGER


between midnight and 2am, and it is then very quiet until around 6am. In the restaurant, two full-time chefs do four days a week, supported by a part-time chef and an apprentice chef. During the daytime service, it is not unusual for one chef to single-handedly cater 300 covers. The pressure is less overnight, but the chef working the night shift will use the quiet times to prep for the day service. Chefs working in the CPU producing cook-chill patient meals also support.

"We do need more staff," Martin confirms.

ALSO IN THE PLAN

Supporting the community and the local economy is a vital part of the role of an anchor institution, which in the long term will result in fewer patients coming through the hospital's doors, but many NHS sites only pay lip service to this. Not so Northampton. NGH has some good stories to tell around the provenance of the food and drink it serves and of working with suppliers based within the community. Promoting this more strongly on the menu and within the restaurant is part of the refurbishment plan. Many of these relationships with regional suppliers were consolidated during the pandemic and have been maintained ever since. Bread for instance is sourced from a bakery in the town, meat comes from a butcher less than 10 miles away, the hospital's wholesaler supplies from a depot in Bicester 30 miles away and coffee for the new coffee shop is roasted in Watford, just over 50 miles away. NGH used to have Food for Life Served Here Bronze accreditation and has plans to reinstate this.

Like any journey, nothing is set in

stone and there are more changes and improvements to make, but NGH has set out its intentions to excel in no unclear terms. "You are one of the best," Neely Mozawala, founder of the No Hungry NHS Staff campaign told the team during the visit. "I think NGH should be very proud of the 24/7 food service it is offering to staff and providing an area where staff can sit and eat and relax. It is great to see how passionate the Trust is in supporting the health and wellbeing of their teams. They are leading the way for other NHS Trusts to follow." 

During the meeting there was some lively discussion around other challenges facing hospital caterers, with additional input from NHS England's Net Zero Food Programme Manager Tim Radcliffe, NGH Sustainability Manager Clare Topping and Hotel Services Manager Ian Howson. These topics included moving away from single-use plastics, measuring and reducing food waste, and developing more plant-based menu choices, which will almost certainly resonate with hospital caterers across England. NHS England has work programmes addressing each of these, such as trials to replace single-use foodservice items with reusables, the development of a recipe bank accessible to all NHS chefs to include low carbon and plant-based dishes, and tackling food waste (reporting of which will be mandatory within ERIC from 2024) by introducing electronic patient meal ordering systems and making small portions the default, with patients able to request a larger portion by ticking a box rather than the other way round.



"The catering team has a vision to continue to improve and build on the initial success of the 24/7 service by developing the offer further"

QUICK FIRE QUESTIONS

MIKE IDDON, PARTNER AT LITMUS RETAIL, HAS OVER 30 YEARS' EXPERIENCE IN THE FOODSERVICE SECTOR INCLUDING 20 YEARS' EXPERIENCE WITHIN ONE OF THE WORLD'S LARGEST FOODSERVICE ORGANISATIONS – COMPASS GROUP – WHERE HE WAS GROUP HEALTHCARE DIRECTOR.



WHAT'S THE BIGGEST CHALLENGE HOSPITAL CATERERS CURRENTLY FACE?

The biggest challenge currently is rebuilding post-lockdown. The shock waves from those two years are lingering and, financially, hospital caterers were hit hard so reviving revenues is the core focus for all the Trusts we speak to.

YOU'VE BEEN ADVISING CATERERS WITHIN HEALTHCARE FOR OVER 20 YEARS. WHAT ARE THE MOST SIGNIFICANT CHANGES YOU'VE SEEN OVER THAT TIME?

Has it been that long?! There have been huge changes in that time.

Tech is a massive one; we've seen the purchasing of food and drink go from cash purchases and entering your pin at the card machine to the growth of digital wallets and a virtually cashless society. Tech-driven food delivery platforms have seen rapid growth, with the online food ordering and delivery platforms industry in the UK valued at £3.3billion in 2023. Ordering via a smart phone or paying via Apple Wallet is as normal now as cash was 20 years ago.

There is also a far bigger focus on food sustainability now – supply chain, packaging, food waste and so on. This has seen Trusts reviewing where they buy their produce from and an enhanced focus on seeking out local suppliers, reducing single-use plastics, bringing in recyclable coffee cups and so on.

NHS TRUSTS NEED TO FIND WAYS TO RECOVER AND DRIVE MAXIMUM REVENUE FROM THEIR HOSPITALITY OFFERING. WHAT THREE THINGS WOULD YOU ADVISE THEY FOCUS ON TO ACHIEVE THIS?

1. **Offer food and beverages 24/7:** Not only will this drive revenue it's an absolute

must in a setting where staff work day and night. Tech-driven solutions, such as Smart Fridges, are gaining popularity - the global smart refrigerator market is expected to reach \$6.84billion in 2026. They don't require staffing plus what gives them the edge is the fact a wider range of food and drink options can be offered and they have in-built stock management tech.

2. **Map the journey:** We've done really interesting work with Trusts where we map the journeys staff make when in the hospital and, due to the big sprawling nature of hospital buildings, many staff just don't walk past the dining areas and cafes - a completely missed opportunity in terms of potential sales. It's in these areas that a pop-up solution or micro market is ideally placed.
3. **Pre-ordering, click & collect:** Make it easy for staff to buy their breakfast, lunch and dinner on-site. If they have already ordered their favourite breakfast items and know their order is ready and waiting for them, they are far less likely to stop at their local coffee shop on the way into work. Plus it's quick and efficient which, for hospital staff who have limited time, is essential.

WHEN HOSPITALS ARE NEGOTIATING WITH SUPPLIERS ON NEW INNOVATIONS SUCH AS SMART FRIDGE EQUIPMENT, WHAT SHOULD THEY CONSIDER (ASIDE FROM THE OBVIOUS – PRICE!)

Really do your due diligence on suppliers. It's not as simple as looking for who offers the best smart fridge, at the best price. Make sure you fully understand the extent of their service; do they just supply the kit and all the operational side lies with the caterer, or can they support in the actual running of the machine as well? And what is their policy around replacement kit if there is a breakage or failure? It's imperative

hospital staff have access to food and drink whilst working, and having equipment fail, and not be fixed for days, is just not an option. You can also negotiate support with refilling and refreshing the items too, so if you won't have your own staff available to do that, then wrap that into conversations.

ONE OF THE SERVICES YOU OFFER IS 'RETAIL OUTLET BRANDING'. THIS SOUNDS INTERESTING. TELL US MORE.

This is incredibly popular. It's where we help in-house NHS Trusts brand, or re-brand, their retail foodservice outlets. The process involves identifying relevant brand values, a brand name and look & feel. The end result is a full outlet brand – exactly as you'd see on the high street. It can transform a Trusts' offering, driving sales and revenue.

We recently did this at Hull University Teaching Hospitals which has two main sites. A new multi-million-pound front entrance was being developed which would have a range of new catering outlets and the Trust's vision was to re-energise the remaining retail units to provide a consistent retail experience. Over a period of eight months, we developed the strategy and brand, which included a new food-to-go methodology for patients and visitors and a new staff and visitor restaurant.

FINAL QUESTION – WHAT'S THE BEST PART OF YOUR JOB?

The best part of my job is helping clients identify opportunities to improve their retail foodservice and then exploring and presenting ideas for refinement. In some cases, we go on to help with the implementation of the suggestions too, which is great.

For further information visit:
www.litmuspartnership.co.uk/services/litmus-retail
or scan the QR code.



**TOP****TABLE**

REDUCING FOOD WASTE

IN THE LAST ISSUE OF HOSPITAL FOOD + SERVICE WE REPORTED ON IMPENDING CHANGES TO FOOD WASTE COLLECTION AND DISPOSAL LEGISLATION. HERE, WE LOOK AT USING TECHNOLOGY TO REDUCE AND MANAGE FOOD WASTE.

The spotlight is very firmly on food waste at the moment. In March, WRAP's Love Food Hate Waste campaign held its Food Waste Action Week, encouraging everyone - particularly consumers - to think about reducing the food they waste by making what they buy go further and using up all leftovers. For hospitals, reducing food waste is one of the eight core recommendations of the new National Standards for Healthcare Food and Drink, requiring hospitals to monitor their food waste, manage any waste that is produced, and take action to reduce food waste across all areas - plate waste, production waste and unserved food. Work is ongoing on this issue, through the Net Zero Carbon Sub-Group - one of the groups set up following the Independent Review of NHS Hospital Food to drive change - as well as the exemplar sites. We are expecting more guidance around consistency of measuring food waste to enable improvements to be made as a result of this work.

STRATEGIES TO REDUCE WASTE

Better management of food is part of this process. Gareth Newton, Managing Director of BGL Rieber suggests that every GN pan that leaves the kitchen, whether it's going to a ward or restaurant, can be labelled with an intelligent QR-coded label that provides dates, times, content and destination. With automated CHECK weighing systems, it is easy to measure how much food waste has come back and from where.

There are also simple steps, such as tackling overserving, overproduction, wrong planning and excessive purchasing. Delegate Technology advises that solutions can range from high-tech, AI-based food-image

recognition to low-tech solutions focused on process changes and small improvements over time. However, sometimes technology is not the answer, as it cannot solve all issues. What matters most is the training, the recipes, and the processes that are followed.

An Australian foodservice manager of a private hospital who has been using Delegate Menu Management Software for over 10 years cautions against getting lost in the process, with expensive hi-tech solutions that may not provide the desired results and focus instead on the basics:

- Don't feed your clients what they don't like to eat. This is easy for self-service canteens, but harder for catering and even harder for hospitals. However, it is achievable, and is already being done in Australia's public health system.
- Feed them when they are hungry. Strict mealtimes are not for everyone. The needs of every patient are different. Some eat lunch at 11am, others at 1:30pm, and some don't eat lunch at all.
- Reduce portion sizes, and allow seconds. Often, smaller portions are enough. And if not, the patient can easily have seconds. If they only order what they are willing to eat, less needs to be thrown away.
- Produce on demand. Bulk production often leads to bulk waste as well. On-demand production can be a huge saver, but it does not lend itself to all scenarios.

Process changes can take catering operations a long way in reducing food waste and CO2 footprint. Not all of them are easy to implement but often they will lead to a more agile, patient-centric foodservice. Delegate's technology allows process changes to be implemented with ease, whilst tracking progress.

“There are also simple steps, such as tackling overserving, overproduction, wrong planning and excessive purchasing”

Wirral University Teaching Hospital NHS Foundation Trust committed to reducing food waste across the organisation as part of its Green Plan, and became part of a pilot scheme run by NHS England in association with WRAP, to understand levels of food waste across the NHS.

Speaking during Food Waste Action Week, Tom Lloyd, Head of Catering at the Trust said: “The data we collected as part of this pilot will inform the outcomes of a significant project to take a targeted approach to reducing food waste by looking at our patient menus.”

This will help the Trust to understand what meals patients enjoy and what meals are being ordered but not eaten, so it can re-shape menus in the future.

STOP FOOD WASTE DAY

On April 26, 2023, Compass Group UK & Ireland will mark the seventh annual Stop Food Waste Day, an initiative it introduced in its US business in 2017 and started in the UK a year later. This is now a global movement, which highlights ways to tackle the issue of food waste.

Compass has set itself a target of reducing food waste by 50% by 2030 as part of its Climate Net Zero commitment. The Steamplicity system it serves in many hospitals, together with the choice offered across menus, offers flexibility which helps patients to receive a meal they want to eat, therefore limiting food waste.

Compass Group UK & Ireland has also committed to the roll out of its waste recording system across sites, supporting the accurate measurement and reduction of food waste - which will include both private and public hospitals. This will help to further pinpoint areas to address.

Following on from the wide engagement at Stop Food Waste Day in 2022, Compass is hoping even more individuals and organisations will support the issue this year to help raise awareness and inspire action. A toolkit can be downloaded from www.stopfoodwasteday.com where a cookbook is also available.

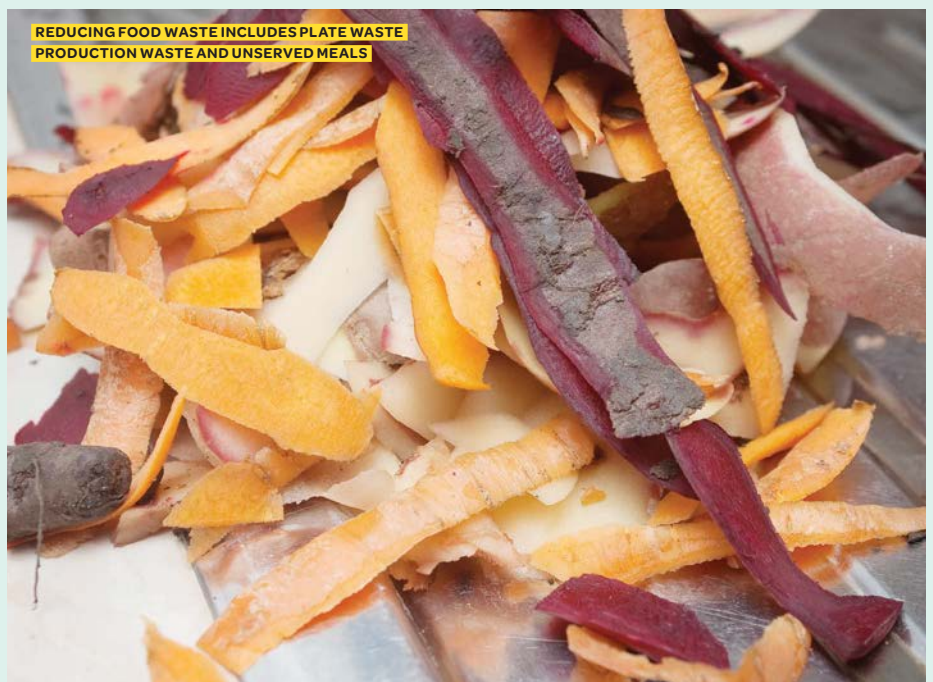
PROCESSING FOOD WASTE

Let's not forget that there is a cost to managing food waste as well. With new regulations looming that will require food waste to be collected as a completely separate waste stream and taken away for recycling or composting, this cost is only heading one-way ... up. For these reasons, Paul Clark, Bio-Processor Product Manager at PRM Waste Systems believes many hospitals are looking for ways to use technology to reduce and process food waste on site.

"Often the first step when looking to reduce food waste is to know where the key contributors of this waste are within your hospital or estate," he advises. "Technology such as the PRM Bio-Processor, a compact aerobic food waste digester, can report on which areas are candidates for reductive action by scanning food bins as they are emptied into the machine and tracking where they have come from. This data can be accessed remotely and used to target waste reduction plans to particular wards, for example, and to set goals for improvement. Targeted action, such as reducing meal sizes where plate waste is an issue, or dropping the number of meals



"Many hospitals are looking for ways to use technology to reduce and process food waste on site"



prepared where unserved food is the challenge, can then be implemented with greater success.

"Unfortunately there is always going to be a certain amount of unavoidable food waste, but the volume of this once it has been collected can be reduced easily and sustainability by aerobic digesters and food waste dryers. Many break the waste volume down by 80% within hours, meaning the requirement for waste collection and storage is reduced significantly - one collection instead of five. These types of digesters and dryers are also extremely

hygienic, turning smelly food waste into a dry and sterile material, and operate very simply so that all staff can use them.

"While managing food waste can sometimes seem like a challenge, and a messy one at that, there is a variety of technology out there to support you," he concludes. 🌱

www.bglrieber.co.uk
www.compass-group.co.uk
www.delegate-group.com
www.prmwastesystems.com/equipment/bio-processors/

A SUPER BREW

A GOOD QUALITY HOT BEVERAGE SOLUTION IS AN ESSENTIAL ELEMENT OF A HOSPITAL'S RETAIL OFFERING ALL YEAR ROUND, WITH THE POTENTIAL TO GENERATE SIGNIFICANT REVENUE FOR THE SITE EVEN IF DRINKS ARE SUBSIDISED FOR STAFF. HOT DRINKS ARE ALSO AN IMPORTANT PART OF PATIENT HYDRATION. HOSPITAL F+S LOOKS AT THE LATEST TRENDS IN THE HOT BEVERAGE SECTOR.

According to the British Coffee Association, globally around two billion cups of coffee are consumed every day. The UK's share of this is approximately 98 million. On the high street, café culture continues to boom with 80% of those who visit coffee shops doing so at least once a week, and 16% visiting on a daily basis.

These figures show that coffee is very close to toppling tea as the nation's favourite hot beverage. The UK Tea & Infusions Association reports that over 100m cups of tea are drunk in the UK every single day of the year. However, it is probably fair to note that when it comes

“Premiumisation, ethical sourcing and delivering an experience are among the top trends in the sector”

to what we drink when we are out and about, coffee is the more popular choice, with tea continuing to dominate in the home. Statista predicts that by 2025, 80% of consumer spend and 21% of volume consumption in the hot drinks market will be out-of-home.

Premiumisation, ethical sourcing and delivering an experience are among the top trends in the sector that hospital

caterers should be aware of in their retail offering. It should go without saying that the hot beverage offer should start with good quality ingredients. Thanks to the high street coffee shop boom - which still shows no signs of abating - the consumer is far more savvy than ever before and will not be fobbed off with a tepid, tasteless brew. Any coffee shop or café wanting to tap into the popularity of hot beverages today needs to provide a premium experience, that starts with the quality of the drink in the cup, but also includes its presentation, the style and ambience of the surroundings and the friendliness, skills and knowledge of the staff. Many a good coffee bean has been ruined by the lack of skill of the person making and serving the drink.

Premiumisation also reflects the consumer's increasingly sophisticated taste, so for instance, flavouring syrups are becoming more mainstream and are no longer synonymous with a Xmas menu. Likewise, different milks, driven in part by dietary intolerances or lifestyle choice, such as veganism, need to be offered as part of the menu.

Ethical sourcing has moved beyond simply offering a product that carries the Fairtrade



mark. Today's consumers like a story, and if it's got a local element to it, all the better. Whilst the UK can't promote a domestically-grown coffee, there are plenty of companies roasting coffee beans in the UK and when it comes to flavouring syrups and milk - whether it's a dairy milk or plant-based alternative - there is plenty of opportunity to shout about local provenance.

The same goes for tea. According to Mintel's hot drinks and tea market research, younger consumers are continuing to turn away from the traditional brew. It recommends that to support long-term sales, particularly in the out-of-home market, outlets need to engage with younger consumers or appeal to their taste-buds with a slightly different offering, such as fruit and herbal ingredients. Mintel reports that 26% of UK adults would be interested in trying fruit and herbal teas made with British ingredients, and that 77% of UK consumers agree they drink tea to feel less stressed, which opens the doors to infusions that encourage relaxation, such as chamomile.

PATIENT HYDRATION

As hot drinks count towards hydration for patients and staff, should they be offered more frequently on the ward, and should staff be enabled to take a more regular beverage break? Maxine Cartz, Healthcare Dietitian - Medirest, Compass Group UK & Ireland, shares her advice.

"We know that hydration is an issue for many being treated in hospitals and care homes, but it's also imperative for those working and visiting these environments

too. Raising awareness generally and offering training about the importance of good hydration is a solid starting point and all members of the multi-disciplinary team have a part to play.

"Regular hot beverage rounds are the norm in hospital, and offering hot beverages can be a good way of getting more liquid into patients, so that we can support their hydration. Tea and coffee generally come as standard, but I would also suggest a range of decaffeinated drinks and a selection of fruit teas to offer wider choice that will help entice people into drinking more where needed. At bedtime, offering a hot milky drink such as hot chocolate or Horlicks is often welcomed. We can also provide mugs instead of cups to increase volumes of hot drinks served. Even not having your favourite mug from home can reduce your enjoyment of your regular drinks.

"Patients' wellbeing and outcomes are impacted when food and drink intake are inadequate. Sadly, patients in hospital often struggle to meet their requirements for food and fluids. This can be for many reasons, including medical conditions, depression, unfamiliarity and loss of appetite, which is often associated with illness and its treatments.

"All liquids: water, squashes, juices, milk, smoothies, tea and coffee count towards fluid intake which supports better hydration. The key points to good hydration are offering a variety of different options of popular beverage choices, providing the appropriate cups, aids and beakers as needed, providing assistance where



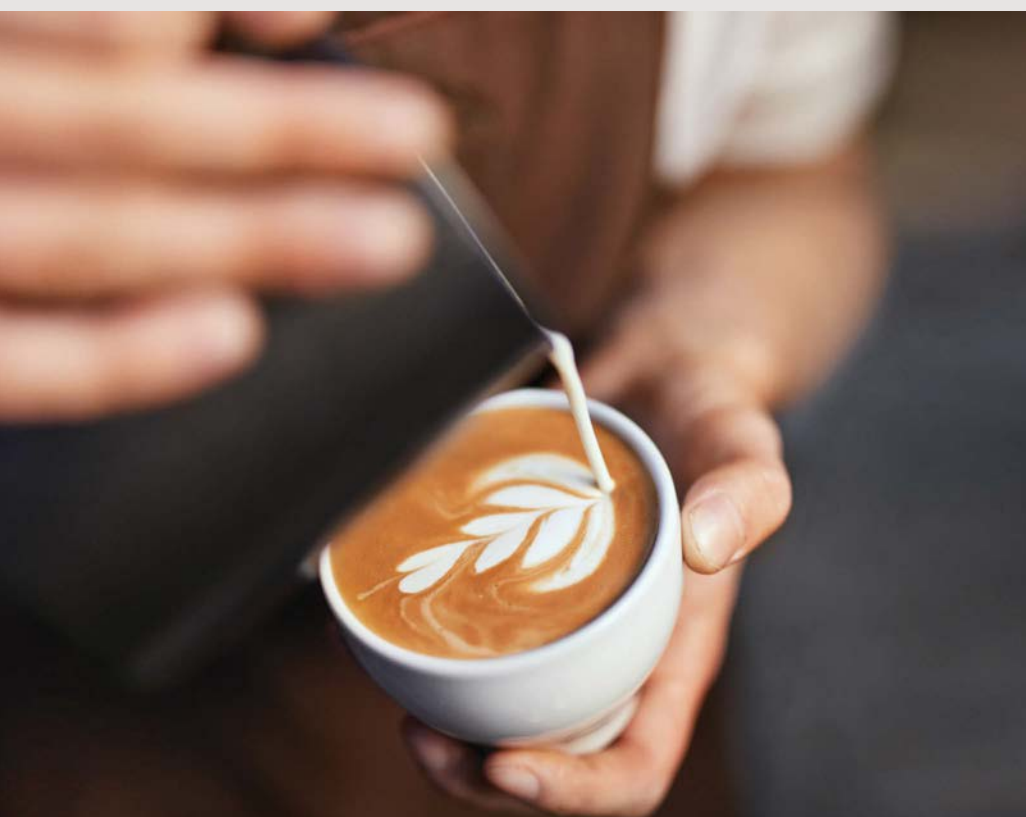
required and encouraging people to drink regularly. In most hospitals, as many as seven hot drinks are offered throughout the day to patients to ensure they have opportunities to stay hydrated and jugs of cold water on the bedside locker should be refreshed regularly.

"Fruit teas can offer a really nice and more diverse and interesting way to widen the beverage offer for patients, and even hot milk could be offered - I would always recommend trying to create a nice range of options.

"At risk patients may have their fluid intake measured and monitored and all members of the care team can encourage patients to drink more. I cannot emphasise enough how important communication between the caterer, dietitian and nursing team is - known as 'the power of three'. We believe in this partnership approach to nutrition and hydration and these principles are all part of understanding the patient's needs and creating solutions that work for the individual.

"In terms of staff hydration, I would really encourage them to make sure they are getting enough to drink to help them through a potentially very long and busy shift. Again, I would encourage them to try different drinks that they enjoy and find comforting, to make sure they are taking in adequate amounts of liquid."

"Many a good coffee bean has been ruined by the lack of skill of the person making and serving the drink"



EVOLUTION OR REVOLUTION? LEADING FOR A BETTER FUTURE

DOUBLETREE BY HILTON, MILTON KEYNES

24TH-26TH MAY 2023

Join us as we reflect and explore how Estates & Facilities within the NHS are changing, how services need to be transformed, and the role our E&F teams will play in leading a better future for patient care, with an emphasis on system-thinking and system-working in the years to come.

**IT'S TIME
TO BOOK
YOUR
PLACE**

FOR FURTHER INFORMATION AND TO BOOK YOUR PLACE VISIT

WWW.HEFMAFORUM.CO.UK



“Fruit teas can offer a really nice and more diverse and interesting way to widen the beverage offer for patients, and even hot milk could be offered”

CHOOSING THE KIT

‘WAKEUP’ is a new, high-capacity 40-tray breakfast trolley for ward service from BGL Rieber featuring a large work surface and space for three hot or cold insulated thermal drinks dispensers.

The work surface is extendable by using optional side-mounted support tables to hold everything needed for beverage service such as a range of bagged teas and herbal teas, condiments and napkins.

The tables fit GN 1/1, 1/2, 1/3 and 1/6 containers. Two support tables can also be used inside the trolley to create additional storage, leaving space for 30 of the ½ GN trays.

Evoca Group has expanded from its traditional role as a manufacturer of vending machines to become a world-leading innovator and supplier in the out-of-home foodservice and catering markets.

Evoca offers a wide range of hot beverage equipment solutions through its Gaggia, Necta and Saeco brands, which offer a machine suitable for most applications – from front-of-house self-

service to barista service. Gaggia, for instance, is one of the most famous names in the world of coffee and, in keeping with its tradition, all the technologies developed by the brand are designed to set new standards in the hot drinks market. La Radiosa exemplifies this ethos. It is a fully automatic machine, delivering barista-quality drinks from an extensive menu, which is accessed via a 10” touchscreen user interface.

Taylor UK is now supplying the M26 TE espresso machine from La Cimbali. The M26 is a traditional espresso machine that features the latest technology, creating high-quality coffee while being easy to use and maintain.

“La Cimbali has nearly a century’s experience making coffee machines and its reputation is second to none,” says David Rees, Marketing Manager for HTG, which owns Hubbard Systems and Taylor UK. “The M26 is the perfect combination of traditional techniques with modern technology, and it’s ideal for businesses that want the authentic espresso

experience without needing specialist training to create it.”

The tech is obviously transforming at an almost bewildering speed, so which features should you prioritise? “Look for features that make life as simple as possible,” advises David. “For example, with the M26, a range of different coffee drinks can be dispensed at the touch of a single button. Constructed from stainless steel and ABS, it features an attractive, ergonomic design with an electromechanical backlit control panel, angled filter holders and long steam wands.” ☕

www.bglrieber.co.uk

www.compass-group.co.uk

www.evocagroup.co.uk

www.taylor-company.co.uk



GOING ELECTRONIC

THE STRONG PUSH TOWARDS ELECTRONIC PATIENT MEAL ORDERING SYSTEMS FOR HOSPITALS BEGAN SEVERAL YEARS AGO AND WAS ACCELERATED BY THE RECOMMENDATIONS OF THE INDEPENDENT REVIEW OF NHS HOSPITAL FOOD. IN NOVEMBER 2022, THE NEW MANDATORY, NATIONAL STANDARDS FOR HEALTHCARE FOOD AND DRINK STRENGTHENED THIS REQUIREMENT.

“Organisations to implement digital meal ordering that uses patient names and aligns to their dietary information and care plans: e.g. type of therapeutic diet required or food allergy information,” is stated as a core element of section two of the new standards, ‘Improving patients’ food and drink’, with the additional comment that this “should be seen as an essential element of patient care.”

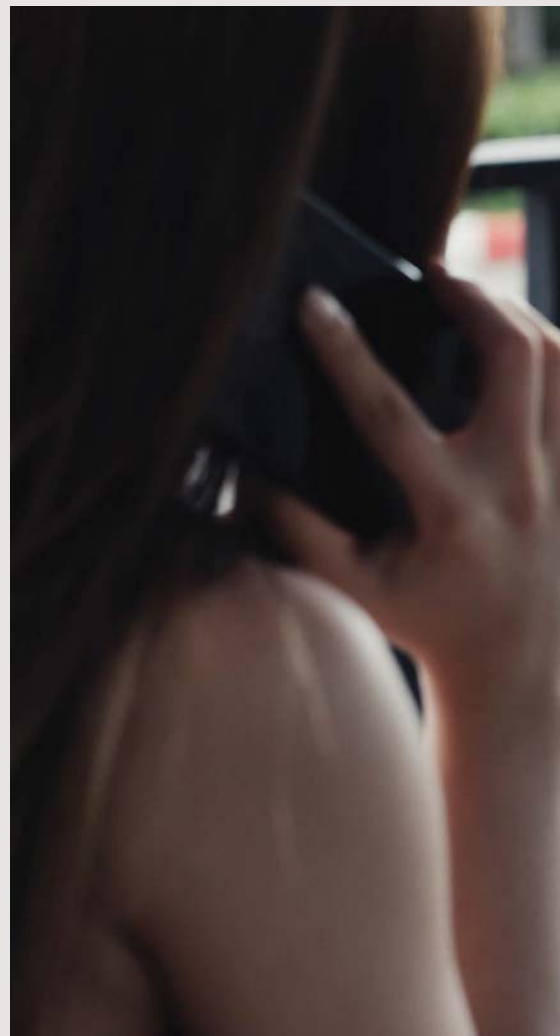
Delegate Technology tells Hospital Food + Service that this is something other countries have been doing for over 20 years. To achieve compliance requires the electronic meal ordering software (EMO) to be interfaced in real time to the hospital’s EMR/EPR/PAS system ensuring that patient demographic information, such as ward and bed location, as well as any diet that may have been assigned and allergen information are kept up-to-date. Delegate has been supporting this real time interfacing for over 15 years. It ensures all information is always correct – no matter how many bed or ward transfers, the EMO is always in sync, and the meal order follows the patient. This means the patient receives the right meal to the right bed at the right time, first time. This sort of level of compliance mitigates the risk of a patient receiving a meal that is not suitable for their needs, which could result in a serious food safety incident. It also enables Meal Intake Tracking, so dietitians and clinicians are able to track, in real time, what a patient has consumed, and take appropriate action if their nutritional goals are not being met. This is particularly

“It also enables Meal Intake Tracking, so dietitians and clinicians are able to track, in real time, what a patient has consumed”

pertinent for patients who may be at risk of malnutrition. Furthermore, the tracked nutritional values are returned in real time to the hospital’s EMR/EPR/PAS, reducing the need for data to be re-keyed manually, thus saving man-hours and avoiding mistakes through mis-keying.

Mobile Meal Ordering is another ‘must have’. This allows patients to place their compliant meal order on their own device, be it iPhone, iPad, Android device or Windows tablet. Patients are also able to track their own nutritional intake. The use of Mobile Meal Ordering increased during the pandemic, when it gave patients who were in isolation the ability to still make their own meal choices, thus retaining patient satisfaction and supporting nutrition and hydration goals.

Delegate has carried out extensive research on the positive impact that using electronic patient meal ordering systems can have on the effects of malnutrition. Working with Dr Shelley Roberts at a 700-bed public health hospital in Australia that has used its EMO for over 10 years, Delegate has enhanced the Mobile Meal Ordering functionality to help dietitians and clinicians to reduce malnutrition. This has reduced re-admissions, thus improving patient outcomes and saving money for the organisation.



MENU MANAGEMENT

Delegate has also been developing menu management software for over 30 years, with a strong focus on allergen and nutritional information. The software integrates seamlessly with suppliers to automatically update allergen and additive information, ensuring that the latest information is always available with a simple click. The McCance & Widdowson CoFID database provides nutritional information, which also updates within the Delegate application. Additionally, the software allows for easy viewing of CO2 values to aid Trusts in achieving NHS carbon reduction targets.

Delegate's menu management software also enables the creation of labels that are compliant with Natasha's Law with a single click, ensuring effortless compliance. The software is designed for integration with other systems, such as EPOS, Digital Menu Boards, Accounting Systems and more, enabling allergen and dietary information to be seamlessly displayed on retail systems, for instance. In use every day in over 3,000 locations worldwide, Delegate's menu management software is a trusted solution for the foodservice industry.

INFORMING MENU DEVELOPMENT

Compass Group UK & Ireland utilises the feedback provided through technology to enhance its work on menu development across its range of Steamplicity meals, which are served at 23 NHS Trusts across the UK. This empowers patients, providing flexibility around when they want to eat, more choice and better service.

The majority of the NHS hospitals and private healthcare partners that Compass works with operate electronic patient meal ordering systems. The data and information from the ordering system can be used to gather feedback. "This is useful as it helps anticipate any future ordering, but also shapes our menus and concepts for the future," explains Kate Barnes, Head of Business Excellence Healthcare for Compass Group UK & Ireland. "The use of tablets is proven to encourage patients to tell us what they think of our food and service, which helps inform our meals, as we endeavour to put patients at the centre of our offers."

"The technology can offer bespoke menus for specific wards and treatments, religious and cultural requirements, as well as allergies and vegetarian and vegan



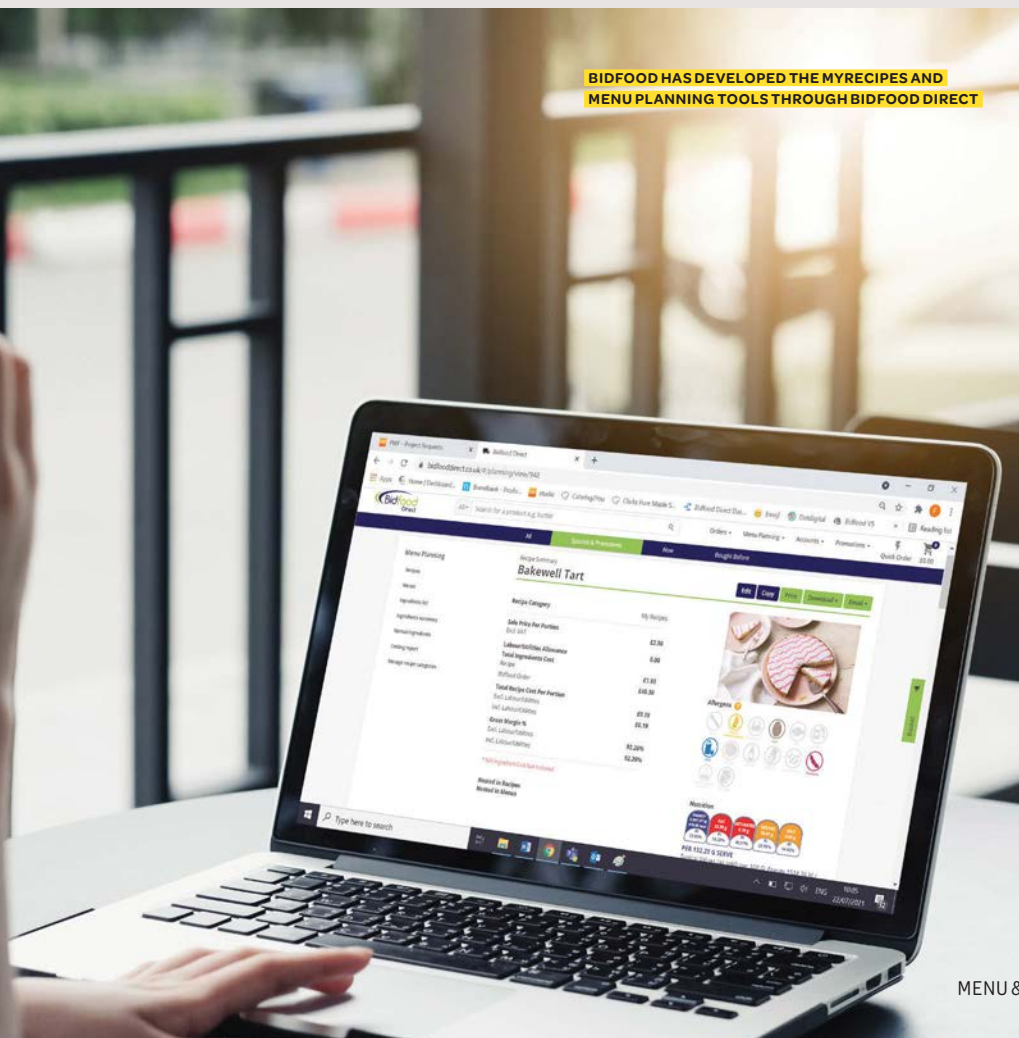
options. We have driven an end-to-end system integration - key to complying with calorie regulations and to ensuring calorie information is readily available on both menu boards and our tech across staff and visitor restaurants."

The system also enables any specific requirements to be flagged, for example, patients who need a 'red tray' to signal they need help eating. These systems are easy to use and it means that everything can be ordered at the bedside, with the patient by a ward host to guide and support choices.

"We have invested in linking our internal recipe management system with the tablet programme to enable hosts to enter any allergen restrictions that patients may have," Kate continues. "The system then eliminates any dishes containing the allergens specified. This ensures that any product allergen changes can be transmitted automatically, providing extra security for patients, hosts and clinical staff."

"The system also enables any specific requirements to be flagged, for example, patients who need a 'red tray' to signal they need help eating"

BIDFOOD HAS DEVELOPED THE MYRECIPES AND MENU PLANNING TOOLS THROUGH BIDFOOD DIRECT



RETAIL

Extending the availability of food and drink for staff with 24/7 provision is a big issue for hospital caterers at the moment. Technology opens up opportunities to achieve those targets and go beyond, for example, 'take-home' meals for staff as they leave work, especially if they have accommodation on site and finish after the central kitchen has closed.

The latest technologies include combinations of smartphone or tablet, apps and QR-coded labels, which facilitate cashless vending, pre-ordering and even same-day ordering.

"The possibilities for introducing new concepts using this technology are enormous," says BGL Rieber's Sales Manager for Connected Products, Neil Parmar. "The technology is powerful but simple. Using smartphones to order meals, cashless payment, and a large menu of healthy food means staff can access the meals when needed. HACCP is built into the smartphone app to ensure temperatures, sell-by dates, and so on are within safe parameters."

Rieber's MEAL PICK-UP STATION concept illustrates how new technologies could work in practice to offer meals and snacks for staff and visitors. The idea combines card reading technology for cashless vending at the dispense point, with Multipolar Connect ten-compartment secure individual refrigeration, plus vending units for drinks and fresh fruit; microwaves can reheat the meals using instructions from the Rieber app.

TECHNOLOGY FOR COMPLIANCE

Arming yourself with the latest technical software is also an extremely important tool when ensuring compliance with recent food legislation, saving time and providing peace of mind when planning menus and budgeting, as Susannah Grieve, Digital Manager at Bidfood explains.

"Good communication has proven to be the basis of navigating Natasha's Law and calorie labelling legislation, and the ways in which this is shared with consumers. Various labelling software is available, but they require a lot of human



input that could lead to a crucial piece of information being missed."

Bidfood has developed the MyRecipes and Menu Planning tools through its online shop, Bidfood Direct. These bespoke, unique tools allow customers to create recipes and menus based on their agreed product range, as well as to view and download the allergy and nutritional information for each recipe.

"In just a few clicks, caterers can download and generate a label displaying the full list of ingredients, highlighting any of the 14 allergens under Natasha's Law. Similarly, for calorie labelling, the technology automatically calculates nutritional information for each recipe, based on quantities and portions into a downloadable label - leaving more time for cooking and less time worrying whether you're following the letter of the law."

The Bidfood Direct MyRecipes tool also allows users to scale the number of portions, automatically updating the cost per recipe. Caterers can enter a desired gross profit earning to see the effect that altering portions has on costings. Another bonus of this tool is the portion description option; caterers can display the kilocalories in a way consumers will understand. "This will be especially important for patients with dietary and medical restrictions, as their calorie intake will need to be tracked regularly and accurately," Susannah adds.

"Having a wholesaler with a dedicated IT, e-commerce and digital team will be sure to keep you ahead of the curve, as they will be focused on the development of any technological tools. Having an encyclopaedia of digital recipes at your fingertips to provide inspiration is just one of the many benefits of this support. Not only does this equal ease in the kitchen, but will equip you with any advice and tools on future legislation and trends in what is a dynamic industry." 

"Technology opens up opportunities to achieve those targets and go beyond, for example, 'take-home' meals for staff as they leave work"

www.bglrieber.co.uk
www.bidfooddirect.co.uk
www.compass-group.co.uk
www.delegate-group.com



'Quality ingredients and service...naturally'

AWARD-WINNING FLAVOUR DELIVERED BY FAMILY VALUES



- ✓ All Natural Ingredients
- ✓ No Artificial Colourings

- ✓ Gluten Free Available
- ✓ MSG Free

01989 565971
WWW.BOSSE-INTERSPICE.CO.UK

Free samples of our soups, custards, porridge and gravies are available upon request.
Email info@bosse-interspace.co.uk or call 01989 565971.

REFRIGERATION



WIDE RANGE OF EQUIPMENT FROM WILLIAMS REFRIGERATION

COLD CHOICES

DEVELOPMENTS IN REFRIGERATION EQUIPMENT AND ICE MACHINES FOR THE KITCHEN, RETAIL AREAS AND WARDS ARE RESPONDING TO DEMAND FOR EQUIPMENT THAT USES LESS ENERGY, LESS WATER, OFFERS FLEXIBILITY IN THE KITCHEN, BRINGS CONVENIENCE FOR CHEFS AND INNOVATES TO OPEN UP NEW OPPORTUNITIES.

“In the kitchen, flexible designs that make the most use of available space are an increasing focus in refrigeration equipment,” Williams Refrigeration’s Sales and Marketing Director, Malcolm Harling, tells Hospital F+S. Individual refrigerated drawers, such as the company’s Chef’s Drawer range and Under Broiler Counters (UBCs), are now key players in terms of helping designers maximise effective kitchen space. Williams has just launched a new model into its range of Under Broiler Counters, model UBC16, which is capable of storing 2/1 and 1/1 Gastronorm pans simultaneously.

The Williams UBC range is designed to provide chefs with refrigerated storage right in the cookline. The low-height counter unit can hold weights of 279kg, allowing prime cooking equipment like griddles to be installed on top of them. This helps to maximise the use of space in smaller environments without compromising on the

“Hard and soft chill/freeze functions allow delicate and robust foods to be processed, maintaining quality and safety”

safety of ingredients. Its 1600mm width and 782mm depth means it can hold two prime cooking appliances at the same time.

Another new product from Williams is the Fry Station Drawer, designed to offer a flexible chilled or frozen storage solution for frying and grilling stations. It features an optional fry basket hanger, supporting up to four baskets, which can help to streamline the process from fresh or frozen to fried. With the unit located next to a fryer, contents can be scooped direct from the drawer.

For kitchens using blast chillers, the Friulinox Ready RBS-051, supplied by Hubbard Systems, is a compact (900mm high x 790mm wide x 820mm deep) undercounter blast chiller/freezer suitable for use in smaller kitchens. It holds

five 1/1GN trays, processing up to 25kg chilled or 15kg frozen food. The powerful refrigeration system is controlled by a simple touchscreen and monitored by probe. Alongside pre-programmed cycles it can store up to 99 custom programmes. Hard and soft chill/freeze functions allow delicate and robust foods to be processed, maintaining quality and safety.

REFRIGERATION FOR RETAIL

The most important development in refrigerated merchandisers in recent years has been energy labelling for refrigerated display equipment, which arrived in 2022. Malcolm explains the significance: “Display units with open fronts tend to be big energy consumers. What’s more, they cause ‘cold aisle syndrome’,



creating a chill wind for customers. Increasingly there are clever designs that use curtains of air that are sucked or guided back into the unit, rather than being allowed to drift into the aisle. They keep the produce chilled and safe, while allowing the customer easy access. However, another highly effective answer is to have doors on the front of merchandisers - which has a huge impact in reducing energy consumption.

"Our latest Gem Multideck merchandisers are available with open fronts, or with hinged or sliding doors. They feature a variety of upgrades to minimise energy consumption - we believe they are the most efficient on the market today. They include reshaped bottom air curtain inlets, which also improve temperature control of the lower shelves, and heat exchangers that enhance the performance of the refrigeration system. Meanwhile the top air discharge now has a honeycomb profile, which further improves the air curtain's protective function by keeping the cold air within the display.

"Even the price ticket holder on the shelves has been re-engineered to maximise energy efficiency. The smart design features a gap between the shelf and the bevel-shaped ticket holder strip. This arrangement funnels the air curtain into the cabinet, minimising cold air leakage and further reducing energy consumption. The new ticket holders also make it easier to replace

tickets and their shape gives better visibility for the customer."

ENERGY-SAVING TIPS

When it comes to cutting costs and carbon and saving energy, Malcolm advises that one of the key features to look for in greener refrigeration is the refrigerant gas being used. With the move away from F-Gases, more and more refrigeration equipment uses naturally occurring refrigerant gases, such as hydrocarbon R290. "These are highly efficient and have almost no negative impact on the environment. Their thermodynamic properties are so superior that they reduce energy consumption compared to standard refrigerants," he explains.

Some more energy-efficiency features to consider are:

- **Insulation:** High performance foam insulation is essential to create a strong thermal envelope for your refrigeration, so that heat can't get in and cold can't get out.
- **Self-closing doors:** These will shut automatically, so staff can't leave them open!
- **Intelligent defrost:** By defrosting when required, this feature ensures that the evaporator works more efficiently.
- **Temperature control:** Food (or other product) safety is critical, but don't set the temperature of the refrigeration system too low. As well as compromising food

quality, it wastes energy - every 1°C saved in operating temperature could reduce energy consumption by 2%.

MAINTAINING THE COLD CHAIN

There are a variety of mobile refrigerated solutions on the market, suitable for keeping cold food cold, even when it's on the move. The Williams Mobile Chilled Cabinet, model MRC16, has a capacity of 523 litres. A major benefit of these cabinets is that they are easy to move around, so they can be loaded in the kitchen then rolled to the service area, or a waiting area if required. This means the cabinets aren't taking up valuable kitchen

"With the move away from F-Gases, more and more refrigeration equipment uses naturally occurring refrigerant gases, such as hydrocarbon R290"

“When planning for a new or refurbished facility caterers will need to consider the latest - proven - developments in hospital refrigeration”

space, yet the food is held safely and efficiently. Easy grab handles make them a cinch to manoeuvre and all-round bumpers add protection in transit.

Good quality, insulated, food transport boxes or trolleys, such as those supplied by BGL Rieber, are another option. All Rieber Thermoports can be combined and stacked with each other or fixed onto towing dollies or serving trollies, allowing caterers to organise their food delivery packages to meet varying requirements.

Insulated boxes and trolleys can be matched in size to suit the stocking of any Rieber Multipolar community fridge or chilled vending display unit. They stack together safely for transport.

Thermoports can have eutectic plates or freezer packs inserted to help maintain temperature. “The key is good packing and discipline, so only opening the door or lid when needed,” Gareth Newton, Managing Director of BGL Rieber advises.



STACKABLE THERMOPORT FOR REFRIGERATED FOOD TRANSPORT

WARDS

Space-saving undercounter fridges to hold snacks and drinks are probably the most used refrigeration models on wards. For example, Williams' Aztra (model HAZ5UC) is a space-saving undercounter fridge and one of the company's most popular lines. The latest version has been extensively upgraded to make it even more sustainable and energy efficient, and it boasts an A+ EEL (Electric Energy Index) rating. At the same time, its Climate Class 5 rating ensures superior temperature control and food safety.

Rieber's Multipolar community refrigerator is also used on some wards as an aid for visiting relatives staying over. The secure multi-fridge format (available from four to 16 compartments) is ideal for medicines or foods. Community fridges can also be used to store staff meals, and snacks and Rieber's cashless vending technology makes this manageable.

A RETURN TO FRESH PREP?

For hospitals planning new or refurbished kitchens, or even introducing more fresh preparation into existing facilities, Malcolm Harling advises prep stations will be a key consideration. “It's important that chefs have easy access to fresh ingredients, but at the same time they need to be kept chilled at a safe temperature. Prep stations, with refrigerated ingredients wells set into the work area on the top and chilled storage underneath, are the ideal answer. Ingredients are kept safe in the wells and chefs can get at them instantly.”

Williams has recently relaunched its top-of-the-range prep station, the Onyx CPC. This features angled wells, making it easy for chefs to see and access ingredients. The wells have a curtain of air that flows over their tops, ensuring ingredients remain at their freshest. This feature has been redesigned using a honeycomb style vent system that guides the curtain's airflow to



BGL RIEBER'S MULTIPOLAR COMMUNITY FRIDGE

From Their Homes to Yours

54 leading chefs share their
lockdown recipes to help the
restaurants we love



featuring
Tom Kerridge
Gordon Ramsay
Angela Hartnett
Jamie Oliver &
many more

Available at all major retailers

Hospitality
Action

Jon
Croft
Editions



COLDROOMS

Models to meet every
application and budget

Williams has been manufacturing and supplying
modular coldrooms for over 40 years.

We provide the complete coldroom service
to make sure you maximise your storage
capacity and minimise your running costs.



T +44 (0) 1553 817 000
info@williams-refrigeration.co.uk
www.williams-refrigeration.co.uk





**THERMOPORT FREEZER BLOCK
WITH EUTECTIC PLATE INSERT**

minimise the loss of cold air, which in turn reduces energy consumption.

Gareth Newton recommends that when planning for a new or refurbished facility caterers will need to consider the latest - proven - developments in hospital refrigeration.

"Multipolar provides a fridge storage solution without risk of accidental misuse or pilfering that suits the needs of many types of caterers," he says Gareth Newton.

"As well as providing security for multiple users, which a conventional fridge cannot, Multipolar also conserves energy, because only one small door is open at any time, minimising the loss of cool air."

ICE MACHINES

Hygiene, safety, energy- and water-efficiency are among the biggest drivers in the ice market. The Scotsman XSafe system was created in a move to improve hygiene and safety. This innovative ultraviolet disinfection system was introduced into a selection of the brand's ice machines in 2020, in response to the pandemic. It is now fitted as standard in most Scotsman ice machines, and can also be retrofitted to existing units. It uses UV light to create activated oxygen, which can then be blown throughout the internal structure of the ice machine, including the ice storage bin. This destroys up to 99.999% of all germs and bacteria, including coronaviruses, as well as helping to reduce build-up of slime, yeast and mould. This helps to increase the working life of equipment by up to 30% while reducing cleaning costs by at least 50%.

"The improvements to ice quality and the efficiency of equipment offered by XSafe provide benefits to operators of ice

"A further challenge for hospital caterers lies in sourcing ice-making equipment that isn't going to guzzle up loads of energy and cost a fortune to run"


machines far beyond protecting against Covid, important as that is," explains David Rees, Marketing Manager of Hubbard Systems, the UK distributor of the Scotsman brand. "Advances like XSafe help to innovate the refrigeration market within the hospital sector by making it easier to reduce the danger of using contaminated ice, which has been one of the issues Hubbard has been highlighting in recent years, even before the pandemic."

Another model, the Scotsman EcoX is amongst the most eco-friendly models on the market. The refrigerants used in the EcoX machines are either hydrocarbon R290 or carbon dioxide R744, depending on the model and system. EcoX models have an ODP (Ozone Depletion Potential) of zero and a GWP (Global Warming Potential) of three or less.

A further challenge for hospital caterers lies in sourcing ice-making equipment that isn't going to guzzle up loads of energy and cost a fortune to run. Energy- and water-efficient machines should therefore be a priority. Mark Hogan, Commercial Director at FEM (Foodservice Equipment Marketing) explains that its next generation of Manitowoc Indigo NXT ice machines offers a whole new level of energy efficiency.

"The Indigo NXT models are among the most efficient cuber ice machines on the market today, being up to 43% more energy efficient than previous models with the same footprint," he says. "Environmentally friendly R410A refrigerant is incorporated in most models to cut global warming potential significantly. These modular units are available air cooled as standard producing either dice or half-dice cubes."

Ice machines with programmable ice production and scheduling - including documenting ice volume, the on/off time and bin level - also help to reduce the day-to-day running costs of by reducing water consumption as well as energy use.

One final piece of advice from Mark, when ice machines are installed on a ward they need to be compact, reliable and conveniently situated. Also think about keeping them clean. Most modern ice machines are designed to be easy to clean, and some, including FEM's Manitowoc Ice range, have self-cleaning functions that make life even easier. 

www.bglrieber.co.uk

www.fem.co.uk

www.scotsman-ice.co.uk

www.williams-refrigeration.co.uk



BOOK YOUR PLACE AT
www.careandhospitalcateringforum.co.uk

POWERING THROUGH CRISIS



Delve deeper into how together we can power through crisis and be stronger for the future at the 2023 Care Home and Hospital Catering Forum

The programme will focus on some of the significant issues facing caterers in the health and care sectors, including patient nutritional and hydration requirements, energy management within the kitchen, small and inexpensive steps to make a big difference, and exploring how to manage food safety when under financial pressures.

HABERDASHERS HALL, LONDON

THURSDAY 8 JUNE 2023

Sponsored by **EVOLCA**
G R O U P





DISCOVERY

DEN

DRIVING CHANGE, ONE STEP AT A TIME



HOSPITAL FOOD + SERVICE EXPLORES THE PROGRESS OF THE EXPERT PANEL, SUB-GROUPS AND EXEMPLAR TRUSTS ESTABLISHED TO DRIVE THROUGH CHANGE ALIGNED WITH THE RECOMMENDATIONS OF THE INDEPENDENT REVIEW OF NHS HOSPITAL FOOD.

Following the publication of the review in October 2020, a three-year plan was put in place to ensure that its recommendations were securely achieved. It clearly identified a collaborative process, capturing complete involvement from NHS teams, professional associations, organisations, FM providers, food suppliers and critical friends of the industry. This plan has just reached the end of its second year.

The NHS Great Food, Good Health programme not only safeguards the original concerns of food safety that sat behind the review, but also undertakes a complete overview of the changes that need to be driven if catering services in the NHS are going to reflect quality, diversity and innovation for patients, staff and visitors.

Four months ago, the new National Standards for Healthcare Food and Drink put eight core standards on a mandatory footing. Since then, many Trusts, teams and individuals have received advice

and support to ensure they are planning effectively to meet the eight standards over the coming months. Future collections through ERIC, PAM and PLACE will support the measurement of progress which will be evidenced by the continual round of visits that are planned.

EXPERT PANEL

To support the aims of the programme, the expert panel was established to lead on a number of direct focus areas. Exemplar Trusts are also providing a basis of good practice, and as expected, a number of key topics have risen to the top of the agenda.

The expert panel mirrors the dynamic of the 'Power of Partnership', which ensures that there is collaboration and partnership working across each hospital site to drive improvement. Caterers, nursing and dietetic teams all have a part to play if the service of food and drink is to be completed to the highest level. Prue Leith and Dr Rupy Aujla continue to play

“Exemplar Trusts are also providing a basis of good practice, and as expected, a number of key topics have risen to the top of the agenda”

a significant role in an advisory capacity. The co-chairs of each group have been flexible in their approach, adapting to the immediate whilst planning for the long-term. Slight changes are being made through the process to ensure that the challenges ahead are not underestimated.

Strong links with Defra have also been formed to provide a consistent approach to food strategy. The programme is enhancing the use of localised food, which establishes hospitals as beacons in their community, supports the surrounding environment, with seasonal produce availability, various pilots on NHS menus and understanding the pressures on the workforce with food insecurity offerings. It is apparent that every hospital menu needs to provide the appropriate choice for the demographics and acuity of the area; no hospital setting is the same, so leadership and knowledge are key.

EXPERT SUB-GROUPS

To ensure that this programme continues with the fullest participation, there are 10 sub-groups, seven of which are co-chaired by the 14 members of the expert panel and the other three by Phil Shelley and Emma Brookes of NHS England (NHSE). Sub-groups continue to meet regularly to agree suitable solutions for each of the recommendations, sharing their action log with the leadership team.

CLINICAL SUB-GROUP

MAEVE TIERNEY & TIM RADCLIFFE
One of the main challenges during the pandemic has been the poor application of food and drink for NHS staff over the 24/7 period. Just at a time when these services were required, difficult decisions were made to shut down services and minimise the options available. Since then, Tim and Maeve have met with clinical colleagues, Neely Mozawala (24/7 campaign) and FM providers to change attitudes around this topic, with a 24/7 showcase being the highlight of their actions. The industry has risen to the challenge and a number of SMEs (Small, Medium Enterprises) have initiated brilliant relationships for the future. As one of the mandatory standards, it is imperative that all sites are supported effectively to achieve this goal.

DIETETIC SUB-GROUP

KATHERINE CROSSFIELD & JANE OWEN
Having the partnership of a catering lead and a senior dietitian has proved extremely



“Having a process to support assisting at mealtimes is so important for there to be confidence in ‘food as medicine’”

beneficial in the leadership of this group. There has been a strong focus on training and education, realising that this is an area that needs development and consistency. A robust matrix has been developed, taking into account everyone that has a role to play in a successful and elevated food service module. There have also been a number of conversations around ‘Mealtimes Matters’ - having a process to support assisting at mealtimes is so important for there to be confidence in ‘food as medicine’. A number of specialities have been represented in this group and their support has been invaluable and gratefully received.

CATERING SUB-GROUP

DEBRA ARMSTRONG & NICOLA STRAWTHER
A number of changes have been made in recent months to adapt to the needs of services and Debra and Nicola have demonstrated great versatility. Nicola has been supporting the NHSE team with the electronic meal ordering (EMO) project. This was activated following the food review recommendations, which acknowledged the importance of digital in supporting patients’ requirements, providing the necessary choice and protecting those with allergies and intolerances. Off the

back of an EMO matrix, an EMO showcase will be held this month (March) which will give current EMO providers and Trusts a platform to have the conversations that are needed to support the aim that all hospitals should introduce EMO. Debra has been shaping a Food & Drink Strategy template that will be circulated through the Hospital Caterers Association’s Branch Secretaries. As Trusts look to tighten their arrangements it is vital that strategies are robust and productive.

CULTURAL & LIFESTYLE SUB-GROUP

STEPHANIE TEMPEST & EMMA WILSON
This sub-group has recently been divided into separate topics in order to maintain strong progress. The lifestyle team has been added to the critical colleagues group, which is helping to provide a diversity and an expertise that shapes future planning. Understanding the need to develop references and guidance for patients and staff in healthcare settings is paramount. The food standards are the foundation of catering in healthcare, but the variances within religious and cultural beliefs need supporting to develop menus and snack choices. The support and expertise provided within this group has been exceptional.

“The food standards are the foundation of catering in healthcare, but the variances within religious and cultural beliefs need supporting to develop menus and snack choices”

FOOD SUPPLIERS SUB-GROUP

IAIN ROBERTSON & NOOR AL-REFAE

The current pressure on suppliers to maintain service has been incredible. Workforce gaps and demands as well as food and fuel inflation, have all played a part to test the resolve and contingency planning. Strong communication has been key. When services are under pressure, early and practical conversations can often provide suitable solutions for all parties. Iain and Noor have provided the perfect platform for suppliers to share their concerns, challenges, but also ideas about how everyone can work together, promoting British products and linking with regional producers and distributors.

NET ZERO CARBON SUB-GROUP

LISA WRIGHT & KIM BEEVERS

Food waste management is a key area for the net zero team at NHSE. This group has

been a collaborative effort, with NHSE providing the structure and support mechanisms, WRAP providing expert guidance and tools through the Guardians of Grub template, and Lisa and Kim driving the conversations with Trusts on the need for change in the way food waste is measured. As one of the mandatory standards, it is vital that a consistent methodology is established, together with an understanding of the varying styles of food services and the knowledge of differing patient acuity. This is a game changer in the culture of food waste, service control and financial commitment.

FM PROVIDERS SUB-GROUP

JENNY CLARKE & JULIE ALLISON

Following a quiet start, Jenny and Julie have maintained a positive profile for the FM provider base. Recognising that some areas can take time to develop,

there is a great deal of pride in the way that everyone has pulled together, and started to find those areas of knowledge that can be shared. FM providers play a key role within the NHS, leading many types of services as well as catering, which can play such a significant part in Soft FM being successful. Learning from each other about the role of KPIs, housekeeper/ host and ward services helps to promote the necessary balance between personal attitude and business incentive.

FOOD SAFETY / CRITICAL COLLEAGUES & ASSOCIATIONS SUB-GROUPS

PHIL SHELLEY & EMMA BROOKES

The increasing pressure on the workforce, as well as the burden on food contracts and supply puts a huge emphasis on food safety arrangements. Food Safety Management Systems, HACCP procedures and the training and education of teams provide the necessary protection for the people that hospital caterers serve. Meetings with the FSA, NHS Supply Chain, and industry experts on food safety, ensure that caterers are kept in the loop with any changes in food safety law and incident control.

The Critical Colleagues and Association Group provides a strong platform to listen





“When services are under pressure, early and practical conversations can often provide suitable solutions for all parties”

to those in the industry with the influence and experience to steer developments, positively, in the right direction. The food review states on a number of occasions that “one size does not fit all” and this is certainly developing as food suppliers develop their offers, procurement models are changing and central production units are being planned. “I am extremely thankful to all my colleagues that have attended and supported the initiatives that are taking place,” Phil Shelley tells Hospital Food + Service.

EXEMPLAR TRUSTS

The aim to have 30 exemplar Trusts across the NHS in England is well underway. Currently there are 20. These Trusts are debating each other’s challenges, innovations and successes, with conversations also taking place to support other Trusts within their area. Each region is represented, and open dialogue is expected in order to drive the necessary ambition

that will make the difference. This group will be broadened as the programme grows in confidence and ability, using the principles of the new standards for healthcare food in a practical manner. Some of the areas pursued so far as a result of the learnings from the exemplar Trusts are:

- Leadership engagement is key - successful catering teams are supported
- Adopt a Whole Hospital Approach
- A Chief Executive Officer who leads change and believes in the value of food and nutrition
- Concentrate on good food, attractive environment, and the best quality
- Integration of the Power of 3 - improving the nutritional outcomes of patients
- Shift the mindset to increasingly view food as an integral part of the patient’s care plan
- Everyone has a responsibility to understand food safety - the control points, contracts and communication

- Understanding the cost of food, labour and waste needs to be accurate in order to measure data
- Changing the perception of hospital food - management of services needs to be linked to the Chief Executive Officer, Chief Nurse and Head of Dietetics
- It’s not all about costing money - Boards need to value nutrition and reflect that in their catering budget
- Continual learning from each other is critical for success
- Leading pilots on topics such as Net Carbon Zero, 24/7 food provision, education and development.

NHS CHEF COMPETITION

2023 is the third year of NHS Chef. Last year Shelley and Erica from Stepping Hill Hospital at Stockport NHS Foundation Trust were announced winners. As part of the recommendations of the food review, promoting NHS Chefs and raising the profile of their skills in delivering such great food in a demanding environment is taking place. NHSE is incredibly proud of this competition, the application process for which is developing each year to test chefs and strengthen the way the event contributes to enhancing patient and retail services within healthcare. 🏆

IS PACKAGING REFORM IMPORTANT TO SUPPORT NET ZERO?

LEE SHEPPARD, DIRECTOR OF CORPORATE AFFAIRS AND POLICY, FOR LEADING MEALS PRODUCER, APETITO, LOOKS AT THE ROLE OF PACKAGING REFORM IN SUPPORTING THE NHS'S JOURNEY TO NET ZERO.

Emissions from packaging vary by product. However, at an overall average of just 3%, packaging is, in truth, a relatively minor contributor to overall emissions from the UK food system.

Nevertheless, it remains important on the journey to Net Zero for all manufacturers, retailers, and businesses at large, not least of all because consumers are concerned about climate change and the impact of packaging waste. With increasing awareness, more than 80% of consumers now say they are trying to reduce their personal wasteⁱ, with 50% saying they would pay more for eco-friendly packaging.

The UK currently does not have adequate recycling infrastructureⁱⁱ. Recoup (which estimates that 750,000 tonnes of plastic packaging go uncaptured each year in the UK alone), says that greater volumes of currently uncollected material will need to be captured with recycling targets set to increase year-on-year to up 62% in 2030, proposed in upcoming legislation on Extended Producer Responsibility (EPR) for packagingⁱⁱⁱ.

However, even if collections increase, we must invest in sufficient infrastructure to process that material. The Environment Agency reports that currently only 41% of UK waste plastic is recycled in the UK. 59% is sent abroad, with many questions asked around about how effectively it is then recycled. Some of it is recycled, but some is burnt for energy recovery and some simply ends up going to landfill.

There is no quick fix. Any changes must first take account of the critical and primary role of packaging for preserving and protecting food and drinks. Furthermore,

reducing packaging emissions requires analysis of each stage of a material's life cycle and a dedicated strategy of complex trade-offs.

WHAT DOES THIS MEAN FOR AN ORGANISATION THE SIZE OF THE NHS?

The NHS produces up to 600,000 tonnes of waste per annum^{iv} which is more than 1% of all domestic UK waste. In 2019, as part of its 'Long Term Plan', the NHS bid to cut up to 100 million plastic straws, cups, and cutlery from hospitals^v as part of its drive to reduce the environmental impact of the health service. It was established that if the NHS cut its use of catering plastic in half, it could mean over 100 million fewer items each year polluting the oceans or going to landfill^{vi}.

WHAT ARE GOVERNMENTS PACKAGING REFORMS?

In early 2021, the Government announced four elements of proposed packaging reform:

1. Packaging Waste Regs (EPR Reform) where producers bear the financial responsibility for funding the total costs associated with dealing with packaging waste.
2. Plastic Packaging Tax, which places £200 per tonne tax on newly produced/imported plastic packaging that doesn't contain 30% recycled content.
3. Deposit Return Scheme for single-use drinks/cans/bottles where a deposit is added to an item price and claimed back by the consumer upon return (promoting recycling).
4. Consistent Collections for households and businesses whereby



local authorities collect the same basic set of recycling materials from households and businesses.

These reforms are coming in play fast. Are they too fast? Take Extended Producer Responsibility (EPR), the food industry in general is supportive of this principle – but there is a challenge with the Government's planned delivery and execution.

An appropriate EPR scheme provides a once-in-a-generation opportunity to maximise recycling rates, reduce carbon emissions and engineer efficiency into the delivery of essential public services.

However, the UK Government approach leads one to conclude that they may view EPR more as a tax and therefore a revenue generation opportunity, as opposed to an opportunity to drive environmental improvement. One such example is their proposed approach to closed loop recycling systems.



THE INCREASING IMPORTANCE OF CLOSED LOOP RECYCLING SYSTEMS...

A closed loop recycle system is the process by which a product or material can be used, recycled, and then turned into a new product (or converted back to raw material indefinitely without losing its properties).

With EPR about to be launched in 2024, Defra currently does not plan to start considering Closed loop systems until at least 2025 and even then, it is suggested they will only give allowance for closed loop systems where materials are not considered to be “commonly collected.” Why not? The cynic might say that Defra regards recycled material (they refer to it as “feedstock”) as a valuable commodity for local authorities – why reward companies that keep material within their own closed loop systems? And, of course, making exceptions for closed loop recycling will directly reduce Government tax revenue.

However, such closed loop schemes can drive real environmental benefit and should be encouraged by Government. Here at apetito, we are proud to offer the first closed loop recycling scheme into the NHS of ready meal trays. It's not just a first for the NHS, this scheme is the world's first, industrial scale, closed loop recycling system for ready meal trays. It's a ground-breaking initiative when one considers the 79 million ready meal trays

that are disposed of every week in the UK.

We initially launched this scheme into our home meals delivery brand (Wiltshire Farm Foods), guaranteeing that 100% of the trays collected would be recycled into new trays. Just one year down the line, we have collected and reused nearly 300 tonnes of trays. And whilst 97% of local authorities report that they offer collection services for plastic trays, the actual collection rate is only 36%. In the first year alone, our own collection rate exceeds 40% and is growing every month. One of the clear benefits of closed loop systems is trust and the ability to talk directly to the customer – with better results not surprisingly being an outcome. Surely Government must recognise that these schemes drive better results for the environment?

And now, our launch into the NHS involves the collection of meal trays (our drivers simply collect the used trays when delivering new orders), as our experience shows that many sites simply send trays to general waste, which then end up in landfill/energy recovery. Again, we guarantee that 100% of trays will be recycled into new trays.

There is no question that packaging reform has a vital role to play. However, the current lack of recycling infrastructure and the challenge around rates of packaging waste collection means that Government should be supporting private sector Closed loop systems. Our system can evidence both



better collection and recycling outcomes – and, by definition, therefore better environmental benefit. Surely this is what Government should be trying to achieve – not simply measures that support their own EPR scheme and enhance tax revenue?

www.apetito.co.uk

¹88% Of Consumers Want You To Help Them Make A Difference (forbes.com)

²Here's the truth behind the UK's biggest recycling myths | WIRED UK

³750,000 tonnes of household plastic packaging goes uncaptured | iiiiEnvirotec (envirotec magazine.com)

⁴BRE Group: Waste in the NHS - Key Facts

⁵NHS England » NHS bids to cut up to 100 million plastic straws, cups and cutlery from hospitals

⁶NHS England » NHS bids to cut up to 100 million plastic straws, cups and cutlery from hospitals



NEW PRODUCTS

COOL FLEXIBILITY DOWN UNDER: WILLIAMS' NEW UNDER BROILER COUNTER

Williams Refrigeration has launched a new model in its range of Under Broiler Counters, model UBC16, which is capable of storing 2/1 and 1/1 Gastronorm pans simultaneously.

The Williams UBC range is designed to provide chefs with refrigerated storage right in the cookline. The low-height counter unit can hold weights of 279kg, allowing prime cooking equipment like chargrills and griddles to be installed on top.

The UBC16 is a four drawer model that offers users greater flexibility with two drawer sizes capable of holding different sized gastronorm pans. The exterior and interior are constructed from foodsafe stainless steel. Precision injected low GWP and zero ODP high density polyurethane insulation saves energy and helps to keep the unit at the required operating temperature in ambient conditions up to 43°C. Its Coolsmart controller provides a clear digital display with visual alarms to maintain failsafe performance and total food safety whilst ensuring energy efficiency. The refrigeration system uses a natural hydrocarbon refrigerant and is front venting to ensure efficient airflow.

www.williams-refrigeration.co.uk



HOT HOLD FOOD FOR LONGER AND BETTER

FEM has launched new double- and single-sided Hot Holding Bins that offer extended holding times, so that food can be held without loss of quality for longer periods. The bins feature MenuTrak technology, which allows operators to monitor held products by logging their location and held time.

The Extended Hot Holding Bins (EHBs) have a variety of features designed to maximise hot food shelf life. They include dual zone top and bottom heaters that can be fine-tuned to create the perfect holding environment for each food item. Meanwhile the MenuTrak system allows operators to set and adapt programmes for all their menu items, while new recipes can be uploaded via the USB port. In addition, the EHBs feature removable metal lids that increase the thermal conductivity of the bins, helping maintain precise temperature control.

FEM offers a variety of model capacities to suit different sizes of outlet. They range from holding four x 1/3 GN Pans to twelve x 1/3 GN pans. All models are designed as pass-through units as standard, and there's a choice of one-sided or two-sided controls.

www.fem.co.uk

HOBART FOCUSES ON REAL WORLD CUSTOMER SAVINGS

Hobart is launching a product support campaign to help uncover real world savings in the professional kitchen, focusing not only on energy and water, but also food waste, resource, time, space and detergent use.

The Smart Savings campaign is aiming to support and educate dealers and end users on the money saving elements of Hobart's range of cooking and warewash equipment. Those with existing Hobart machines can learn new and innovative ways in which they can find incremental savings, while the benefits of upgrading to the fastest, most cost-effective energy smart warewashers on the market, and multi-functional cooking solutions that save on time, energy, water and costly food waste are explained.

Also included are details of how operators can benefit from Hobart's suite of financial support packages, including interest-free finance and leasing options.

www.hobartuk.com/smartsavings



SAY GOODBYE TO THE DIFFICULTY OF CLEANING PLASTIC BOWLS THANKS TO WINTERHALTER

Winterhalter is now supplying a specially developed rack system designed to allow reusable plastic bowls to be washed in its undercounter and passthrough dishwashers.

Plastic bowls and plates pose challenges for cleaning in dishwashers. They are lighter, so if put in standard dishwasher racks the water jets can cause them to flip over and fill up with water, meaning they need to be emptied and washed again. Also, high temperatures used for standard crockery washes can damage plastic, which means a different programme is needed, as well as special chemicals to guarantee hygienic cleaning.

The new system involves a specially designed rack that keeps bowls in the right position during washing, a specialised rinse aid chemical to ensure the plastic dries quickly, and a new wash programme specially calibrated for cleaning lightweight plastic safely.

Winterhalter developed this system in response to the increasing trend for operators looking for alternatives to single-use plastic.

www.winterhalter.com/uk-en/





TAYLOR UK'S ELECTRIC CLAMSHELL GRILLS

Taylor's L-series electric clamshell grills offer operators looking to phase out gas-powered appliances a powerful alternative.

Recent years have seen increasing numbers of businesses looking to move away from non-renewable energy sources, but the cost of living crisis and rising energy prices has accelerated this trend. Taylor's electric clamshell grills deliver significant cost savings thanks to the increased speed of cooking with no loss of quality.

By using both a bottom plate and an upper platen, both sides of food items can be cooked simultaneously. This means that temperature is distributed equally across the entire cook surface, reducing cooking times by up to 66%. Three heating elements in the lower platen and two in the upper shells produce even heat across the cook zone as well as speeding up recovery time, maximising output and productivity.

The range is available one, two and three platen versions.

www.taylor-company.co.uk

IT'S ALL GO AT FRI-JADO WITH NEW COMBI OVEN SOLUTION

The Fri-Jado GO is an innovative new retail-specific, combi oven, featuring two 1/1 GN compatible sizes, a 6-level and a 10-level, both available in a standard and a unique pass-through format.

Intended to virtually eliminate the risk of cross-contamination, the pass-through model comes with doors on both sides, separating food preparation (raw food) and food service areas (cooked food) instore. The two doors feature double-glazed glass panels, preserving energy efficiency.

Simple to operate, even by staff with limited training, the Fri-Jado GO is fully customisable, and connected through Fri-Jado's SmartConnect cloud-based dashboard. Its intelligence is furthered with the addition of smart technology including ClimateControl and CookTimeCorrection. Its advanced heating concept, IntenseSteamingTechnology, is a cost and energy-effective solution that injects water directly onto the heating element to create steam.

A fully automated cleaning system, CareCycle, intuitively suggests the level of cleaning and amount of detergent required, depending on the build-up and level of grease inside the chamber.

www.frijado.com



PANASONIC'S NE-1878 PROVEN TO USE LESS ENERGY THAN MARKET LEADERS

Panasonic has pitched its full metal door NE-1878 with Inverter technology model against two market-leading professional cooking brands to prove its efficiency.

UKAS Accredited independent EMC Test laboratory, Eurofins Hursley was briefed to carry out three comparative tests on the NE-1878, its precursor - the NE-1853 - and two market leaders. The tests were for electricity consumption on full power when used to heat 500ml of water; heating efficiency when used to heat 500ml of water; and internal radiation efficiency, whereby heating of different locations within each microwave were compared.

The standout result for the heating efficiency test was that whilst all ovens reached a similar final temperature in one minute 30 seconds, the Panasonic NE-1878 used less energy to achieve it, saving 15W overall, or 18% compared to the market leading alternatives.

panasonic.co.uk/pro-cooking



MIDDLEBY UK LAUNCHES NEW INVOQ COMBI OVEN

Danish Middleby brand Hounö has announced its new, innovative combi oven, Invoq, and confirmed it will be supplying these ovens to the foodservice industry.

Invoq is operated by an Android 9 controller and allows users to manage menus, automate recipes and control cooking processes in a matter of steps. The oven only takes three seconds to boot up, versus 30 seconds with the previous range.

Vincent van Delft, Vice President of Sales for Hounö, says: "There are three major pillars behind the development of Invoq: innovation, simplicity and sustainability. Middleby has invested a substantial amount in the Hounö factory over the last couple of years to fund this incredible product development."

Invoq electric models can now be purchased through Middleby UK, with gas models set to become available later in the year.

www.middlebyuk.co.uk



CONNECT TO A WORLD OF OIL SAVING WITH VITOCONNECT

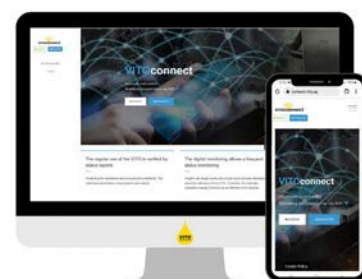
Enabling chefs to both filter used oil and monitor the effectiveness of results, Vito a leading manufacturer of commercial oil filtration, has launched VITOconnect - an intelligent cloud-based platform for use in commercial kitchens.

In a world of fully connected kitchens, operators have come to expect data and remote monitoring at their fingertips. The launch of VITOconnect takes monitoring to a new level, with operators being able to remotely access information about their Vito usage from a smartphone, tablet or PC, anywhere and at any time.

From timestamped HACCP documentation, demonstrating filtration cycles to the ability to generate custom usage reports for individual sites, VITOconnect drives functionality and allows operators to stay on top of their oil management.

VITOconnect comes as standard with many of the most recent filtration units in the Vito range, including the newly launched portable Vito VM and Vito VL, providing maximum cost control and seamless reporting for full compliance through the cloud.

www.valentinefryers.com





HOW TO BREAK THE CYCLE

'I WOULDN'T HAVE BELIEVED IT UNTIL WE DID IT', I UTTERED AFTER WE SUCCESSFULLY REJUVENATED A HOSPITAL STAFF CATERING SERVICE.

With the lowest engagement rating in the NHS, staff motivation was at a low ebb. It was hardly surprising - the food was largely pre-prepared, deep fried and beige. Those in charge didn't possess the right skills or competency to change it and the staff effectively rose up against them. Food was dumped on the counter, served by dispassionate individuals, and customers were charged over £5. Many abandoned the canteen and went to the more expensive retail stores or just brought in their own. The service cost the Trust a fortune, which begged the question: How was this allowed to happen?

In another example, a patient catering service, food was cooked fresh by the kitchen team, plated, put into meal trolleys, and that was the last the catering staff saw of their meals until the trolley was returned. We discovered that over 40% of the food was wasted or partially consumed, that meals were thrown together without using measured recipes and the food was served by untrained, non-catering staff at ward level. Temperature control was also poor.

The ward team clung onto catering, not for the service, but the budget. In one large London Trust where the combined catering budget was £11m, 36% was wasted, or effectively £4m a year. Around 140 million meals are served in NHS England - 50 million are wasted if you apply this across the board.

We wonder why we can't recruit staff in the NHS when it's a demoralising job. Assistants standing at the dishwasher are scraping food into the bin without even thinking about it. Think of all the effort going into the food, and then it gets chucked out. Particularly galling when some of the staff have to use a food bank. At least two of our hospital clients have a food bank on site.

The Food Review is having some effect, and it's absolutely right that a board director should now be responsible. If a private sector business wasted so much money, there would be significant repercussions. You'd probably even read about it in the papers.

The Review suggested that millions of NHS patients and staff were to benefit from tastier, healthier and better-quality meals. Nearly three years on we are seeing some success, although maybe not enough. But where we do, there is a commensurate upswing in staff engagement.

Just the other day on a project where we introduced a new, healthier and contemporary menu, catering suddenly became



Instagram-friendly. Staff had their phones out, photographing the dishes and remarking how fantastic it looked.


We have learned that staff motivation significantly increases when the standard of food quality dramatically improves, and customers love it too. And as staff become more engaged, they become more productive, and you can then pass the benefit onto the customer with lower prices. It's a win-win because food is great, affordable and available to all, an imperative in these cash-strapped times.

HOW DO WE GO ABOUT THIS?

Simply bringing your people together and getting them involved is a start, by running workshops where they actively participate in exercises and role play. Giving them information and getting them to share in decisions is great. One fun activity is to get the chefs to do a 'Ready Steady Cook' competition. Give them a bag of random ingredients and ask them to cook a dish. It will help you identify culinary skills and passion. Rather than turgidly turning out low quality food, suddenly their dish might appear on the menu, it becomes a rip-roaring success and they feel a sense of ownership.

The other key is to combine everyone who deals with food under a common management structure - once you've negotiated the budget issue, of course. Suddenly, you can achieve holistic service delivery from kitchen to customer, whether they're a patient or staff member.

My last suggestion is to think outside the box. Look at what happens in other professional workplaces, like legal firms, banks and tech companies. Customers can get great food served by motivated staff at subsidised prices and it doesn't cost the companies an absolute fortune. Usually over 50% use the service day-in day-out. In the NHS, if you get 20% staff engagement, you're doing very well.

In the next article, we will delve further into why we think the process isn't often correctly delivered and how it works against great catering for your patients and staff. But we know it doesn't have to be. We have found engagement is not just important with staff and customers, but also senior management. 

JULIAN FRIS

Director, Neller Davies

**NHS****NHS SUPPLY CHAIN**

SEE YOU AT THE HCA FORUM



NHS SUPPLY CHAIN: FOOD IS BUSY PREPARING FOR THE UPCOMING HCA FORUM, TO BE HELD AT THE HILTON BIRMINGHAM METROPOLE ON APRIL 20 & 21, 2023.

With everything from food sampling, to our presence in the exhibition, at the conference and dinners, through to Culinary Ambassador Nick Vadis speaking in Friday's workshop 'Eating for Good Health', NHS Supply Chain: Food is going to have a great presence at the event. Exhibiting from Stand M12, NHS Supply Chain: Food is looking forward to meeting as many customers (NHS Trusts) and suppliers as possible over the two days - from 'old faces' to new - to drive engagement and awareness of its services.

NHS Supply Chain: Food chefs Nick Vadis and Michael Sharp will be serving delicious samples of different recipes from their Culinary Concepts recipe book, a curry from the Khana Khana Culinary Concept, as well as a vegan energy bar. They will also be on hand for any questions visitors may have about the Culinary Concepts, the food that is being served on the day, as well as talking to anyone who wants to register interest in any upcoming Chefs Academy events. Chefs Academy is designed to upskill NHS chefs on training days, at which the Culinary Concepts recipes are also taught.

Michael says: "It's going to be a real pleasure to be able to showcase our Culinary Concepts, as well as the added value we can bring to Trusts. To have them all in one place will create a great opportunity for continuity across the NHS."

As well as the Culinary Team, the Dietetic Team will also be on hand to answer any questions, with Idrees Anwar, Lead Dietitian and Abigail Attenborough, Nutrition Compliance Manager (both from NHS Supply Chain: Food) present on both days of the event.

In addition, the Food Account Management Team will be on the stand, ready to answer any questions new or existing customers might have. Phil Jackson, Regional Sales Manager - Midlands & North at NHS Supply Chain: Food says: "The HCA Forum is one of the best conferences to attend all year, a very informative event. We look forward to seeing old and new suppliers with on-trend products and supporting the hospital caterers present."

As part of the two days, NHS Supply Chain: Food will be showcasing its 'Switch and Save basket of goods.' This shopping basket full of products will demonstrate savings that could be made by Trusts, simply by switching from an existing product to an alternative on one of its frameworks. NHS Supply Chain: Food is working hard to drive savings for Trusts and increase sustainability, as well as to reduce food waste through implementing new products and whole product ranges.

Lucy Windsor, Regional Sales Manager (South) for NHS Supply Chain: Food says: "We look forward to seeing Trusts coming to talk to us. We would love to show you how we can support you, to drive savings through price mitigation as well as product switches, without compromising on food quality. In addition to this we will be looking forward to talking about framework compliancy, sustainability and how to reduce your food waste."

The Procurement Team will be also be present and look forward to meeting with new and existing suppliers. Kirstin Morris, Head of Commercial for NHS Supply Chain: Food says: "We can't wait to see any new and existing Trusts and suppliers at the HCA Forum in April. We want to say a massive thank you to all the support we've had from suppliers, especially during these challenging times. Maintaining the quality of the food offering to patients, staff and visitors is always the focus for us, and we appreciate you helping us to do just that." 🙏

For more information on NHS Supply Chain: Food frameworks please visit

<https://www.supplychain.nhs.uk/product-information/contract-launch-briefs/?category=food>

For more information on the upcoming HCA Forum please visit

https://www.supplychain.nhs.uk/event/hca-forum/?utm_source=hca-forum&utm_medium=Web&utm_campaign=Search



NHS SUPPLY CHAIN

FRAMEWORK DIRECTORY

AMBIENT FOOD AMP



WEETABIX LIMITED

David Bone
National Account Manager
M: 07833 435742
E: David.bone@weetabix.com
W: www.weetabixfoodcompany.co.uk

- AIMIA FOODS LTD
- AYMES INTERNATIONAL LTD
- B1 (EUROPE) LTD
- BBI HEALTHCARE LTD
- BIOFLORATECH LTD
- CEREAL PARTNERS UK
- CLEGG'S CHILLED FOOD SERVICE
- DIETARY FOODS LIMITED
- H.J. HEINZ FOODS UK LTD
- HISTON SWEET SPREADS
- IVORY & LEDOUX LTD
- JUICEWORKS
- KELLOGG MARKETING & SALES CO UK LTD
- LAKELAND DAIRIES (NI) LIMITED
- MAJOR INTERNATIONAL
- MARILLO FOODS LTD
- MARTIN MATHEW & CO LTD
- NESTLE LTD
- NUTRICIAL LTD
- NUTSHELL PACKAGING
- OLLECO
- PORTION SOLUTIONS LIMITED
- PREMIER FOODS
- SPL FOODS LTD
- STEAMLINE FOODS LTD
- THE SILVER SPOON COMPANY
- TILDA LTD
- UNILEVER UK LTD
- W MCCLURE LTD
- WALKERS SNACKS LIMITED

CATERING EQUIPMENT CONSUMABLES LTD

burlodge

BURLODGE LTD

Sunny-lee Lyeach
T: 0208 8795700
E: sales@burlodge.co.uk
W: www.burlodgeuk.com



RH HALL

Nick Sanders
M: 07791 316820
T: 01296 663400
E: nick.sanders@rhhall.com
W: www.rhall.com



WILLIAMS REFRIGERATION

Dave Wynne
Area Sales Manager
T: 07879 431 240
E: dwynne@williams-refrigeration.co.uk
W: www.williams-refrigeration.co.uk

- ALLIANCE DISPOSABLES LTD
- BANNER GROUP LTD
- BGL RIEBER LTD
- E&R MOFFATT LTD
- AFE GROUP LTD T/A FALCON
- FOODSERVICE EQUIPMENT
- FOSTER REFRIGERATION A DIVISION OF ITW
- HOBART UK EQUIPMENT
- LOCKHART CATERING EQUIPMENT
- PARRY CATERING EQUIPMENT LTD
- SOCAMEL UK
- STEPHENS CATERING EQUIPMENT CO LTD
- TRUE REFRIGERATION UK LTD

COLD BEVERAGES, CONFECTIONERY & SNACKS



MARS WRIGLEY CONFECTIONERY

Lisa Harwood
Cust Dev Ldr Compass & Sodexo UK Market
M: +44 7807 150115
E: lisa.harwood@effem.com
W: www.mars.com

- BRITVIC SOFT DRINKS
- BURTONS BISCUITS LTD
- CAWSTON PRESS

- CHAPPLE & JENKINS LTD
- COCA COLA EUROPEAN PARTNERS
- CORKERS CRISPS LTD
- DANONE WATERS UK
- DELICIOUS IDEAS FOOD GROUP
- EAT REAL LTD
- FULFIL LIMITED
- HARROGATE WATER BRANDS
- JUICEWORKS LTD
- KELLOGG
- KETTLE FOODS
- KP SNACKS
- MARS WRIGLEY
- NESTLE PROFESSIONAL
- NIBNIBS LTD
- NURTURE BRANDS
- NUTSHELL
- P.MULRINES & SONS SALES
- PLADIS UNITED BISCUITS
- PROPER
- PURITY SOFT DRINKS LTD
- RADNOR HILLS MINERAL WATER COMPANY
- SEABROOK CRISPS LTD
- SKINILEAN LTD
- SUNTORY BEVERAGE & FOOD GB&I
- THE WHEAT LIMITED
- TOVALI LIMITED
- VIMTO OUT OF HOME
- VITZ DRINKS UK LTD
- WALKERS SNACKS LIMITED
- WELSH HILLS BAKERY LTD

DELIVERED READY PREPARED MEALS



ANGLIA CROWN

Mary Wedge
Divisional Manager, Hospitals
T: 01206 854 564
M: 07523 909 351
E: sales@angliacrown.co.uk
W: www.angliacrown.co.uk



APETITO LTD

Mandy Chambers
Divisional Manager, Hospitals
T: 01225 756017
M: 07483142112
E: mandy.chambers@apetito.co.uk
W: www.apetito.co.uk



NH CASE LTD

Jacklyn Case
Sales & Marketing Director
T: 01963 828 900
E: sales@nhcase.com
W: www.nhcase.com



STEAMPLICITY

STEAMPLICITY (COMPASS GROUP UK)

John Harvey
National Account Manager
T: 01923 858600
T: 07841 724411
E: john.harvey@compass-group.co.uk
W: www.steamplicity.co.uk

- BFS GROUP LTD T/A BIDFOOD
- COCO LABELLE LTD
- FOOD NETWORK CORPORATION LTD
- HARRY YEARSLEY LIMITED (YEARSLEY FOOD LTD)
- HARVEST FOODS
- MAPLE FINE FOODS LIMITED
- MEDINA FOODS
- MRS GILL'S KITCHEN
- ROYAL CORNWALL HOSPITALS NHS TRUST
- SIMPLY FOOD SOLUTIONS
- THE ROYAL WOLVERHAMPTON NHS TRUST
- TILLERY VALLEY FOODS LIMITED
- WRIGTHINGTON, WIGAN & LEIGH NHS FOUNDATION TRUST

FOOD TO GO

- GREENCORE
- LIME TREE FOODS LTD (SANDWICH KING)
- ON A ROLL SANDWICH CO. LTD
- RAYNOR FOODS LTD
- SAMWORTH BROTHERS LIMITED
- SIMPLY LUNCH
- SNACKAWAY LIMITED
- THE REAL WRAP CO
- WRIGHTINGTON, WIGAN & LEIGH NHS FOUNDATION TRUST

IF YOU HOLD A FRAMEWORK AGREEMENT WITH THE NHS SUPPLY CHAIN AND WISH TO INCLUDE YOUR CONTACT INFORMATION AND LOGO IN THE NHS SUPPLY CHAIN FRAMEWORK DIRECTORY, PLEASE CONTACT:

LOUISE FULLER - 01474 520 240 - LOUISE@H2OPUBLISHING.CO.UK

FRESH FOOD



GW PRICE

Debra Willoughby
Director

M: 07717 209 992

E: debra@gwprice.co.uk

W: www.gwpriceltd.co.uk



JOHN PALIN

Ann Newton
Contract Manager

T: 01629 592415

M: 07843 267105

E: ann.newton@john-palin.co.uk

W: www.john-palin.co.uk



PRESCOTT THOMAS LTD

Vikki Thomas
Sales Executive

T: 0208 558 9550

M: 07956881915

E: vikki@prescott-thomas.com

W: www.prescottthomas.com



WC MILK

Danny Raleigh
General Manager

T: 01392 350000

M: 07747 492458

E: draleigh@wcmlk.co.uk

W: www.wcmlk.co.uk

- ARTHUR BRETT CATERING LTD
- BFS GROUP LTD T/A BIDVEST FOODSERVICE
- BRAEFORGE LTD T/A PENS WORTH
- BRAKES
- C&G WHOLESALE FOODS LTD
- CLIFTON DAIRIES LTD
- COTTESWOLD DAIRY LTD
- COULTON'S BREAD LTD
- COUNTY FOODS LTD
- CREAMLINE DAIRIES LIMITED
- DAIRYLINK UK LTD
- DUNSTERS FARM
- EMBLETON HALL DAIRIES LTD
- EWOOD FOODS
- FREEMAN CATERING BUTCHERS
- FRESH DIRECT
- FRESH PASTURES LTD
- HALLAM COUNTRY FRESH FOODS
- ISLAND FOODS LTD
- J R WHOLESALE

- J.W.YOUNG (BUTCHERS) LTD
- JAMES BURROWS LTD
- JOHN SHEPPARD BUTCHERS LTD
- KENT DAIRY COMPANY LIMITED
- MEDINA DAIRY LTD
- MIDDLESEX MEAT COMPANY LTD
- MIDLAND FOODS
- MORRIS QUALITY BAKERS
- MORTONS DAIRIES LTD
- NIJJAR DAIRIES T/A FRESHWAYS
- OWEN TAYLOR & SONS LTD
- PENS WORTH DAIRIES
- PFD (CARLISLE) LTD
- PIONEER FOODSERVICE
- R MANNERS & SONS LTD
- RALPH LIVESLEY LTD
- SCORSE FOODS LIMITED
- TOWN HEAD FARM PRODUCTS LTD
- W MCCLURE LTD
- WELLS FARM DAIRY
- WINSTER FOODS LTD

FRESH FOOD - FRUIT & VEGETABLES

- A G AXTON & SONS (WHOLESALE) LTD
- AB PRODUCE
- ARTHUR BRETT CATERING LTD
- BFS GROUP LTD T/A BIDFOOD
- BRAKES
- FRESH DIRECT
- FRESH N FRUITY UK LTD
- GW PRICE LTD
- J R HOLLAND FOOD SERVICES LTD
- J R WHOLESALE
- JOHN PALIN (WHOLESALE) LTD
- JR HOLLAND FOOD SERVICES LTD
- MA FORSHAW LTD
- MINOR WEIR & WILLIS LTD
- PRESCOTT-THOMAS LTD
- RALPH LIVESLEY LTD
- REDBRIDGE PRODUCE & FLOWERS LTD
- REYNOLDS CATERING SUPPLIES LTD
- RIBBLE FARM FARE LTD
- SET PRODUCE LTD
- START FRESH LTD
- TOTAL PRODUCE
- WINSTER FOODS LTD

HOT BEVERAGES & VENDING CONSUMABLES



BRIDGE VALLEY GROUP

BRIDGE VALLEY COFFEE & TEA LTD

Theo Tompkin

Purchasing Manager

T: 0117 947 7777

E: theo@bridgevalleybeverages.co.uk

W: www.bridgevalleybeverages.co.uk

- AIMIA FOODS LTD
- ARGIES COFFEE
- BRODERICK GROUP LTD
- CHANGE PLEASE (CIC)
- DA HEALTHCARE
- EDEN SPRINGS UK LTD
- FINE FOODS INTERNATIONAL LTD

- IMPORIENT UK LTD
- JDE PROFESSIONAL
- NEXUS DRINKS SYSTEMS LIMITED
- NUTSHELL
- REFRESHMENT SYSTEMS LIMITED
- RINGTONS
- SELECTA UK LTD
- TATA GLOBAL BEVERAGES
- THE NAIROBI COFFEE & TEA COMPANY
- TYPHOO TEA LIMITED

HOT BEVERAGES AND VENDING SOLUTIONS

FAIRTRADE VENDING

FAIRTRADE VENDING LTD

Mike Steel

T: 01634 726163

M: 07949135999

E: mike@fairtradevending.co.uk

W: www.fairtradevending.co.uk

W: www.247vending.co.uk



VISIONRI

Shiv Sharma

Brand Manager

T: 0203 8415389

M: 07946439964

E: info@theworkperk.com

W: www.wearevirri.com

- ALPINE VENDING CO LTD
- ANGEL SPRINGS T/A WATERLOGIC LTD
- BRIDGE VALLEY GROUP
- CHANGE PLEASE (CIC)
- CLUMSY GOAT LTD
- CO-OP
- CYMRAEG VENDING LTD
- FEAST POINT LTD
- JDE PROFESSIONAL
- LTT VENDING LTD T/A THE VENDING PEOPLE
- MR LEES PURE FOODS LIMITED
- NESTLE PROFESSIONAL
- NORTH WEST VENDING LTD
- OPTIONS MANAGEMENT LTD
- REFRESHMENT SYSTEMS LTD
- RH HALL MICROWAVE LTD
- SCOBIE EQUIPMENT LTD
- SELECTA UK LTD
- SOCIAL VEND LTD
- SV365 TECHNOLOGIES LTD
- TCHIBO COFFEE INTERNATIONAL LTD
- THE JAR - HEALTHY VENDING LONDON
- THE NAIROBI COFFEE & TEA COMPANY
- UNISAN LIMITED
- UPTON GROUP LTD
- VENDING ENTERPRISES
- YUMCHOP FOODS LTD

ISOTONIC TABLETS

- MY GOODNESS LIMITED

MULTI TEMPERATURE FOOD SOLUTIONS

- BFS GROUP LTD T/A BIDFOOD
- BRAKES
- CASTELL HOWELL FOODS LTD
- CLEGG'S CHILLED FOOD SERVICE
- CREED FOODSERVICE LTD
- CROWDALE FOOD SERVICES LTD
- DELICE DE FRANCE
- FRESH FAYRE LIMITED
- GREENFIELD FOOD COMPANY LTD
- H N NUTTALL
- JJ FOODSERVICE LTD
- MJ SEAFOOD
- MORRISONS PLC
- NH CASE LTD
- THOMAS RIDLEY AND SON LTD
- TREVOR'S WAREHOUSES LTD
- W MCCLURE LTD
- YEARSLEY FOOD LTD

MUTI TEMPERATURE PRODUCTS

- AIMIA FOODS LTD
- BFS GROUP LTD T/A BIDFOOD
- BRAEFORGE LTD T/A PENS WORTH
- BROWN BROTHERS LTD
- CEREAL PARTNERS UK
- CLEGG'S CHILLED FOOD SERVICE
- T/A MARK CLEGG & COMPANY LTD
- DAIRYGOLD FOOD INGREDIENTS UK
- H.J. HEINZ FOODS UK LTD
- HARVEY AND BROCKLESS LTD
- IVORY & LEDOUX LTD
- JUICEWORKS LTD
- KELLOGG
- LAKELAND DAIRY SALES LTD
- LITTLE TOWN DAIRY LTD
- MARILLO FOODS LTD
- MARTIN MATHEWS & CO LTD
- MCCAIN FOODS
- MEDINA DAIRY LTD
- MIDDLETON FOOD PRODUCTS LTD
- NESTLE UK LTD
- NH CASE LTD
- NUTSHELL PACKAGING
- PREMIER FOODS LTD
- SILVER PAIL DAIRY

WEETABIX FOOD COMPANY STAND M43Tel: **01536 722181**Web: **www.weetabix.co.uk**Represented by: **David Bone, Foodservice Channel Manager**
Debbie McGowan, Sales Support Co-ordinator

We're passionate about providing consumers with the 'Weetabix Advantage' every morning, providing the strong start that only a proper breakfast can do. Weetabix is the UK's number one breakfast cereal brand and a must stock for hospital caterers. Weetabix Original is, and will always be, a low sugar cereal, made with 100% wholegrain and fortified with vitamins. It's high in fibre, low in salt and fat, with all green traffic lights on pack. The Weetabix Food Company also offers a delicious range of trusted products in portion packs to help hospitals safely deliver breakfast, including Weetabix, Ready Brek and Alpen.

WELBILT STAND M76Tel: **01483 464900**Web: **www.welbilt.com/our-locations**Twitter: **@welbiltmea**Represented by: **Ian Gregory, Regional Sales Manager - South East**
Pritam Nandha, Regional Sales Manager - South East

With a heritage spanning over 70 years, Welbilt is a leading global supplier of commercial foodservice equipment. Our broad, award-winning hot- and cold-side product portfolio includes many of the strongest brands in the industry. We count among our customers some of the largest foodservice providers in the world.

Restaurants and other foodservice providers are demanding more from their equipment to help them reduce waste, lower costs and deliver a better meal to their customers. Welbilt is well positioned to benefit from these and other important trends, with a culture of innovation that consistently delivers products and systems with best-in-class performance.

Welbilt brands: Cleveland, Convothorn, Crem, Delfield, Frymaster, Garland, INDUCS, Kolpak, Lincoln, Merco, Merrychef, Multiplex, KitchenConnect, CrystalTips, Maxx.

WEST COUNTRY MILK STAND M78Tel: **07986 506614**Web: **www.wcmilk.co.uk/**Represented by: **Dan Fleming, Business Development Manager**
Alan Bartlett, Business Development Manager

A fresh food supplier that offers NHS spending incentives, rebate schemes and other cost benefits. Currently supplying dairy products to 14 different Trusts across the NHS.

WILLIAMS REFRIGERATION STAND M35Tel: **01553 817000**Web: **www.williams-refrigeration.co.uk**Twitter: **@WilliamsRef**Represented by: **Andy Ward, Area Sales Manager**
Hannah Ainley, Area Sales Manager

Williams Refrigeration is one of the world's leading manufacturers and suppliers of award winning professional refrigeration, and has built a global reputation over the years for supplying reliable, practical and energy saving refrigeration to the hospital sector.

Our comprehensive product range includes high performance, energy efficient and sustainable refrigerated cabinets and counters, blast chillers, coldrooms and front of house display - there's a model to suit every application.

WINTERHALTER LTD STAND M70Tel: **01908 359035**Web: **www.winterhalter.com**Represented by: **Brett Duffy, Business Development Manager**
Robin Jackson, Business Development Manager**winterhalter®**

We are a leading manufacturer of efficient and sustainable dish and utensil washing systems. They can be designed to meet any level of demand and can be tailored to meet precise on-site conditions. A complete range of water treatment and chemical products is also available, underpinned by a nationwide network of Winterhalter service engineers.

All of our products can be connected to allow remote monitoring. This can help operators improve efficiencies and drive down costs, but ultimately improve the longevity of their products.

YEO VALLEY ORGANIC / UBLEY STAND M30Tel: **07966 143326**Web: **www.yeovalley.co.uk**Twitter: **@yeovalley**Represented by: **Bobby Houghton-Brown, National Account Manager**
Craig Dillon, Head of Wholesale Foodservice

Family owned dairy farm and producer based in Somerset in the West Country. Producer of quality yogurts and desserts using only British milk. Available from the stand will be samples to taste and more information about our products and plans for the future. Sustainability is at the core of YV's purpose and vision for the future of food and we would be happy to support customers with this.

YPO STAND M40Tel: **01924 234234**Web: **www.ypo.co.uk**Twitter: **@ypoinfo**Represented by: **Jo Webster, Food Category Manager**
Steven Sefton, Procurement Partner

YPO supplies products and services to a wide range of public sector businesses. Our range includes approximately 30,000 products and offers over 100 frameworks to choose from.

Use one of our UK Food Deal frameworks to set up successful contracts with leading, reputable suppliers you know and trust. Pick and choose from a wide selection of categories, where price comparisons have been completed for you, taking advantage of our guidance and support throughout your procurement exercises.

YPO will provide everything you need to successfully operate and enhance your catering services to help maximise value for money.

YUMCHOP FOODS LIMITED STAND M84Tel: **07984 19290**Web: **www.yumchop.co.uk**

Visit the stand for more information.

SUPERTUFFMENUS STAND M82Tel: **07815 782206**Web: **www.supertuffmenus.com**

Visit the stand for more information.

**SV365 TECHNOLOGIES LTD
STAND M25**Tel: **07723 618592**Web: **www.sv365technologies.com**Represented by: **Walter Gill, Director, Bert Wallace, Director**

SV365 Technologies is the future of unattended retail systems.

Powered by the latest innovations in automation technology.

24/7 Deli is the market leader in automated retail solutions, delivering hot and cold food - always fresh, always open.

Real fresh food, fast.

Food offers include pizza, French fries, hot ramen, hot meals, smoothies/shakes/soup, hand-held pastries savoury/sweet, hot beverages, cold drinks/snacks and confectionery.

Microstore - grab & go technology - 24/7 fully automated store - intelligent refrigerated/frozen cabinets powered by cloud-based Artificial Intelligence algorithms that recognise and identify products and interactions - locked glass door, consumer presents payment card/mobile, opens door, consumer selects products, closes door, the card charged - simple!

**THE HEALTHY FOOD COMPANY STAND M56**Tel: **01277 217592**Web: **www.thehealthyfoodcompany.co.uk**

Visit the stand for more information.

THE SAFER FOOD GROUP STAND M24Tel: **07749 530190**Web: **www.thesaferfoodgroup.com**Twitter: **@SaferFoodGroup**Represented by: **Clare Grantham, Director
Judith Doe, Customer Service Manager**

Leading online training company, The Safer Food Group provides food safety training for public organisations and private enterprises. For the last 15 years, our video-based teaching has provided catering and hospitality services with a cost-effective way to train teams.

TSFG works in partnership with many NHS Trusts and organisations as preferred supplier of food safety, allergy awareness, health & safety and nutrition courses. Our negotiated NHS partnership prices ensure all healthcare based catering teams can take advantage of great discount levels straight away, benefiting from flexible, learner driven courses, accessible management data and trusted teaching materials.

SYNBIOTIX STAND M19Tel: **0330 4004150**Web: **www.synbiotix.com**

Visit the stand for more information.

**TILLERY VALLEY FOODS STAND M8**Tel: **01495 321990**Web: **www.jouberefoodgroup.com/**Represented by: **Anna Moscataro, Group Commercial Director**

Supplier of prepared ready meals into public, retail and foodservice sectors.

THE DEVIL'S KITCHEN STAND F6Tel: **07741 553124**Web: **www.thedevilskitchen.co.uk**Twitter: **@devilskitchen23**Represented by: **Martyn Mason, National Sales Manager
Mark Taylor, Business Consultant**

At The Devil's Kitchen, we're not trying to mimic meat products - we're going to replace them. And we're doing it with absolutely no compromise on flavour or health.

Using recipes crafted by our in-house Development Chef, we're producing outstanding flavours using natural, locally grown ingredients, with no cheating. In fact, Devil's Kitchen foods rate among the lowest for salt and saturated fat content across the vegan category.

Our products are perfect for the healthcare sector as they provide a nutritionally-balanced range of innovative burgers, sausages and plant balls for patients, visitors and staff alike.

UNOX STAND M44Web: **www.unox.com**

Visit the stand for more information.

VALENTINE EQUIPMENT & CUISINEQUIP STAND M2Tel: **01189 571344**Web: **www.cuisinequip.com**Twitter: **@Cuisinequip**Represented by: **Philip Sanderson, Regional Account Manager
Gareth Thomas, Regional Account Manager**

Valentine & Cuisinequip are suppliers of the finest quality, energy-efficient equipment for the foodservice industry. From renowned fryers, made using generations of outstanding Swiss-craftsmanship, to portable oil filtration designed to reduce waste. With artisan pasta makers, Austrian induction technology and the latest innovation in commercial air fryers, our range is truly comprehensive.



RAYNOR FOODS STAND F2Tel: **01245 353249**Web: **www.raynorfoods.co.uk**

Visit the stand for more information.

REAL WRAP CO STAND M16Tel: **0117 329 5020**Web: **www.realwrap.co.uk/**Represented by: **Jason Howell, Co-Founder & Head of Business Development, Matt Walsh, Business Development**

Real Wrap Co provides top-quality, ready-made sandwiches, with innovation and taste at the forefront. We always aim to be an ethical and sustainable sandwich manufacturer; making sure we only work with like-minded companies that share our ethos.

REFRESHMENT SYSTEMS LIMITED STAND M1Tel: **0800 169 3686**Web: **www.refreshmentsystems.co.uk/**Twitter: **@RefreshmentSys**Represented by: **Steve May, Commercial Director
Jamie Cochrane, Sales Manager**

Back in 1967, we made it our mission to figure out what makes a delicious hot drink. Now, we've developed close-knit relationships with leading national brands, to bring you an amazing range of coffee and vending solutions.

With a national presence, we can support companies across the UK. We ensure that our customers have peace of mind (with their equipment) by regularly monitoring and reviewing our service standards. In the past year, our highly-skilled engineers have resolved 80% of call-outs within four hours, and 99% in less than eight hours.

We have won awards for innovation and green processes. We are also proud to be recognised as the only Carbon Zero vending company in the UK.

REYNOLDS CS STAND F3Web: **www.reynolds-cs.com**

Visit the stand for more information.

SELECTA UK & I STAND M80Tel: **01256 348 600**Web: **www.selecta.com/uk**Represented by: **Darren Bradshaw, Client Solution Specialist
Ben Hyams, Client Solutions Specialist**

Selecta is a food tech company offering innovative convenience food services and world-class quality coffee brands to support the 24/7 needs of hospitals and healthcare facilities.

Hospital employees, visitors and patients need access to the right food and drink solutions to help them throughout the day. Selecta's solutions for hospitals meet CQUIN compliance rules and include smart vending machines and fridges as well as self-service coffee machines. Whether it's a healthy fresh meal during a break, a quick snack on the go, or a much-needed cup of tea on the ward, Selecta has a solution to fit all your needs.

**SIMPLY FOOD SOLUTIONS STAND M60**Tel: **07902 306282**Web: **www.simplyfoodsolutions.co.uk**Represented by: **Stephen Driscoll, Head of Sales
Yvonne Bennett, National Account Manager**

Welcome to Simply Food Solutions - an extensive range of high quality food solutions made in the UK with care especially for you. We create world-leading food solutions that everyone can enjoy for all sectors from healthcare to education, pubs and restaurants. We believe in better food by always delighting the customer with the highest taste satisfaction. All tailored to your needs no matter what. Our meal solutions are here to help you save time and improve efficiencies in your kitchen as well as guaranteeing consistency and quality time after time.

SOCAMEL UK LIMITED STAND M58Tel: **07825 142910**Web: **www.socameluk.co.uk**Represented by: **Liam Moriarty, Director
Tom Jacobs, Area Sales Manager**

Socamel, part of the Guillin Group of companies, has been manufacturing a range of bulk and plated food trolleys for the healthcare market for over 70 years. We have an established UK office base with an experienced team to support your needs, before, during and after your purchase.

A free consultation is available, followed by a comprehensive trial, confirming the correct solution is offered to you and your team.

SOREEN STAND M77Tel: **07919 867019**Web: **www.soreen.com**Twitter: **@SoreenHQ**Represented by: **James Platt, Impulse Controller
Laurette Moore, Business Development Manager**

Soreen, the iconic British baker, maker of the Original Malt Loaf, has now been fuelling everyday adventures for over 80 years. It is continuously growing its snack range making sure each product is full of nutrients to release tasty energy when needed most. The company has invested heavily in product innovation over the years to meet the growing demands of consumers.

Soreen's product range of individually wrapped, fruited, and malted products offer a healthy alternative, to help fuel the day. Listed products are nut free, vegan, CQUIN compliant and under 100 calories.

STIRLING CATERING EQUIPMENT LTD STAND M53c/w **ELECTRO-CALORIQUE and ISECO St PHAL**Tel: **07740 216041**Web: **www.stirlingcateringequipment.com**Represented by: **Donald Gordon, Director, David Gordon, Sales Manager**

Stirling Catering Equipment has been supplying the NHS since 1997. We are proud to be partners with Electro-Calorique and ISECO St Phal who manufacture some of the best food transportation and regeneration systems designed specifically for the NHS and care sectors. We have supplied Electro-Calorique ambient, insulated trollies to NHS Fife and the excellent ISECO Energis Regen system most recently to NHS Whittington. We also supply a full range of catering equipment and sundry items.

PANASONIC STAND M46Tel: **07771 985572**Web: **www.panasonic.com/uk**Represented by: **Jared Greenhalgh, European Sales Manager**
Scott Kedwards, Development Chef

Custom solutions for every situation.

Panasonic is a leader in the development and production of electrical appliances for private use worldwide, with a reputation as a high quality brand.

This focus on quality and durability is also reflected in our latest generation of professional microwave ovens for commercial use, which benefits from our 50+ years of experience. Panasonic's product range comprises high-performance professional products for every market and kitchen. In tough everyday working conditions, a professional microwave from Panasonic supports you every single day:

- Quick and even regeneration
- Gentle thawing
- Legendary reliability
- Reduction in energy/food costs.

The investment in a Panasonic professional microwave always pays off.

PASTA KING UK LTD STAND M51Tel: **0800 458 7898**Web: **www.pastaking.co.uk****PREMIER FOODS STAND M42**Tel: **07385 949617**Web: **www.premierfoodservice.co.uk**Twitter: **@PremierFoods_FS**Represented by: **Scott Emmett, Customer Account Manager**
Sarah Robb, Marketing Manager

As one of Britain's largest food producers, we supply the healthcare sector with some of the nation's favourite brands including Ambrosia, Bisto, McDougalls, Bird's and Angel Delight.

We're focused on helping you produce products with the familiar great taste that your patients and staff know and love, whilst at the same time providing quality you can rely on.

Our new Sharwood and Homepride Sauces are a source of Vitamin C & D as well as fibre, and our Batchelors Soups are a source of Vitamins A and D.

Our experienced culinary team are dedicated to supporting the specific needs of our healthcare customers.

QUORN PROFESSIONALS STAND M48Tel: **0345 602 9000**Web: **www.linkedin.com/showcase/quorn-professionals/**Represented by: **Ellie Janes, Senior Foodservice lead for Nutrition and Sustainability Projects, Brett Wainwright, UK Business Unit Controller, Foodservice**

Meat-free pioneer Quorn is on a mission to tackle climate change by making great tasting food with its delicious and versatile super-protein. Quorn mycoprotein, the main ingredient in all Quorn products, is nutritious and sustainable like no other protein. It is naturally high in protein and fibre, low in saturated fat, contains no cholesterol but includes all nine essential amino acids and a range of key micronutrients, so can be incorporated as part of a balanced diet.

With more than 25 core foodservice products to put a twist on, Quorn offers menu planners the chance to create a range of different recipes that are suitable for vegans, vegetarians and flexitarians, without compromising on texture or flavour.

R H HALL FOODSERVICE SOLUTIONS STAND M52Tel: **01296 663400**Web: **www.rhhall.com**Twitter: **@rhhallcatering**Represented by: **Nick Sanders, Business Development Manager**

We think it's fair to say that there isn't much we don't know about catering equipment and the foodservice industry. Our considerable expertise has been acquired from being within the business for over 44 years. In all we represent over 100 top brands, including our exclusive brands - Sharp Commercial Microwaves, Maestrowave Commercial Microwaves, iWave Automated Foodservice Solutions, Hallco Catering Equipment, Smeg Professional Ovens, Crown Verity Professional Barbecues, Nemco Food Preparation, Simply Stainless Modular Fabrications and the Soup Stop Automated Soup Server.

**RAMCO UK LTD STAND M37**Tel: **07776 993382**Web: **www.ramco.co.uk**Twitter: **@RamcoUK**Represented by: **Paul Fieldhouse, Business Development**
Teddy Townsend, Business Development Manager

For years we've been helping the hospital catering sector make more of catering equipment that's no longer needed. Combi ovens, refrigerators, range cookers and grills - we give them all a new lease of life.

Why? It's better for the environment, reduces disposal costs and generates funds for reinvestment.

Through our long-standing partnerships with public sector organisations like the MOD and NHS, we've honed our processes and compliance measures to remove the hassle and give our clients complete peace of mind.

From decommissioning, collection and refurbishment, right through to storage, marketing and sales, we provide a complete reuse solution.

RATIONAL UK LIMITED STAND M38Tel: **01582 480388**Web: **www.rational-online.com**Twitter: **@Rational_ag**Represented by: **Darren Hollis, Sales Director Midlands**
Steve Kirkwood, Regional Sales Manager

For 50 years it has been our mission at RATIONAL to provide our customers with the best cooking solutions. With over 1,000,000 RATIONAL units on the market, our cooking systems have become a standard in professional kitchens all over the world.

With the iCombi Pro combi-steamer and the iVario Pro advanced multi-functional bratt pan, RATIONAL delivers all of a commercial kitchen's thermal cooking requirements, replacing virtually all traditional equipment.

With proven sustainability our multi-functional cooking appliances contribute enormously to reducing energy and resource footprint and save on energy, water and raw ingredients, therefore reducing waste.

To find out more and to attend one of our 10-minute webinars visit: RATIONAL AG (rational-online.com)

MOFFAT CATERING EQUIPMENT STAND M6

Tel: 01324 812272

Web: www.ermoffat.co.ukRepresented by: **James Kershaw, National Sales Manager**

Moffat Catering Equipment will be celebrating 60 years in business in 2023 - that's 60 years serving the healthcare sector!

Come and see us on stand M6 where we will be showcasing our Vgen meal delivery system and new BBTX breakfast and beverage trolley.

**MULLER YOGURT & DESSERTS UK&I STAND M41**

Tel: 07935 074439

Web: www.muller.co.ukRepresented by: **Debbie Storr, National Account Manager**

Müller Yogurt & Desserts is the UK's leading yogurt manufacturer which aims to create millions more Müller moments for its consumers. It is responsible for major brands like Müller Corner, Müllerlight, Müller Bliss, Müller Rice, FRijj and Müller Kefir Smoothie and produces chilled desserts under license from Mondelez International. It also supplies the UK private label yogurt market from a dedicated, state-of-the-art yogurt facility.

We have revolutionised the yogurt category with new and improved recipes for two of the nation's favourite yogurt brands: Müllerlight and Müller Corner. They now have less sugar, more protein and a thicker and creamier texture. Müller Vitality Thick & Creamy and Müller Vitality Healthy Balance are both exclusive to the foodservice sector. Both are made with recyclable packaging.

MKN UK STAND M71

Tel: 07980 550950

Web: www.mkn.com/en

Twitter: @mkn_chefschoice

Represented by: **Stuart Brereton, Regional Sales Manager & Public Sector Senior Sales Manager UK, Rob Purdie, Regional Sales Manager**

MKN's FlexiChef is a multi-award winning piece of equipment that lets hospital caterers cook, fry, deep fry or cook at high speed, all in one appliance.

FlexiChef optimises the complete cooking process to help achieve kitchen goals faster. Using ReadyXpress technology, it is up to two times faster than conventional pressure cooking technology and up to three times quicker than conventional cooking equipment.

It also includes MKN's MagicPilot operating system, for fast and intuitive operation as simple and intuitive as a smartphone, and SpaceClean technology, the first and only automatic cleaning system for skillet pans.

MIDDLEBY UK STAND M11

Tel: 01925 821 280

Web: www.middlebyuk.co.uk

Twitter: @middlebyuk

Represented by: **Mark Finney, Firex Representative**
Matt Walrond, Business Development Manager

Part of USA-based Middleby Corporation, Middleby UK has been supplying high-quality and heavy duty foodservice equipment into the UK industry since 1994, to produce consistent, high-quality and reliable results every single time. Middleby UK supplies Firex automated cooking solutions into the UK market; one of the leading manufacturers of machines for the food industry, producing highly automated innovative cooking systems that allow savings in terms of energy and resources.

**NESTLE COFFEE PARTNERS STAND M73**

Tel: 0203 124 1029 (option 2)

Web: weproudlyservestarbucks.com/gb

Represented by: **Claudine Bergeron-Girard, National Account Manager**
Ruth Rudkin, New Business Manager

Brought to you by Nestlé Coffee Partners, the We Proudly Serve Starbucks® Coffee programme can provide a coffee for every moment with a range of solutions tailored to meet your customer needs. Create a comforting environment for visitors, staff and patients, with the same high-quality, ethically sourced arabica coffee served in Starbucks cafés around the world.

NH CASE LTD STAND M14

Tel: 01963 828900

Web: www.nhcase.com

Twitter: @NHCase

Represented by: **Dylan Lloyd Jones, National Account Manager**
Mike Brooks, National Account Manager

A family owned British company, we are proud to have supplied the NHS for over 70 years. Our extensive range of frozen foods has helped hospital chefs create delicious and nutritious menus responsibly and within budget. All our MSC certified fish and seafood is processed at our factory in Grimsby using sustainable species.

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 menus to suit the needs of all your patients, staff and visitors. We are as passionate about hospital catering as you are.

**NHS SUPPLY CHAIN STAND M12 & M13**

Tel: 07385 969625 (Food) or 07969 509961 (Hotel Services)

Web: www.supplychain.nhs.uk/event/hca-forum/

Twitter: @NHSSupplyChain

Represented by: **Fran Adams (Hotel Services), Category Procurement Specialist, Jane Wakeling (Food), Head of operations**

NHS Supply Chain manages the sourcing, delivery and supply of healthcare products, services and food for NHS Trusts and healthcare organisations across England and Wales.

We are part of the NHS, managing 7.7 million orders per year across 129,420 order points and 16,705 locations. We deliver 35 million lines of picked goods annually and consolidate orders from 930 suppliers, saving time and money and removing duplication.

NHS Supply Chain is committed to supporting the NHS to deliver excellent patient care.

NISBETS STAND M74

Tel: 07581 048691

Web: www.nisbets.co.uk

Twitter: @Nisbets

Represented by: **Hannah O'Flaherty, National Account Manager**
Christopher Lightfoot, Sector Manager

Nisbets is a multi channel catering equipment distributor. We supply light and heavy catering equipment to the public and private sectors. Nisbets provides a one-stop service for all your catering equipment needs, and within the Nisbets group we also offer a range of services to complement supply such as leasing, equipment hire, design and servicing.

KELSIUS STAND M45Tel: **0860 758134**Web: **www.kelsius.com**Twitter: **@kelsius_digital**Represented by: **Rob Lelliot, Sales Representative**
Ian Chrisholm, Sales Representative

Kelsius is the leading supplier of automation technology for product safety and compliance to the food services and healthcare industries. Using our world class wireless temperature monitoring technology, digital HACCP Management system and cloud-based data hosting and processing, Kelsius systems improve product safety, ensure regulatory compliance and optimise costs associated with these activities.

Founded in 2003, Kelsius has offices in the United Kingdom and Ireland with a network of partners in Europe, Middle East, Australia and the USA that serve its global customer base.

KITCHEQUIP STAND M29Tel: **01704 535577**Web: **www.kitchequip.co.uk**Twitter: **@KitchequipCo**Represented by: **Iain Moir, MD, Darren Hall, Sales Director**

Kitchequip is 30 years young in 2023! Continuing to serve our valuable NHS and all public and private sector avenues. Our long standing team have a wealth of knowledge spanning across 30+ years collectively in the catering equipment industry.

For full turnkey projects, from design to full installation of all kitchen and dining area aspects including furniture.

With a large warehouse facility stocked with all of the everyday, smaller catering equipment, tableware and kitchenware, down to the last teaspoon, we provide it all.

Our dedicated fleet of vans are never far away from NHS deliveries and more.

Kitchequip at your every service.

LAKELAND DAIRIES STAND M50Tel: **0845 130 0307**Web: **www.lakelanddairies.com/foodservice**Represented by: **Lisa Nurse, National Account Manager**
Emma Watkins, Key Account Development Manager

Lakeland Dairies is a 100% farmer owned and managed Irish dairy co-operative with a proud heritage of excellence in dairy farming. Our sophisticated Foodservice Division enjoys a rich history of innovative dairy products carefully crafted with extraordinary taste and fantastic functional performance for professional chefs. From lush green pastures we create products trusted by chefs.

**LEANPATH STAND M27**Tel: **020 7509 0477**Web: **www.leanpath.com**Represented by: **Tom Mansel - Director of Business Development**

Leanpath, a Certified B Corp, provides food waste solutions that cut a healthcare kitchen's food waste in half, saving food purchase costs and cutting carbon emissions. Operating in over 40 countries - including in several NHS sites - Leanpath's solution identifies root causes of food waste and changes behaviours that lead to the waste.

Since 2004, Leanpath and its foodservice partners have prevented 90 million pounds of food from going to waste, an average of 50% reduction per kitchen.

LOSALT STAND M83Tel: **01355 238464**Web: **www.losalt.com**Twitter: **@seasonwithsense**Represented by: **Mike Lloyd, Business Development Manager**
Bobby Walley, Foodservice Sales Manager

LoSalt® is the healthier alternative to salt, with 66% less sodium than regular table, sea or rock salt. It is a blend of two natural mineral salts - sodium chloride (aka salt) and potassium chloride. It can be used exactly the same way as a free-flowing salt, whether cooking, baking or seasoning - making it an easy, healthier swap for caterers without compromising on taste and with minimal cost impact.

Recent major research undertaken by the Global Institute of Health on 30,000 people showed that using potassium-enriched salts (compared to regular salts) reduced the risk of stroke by 14%, major cardiovascular events by 13% and premature death by 12%.

**MAJOR STAND M4**Tel: **01933 356012**Web: **www.majorint.com**

Visit the stand for more information.

MCCAIN FOODS STAND M63Tel: **07834 500141**Web: **www.mccain.co.uk**Twitter: **@McCainUKIE**Represented by: **Jules Robinson, Business Manager, Gill Locker, Chef**

Our British story so far ...

The start of our potato crop is in Montrose, Scotland where we grow seeds for the potatoes used to make our product, we work in partnership with our UK potato growers and have done for over 45 years to ensure the best possible crop is harvested. This includes around 300 Red Tractor Assured growers, some spanning three generations of farming families.

We're totally committed to using British potatoes wherever possible. Come and visit Jules and Gill for an informal chat and to arrange samples of our products for you to use in your own kitchens.

**FOODSERVICE SOLUTIONS****MEIKO UK STAND M47**Tel: **01753 215120**Web: **www.meiko-uk.co.uk**Twitter: **@MEIKOUK**Represented by: **Lee Hackett MIH CFSP, Senior Regional Sales Manager**
Craig Collins, Area Sales Manager South West

Trust Meiko with your food waste.

Please get to know our BioMaster food waste recycling.

It's time to stop secondary handling! Invest in the labour-efficient, ergonomic, hygienic and future-proof food waste recycling solution from Meiko, BioMaster.

Our dishwashing innovation continues with minimum 15% energy-saving heat recovery throughout the range, including ward-level under counters and all hood, flight and rack machines.

We've launched reusable cups and container washing, introduced ECO-chemicals and continue to provide the UK's best dishwash maintenance for hospitals with transparent pricing, fast response and 94% first-time fix.



FIELD DOCTOR STAND M68Tel: **01225 941141**Web: **www.fielddoctor.co.uk**

Visit the stand for more information.

FIRE & ICE PROFESSIONAL CATERING EQUIPMENT STAND F1Tel: **01789 332687**Web: **www.fireandice.catering**

Visit the stand for more information.

FOODCARE STAND M72Tel: **01553 770148**Web: **www.foodcaredirect.com**Twitter: **@FoodcareDirect**Represented by: **Sarah Stone, Regional Sales Manager**
Sarah Palmer, Regional Sales Manager

A leading supplier of patient meals and residential care home dining aids, Foodcare has been shaped by more than three decades of innovation.

Working closely with our European manufacturing partner Ornamin, the market leader in eating and drinking aids, together we recognise the need to enhance the eating experience. We continue to evolve our range, providing solutions for patients with physical difficulties and encouraging independence at mealtimes.

We offer a multitude of solutions from specially adapted drinking cups and cutlery, insulated trayware and meal distribution trolleys that are all designed to aid hydration and nutrition. Our portfolio also supports chefs to provide essential items for back of house kitchens.

FOSTER GAMKO STAND M55Tel: **01553 691122**Web: **www.fosterrefrigerator.com**

Visit the stand for more information.

GENERAL MILLS STAND M67Tel: **+39 333 357 8114**Web: **www.generalmills.co.uk**

Visit the stand for more information.

HARFIELD TABLEWARE STAND M22Tel: **0161 477 5678**Web: **www.harfieldtableware.co.uk**Twitter: **@harfield1**Represented by: **Kate Hindley, Sales Director**

Harfield is the leading UK supplier of reusable and recyclable tableware for the healthcare sector. We offer a full range of products that will support your service, reduce your costs and help you improve your sustainability. Visit us on stand M22 to see our single-use plastics alternatives.

HARROGATE SPRING WATER STAND M20Tel: **07973 154631**Web: **www.harrogate.com**Twitter: **@harrogate.com**Represented by: **Alan Souter, Senior National Account Manager****Rachael Lawson, National Account Manager**

Original British Spa town.

**HILCONA AG STAND M69**Tel: **07833 765277**Web: **www.hilcona.com**Represented by: **Martin Hanner, Senior National Account Manager**

The Hilcona Group takes responsibility and aims for sustainable, long-term growth with our clients. Hilcona has been part of the international Bell Food Group since 2017, and as an international business we have a responsibility. Quality and freshness are the hallmarks of the Hilcona Group's product range.

Our products are free from artificial flavours, colours and additives and offer a nutritious, cost effective, no wastage meal solution with easy preparation for bulk catering kitchens.

Pre-cooked, easy to serve, energy efficient and ready in a few minutes, we specialise in vegan and vegetarian meals and offer something different to the consumer.

**HOBART UK STAND M18**Tel: **01733 392 243**Web: **www.hobartuk.com**Twitter: **@hobartukww**Represented by: **Gary Nicholl, Regional Business Manager**
Jacqui Tata-Rojas, Area Manager

The major player in the catering equipment industry, Hobart continues to lead the field. Offering an unrivalled product range; whether the requirements are efficient warewashing, reliable preparation or stylish modular cooking, Hobart delivers the solution.

HUPFER UK STAND M5Tel: **07947 322256**Web: **www.hupfer.com**Represented by: **Paul Franks, Business Development Manager**
Jordan Roberts, Operations Assistant/Sales

Hupfer is a specialist in commercial catering logistics and works with you to understand your processes and requirements to create an optimised solution bespoke to your operation. With a 150-year history designing, manufacturing, and installing customer specific solutions across the world, food transportation, shelving, meal make-up conveyors, ancillary equipment and so much more. Hupfer - we make work flow.



DATASYM UK LTD STAND M57Tel: **0844 970 9206**Web: **www.datasym.co.uk**Twitter: **@DATASYMUK**Represented by: **Elliott Perry, MenuMark Account Manager****Datasym**

We have been providing catering software solutions to the NHS for over 40 years. We have back office solutions for managing catering services including cook chill/freeze, production planning, full stock control and more. As well as patient feeding via a bedside solution on tablets, app or bring your own device, our POS solution gives catering departments management of their retail shops and restaurants. Our offering can include click and collect solutions, self service kiosks, loyalty apps and much more.

ESSENTIAL CUISINE NO M31Tel: **01606 541490**Web: **www.essentialcuisine.com**Twitter: **@essentialcuisin**Represented by: **Jonathan Harvey-Barnes, Senior Business Development Chef, Rees Smith, Business Development Manager**

With chefs at our heart, there's no other supplier better placed to understand the unique challenges of kitchen life than Essential Cuisine. Created by chefs, for chefs, Essential Cuisine's range of British-made stocks, jus, gravies and sauce bases provide kitchens with total peace of mind whilst saving valuable time. What's more, we are proud that 100% of our range is gluten-free with many of these products containing no declarable allergens.

DELEGATE TECHNOLOGY GMBH STAND M62Tel: **+43 664 2153337**Web: **www.delegate-group.com**Represented by: **Adam Hector Johnson, Director Business Development Partner, Patrick Quirke, Sales Consultant****delegate**

The world's most complete foodservice software!

For over 30 years, Delegate has been developing software solutions specifically targeted and solving the complex issues of foodservice operations. Our systems are now used in over 3,000 locations in 10 countries around the world.

Deliver the right food to your patients, residents and guests at the right time.

Our electronic meal ordering software provides you with options about how meals can be ordered and automatically ensures diet compliances, takes care of allergies, considers likes and dislikes. It also organises your production, tracks your inventory and manages your supply chain with electronic catalogues, orders, receipts and invoices.

FAIRTRADE VENDING LTD STAND F5Tel: **01634 726163**Web: **www.fairtradevending.co.uk**Represented by: **Michael Steel, Managing Director George Rowell-Phillips, Sales Manager****FAIRTRADEVENDING**

Fairtrade Vending will be exhibiting two fully branded 24/7 Food Service Vending Solutions - 'Flavours of the World' and 'Bistro Express' ambient ready meals. Perfect for 'Out of Hours' and over the counter sales, these solutions offer a great selection of delicious food to meet all dietary and allergen needs and tastes. Gluten and dairy-free meals and vegetarian options are available - from All Day Breakfast, Chicken Tikka and Rice, Cottage Pie, Tuna Pasta Bake to Spinach & Ricotta Lasagne.

The ambient meals are supplied with up to 9-18 months shelf-life. No refrigeration is required (with no deterioration of quality). Food waste and your carbon footprint are reduced. Across the branded machines, there will be three models on display, which offer the NHS a very cost effective 24/7 meal solution.

DIVERSEY STAND M65Tel: **0800 525 525**Web: **www.diversey.co.uk**Represented by: **Michael Eyre, NHS Lead****Donna Mitchell, Healthcare Sector Marketing Lead**

Diversey has been protecting its customers for 100 years with market-leading cleaning and hygiene solutions and innovations. We offer chemicals, floor care machines, cleaning tools and dosing and dispensing equipment.

With a long record of environmental leadership, our chemical ranges are available in our green, greener or greenest options. Diversey's Washcraft division provides you with the opportunity to purchase, lease or rent the equipment you need for your catering environment, whilst offering you true flexibility.

Have confidence in knowing that you are supported by a global hygiene partner who goes beyond clean to protect what is precious.

FALCON FOODSERVICE EQUIPMENT STAND M36Tel: **01786 455200**Web: **www.falconfoodservice.com**Twitter: **@falconfoodserv**Represented by: **Paul Bayer, National Sales Manager Adam Wilkinson, Business Development Manager - Healthcare**

Falcon Foodservice Equipment is a leading manufacturer and supplier of commercial cooking equipment. We provide easy to use, reliable and innovative products, such as induction appliances, oven ranges, combi ovens, bratt pans and boiling pans that are used across the foodservice industry. We have a range of products developed specifically for the healthcare sector, including bulk meal delivery trolleys and regen ovens.



BURLODGE LTD STAND M28Tel: **020 8879 5700**Web: **www.burlodge.co.uk**Represented by: **Nick Hook, Commercial Director**
Stephen Wright, Regional Sales Manager

Burlodge manufactures and distributes hospital and care home catering equipment, including but not limited to - regeneration ovens, boost and go systems, ancillary and disposable items.

**CALBEE GROUP UK STAND M23**Tel: **0330 6600015**Web: **www.calbee.co.uk**

Visit the stand for more information.

CEREAL PARTNERS UK STAND M33Tel: **07795 508213**Web: **www.nestle.co.uk/en-gb**Represented by: **Mikey Billingham, Out of Home Controller**
Dominic Stoddart, Out of Home Business Manager

At Cereal Partners Worldwide, our purpose is clear. We Make Breakfast Better.

Ever since we were created over 30 years ago, that's been our promise to our consumers, our suppliers, our employees, and the communities where we work and live.

We make over 100 different cereals - giving everybody an option for a delicious, convenient, and nutritious breakfast.

We want to build a truly sustainable business. This means innovating and improving everything we do - from how we source ingredients, to how we make our products, to the way we work.

CIVICA STAND M9Tel: **01226 695222**Web: **www.civica.com/saffron**Twitter: **@CivicaUK**Represented by: **Darren Porter, Business Development Manager**
Andrew Pond, Head of Business Development

Civica is a global leader in public sector software. Visit us to see how we're helping hospital caterers comply with new standards, and leading on digital meal ordering for patients and NHS staff, while reducing food waste and driving carbon reduction.

Our Saffron cloud catering software is used by over 275 hospital and healthcare facilities globally to run more efficient, cost-effective, safe and sustainable catering services. Saffron is a complete solution for public sector caterers. It manages purchasing, stock control, menu engineering, suppliers, recipes and kitchen compliance, including food safety, allergen management and cleaning schedules in one system.

COCO LABELLE LTD STAND M75Tel: **07889 006181**Web: **www.cocolabelle.co.uk**

Visit the stand for more information.

COFRESCO FOODSERVICE STAND M54Tel: **07985 993853**Web: **www.wrapmaster.global**Twitter: **@WrapmasterUK**Represented by: **Ben Correia, Senior Sales Manager**
Stuart Andrews, Regional Account Manager

The Wrapmaster range of dispensers provides effortless dispensing of film, foil and baking parchment using 30cm/45cm Wrapmaster refill rolls. Trusted by chefs for over 25 years, Wrapmaster dispensers come in a variety of sizes to suit the requirements of any professional kitchen.

Recommended by food safety professionals, Wrapmaster dispensers are designed to help kitchens run safely, hygienically, and efficiently while reducing the risk of cross-contamination with an easy-to-clean unit that can be disinfected in a commercial dishwasher. The dispensers contain a patented concealed blade for safe and speedy cutting, meaning no more injuries from serrated cutter box blades.

CONVICUISINE STAND M85Tel: **01744 881738**Web: **www.northwestvending.co.uk**

Visit the stand for more information.

D'ARTA STAND M64Tel: **01754 821807**Web: **www.darta.com/en/cuisineasy**Represented by: **James Withfield, Sales Manager**
Simon Costello, Sales Manager

d'Arta is a family company founded in 1988 that has grown into a global player in the development, processing and commercialisation of fresh frozen products such as vegetables, fruits, herbs and ready-made side dishes.

Through Greens Cuisineasy we have developed a premium range of different cold salads, which are of high quality and ready to eat, so that every staff member can prepare them. They are also freshly frozen from the field, without artificial colours or preservatives, meaning that the products are extremely sustainable, and no wastage in the kitchen. Furthermore, they only need to be defrosted before serving. It's that simple.



BIOTIFUL GUT HEALTH STAND F4Tel: **07981 54566**Web: **www.biotifulguthealth.com**Represented by: **Marc Burns, Head of Foodservice**

- A cultured milk drink full of live cultures - billions of them
- Protein - a lot of it
- British milk and no sugar added
- Supporting immunity and gut-health, naturally
- Nutritious, light and creamy
- The perfect way to upgrade your breakfast or snack.

**BLIZZARD STAND M34**Tel: **01254 614444**Web: **www.blizzardequipment.com**Twitter: **@BlizzardEquip**Represented by: **Craig Green, Marketing Manager****Simon Norris, Sales Director**

Dedicated to providing cost effective, quality refrigeration and catering equipment within the UK, Blizzard has grown to offer hundreds of products within its range.

BOSSE INTERSPICE LTD STAND M32Tel: **01989 565971**Web: **www.bosse-inter spice.co.uk**Represented by: **Jensen Bosse, Director, Harry Bosse**

Three-generation family business Bosse Interspace sources, supplies and develops high-quality, full flavour food products for NHS Trusts and care providers across the UK.

From high-protein soups and sauces to instant porridge and allergen-free products, our mission has been and always will be, to provide great-tasting products and a service that you can count on.

Our customers benefit from our extensive experience and technical support services, which range from NPD and technical advice to warehousing, production and dispatch support.

Jensen and his son, Harry look forward to seeing you on stand M32.

Bosse
Interspace**BRAKES STAND M59**Tel: **07483 425945**Web: **www.brake.co.uk**Twitter: **@Brakes_food**Represented by: **Cathy Amos, Head of Customer Marketing**
Diane McKie, Senior Framework National Account Manager

We are looking forward to being a part of this year's event and are making the final preparations to our menu. Our passion for food is at the heart of everything we do; we understand that every mouthful of food, every meal and every menu matters, 365 days a year for all caterers.

Come and visit us on stand M59 where you can taste our exciting Meals in Minutes range of hot food as well as some must have snacks and drinks to support the delivery of 24-hour dining in the NHS.

Visit us at **www.brake.co.uk****BRITVIC STAND M49**Tel: **07986 378639**Web: **www.britvic.com**Twitter: **@Britvic**Represented by: **Charlotte Franks, CDM - Customer Development Manager**
Spiros Kanellis, Client Specialist

We make, market and sell 37 much-loved soft drink brands.

Our drinks are sold in more than 100 countries.

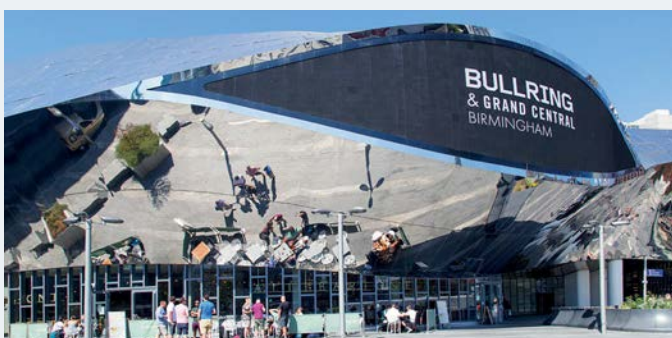
We're listed on the London Stock Exchange and are a FTSE 250 company.

Britvic is an international business rich in history and heritage. Founded in England as The British Vitamin Products Company in the 1930s, we have grown into a global organisation with 37 much-loved brands sold in over 100 countries.

BRITVIC**BULLSEYE FOOD PACKAGING STAND M10**Tel: **0800 011 2311**Web: **www.bfpuk.com**Twitter: **@BullseyeLtd**Represented by: **Alex Prior, Sales & Marketing Director**
Kate Jones, Operations Manager

Established in 2009, Bullseye supplies planet-friendly, sustainable food packaging, including a wide range of paper-based, film-sealable meal trays (suitable for use in ovens, microwaves and freezers) which are ideal for either single or multi-portion meal services.

We work with meal producers of all sizes, from small community providers to large-scale industrial catering operations to help them make the move away from plastic and foil and into our safer, more environmentally-friendly packaging, which benefits them, their customers and the planet.





EXHIBITOR PROFILES

ANGLIA CROWN LTD STAND M3

Tel: **07523 909351**

Web: **www.angliacrown.co.uk**

Represented by: **Mary Wedge, Business Development Manager**
Colin Clarke, National Account Manager

Anglia Crown is an award-winning chilled and frozen prepared meal manufacturer. We offer a range of multi and single portion dishes and are a trusted partner to the NHS for patient and restaurant dining. Operating for more than 30 years, Anglia Crown works with around 120 hospital sites and Trusts in the UK, employs more than 160 people, and manufactures approximately 60,000 meals each day.

Our flexible approach to catering recognises that one size does not fit all. Whether you have catering services on site and require help with a few wards, or you run a hospital with limited facilities and require a fully delivered service, Anglia Crown's range of nutritious prepared meals has the right solution for you.

BGL RIEBER STAND M79

BGL Rieber

Tel: **01225 704470**

Web: **www.bglriber.co.uk**

Twitter: **@bglriber**

Represented by: **Nick Rowlands, Regional Sales Manager**
Ian Smith, Regional Sales Manager

BGL Rieber is the specialist in hospital meal distribution systems with long-standing customers across UK healthcare. At HCA, we are focusing on our meal distribution range for 2023, including:

- Unitray - personalised tray service
- DSPRO - lightweight shuttle system for trays, with a fixed regeneration station
- EVOMULTI - agile multi-portion meal distribution
- EVOLITE - the simplified multi-portion meal trolley
- PROACT - customisable hot/cold trolley for meal distribution in open or bridge versions
- WAKEUP - high-capacity 40-tray breakfast trolley with large work surface.

BGL Rieber's meal distribution specialists work with Europe's leading manufacturers and advise on regeneration trolleys, bulk, trayed, plated and individual meal delivery systems.

APETITO STAND M39

Tel: **01225 976271**

Web: **www.apetito.co.uk**

Represented by: **Mandy Chambers, General Manager - Healthcare**
Louise Carter, Sales Manager - National Accounts



Making a real difference

With over 20 years of experience perfecting hospital meals, apetito is the leading provider of hospital meals working in partnership with hospital caterers and local authorities across the UK. Supplying over 450 hospitals every day, apetito is dedicated to delivering an excellent and efficient catering service, and providing high-quality, nutritious food.

Catering for some of society's most vulnerable, we work hard to give patients the nourishment they need to aid their recovery. apetito's ethos of 'making a real difference' is embedded in everything the company does, from delivering pioneering, world-leading specialist nutrition, to its best-in-class approach to sustainability.

BIDFOOD STAND M61

Tel: **07779 288453**

Web: **www.bidfood.co.uk**

Twitter: **@bidfooduk**

Represented by: **Taz Hussain, National Account Manager**

Create joyful patient mealtimes.

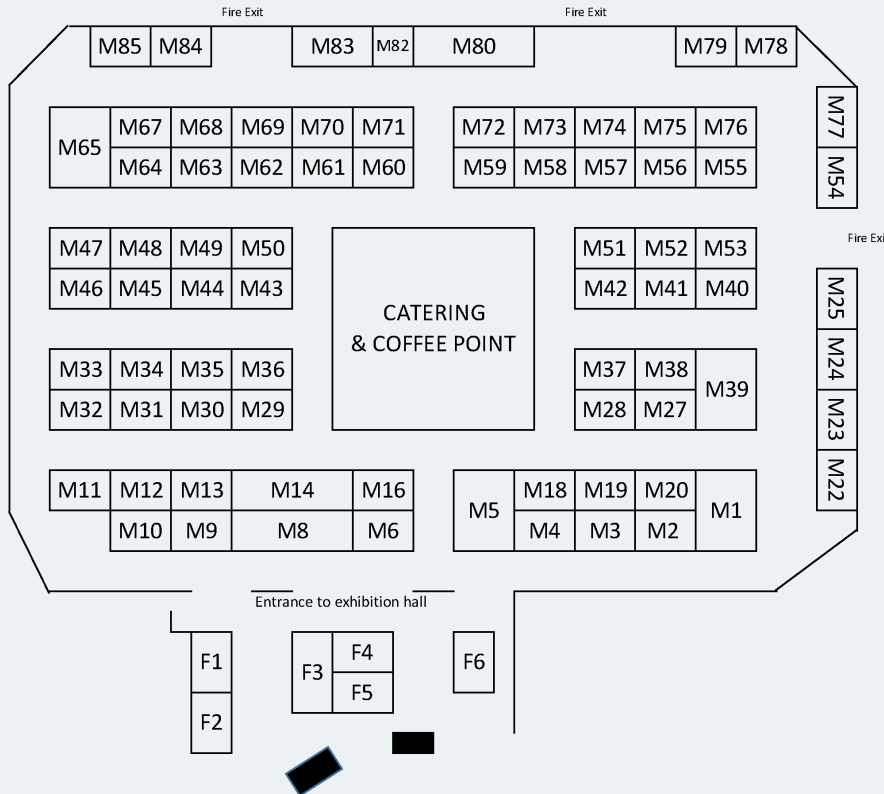
Work with a supportive wholesaler that's passionate about sharing its expertise, innovation and making life easier for you.

Bidfood is one of the UK's leading foodservice distributors supplying from 26 depots to over 45,000 caterers and foodservice businesses across the UK. We are proud to offer a range of over 11,000 branded and own brand products including our exclusive Simply Puree line which includes over 40 texture-modified, IDDSI compliant meals.

Great food, real value, best team, and forward thinking.

EXHIBITION FLOOR PLAN & EXHIBITOR LIST

MONARCH SUITE



COMPANY STAND

Anglia Crown **M3**
 apetito **M39**
 BGL Rieber Ltd **M79**
 Bidfood **M61**
 Biotiful Gut Health **F4**
 Bosse Interspace Ltd **M32**
 Brakes **M59**
 Britvic Soft Drinks **M49**
 Bullseye Food Packaging **M10**
 Burlodge Ltd **M28**
 Calbee Group UK **M23**
 Cereal Partners UK **M33**
 Civica **M9**
 Coco Labelle Ltd **M75**
 Cofresco **M54**
 ConviCuisine **M85**
 D'Arta UK Ltd **M64**
 Danone **M20**

Datasym UK Ltd **M57**
 Delegate Technology **M62**
 Devil's Kitchen **F6**
 Diversey Ltd **M65**
 E & R Moffat **M6**
 Essential Cuisine **M31**
 Fairtrade Vending Ltd **F5**
 Falcon Foodservice Equipment **M36**
 Field Doctor **M68**
 Fire & Ice Professional Catering
 Equipment **F1**
 Foodcare Systems Ltd **M72**
 Foster Gamko **M55**
 General Mills **M67**
 Harfield Tableware **M22**
 Hilcona AG **M69**
 Hobart UK **M18**
 Kelsius **M45**
 Kitchequip **M29**
 Klinge Foods Ltd **M83**

Lakeland Dairies **M50**
 Leanpath **M27**
 Major International **M4**
 McCain Foods **M63**
 Meiko UK Limited **M47**
 Middleby UK **M11**
 MKN UK **M71**
 Muller Yogurt & Desserts **M41**
 Nestle Professional **M73**
 NH Case **M14**
 NHS Supply Chain: Food **M12**
 NHS Supply Chain: Hotel **M13**
 Nisbets **M74**
 Panasonic **M46**
 Pasta King UK Ltd **M51**
 Pentland Wholesale (Blizzard) **M34**
 Premier Foods **M42**
 Quorn Foods **M48**
 R H Hall **M52**
 Ramco UK Ltd **M37**
 Rational UK Limited **M38**
 Raynor Foods **F2**
 Refreshment Systems **M1**
 Reynolds CS **F3**
 Selecta UK & I **M80**
 Simply Food Solutions **M60**
 Socamel **M58**
 Soreen **M77**
 Stirling Catering Equipment **M53**
 SuperTuffMenus **M82**
 SV365 Technologies **M25**
 Synbiotix **M19**
 The Healthy Food Company **M56**
 The Real Wrap Co **M16**
 The Safer Food Group **M24**
 Tillery Valley **M8**
 Trak Hupfer **M5**
 Unox **M44**
 Valentine Equipment & Cuisinequip **M2**
 Weetabix Food Company **M43**
 Welbilt UK **M76**
 West Country Milk **M78**
 Williams Refrigeration **M35**
 Winterhalter Ltd **M70**
 Yeo Valley Organic/Ubley **M30**
 YPO **M40**
 Yumchop Foods Limited **M84**

18.45 VIP DRINKS RECEPTION AND BRANCH OFFICERS WESTMINSTER SUITE

19.00 DRINKS RECEPTION WESTMINSTER SUITE

19.45 PRESIDENT'S DINNER INCLUDING THE PRESENTATION OF THE HCA AWARDS 2023 KINGS SUITE

FRIDAY, APRIL 21, 2023

08.00 REGISTRATION OPENS HOTEL FOYER, HILTON BIRMINGHAM METROPOLE

08.30 EXHIBITION OPENS MONARCH SUITE

10.00 WELCOME TO DAY TWO OF FORUM KINGS SUITE Dr Rupy Aujla, Forum Facilitator

10.15 HCA CHAIR - VIEW FROM THE BOARD Brian Robb, HCA National Chair

Brian will be sharing the progress made this year and setting the objectives for the four nations for 2023/24.

10.45 WORKSHOP SESSIONS NORFOLK, DORSET AND SURREY ROOMS Delegates will break into three groups for the workshop sessions. Delegates will remain in their allocated room with the speakers moving between the rooms to deliver the sessions. Coffee and tea will be available.

EATING FOR GOOD HEALTH

Chaired by Jo Instone, Net Zero Food Programme Dietitian, NHS England

The four panel members will offer their insight into the importance of both staff and patient nutrition and the key role of eating in maintaining staff morale and wellbeing.

Elise Kelly, Food Service Dietitian, ISS UK
Duncan O'Neill, Support Services Manager Catering, Stockport NHS Foundation Trust

Sophie Murray, National Association for Care Catering
Nick Vadis, Culinary Ambassador, NHS Supply Chain: Food / Compass Group UK & Ireland

OPEN ALL HOURS - HOW HOSPITAL CATERERS ARE PROVIDING ACCESS TO HOT FOOD 24/7

Chaired by Tim Radcliffe, Net Zero Food Programme Manager, NHS England

The importance of availability of a hot meal to NHS staff around the clock has come under the spotlight in recent months with a high-profile campaign raising awareness. The panel members are at the forefront of making this happen and will offer insights into how hospital caterers can work with other departments to ensure all staff benefit.

Neely Mozawala, 24/7 Campaign
Bruce Toon, Culinary Director, Medirest
Raouf Mansour, Head of Catering, Ashford & St Peters Hospital
Elisabeth Brown, MD, Coco Labelle

HCA - FOUR NATIONS UPDATE

Chaired by David Foad, Editor, Public Sector Catering

Building on the popular four nations strands at recent Forums, our panel members will give an update on the key messages of each of the four nations.

NORTHERN IRELAND - Deborah McNeill, Senior Management Patient Experience, Lagan Valley Hospital

ENGLAND - Emma Brookes, Head of Soft FM Strategy & Operations, NHS Estates & Facilities

WALES - David Wismann, Cardiff & Vale UHB

SCOTLAND - Loraine Hartley, Commodity Manager, National Procurement, NHS National Services Scotland

12.30 LUNCH AND EXHIBITION VIEWING MONARCH SUITE

14.15 THE GLOBAL PICTURE

Dr Ed Maile, Global Centre for Healthy Food Environments

Dr Thomas Kelley, CEO, Sprink

Ed and Tom will share a perspective from Sprink on the global food economy and the necessary improvement of staff wellbeing with the right environment for meal breaks.

14.40 NET ZERO AIMS FOR HOSPITAL CATERERS Lisa Dittmar, Net Zero and Sustainable Supply Chain Lead, NHS England

The Government target to reach net zero by 2050 is underway, with Lisa leading on the drive towards net zero in the NHS, alongside key suppliers across the healthcare sector.

15.00 FARM TO FORK

Minette Batters, President, NFU

Minette will be covering local and regional procurement through the eyes of the NFU, and how buying British can exert a positive influence across a wide range of the food industry and the public sector.

15.45 COPING STRATEGIES TO OVERCOME MENTAL HEALTH PRESSURES

Dr Ally Jaffee, Junior doctor and Nutritank founder

Ally will discuss the mental health pressures she's faced as a junior doctor before offering positive support ideas and how they have helped her overcome her own anxieties.

16.15-16.30 OFFICIAL FORUM CLOSE FOLLOWED BY BRANCH HANDOVER

19.00 BRANCH DINNER DRINKS RECEPTION, FOLLOWED BY DINNER AT 20.00

KINGS SUITE

The theme is a West Country Boardwalk with a Donkey Derby race game and side stall games open during the drinks reception and after dinner, plus a band and DJ after dinner. The dress code is smart evening holiday wear.

FORUM PROGRAMME

WEDNESDAY, APRIL 19, 2023

14.00 REGISTRATION OPENS

HOTEL FOYER, HILTON BIRMINGHAM METROPOLE

15.30 – 17.00

AFTERNOON TEA AT THE SOUTH WEST HCA FORUM

WARWICK SUITE

Delegates arriving on Wednesday afternoon are invited to join some of the exhibiting companies for afternoon tea, to make early introductions and reconnect with colleagues ahead of the Exhibition on Thursday and Friday.

19.30 INFORMAL DINNER AND JAY'S PUB QUIZ

KINGS SUITE

THURSDAY, APRIL 20, 2023

08.00 REGISTRATION OPENS

HOTEL FOYER, HILTON BIRMINGHAM METROPOLE

08.30 EXHIBITION OPENS

MONARCH SUITE

10.30 OPENING OF THE FORUM

KINGS SUITE

Forum Secretary for 2023 Phil Shelley will set the scene for the coming two days of Forum sessions before handing over to our Forum Facilitator, Dr Rupy Aujla.

11.00 KEYNOTE SESSION

Sharon Hodgson MP

Sharon Hodgson, Labour MP for Washington and Sunderland, will provide some clarity over the NHS messaging from the Labour Party, Sharon is very linked to the Public Sector and plays a key role in the All-Parliamentary Health Food Forum.

11.20 NURSES – A VITAL LINK IN THE CHAIN ON MEAL DELIVERY

Dame Ruth May, Chief Nurse England

Kate Pye, Director for Children & Young People Nursing

Charlotte Fairall, Founder, Sophie's Legacy

Ruth will deliver a message to delegates on the importance of nurses working with caterers to ensure patients get to eat the meals prepared for them.

Kate's determination to lead on improvements to mealtimes for children and young people in many areas shows the commitment to change from the nurse's angle. Charlotte set up Sophie's Legacy following the sad death of her daughter, Sophie, to cancer aged just 10 to achieve the national changes she identified during her time in hospital.

11.40 QUESTIONS FOR ALL KEYNOTE SPEAKERS

12.00 LUNCH AND EXHIBITION VIEWING

MONARCH SUITE

13.30 ASSOCIATION UPDATE

Lord Hunt, HCA President

Lord Hunt will provide an overview of the past year, linking to the association providing a strong base for members following the recent governance changes.

13.50 NATIONAL HEALTHCARE FOOD & DRINK STANDARDS

Iain Robertson, Catering Manager, Solent NHS Trust

Lauren Bowen, Head of Patient Foodservice, ISS UK

Claire Gibson, Estates & Facilities Matron, Stepping Hill

Hospital, Stockport NHS Foundation Trust

Following the Hospital Food Review, leaders speak about the positives of the standards and how they'll be affecting nurses, caterers and dietitians and their role in necessary change.

14.45 TEA AND EXHIBITION VIEWING

MONARCH SUITE

15.30 ALLERGENS UPDATE

Nadim and Tanya Ednan-Laperouse OBE

Returning to the Forum, Nadim and Tanya will update delegates on their pioneering research project, in association with University of Southampton.

16.00 KEYNOTE ADDRESS

Simon Corben, Director and Head of Profession for Estates & Facilities NHS England

Simon has fully supported the recent food standards and aims of the Food Review. He will be keen to highlight the fantastic work taking part across Trusts as well as "calling out" those Trusts that are not raising their standards. Simon will be launching the NHS Chef 2023 competition.

16.20 MOTIVATIONAL SESSION

Amar Latif

Though he has faced major challenges throughout his life, Amar has managed to turn an unpromising tale of inherited disability and loss into one of truly inspirational achievement.

Amar's multi-faceted career has seen him work his way up through the corporate world, risk it all to build a successful and world-unique international business, and present successfully across Channel 4 and the BBC, including The Last Leg Goes Down Under and How to Get Fit Fast. He was also a contestant on Celebrity MasterChef 2020, the show's first blind contestant.

17.00 DAY ONE CLOSES



DR THOMAS KELLEY **CEO, Sprink**

Sprink is an organisation working to enable all people to enjoy the health and care outcomes that matter to them, sustainably.

Between 2018 and 2019, Thomas was the National Clinical Advisor on Value-Based Health Care (VBHC) for the Welsh Government. Between 2013 and 2018 he worked at the International Consortium for Health Outcomes Measurement (ICHOM). He established the London office in 2014 and subsequently

led ICHOM's work in the EMEA region between 2014 and 2017. In 2017 he took overall responsibility for ICHOM's day-to-day operations across its London and Boston offices. He also had global responsibility for ICHOM's strategic partnerships.

Prior to working at ICHOM he practiced as a physician at Oxford University Hospitals (OUH) in general adult medicine, trauma and orthopaedics, general surgery, emergency medicine and plastic surgery.

He has a BSc and MD from the University of Manchester and MBA from the University of Oxford.



LISA DITTMAR **Net Zero and Sustainable Supply Chain Lead, NHS England**

Lisa leads the Sustainable Supply Chain Engagement work for NHSE. Delivery of the Net Zero Supplier Roadmap and the Evergreen

Sustainable Supplier Assessment are key components of NHSE's Sustainable Supplier Engagement work. Over 60% of the NHS's emissions come from the supply chain, so it is critical that the whole ecosystem of suppliers and buyers work together to decarbonise. Prior to the NHS, Lisa led the Healthcare and Life Sciences practice in the Net Zero Strategy team within Monitor Deloitte.



MINETTE BATTERS **President, NFU**

Minette runs a tenanted family farm in Wiltshire, which includes a 100-cow continental cross suckler herd, as well as sheep and arable. Diversification has seen

the conversion of a 17th Century tithe barn into a wedding and corporate events venue, and horse liverys. Minette co-founded the campaigning initiatives 'Ladies in Beef' and the 'Great British Beef Week'.

Campaigning on behalf of NFU members about the importance of British food and farming has been a key driver for Minette. In 2020 she led one of the most successful petitions ever, bringing together a coalition of chefs, including Jamie Oliver, farmers, environmentalists, consumer groups and animal welfare experts - resulting in over one million people signing the NFU food standards petition.

She has been an NFU member from grassroots through to being elected as President in February 2018. She is an ambassador of Farm Africa and was made a Deputy Lieutenant to Her Majesty Queen Elizabeth in 2021.



DR ALLY JAFFEE **Junior Doctor and Nutritank Founder**

Dr Ally Jaffee is a multi-award winning NHS Junior Doctor, recipient of the BBC Food & Farming New Talent Award, The Diana Award and The Prime Minister's Points of Light Award.

Ally has worked closely with the likes of BBC Radio 4 presenter Sheila Dillon and Jamie Oliver and features regularly in the media.

Ally is a keen entrepreneur and holds a place on the prestigious NHS Clinical Entrepreneurship Programme. She is the co-founder

of Nutritank, a platform which educates healthcare professionals and students in nutrition and lifestyle medicine.

Ally is extremely passionate about mental health and its intersecting fields - particularly the arts and nutrition. She received a fellowship at The Royal Society for Arts (RSA) and holds a BSc degree in Medical Humanities and Creative Arts from Imperial College London. Ally believes strongly in authenticity and openness. She shares her own mental health struggles online, and hopes to normalise the conversation around doctors' mental health.





*Order now for
a better way to start
your day!*

SEE US
ON STAND M43



10x375g



10x500g



10x500g



8x375g

- *Trusted Weetabix quality*
- *Great value for cost-conscious customers*
- *Improved branding clarity*
- *Individually boxed, ideal for display or bulk use on buffet breakfasts*



NEW!
*Deliciously crunchy wheat,
oat & barley hoops*

Scan for more details
about our delicious range



www.weetabixfoodservice.co.uk



**Wholegrain
wheat**



**High
fibre**



**Fortified with
vitamins & iron**



EMMA BROOKES

**Head of Soft FM Strategy & Operations,
NHS Estates & Facilities, NHS England**

Emma has been with the Estates & Facilities team at NHS England since July 2017. Her current responsibilities include leading the soft services side of the team to deliver policy, strategy and operational support across the NHS in England. Emma also works with Trusts to help deliver efficiencies and quality soft FM services.

Emma holds a Masters Degree in Healthcare Leadership and has a career which spans 28 years in the world of facilities management, 19 of which have been in the NHS as both a provider and a direct employee. She has been involved in projects such as the new builds of a medium secure unit at St Bernard's Hospital and the new Broadmoor High Secure unit.

Emma led the development of the National Standards for healthcare Cleanliness 2021, the New Cleaning Manual including posters and training videos and the development of the National Standards for Healthcare Food 2022.



DAVID WISMANN

Cardiff & Vale UHB

David started in the NHS as an apprentice chef with the then South Glamorgan Health Authority, working across all departments from pot wash right through to the pastry section.

After the three-year apprenticeship, he became a chef at St David's Hospital in Cardiff and then at the University Hospital of Wales in 1990, where he undertook the trials of a new ward-based catering service following the decision to introduce cook freeze.

In 2000, David was promoted to Assistant Head Chef at the Central Production Unit and also undertook his advanced Hygiene for Management and Train the Trainer qualifications. Following a restructure in 2010 he was given the position of Assistant Catering and Restaurant Services Manager at Llandough Hospital. In 2015, David moved into housekeeping and ward-based catering as an Assistant Team Manager and has just passed his ILM 3 in Facilities Management. He is currently studying for a qualification to become an NVQ assessor.

As Secretary of the Wales Branch HCA, he has been involved in various groups including the setting up of the nutrition and hydration standards for Wales.



LORAIN HARTLEY

**Commodity Manager, National Procurement,
NHS National Services Scotland**

Loraine has worked for National Procurement for over 30 years in various procurement/supply roles, gaining qualifications in business studies, CIPS and Management Leadership Programmes.

After leaving school, Loraine attended catering college for three years, then started working at Edinburgh Airport Inflight

meal services for Trust House Forte, then moved across various food sectors to gain experience, from factories such as Golden Wonder, The Royal Scot Hotel, Crawford's the Bakers, and local restaurants in West Lothian.

Loraine has been a member of several national short life working groups across Scotland to support delivery of the Scottish Government's targets, working alongside colleagues from catering, dietitians and procurement, in both private and NHS organisations.



DR ED MAILE

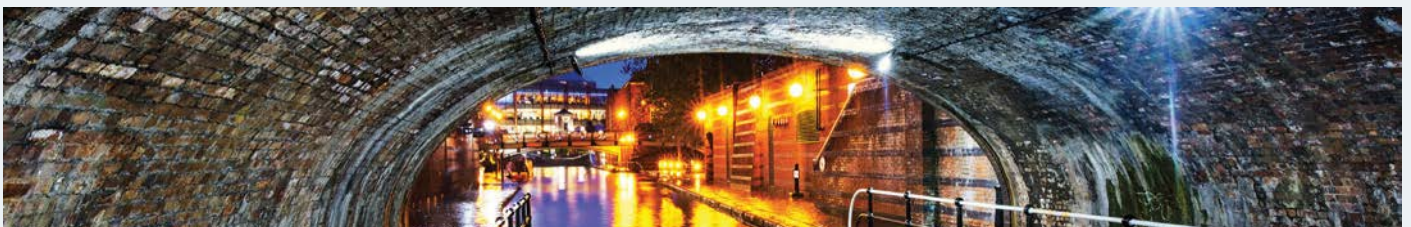
**Associate Director, Global Centre for Healthy
Food Environments**

The Global Centre supports the implementation of Healthy Food Environments within healthcare systems through research, education, community-building and practical support, to help address the pressing health, environmental and ethical challenges related to our global food system.

In addition to Ed's work at Sprink, he also works as a General

Practitioner (Primary Care Physician) in the NHS. He combined his postgraduate medical training with academic posts at Oxford University and Imperial College London. At the latter he was Module Development Co-Lead of 'Lifestyle Medicine and Prevention', the UK's first mandatory lifestyle medicine course for medical students.

Between 2015 and 2016 he was Clinical Fellow to the National Medical Director at NHS England, leading and advising on a range of policy issues. He holds degrees in Medicine and Genetics from the University of Manchester and has a Master of Public Health from Harvard University, where he was a Kennedy Scholar.





NEELY MOZAWALA

No Hungry Staff Campaign

Neely is the Social Value Lead for Compass UK&I, a Specialist Diabetes Podiatrist and a member of NHS England's Expert Panel Clinical Sub-Group. She founded the national

'No Hungry Staff' campaign to feed NHS staff 24 hours a day and 7 days a week with hot, nutritious and affordable food. This resulted in 24/7 access to food being written into the national standards for healthcare food and drink. Neely continues to support Trusts nationally to implement 24/7 access to food within their hospitals.



BRUCE TOON

Culinary Director for Healthcare, Medirest

Bruce leads on culinary strategy that results in creating nutritious and tasty meals and exciting dining and educational experiences for patients, visitors and NHS teams within

hospitals across the UK.

Bruce has a passion to select and utilise seasonal produce from within the British Isles. Not only does this support the local economy, but is also the right thing to do for the environment, supporting the NHS on its journey to net zero.

Bruce was very proud to support the inaugural NHS Chef of the Year competition, has continued that support in year two and is looking forward to year three, providing skills and knowledge via an amazing mentoring process.



RAOUF MANSOUR

Head of Catering, Ashford & St Peters Hospital

Raouf is an award-winning and classically trained chef with a career span of 30 years.

For 15 years Raouf worked for a national contract catering company as Executive Chef, looking after concept development, pop-ups, mobilisations, and site reviews. This led to him helping to mobilise the in-house catering services at Ashford and St Peter's Hospital Trust, subsequently joining the team as Head of Catering. Through his work at ASPH the catering offer has received an exemplar site status and the team was nominated for multiple prestigious awards culminating in them winning a Catey for Healthcare Caterer of the Year (the first Trust-run operation to win such accolade). The team has been credited with revolutionising hospital catering.



DAVID FOAD

Editor, Public Sector Catering

David is Group Editor at Dewberry Redpoint where he edits Public Sector Catering and LACA's School Caterer magazines and oversees their websites and social media activity.

He has followed the public catering sector as a journalist for over 20 years, working closely with LACA, the Hospital Caterers Association (HCA), The University Caterers Organisation (TUCO) and the National Association of Care Catering (NACC).

He has chaired many industry round table and panel discussions tackling issues from malnutrition to obesity and all points in between.



DEBORAH MCNEILL

Senior Management Patient Experience, Lagan Valley Hospital

Deborah joined the NHS in 1992 as a Quality Control Officer for catering, auditing in-house and commercial catering services. During that

time, she was part of the team that submitted a successful in-house bid for Support Services.

From 2000 – 2012 Deborah managed a cook-chill production unit in Downpatrick. She developed the unit to produce 2,500 meals daily, providing meals for three hospitals and several residential units and day centres.

Since 2016 Deborah has been Senior Manager for catering, quality performance and training, community and administration within South Eastern H&SC Trust, leading services for three acute hospitals and 58 community facilities.





Big performance at the heart of the kitchen

CHEFTOP MIND.MapTM PLUS BIG

A professional trolley oven that is designed to maximise productivity and achieve perfect cooking results, while reducing energy consumption and preserving the nutritional value of ingredients.

unox.com

01252 851 522



LightFry[®]
PRESENTED BY
CUISINEQUIP



LIGHTFRY THE LIGHTER WAY TO FRY

A unique combination of steam, hot air and rotation combine to achieve perfect results, with zero oil.

www.cuisinequip.com
info@cuisinequip.com / 0118 957 1344



DUNCAN O'NEILL

Support Services Manager Catering, Stockport NHS Foundation Trust

Duncan has worked in NHS catering for 38 years, starting as an apprentice chef and working his way through the various roles within the catering team - Chef, Assistant Head Chef, Kitchen

Manager and Catering Manager to his current position of Support Services Manager Catering Lead.

Duncan is proud to lead a dynamic team who care passionately about the service they deliver and is the 2022 holder of the Public Sector Catering Hospital Catering Award. Stockport NHSFT is the current holder of the NHS Chef of the Year title.



ELISE KELLY

Food Service Dietitian, ISS UK

Elise has worked as a Catering Dietitian across 10 major London hospitals and is now part of the ISS Operations Performance Food Team, helping to drive innovative patient catering projects.

She is a committee member of the British Dietetic Association's Food Service Specialist Group (FSSG) - experts in the field of food service dietetics.

Elise is the co-chair for the upcoming third edition of the BDA's Nutrition and Hydration Digest, which is one of the key documents from The National Hospital Food Standards in England.

She is passionate about inspiring the next generation of food service dietitians by guest lecturing and promoting the role wherever possible.



SOPHIE MURRAY

National Association for Care Catering

Sophie specialises in Nutrition and Hydration in her role as Quality Improvement and Regulatory Partner for Signature Senior Lifestyle. She has been a registered nurse in mental health for over 25 years and also enhanced her role by becoming a Nutritionist in 2012 and owning a restaurant.

She has been award-winning in her roles which primarily link care and catering together to promote a responsive, high standard of dining and food. Awards include a prestigious Catey as Nutritional Champion of the Year twice, as well as Healthcare Caterer of the Year twice with the dining team that she is part of.

She held the prestigious NACC (National Association for Care Catering) Pam Rhodes award in 2021 for her industry contribution and served as national Deputy Chair for three years. She is currently the NACC's Nutrition and Hydration Ambassador, promoting best practice and exploring new ways of working.



NICK VADIS

Culinary Ambassador, NHS Supply Chain: Food / Compass Group UK & Ireland

Nick started his career with the Royal Navy, training in culinary arts at the Royal Naval Supply School and the Army School of Catering.

Following further postings abroad in Europe and the USA he returned to take on the role of Head of Cookery Training for the New Royal Naval Cookery School and introduced NVQs into all Culinary Craft Training.

Moving to Compass Group in 2001 as Executive Chef at British

Airways he played a pivotal role in the development of pre-flight dining, taking it from only a couple of covers per night to over 600.

In 2007 Nick took on the role of UK Executive Chef and in 2012 he was made Culinary Director Compass Group UK & Ireland. He is currently working with the NHS Supply Chain as Chef Ambassador to the NHS, and has launched the NHS Chefs Academy.

In 2014 he was awarded the foodservice Catey Chef Award, followed by the Lifetime Achievement Award at the Public Sector Catering awards in 2018 and Outstanding Contribution at the foodservice Cateys in 2022.



TIM RADCLIFFE

Net Zero Food Programme Manager, NHS England

Bringing 30 years of corporate, military, hospitality and restaurant ownership experience to the NHS, Tim's approach is that every patient deserves to eat restaurant-quality meals. A passionate proponent of food as medicine, appearing on Channel

Four's Food Unwrapped, and published on many occasions to showcase the opportunities, rather than the restrictions, of providing over 5,000 high-quality meals a day. Winner of the Public Sector Hospital Caterer of the year 2021 and the HCA's Hospital Caterer of the year 2022, Tim joined NHSE as Net Zero Food Programme Manager in August 2022 to promote the Net Zero Food Programme, linking intrinsically to the Food Standards and NHS Food Review.

Come and see us
Stand M10
HCA Forum 2023



Bullseye
Food Packaging



Your partners in *Sustainable Food Packaging Solutions*

- Paper-based meal packaging systems
- Fully compostable packaging
- Eco-friendly catering consumables

Contact us for a free catalogue or a no-obligation discussion

0800 011 2311 | www.bfpuk.com | info@bfpuk.com

RINGTONS

A FAMILY BUSINESS SINCE 1907

Delivering great tasting beverages

"The review with Ringtons has been incredibly useful, once we got the basics in place by investing in the right machines and opted for a better quality of coffee and tea then it became so much easier to deliver great-tasting beverages."

Tony Wealleans - Facilities Manager, Central Sector & Catering Lead

Ringtons specified, supplied and installed La Cimbali award-winning S30 and S20 Series fully automatic bean-to-cup coffee machines into 6 of the Trust's on site Cafes.

The Cimbali S Series uses fresh coffee beans and fresh milk to deliver barista quality drinks at speed. Advanced technologies optimise the brew process whilst delivering perfectly foamed milk to a consistent standard.



**Treat your customers to
great tasting tea & coffee.**

Scan to arrange your free
consultation with us today.

0800 046 1444

business.ringtons.co.uk



RING



SIMON CORBEN

Head of Profession and Director of NHS Estates & Facilities, NHS England

After some 17 years in the private sector, advising the NHS and growing and managing a team of property, clinical planning consultants and analysts, Simon returned to the public sector in 2017 to lead the Estates and Facilities function across the NHS which now includes secondary and primary care.

This is a role he relishes, building on the Carter Implementation Programme and Naylor Review. Following initial success in delivering the Model Hospital and efficiency savings, he is taking forward and broadening out the NHS estates agenda. This includes sustainability and ICS Infrastructure Strategies, Procure 23 and delivery of the Health Infrastructure Programmes. Simon led the NHS Estates response to the COVID-19 pandemic including the delivery of seven Nightingale hospitals in April 2020.

An accredited Gateway Reviewer and Project Director, Simon understands the need for commercial, innovative and deliverable solutions. In his role at NHSE and as a key member of the NHS Capital Approval Panels (JIC and JISC) he is using his skills and experiences to bring fresh ideas and drive to improve the quality and efficiency of Estates and Facilities management across the NHS.



AMAR LATIF

Amar Latif is a presenter, director, entrepreneur, and blind adventurer. By the time he was 19, he had lost 95% of his eyesight due to an incurable condition.

Determined to travel and experience the whole world despite his condition, Amar has since trekked 220 miles through Central America and climbed a 1500m active volcano.

Prior to exploring the world, Amar trained as an accountant, overcoming obstacles and challenging preconceptions to work his way up to Head of Commercial Finance for BT.

Amar's determination to create a more accessible world for those with visual impairments became a reality when he founded Traveleyes. His company gave millions of blind people the opportunity to trek through deserts, ski down some of the highest mountains, and sail across seas. He has also established initiatives and partnerships with schools around the world, raising awareness of disabilities and building relationships between sighted students and blind travellers.

In recounting his remarkable story as both adventurer and entrepreneur, including the many setbacks he has encountered, Amar discusses overcoming adversity, building a resilient mindset, and how to perceive limitations.

DAY TWO



BRIAN ROBB

HCA National Chair

Brian has held the position of National Chair of the Hospital Caterers Association (HCA) since April 2021. He brings a wealth of experience to the role, having joined the HCA in 1999 and held a position on the HCA council since 2008.

With 40 years' service in the NHS, Brian is currently Area Soft FM Manager for East/Midlothian & Associated Sites within NHS Lothian in Scotland. In October 2019, he was responsible for overseeing the facilities operations for the newly commissioned hospital site, East Lothian Community Hospital. He is also the professional catering

lead for the board and represents NHS Lothian on the Catering Service Expert Group (CSEG) within Health Facilities Scotland (HFS). He was an original member of National Catering and Nutrition Specification for Food and Fluid Provision in Hospitals in Scotland, 2008 & 2015 review and a member of the NHSScotland National Food Safety Assurance Manual 2019 review group. He is currently a member of a Short life working group for Food in Hospitals, reviewing audit and future benchmarking.

As HCA Chair Brian aims to lead a modernising platform for the organisation, has completed the process of the HCA becoming a company limited by guarantee and aims to continue supporting members across a wide range of platforms.



JO INSTONE

Net Zero Food Programme Dietitian, NHS England

Joanna is a Food Service Dietitian with over 30 years of experience working in a variety of areas of dietetics – both inside and outside the NHS. She combines her passion for ensuring

patients in hospital are provided with high quality, nutritious food with the environmental imperative to ensure that all food and drink served in the NHS has as low a carbon footprint as possible. This work involves creating a bank of innovative, nutritious, low carbon recipes and menus that NHS Trusts will be able to access soon, helping them to work towards a net zero NHS.



RT HON LORD HUNT OF KINGS HEATH PC, OBE

Hospital Caterers Association President

Philip Hunt has been a member of the House of Lords since 1997. His main interests are health, social care and constitutional affairs.

After leaving Leeds University in 1967 with a BA in political studies, he joined the NHS as a work study officer in Oxford. He then became an administrator at the Nuffield Orthopaedic Centre before his appointment as one of the first Community Health Council secretaries in Edgware/Hendon in 1975.

He is a Board Member of the GMC, President of the Health Care Supplies Association, HCA and GS1, the Barcoding Association. He is Treasurer of the APPG for Health, a Trustee of the Royal College of Ophthalmologists and the Foundation for Liver Research.

Lord Hunt's previous achievements are numerous, including

serving as a Minister for 10 years in the 1997-2010 Labour Government and as Deputy Leader of the House of Lords and Minister of State at the Department of Energy and Climate Change from 2008-2010. He was a Health Minister from 1999-2003 and again in 2007.

He has since served as Deputy Leader of the Opposition in the Lords and an Opposition Spokesperson covering Health, Home Office, Cabinet Office and Higher Education shadow briefs.

He was responsible for piloting changes to the law in the Lords to allow for embryonic stem cell research and gay adoptions. He also won a vote to ban the smoking of cigarettes in cars when children are present. This subsequently became law. He recently sponsored the Organ Donation (Presumed Consent) Bill through the Lords, which has now been enacted.

He was awarded the OBE in June 1993, and in 2017 was given a Parliamentary award for an outstanding parliamentary contribution to the causes of science.



IAIN ROBERTSON

Catering Operations Manager, Solent NHS Trust

Iain is responsible for the catering provision for patients and retail outlets across five inpatient sites at the Trust,

which is a community and mental health Trust operating in Hampshire.

Iain started his NHS career in Dorset in 1999 and has held various roles within catering before moving into his current role in 2019.

He is passionate about hospital catering and encourages staff to treat every patient as if they were a member of their own family. He is also an active member of the Hospital Caterers Association.



LAUREN BOWEN

Head of Patient Food Service, ISS UK

Lauren is a Registered Dietitian and is responsible for the innovative and high-quality food product delivered by ISS to the NHS. She has a real passion for

ensuring patients receive safe, delicious, and nutritious food, which is fundamental in aiding patient recovery.

Lauren represented the BDA on the Independent Review of NHS Hospital Food and actively promotes collaboration to achieve best and effective nutritional care. Lauren is Chair of the Food Services Specialist Group of the BDA and has co-authored various industry guidelines including The Nutrition and Hydration Digest.



CLAIRE GIBSON

Estates & Facilities Matron, Stepping Hill Hospital, Stockport NHS Foundation Trust

Claire has over 12 years' experience as a registered children's nurse. She began her career in acute general paediatric care,

developing into leadership roles, and is passionate about patient-driven, evidence-based quality improvement. She joined the world of Estates and Facilities Management as the first E&F Matron at Stockport NHS Foundation Trust in September 2021. She is a passionate advocate of the role, regularly supporting a number of NHS Trusts in adopting and recruiting into the role.

Currently studying for an MSc in Advanced Leadership and Professional Practice at the University of Manchester, Claire was named 'Post Graduate Taught Student of the Year 2022'. She is now an invited guest lecturer for the University.



NADIM AND TANYA EDNAN-LAPEROUSE OBE

Founders, Natasha Allergy Research Foundation

Natasha's Law

Nadim and Tanya tragically lost their daughter, Natasha, following an allergic reaction to eating sesame seeds baked into the dough of a baguette. Following her death, they set up NARF with a clear vision to help and cure people with allergies. Tanya and Nadim will talk to us about the work of NARF funding and supporting pioneering allergy research and the role that the hospital food sector needs to play.

SPEAKER PROFILES

BRIEF BIOGRAPHIES OF OUR SPEAKERS - FULL SPEAKER PROFILES WILL BE IN THE DELEGATE PACKS HANDED OUT AT THE EVENT

DAY ONE



SHARON HODGSON, MP

Sharon has been an MP since 2005 and now represents Washington and Sunderland West for the Labour Party. She set up the All-Party Parliamentary Group for School Food in 2010, and is passionate about school food, taking a broader interest in public sector catering, public health and the food and drink supply chain.



DAME RUTH MAY

Chief Nursing Officer, England

Ruth started her nurse training in 1985, and enjoyed national appointments with NHS Improvement and Monitor, as well as regional and Trust leadership roles, before becoming the Chief Nursing Officer (CNO) for England in January 2019.

In June 2022, as part of the Queen's Platinum Jubilee Honours, she was awarded a DBE for her services to nursing, midwifery and the NHS. Upon receiving her Damehood,

Ruth recognised the expertise of nursing and midwifery colleagues in caring for people at every stage of their lives and the vital role that the professions and care staff played during the pandemic. She led the nursing, midwifery and care professions' response to COVID-19 in England.

Ruth is passionate about nurturing the next generation of NHS nursing and midwifery leaders and encouraging professional development opportunities. This includes advocating for improved mental health awareness and championing volunteer activity to support the frontline workforce.



KATE PYE

Director for Children & Young People Nursing

Kate is a qualified children's nurse with over 28 years' experience in the field of Children and Young People's (CYP) Nursing. For 15 years her primary speciality was in

Children's Cancer Nursing before she took up a number of senior nursing leadership positions across different Children's Hospitals in England.

Kate is currently the Deputy Director for CYP Nursing at NHS England and also the Deputy Chair for the Association of Chief Children's Nurses. She works for the Chief Nursing Officer for England, Dame Ruth May, and acts as the CYP nursing advocate in many different arenas and across systems.

She also works across the CYP Transformation team on some of the Long Term Plan workstreams, including mental health and reducing inequalities.



CHARLOTTE FAIRALL

Founder, Sophie's Legacy

Charlotte is the founder of charity, Sophie's Legacy. Sophie, Charlotte's daughter, was diagnosed with cancer in September 2020 aged nine. Sadly, after nine months

of aggressive treatment Sophie relapsed and she died in

September 2021 aged 10. Sophie knew she was dying and set out writing a bucket list of things she wanted changing in her memory. Included on that bucket list were improvements to food for children in hospital and for parents to be fed when staying with their child. Sophie's Legacy was set up to support families in hospital and complete Sophie's bucket list for her.

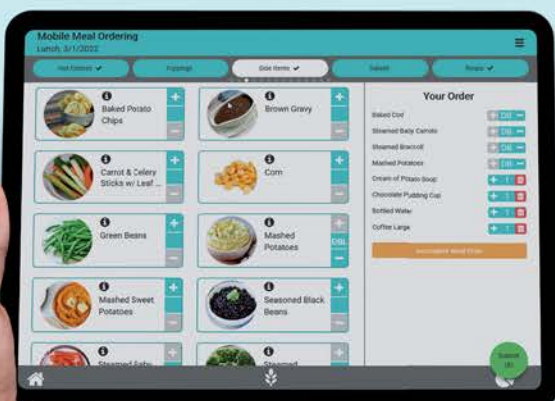


Earth's most reliable healthcare food service solution

BETTER PATIENT OUTCOMES • WASTE REDUCTION • BULLET-PROOF PATIENT-SAFETY

November 2022: The implementation of a digital meal ordering software using patient names and aligning to dietary information and care plans mandated

April 2023: Don't just comply ... EXCEED!



Real time processes ensure complete Patient Safety and Reduction of Food Waste!

Over 3000 locations in 10 countries.
Interested? www.delegate-group.com

delegate



DR RUPY AUJLA FORUM FACILITATOR

Dr Rupy Aujla, MBBS, BSc, MRCGP, is an NHS GP working in Emergency Medicine, who has also completed a Masters in Nutritional Medicine and is a Fellow on the NHS Clinical Entrepreneur Programme.

He is the founder of 'The Doctor's Kitchen', which strives to inspire and educate everybody about the beauty of food and the medicinal effects of eating well. Creating healthy and delicious recipes using carefully selected ingredients, he explains the clinical research behind them and shares this across his media platforms.

Dr Rupy is also a Sunday Times bestselling author, with three cookbooks published by HarperCollins - 'The Doctor's Kitchen', 'Eat to Beat Illness' and the latest, 'Doctor's Kitchen 3-2-1', which was released in December 2020. TV appearances include This Morning, Saturday Kitchen and Steph's Packed Lunch. He has also been commissioned to work on two series for the BBC - both featuring on BBC Food and BBC iPlayer - Cooking in The Doctor's Kitchen & Thrifty Cooking in The Doctor's Kitchen.

He is an accomplished TEDx speaker, and the founding Director of Culinary Medicine, a non-profit organisation which aims to teach doctors and medical students the foundations of nutrition, as well as how to cook.

2023 CHARITY FUNDRAISING

**THE SOUTH WEST FORUM MANAGEMENT TEAM
HAVE CHOSEN THE ROYAL NATIONAL LIFEBOAT
INSTITUTION (RNLI) AS THEIR CHARITY.**

For 24 hours a day, 7 days a week, the RNLI is ready to save lives. Powered by courage, determination and the support of generous people like you.

RNLI volunteer lifeboat crews provide a 24-hour rescue service in the UK and Ireland, and its seasonal lifeguards look after people on busy beaches. RNLI crews and lifeguards have saved over 142,700 lives since 1824 but are more than just a rescue service. They influence, supervise and educate people too. RNLI Community Safety teams explain the risks and share safety knowledge with anyone going out to sea or to the coast. And their international teams work with like-minded organisations to help tackle drowning in communities at risk all around the world.

HOW YOU CAN HELP RAISE MONEY DURING FORUM 2023

The RNLI will have collecting buckets on delegate registration and a stand in the Kings Foyer on Thursday, April 20 where you can find out more and take part in the dry suit challenge – win a prize by becoming the fastest person to put the dry suit on!

There will also be a raffle held at the President's Dinner on Thursday evening with a selection of prizes offered from HCA Branches and exhibitors. Tickets cost £10 each and we would appreciate cash on the night if possible.





settings and other community buildings, totalling approximately 55. Her focus is on catering, cleaning and portering.

Anna has been an active member of the HCA since 2002 and Secretary for the South West Branch for the past 14 years. She is a very pro-active member of the branch, producing minutes and documents and ensuring attention to detail. Anna has been assisting Phil Shelley with secretarial support and communications on the HCA Forum 2023 Committee.

JANE WILLS

Jane is the PR link for the South West Branch, regularly submitting articles to the Journal on behalf of the Branch, and she will be playing a supporting PR role on the Organising Committee during Forum 2023.

Jane has worked for the NHS for more than 35 years, starting at Yeovil District Hospital back in 1988 as a Diet Chef, which then led to an internal promotion to Head Chef at one of the linked Community Hospitals - South Petherton.

In 2000 Jane qualified as an Accredited Food Hygiene Trainer with The Chartered Institute of Environmental Health, and currently runs courses for all primary staff within Somerset Partnership.

In 2011, Jane's role changed and she became the Hotel Services Supervisor at South Petherton Hospital until recently when she was appointed as the Deputy Facilities Manager for the Community and Mental Health units within Somerset NHS Foundation Trust.



DAVID KAVANAGH



ANNA WARMAN



JANE WILLS

The Forum Management Team have been supported by the following branch members throughout the planning of Forum 2023:

- Shelly Alder, Gloucestershire Hospitals NHS Foundation Trust
- Stuart Brereton, MKN UK
- Caroline Darvill, Gloucestershire Hospitals NHS Foundation Trust
- Mark Hayman, HCA Vice President
- Paul Kavanagh
- Mike McDonald
- Stefan Wilcock, Foster Gamko
- Shaun Williamson, University Hospitals Plymouth NHS Trust

BRANCH AND STAND PHOTOGRAPHS

The official Forum photographers are Creative Camera. They will be taking photographs prior to the President's and Branch Dinners - branches, teams and individuals can pre-book their slot either in advance of the Forum or at the registration desk on the first day. Please email: hcaforum@dewberryredpoint.co.uk to pre-book your photo slot. Creative Camera will also be visiting exhibitors for stand photographs during the course of the two days.

Photographs will be available for viewing after the Forum - visit www.hcaforum.co.uk and click on the Gallery page.



FORUM MANAGEMENT TEAM



PHIL SHELLEY

Secretary of State for Health and Social Care following the unfortunate deaths through Listeria in 2019.

Having served as National Chair of the Hospital Caterers Association, Phil proactively drives collaboration between fellow organisations such as the British Dietetic Association, Health Estates and Facilities Management Association and Malnutrition Task Force, with the aim of strengthening a holistic approach to catering services for patients, staff and visitors in healthcare. He is also an ambassador for WRAP and Love British Food.



LAURA HARVEY

LAURA HARVEY

Following a degree in Hotel and Tourism Management Laura joined the NHS in 2004 as a Hotel Services Assistant Manager. Over a number of years she has worked as a Facilities Manager across the Gloucestershire Community Trust before being promoted to Head of Facilities in 2013.

Recently Laura has been promoted to Assistant Director of Estates and Facilities for Gloucestershire Health and Care, now a Community and Mental Health Trust, and is looking forward to this new phase of her career.

Outside of work Laura is mum to George and Lily and when there is time enjoys running with friends.

DAVID KAVANAGH

Originally trained as a chef, David has worked in many aspects of catering as a Training Manager and then Area Manager.

In the last 30 years before he retired, David, as Operational Services Director

with a food manufacturer, worked with equipment suppliers, contractors and directly with NHS teams to improve the food experience for patients in hospital. His knowledge and understanding of food systems is unrivalled.

Through the HCA as Branch Treasurer he is supporting the ongoing development of patient and staff dining.

When time allows he can be found walking the beaches of North Devon or fixing old cars.

KAROLINE ROWLANDS

Karoline is South West Branch Chair and currently Facilities Manager People and Performance at North Bristol NHS Trust. She has had a long and varied career associated with hospital catering, having joined Southampton General Hospital as an Assistant Catering Manager following a three-year full time diploma course. Within the HCA Karoline has held various roles including Branch Chair (twice), Council Representative and Forum Secretary. In her spare time she is actively involved in a Musical Youth Theatre group organising backstage help, social events and looking after the welfare of the young cast members. Other interests include visiting the theatre, music and general exercise. For the 2023 Forum Karoline is heading up the team responsible for the entertainment and associated tasks.

ANNA WARMAN

Anna has been working within the NHS since 1985, joining as a chef in her local hospital. Over the years she has worked as Head Chef, Kitchen Supervisor and Hotel Services Supervisor, developing her skills and qualifications along the way and then moving into Facilities Management.

Anna has responsibility for facilities within Somerset NHS Foundation Trust's community hospitals, mental health

PHIL SHELLEY

Phil is a Senior Operational & Policy Manager for NHS England, covering a wide range of topics within Soft Facilities Management. He is delighted to be Forum Secretary, in the knowledge that there is a vibrancy and determination within the team to drive success.

He was the Chair of the NHS Food Review that was announced by the

FORUM SPONSORS

The Hospital Caterers Association would like to express sincere thanks to our headline sponsors:

burlodge



**Locally Produced
Nationwide Delivery
Next Day, Every Day**

STAND
NUMBER M78
**HCA FORUM
BIRMINGHAM**
20TH & 21ST
APRIL 2023

**REQUEST A QUOTE
IN 60 SECONDS!**



Whether you have One site or
One Thousand sites, WCMilk
can support you with delivery
anywhere in the UK and Ireland,
next day, every day

WCMilk

Linking the dairy chain

www.wcmilk.co.uk
01392 350000



iwave[®]
FOODSERVICE SOLUTIONS

START

90T2

Start reducing food waste now

The iWave[®] system provides a 24/7, on demand, foodservice solution - increasing patient satisfaction, whilst helping to reduce energy use and food waste.

- Serve hot meals 'on demand' - whenever they are needed
- Access to food 24/7 - for patients, visitors or staff
- Quality and nutritious meals in under 5 minutes
- Reduce food waste forever
- Full traceability - access reports on power, food safety, temperature and nutrition

**Contact us for a FREE Foodservice
consultation & demonstration!**

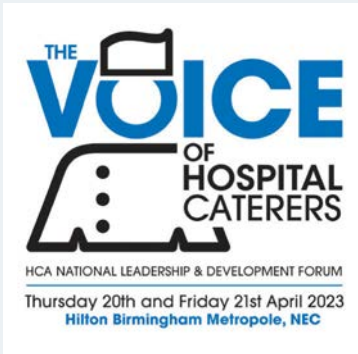
We can offer the complete package - from the
iWave[®] system to a full Ward Kitchen



MAESTROWAVE[™]

www.rhhall.com

R H Hall are Sole UK and Eire distributor for Maestrowave
For more information call: 01296 663 400 or email: sales@rhhall.com



A VERY WARM WELCOME TO OUR 2023 FORUM: THE VOICE OF HOSPITAL CATERERS

AT THE RECENT SOUTH WEST HCA BRANCH MEETING THERE WAS A SENSE OF EXCITEMENT AS WE APPROACH THE FINAL STAGES OF PREPARATION FOR FORUM 2023. HAVING A FULLY COMMITTED TEAM TO PROVIDE SUCH A SOLID BASE OF EXPERIENCE AND AMBITION HELPS TO MINIMISE ANY NERVOUSNESS FOR ME AS THE FORUM SECRETARY.

What a sensational programme we have for you as delegates and suppliers to our wonderful healthcare industry. Sourcing a quality Forum Facilitator, Dr Rupy Aujla, is inspirational for the event and will be critical as we link our food conversations with dietetic and clinical expertise.

The start of the Forum brings Sharon Hodgson, Labour MP for Washington and Sunderland West to the platform. As Parliamentary Private Secretary for Labour Leader, Kier Starmer, she is brilliantly placed to provide a political vision on food in the NHS.

Dame Ruth May, Chief Nursing Officer for NHS England will then share a vision of the importance of food and drink in healthcare. This will be followed by Kate Pye, Deputy Chief Nurse of England and Charlotte Fairall, Founder, Sophie's Legacy who will share the work taking place through the charity and also through NHS England for children and young people.

After Lord Hunt's session in the

afternoon we have the 'Power of 3' overview of the recently launched Healthcare Food Standards in England. Iain Robertson, Lauren Bowen and Claire Gibson are brilliantly placed to share the challenges and the opportunities ahead.

Updates from Nadim and Tanya Ednan-Laperouse OBE and Simon Corben, Director and Head of Profession for Estates & Facilities NHS England bring us to the motivational Amar Latif. He was a contestant on Celebrity MasterChef 2020, and the show's first blind contestant.

Day two will start with a welcome from Rupy and an update from our national Chair Brian Robb. This moves nicely into our workshop sessions, where three rooms will be set up for panel discussions and debate from the floor on key topics:

- **Jo Instone**, Net Zero Food Programme Dietitian for NHS England will lead on 'Eating for good health'
- **Tim Radcliffe**, Net Zero Food Programme Manager for NHS England will lead on 'Open all hours'
- **David Foad**, Editor of Public Sector Catering will chair a '4 Nations update'.

We will not step off the pace through the afternoon as Dr Ed Maile, Global Centre for Healthy Food Environments, and Dr Thomas Kelley, CEO, Sprink share their vision, followed by Lisa Dittmar, Net Zero and Sustainable Supply Chain Lead for NHS England, with the focus on how we provide sustainable healthcare.

We have a couple of amazing female speakers to round off the Forum. Minette Batters is President of the NFU and is providing a significant influence in the public sector, and Dr Ally Jaffee is evidence of how you can overcome the challenges of being a clinician in the NHS and become a dynamic inspiration to us all.

It only leaves me to say, that you need to join us on April 20 & 21. Don't be left thinking 'I wish I had been there'. We are in for a Forum that you will never forget. Make sure that you attend and return to your Trust or Health Board in the knowledge that the voice of hospital caterers will be heard.

Phil Shelley
Forum Secretary 2023

Professional warewashing and food waste management technology

m
MEIKO
The clean solution

ONE STEP FURTHER TOGETHER

Using sustainable systems in your hospital for reusable washware and generating energy from food waste



Scan here to
experience our
large dishwash
area

...with Meiko you also get - advice and recommendations, cost analysis, plans and drawings, supply of the very best equipment, installation, chemicals, service and maintenance - *all backed up with award winning customer support from a team who care.*

For more information on how MEIKO can help your business
email: meikouk@meiko-uk.co.uk, call 01753 215120

www.meiko-uk.co.uk



Sustainable chemicals



Food waste
handling solutions



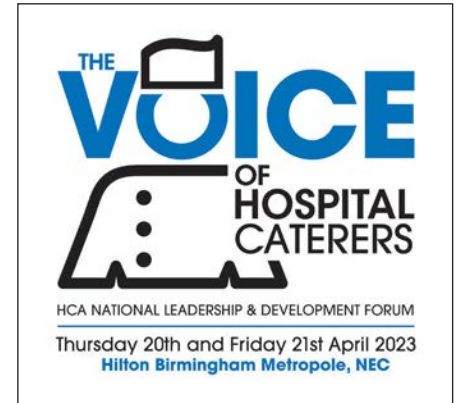
Reusable cup and
bottle washers



Advanced energy
saving dishwashers -
all types and sizes

MEIKO GROUP

A WARM WELCOME TO THE HCA'S 2023 LEADERSHIP & DEVELOPMENT FORUM: **THE VOICE OF HOSPITAL CATERERS**



VENUE AND ACCOMMODATION

THE HOSPITAL CATERERS ASSOCIATION LEADERSHIP & DEVELOPMENT FORUM 2023 IS BEING HELD AT THE HILTON BIRMINGHAM METROPOLE, PENDIGO WAY, BIRMINGHAM B40 1PP.

The forum sessions along with informal dinner on Wednesday, President's Dinner on Thursday and Branch Dinner on Friday will all take place in the Kings Suite.

The exhibition will take place on Thursday and Friday in the Monarch Suite.

The workshop sessions on Friday will take place in the Norfolk, Dorset and Surrey Rooms. Please note, delegates will be split into groups and allocated to one of these rooms; the speakers will move rooms to deliver the workshops.

DRESS CODE:

- **Wednesday night** – smart casual
- **Thursday and Friday Forum and exhibition sessions** – relaxed business dress
- **President's Dinner** – black tie
- **Branch Dinner** - The theme is a West Country Boardwalk, the dress code is smart evening holiday wear.



GETTING THERE

BY CAR

Use postcode B40 1PP for sat nav directions to the hotel.

BY RAIL

The nearest station is Birmingham International, the hotel is a 10 minute walk or short taxi ride from the station.

BY AIR

The nearest airport is Birmingham International, the hotel is a 15 minute taxi ride from the airport.

PARKING

Please note that parking is not included in the delegate fees.

There is no free parking option available at the Hilton. Parking for residential delegates is £10 per day, for day delegates the parking rate is £12 per day if pre-booked.

You can pre-book and pay for parking in advance online at www.bhmparking.co.uk using code **KLJTK** for day delegates, **ITEPF** for residential delegates.

Alternatively you can pay for parking on departure at the machine in the hotel lobby using these codes to get the agreed rate. Without the codes, parking rates are £12 for residents, £15 for day delegates.

social care (HSC) services. All 17 HSC organisations must use an accredited centre of procurement expertise.

Our exit from the EU had presented additional issues for NI with the NI Protocol, however, as Rodney was speaking, the Prime Minister was briefing Parliament on the outcome of the Windsor Agreement. This will hopefully ease some of the issues of getting food across the Irish Sea, although Rodney explained that the existing restrictions had meant that they had been forced to seek some more local suppliers, especially in the areas of fresh meat and sausages.

These four excellent presentations generated a wealth of questions that were then put to the panel.

SO, WHAT MIGHT WE EXPECT?

- The forecast is that food and drink prices will continue to increase throughout 2023, before starting to ease significantly at the end of the year
- The weakening pound is projected to contribute further to food price inflation.
- Ongoing war will impact even more this year with loss of crops/harvest
- Unpredictable weather patterns and climate change will continue to have a disruptive impact
- NI/EU deal may bring some relief
- Budget cuts have the potential to see catering affected, with drivers such as moving to increased 'bought in' products
- Suppliers tendering for business undercutting pricing then expecting ongoing price increases
- Suppliers no longer in business or looking at Public Sector as no longer viable
- No return to 'low pricing'
- Less availability/choice of products.

SPEAKERS INCLUDED:

Romano Provini, Assistant Head of National Sourcing, Swansea Bay Integrated Partnership

Loraine Hartley, Commodity Manager - Non Med, NHS Scotland National Procurement

Kirstin Morris, Head of Commercial, NHS Supply Chain: Food

Rodney Smyth, Senior Procurement Manager, Procurement and Logistics Service (PaLS) HSC, Business Services Organisation, Northern Ireland

The recording of the webinar, which includes a very interesting talk by **Lee Sheppard** of *apetito* is now available on the HCA website: <http://www.hospitalcaterers.org/webinars/>



SCOTLAND

NORTHERN
IRELAND

WALES

ENGLAND

SUPPLIER RESILIENCE

OUR WEBINAR HEARS FROM THE 4 NATIONS. REPORT BY CRAIG SMITH.

The fifth webinar in our series, sponsored by apetito, was probably the most informative and topical yet. As we see exceptional price increases and shortages of some of the most fundamental ingredients, we asked experts from all 4 Nations to discuss the challenges that the supply chain is currently facing, how they are dealing with them and what are their predictions for the near future.

The webinar was chaired by Deborah McNeill, Branch Director for Northern Ireland, who has worked in healthcare catering for 31 years. Deborah works as Senior Manager Patient Experience at Lagan Valley Hospital. She opened the session by stating that, as hospital caterers we all need to work very closely with our procurement teams, so it was refreshing to hear about the differences across the UK.

The first speaker was an old friend, Loraine Hartley from Scotland who has spoken to us before and works closely with our National Chair, Brian Robb. NHS Scotland and its national procurement team serve a population of some five million people. Using the NHS Procurement Act 2014 (Scotland), they took the bold decision to insist that all NHS establishments use their services. That call appears to have been a good one, with HCA members all towing the line and agreeing that the system works well for them.

Wales was well represented by Romano Provini, who said that the Principality spends some £24m per annum on food and drink, with significant contracts with Welsh located suppliers. Again, there is an expectation that all NHS caterers use the centralised procurement services that work through regional distribution warehouses.

Romano explained that they have a long-standing Commodity Advisory Group that includes all the caterers and provides the strategic direction. The All-Wales Menu Framework is backed up by Procurement Dietitian and Nutritionists,

who liaise with the hospital caterers to ensure that all the recipes meet the Nutrition and Catering Standards for Food and Fluids for Hospital Inpatients. Their IT Catering solutions are also currently being looked at to ensure that they are providing the best support available for allergen management.

The Advisory Group is the conduit to get the thoughts of caterers across to Welsh government as they all work towards the delivery of the Wellbeing of Future Generations Act (2015), with objectives that include sustainability and decarbonisation outcomes.

Romano also spoke about the impact that inflation is having on the current situation, and raised the issue of maintaining food safety/robust allergen management in the midst of market volatility, before handing over to Kirstin Morris who took up the baton from the English point of view.

In England the set up is slightly different from the other nations as the NHS Supply Chain is not a mandated route to market, leaving each Trust to decide their own approach. Currently NHS Supply Chain holds approximately 50% of the food market spend, across 11 different frameworks with over 200 suppliers, 65% of these are considered SMEs (Small and Medium sized Enterprises).

Kirstin told the webinar that with spiralling food prices and product shortages: "It has been a challenging market for all in the food supply chain." Last year, the UK faced its largest ever outbreak of Avian Flu that has affected the supply of eggs and poultry. When considering the impact that the war in Ukraine is having on the economy, particularly on animal feed and the knock-on effect this has had on dairy and milk prices, Kirstin felt that it is impossible to mitigate the impact of these increases. She explained that at a recent Food Forum the possibilities of moving from branded products to private label alternatives on products such as baked beans and cereals were



discussed, as well as reviewing pack sizes on milk - that is moving from one pint to one litre - moving from butter to margarine for nutritionally-well patients and looking at alternative white fish options to cod.

Reducing the number of deliveries and working collaboratively with neighbouring Trusts can also drive efficiencies that could help keep costs down.

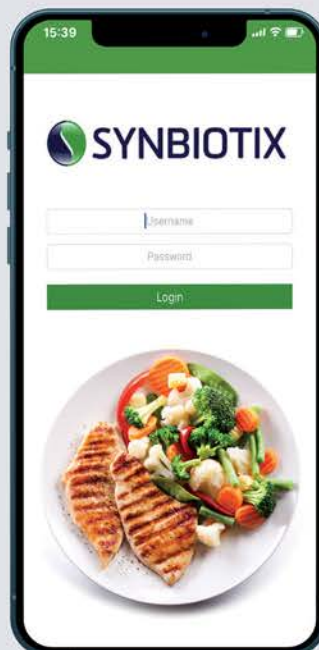
Rodney Smyth then gave his overview from Northern Ireland, where the Business Services Organisation provides support to both health and



Synbiotix Catering Management Systems

Improved Efficiency • Greater Flexibility • Cost Savings

- ✓ Real time bedside ordering
- ✓ Functions via app or web
- ✓ Caters for allergens and special diets
- ✓ Improves patient experience



- ✓ Food waste greatly reduced
- ✓ Effectively manage all suppliers
- ✓ Generate recipes and manage stock

Learn more by visiting: www.synbiotix.com

MAKING THE SWITCH

NHS ENGLAND HAS LAUNCHED A 'HOW TO GUIDE' TO SUPPORT NHS TRUSTS IN THE SWITCH FROM SINGLE-USE PLASTICS (SUPS) TO REUSABLE CATERING PLASTICS.

In January 2023, the Government announced a ban on a range of polluting single-use plastics (including plastic cutlery, plates, bowls, polystyrene trays and polystyrene cups) from October 2023. On average, NHS Trusts consume 2.1 million single-use catering plastics annually on wards, through staff kitchens and in on-site cafeterias, producing around 12 tonnes of recyclable and non-recyclable waste. To prepare for the upcoming changes, NHS Trusts should start preparing to make the switch.

The Government estimated that of the 2.7 billion items of single-use cutlery and 721 million single-use plates used in England each year, most are plastic and only 10% are recycled. The ban is intended to address both plastic litter and ocean pollution, whilst delivering carbon reductions.

Reducing single-use plastics is also one of the 13 interventions categories identified in the 'Delivering a Net Zero National Health Service' report to help the NHS reach a net zero supply chain by 2045.

The 'How to Guide', accessible on the CCF Hub, puts the switch to reusable options as the priority over SUP alternatives, supported by case studies for cost and carbon savings. Switching from single-use inpatient meal sets to a reusable service could save the average NHS hospital up to 50-100 tonnes CO₂e a year, equivalent to around 185,000 car miles, and an estimated £30k a year. For example, Newcastle upon Tyne Hospitals NHS Foundation Trust saved £68,000 and removed over 1.9 million single-use catering plastic items by moving to reusable items in patient catering, and Sheffield Teaching Hospitals NHS Foundation Trust reduced its plastic use by between 43% and 77% by switching to reusable options.

Compliant single-use biodegradable items, such as wooden cutlery, will provide an easy switch from October. Preparing now to switch to reusables in readiness for the October deadline will support Trusts to save money through reuse, with alternative single-use items limited to those circumstances where reusable might not be possible. To support NHS Trusts in making the switch, the 'How to Guide' sets out a workflow map to help determine when to switch to reusable items.

WHAT ARE THE ALTERNATIVES?

Many Trusts may have already taken steps to move to alternatives to single-use plastics, to reduce plastic waste. The 'How to Guide' sets out tips and considerations when reviewing catering plastics:

- Some bio-plastic items made from plant sugars such as corn starch or sugar cane, and often referred to as PLA or CPLA, are subject to the ban.



All Trusts should review their catering items to ensure the items they use will be compliant.

- Plastic cups and lids are not on the list of banned items, regardless of what they are made of.
- When choosing bio-plastics, it's important to check waste contracts include compatible composting collections, as many compostable products are not suitable for recycling and can release additional carbon emissions if disposed of to landfill.

GETTING READY TO SWITCH

To prepare for the ban, NHS England has been working with NHS Supply Chain to develop its guidance and to ensure additional compliant single-use alternative products are available. Many reusable items are available on catalogue and new products will be introduced in the coming months to cater for the requirements of both in-patient meal sets and catering venues. Catering Managers will be given the opportunity to view and discuss the range through joint events and at the upcoming Hospital Caterers Association Forum in Birmingham in April.

GET IN TOUCH:

For further information, email: england.ccf-sustainability@nhs.net 'How to Guide for catering consumables,' accessible on the internal NHS England CCF Hub.



HOSPITAL FOOD SAFETY UPDATE

FIONA SINCLAIR, BRANCH SECRETARY OF THE WESSEX BRANCH AND A FOOD HYGIENE EXPERT WHO SPECIALISES IN HEALTHCARE GIVES US A TIMELY REMINDER.

The Global Food Safety Initiative (GFSI) defines food safety cultures as “shared values, beliefs and norms that affect mindset and behaviour toward food safety in, across, and throughout an organisation.”

What settings are more worthy of positive food safety culture than healthcare organisations, feeding and nourishing the most vulnerable in our society? A positive food safety culture that’s fit for purpose is a product of continual evolution.

‘Dance like nobody’s watching!’ Admittedly not quite so glamorous...but this saying reminds me of the ultimate product of positive food safety culture ‘wash your hands even if nobody’s watching!’ Of course, handwashing is only a token example...it’s about doing the right thing the right way, the safe way... even when working under pressure or not being supervised.

In late 2022 I set up Inspectrum Food Safety, as I wanted to focus the food safety experience that I have gained across 20+ years, to support hospitals with their continual food safety evolution.

Now seems like a time of change for food and safety across the sector. Even if you’re not within NHS England, it makes sense to adopt the mandatory requirements of the new National

“That’s the point with food safety - everyone has a role to play, from supply, procurement, catering and spanning across departments”



Standards for Healthcare Food and Drink to have a designated board director responsible for food safety, and a nominated food safety specialist, as well as the ‘safe and sound’ food safety recommendations from the NHS Food Review.

I recently ran an online training session for nominated food safety specialists - messaging that came across loud and clear was how much hospital caterers want to take ward teams with them on their evolutionary journey.

That’s the point with food safety - everyone has a role to play, from supply, procurement, catering and spanning across departments for the commonality of protecting patients.

The World Health Organisation launched World Food Safety Day in 2019. I am delighted that as part of the HCA Wessex Branch, we’re embracing World Food Safety Day on June 7 this year - with both

a study day, and by providing resources which will be available to all hospitals.

So, to help deepen your food safety cultural evolution (or kick start your revolution) why not celebrate food safety day or week in your hospital this year?

www.inspectrumfoodsafety.co.uk

Fiona worked for five years in environmental health in London and gained 20+ years’ experience with a national consultancy and training organisation where she served as Director. She has worked with private hospitals, contract caterers and NHS Trusts/Health Boards, as well as well-known foodservice operators. Fiona developed a specialism in hospitals, and led two projects for the Food Standards Agency to reduce the risk of Listeriosis in healthcare. She participates on the NHS England Food Safety Group and is Secretary of the HCA Wessex Branch.

24/7 HOT FOOD READY MEAL VENDING SOLUTIONS

THE PERFECT SOLUTION FOR THE PROVISION OF, 'OUT OF HOURS' NHS FOOD SERVICE. 'DINE IN' OR 'TAKEAWAY' TO EAT AT YOUR LEISURE. OFFERING A FANTASTIC MENU - (EAST MEETS WEST).

The Flavours of the World™ menu range offers up to Twelve meals or the Bistro Express nine meals providing excellent value for money for that 'Grab N Go' culture in a busy environment, where NHS staff on night shifts, or who are stuck in a ward or department and do not get the time to get away to grab something to eat.

For the NHS, our 24/7 ready meal vendors offer not only a very cost effective 'out of hours' provision of a hot meal solution for NHS staff (from as little as £4.55 per day) and reducing food wastage and your Carbon Footprint, as the meals do not require any refrigeration and have a shelf life of 9 to 18 months without deterioration of quality.

- Healthier eating with low calories, low fat, lowered salt
- Vegetarian and Vegan options, Gluten and dairy free recipes
- Religious requirements met with recipes using Halal accredited chicken
- Offering good portion control and balanced nutrition
- Caters for allergens, dietary and diverse cultures

These meals have no artificial colouring or preservatives, can be ready to

eat in as little as two minutes and, in many cases, are available gluten-free and halal approved (these fall within CQUIN guidelines issued by the NHS).

MACHINE RANGE

The machines will operate as ambient models and will have as standard a full change giving coin mechanism with optional extra of a contactless payment solution. There are two models of machines, standard glass fronted spiral vendor and a spiral glass fronted vendor with elevator and vend port for speedy and safe delivery. Both models offer two branding options, All machines will vend biodegradable sport sets – knife, fork, spoon, and napkin.

Self-Fill Operation – the machines are supplied on a self-fill basis, they are simple to restock and very low maintenance – as there is no fridge unit, and with the optional benefit for over the counter sales and emergency patient feeding if dietary requirements are not immediately available.

Staff Health and wellbeing – many hospitals lack the facilities to cater for 'out of hours' catering, it is too costly in terms of staffing to keep the restaurant open that extra hour until 8pm or later and operate a reduced catering service over weekends. The health and wellbeing of staff working nights and long shifts along with improvement in hospital food and "out of hours" food service.

ADDITIONAL BENEFITS OF MICROWAVE READY MEALS

The meals can cater for dietary and allergen requirements, and satisfy requirements for diverse cultures and religions, cater for patients who miss a meal or had



procedures during meal service times and over the counter sales from the restaurant.

For further information

Contact: Mike Steel

Tel: 01634 726163 – **Mob:** 07949135999

Email: mike@fairtradevending.co.uk

Website: www.fairtradevending.co.uk

FAIRTRADEVENDING

VISIT OUR STAND F5 AT THE HCA
L & D FORUM 2023

HILTON METROPOLE BIRMINGHAM
APRIL 20TH - 21ST 2023

The 'Flavours of the World™'
& BistroExpressMicrowave
Ready Meals



OXFORD BRANCH

Report by Craig Smith

The Branch's AGM was held on Wednesday, November 16 via Teams and the following Officers were elected:

BRANCH CHAIR: *Steven Hall*

BRANCH TREASURER: *James Varghese*

BRANCH SECRETARY: *Dr Mabel Blades*

BRANCH DIRECTOR: *Craig Smith*

The meeting thanked past treasurer, Jeremy Croxford for his sterling work in supporting James in his first year in the post. Without such dedication, the Branch, like many others, would have suffered. It was agreed that meetings should continue for 'the foreseeable future' as online events, although it would be good to have at least one face-to-face event during the better weather.

In January, Steven Hall, as Chair of the Branch, visited Isebrook Hospital, Wellingborough to present a small token of the Branch's gratitude to Kerrey Healey & Natasha Day of Northamptonshire Healthcare NHS Foundation Trust, who had represented the region so well in the NHS Chef 2022 competition. Kerrey and Natasha have to work out of one of the smallest kitchens we have ever seen, but can still produce food to standards that we all aspire to. Their manager and Oxford Branch Member, Andrea Raymond was also on hand to add her thanks.

The Oxford Branch has held many very successful online meetings, recording some very high attendances. February saw the latest meeting, where the issue of sustainability and the reduction of single-use plastics was the hot item.

Through its Secretary, the Branch is also making a positive contribution to the environment by committing to plant dozens of new trees in a woodland in Northamptonshire.

The Branch has also been extremely supportive of the London and South East Branch, who we are delighted to see finally electing their own set of Branch Officers.



(L-R) BRANCH CHAIR, STEVEN HALL, KERREY HEALEY, MABEL BLADES, NATASHA DAY & ANDREA REDMOND

HOSPITALS MOVE TO DITCH PLASTIC



As the NHS attempts to meet ambitious net-zero targets, one area hospital catering departments are targeting is their multi-portion meal packaging which, in so many hospitals, comprises non-recyclable, unsustainable and unsafe plastic trays.

Bullseye Food Packaging is delighted to offer paper-based, fully compostable alternatives to these trays. Alex Prior, Sales Director for Bullseye, explains: "The desire to move away from plastic is huge, across many sectors, and the NHS is no different. Our paper-based, gastro-sized trays offer the perfect alternative to the plastic trays currently used by numerous NHS Trusts to store, heat and serve their meals. They are oven, microwave and freezer-safe, leakproof, film sealable and much safer than the trays currently in use. What's more, they even fit most of the existing sealing machines already used in numerous catering departments across the NHS, making testing and switching simple."

For more information, or to book a no-obligation demo visit, please email: info@bfpuk.com or call 0800 011 2311.



SUSTAINABILITY CHAMPION FOR DISHWASHING AND FOOD WASTE RECYCLING

Meiko was the first European dishwashing manufacturer to commit to carbon neutrality by 2025.

Meiko's dishwashing innovation flourishes because it is owned by a trust, with no shareholders to divert focus from its sustainability values.

- Meiko's latest undercounter ward-level dishwashers: Operating costs now slashed by up to 21% compared to our previous models.
- More sustainable chemicals: Meiko was so concerned with the sustainability of dishwash chemicals that we decided to work with industry leader Ecolab to produce our own new range, MEIKO ACTIVE.

There's more about sustainable innovation at the HCA Forum, where Meiko will focus on BioMaster food waste recycling, which it believes is the UK's most labour-efficient, ergonomic and future-proof solution.

Meiko has also launched reusable cups and container washing and continues providing the UK's best dishwash maintenance for hospitals with transparent pricing, fast response and 94% first-time fix.



EAST OF SCOTLAND BRANCH

Report by Loraine Hartley

The Branch held its first committee meeting of the new year on January 10, kick-starting the Annual Programme. The Branch dinner at Howie's in Edinburgh on January 27 was a great night with good food, drink (wine) and enjoyed by all.

February 21 saw the Branch hold its first business meeting of the year. Mike McDonald from the South West Branch came along to present the upcoming HCA National Forum.

The West of Scotland Learning & Development Day was held on February 24 at Seamill Hydro. It was a good, informative day and evening - thanks to everyone at the Branch for a successful day.

Upcoming events include the National Forum on April 20-21, which will see members of our Branch heading to Birmingham. Our next Business Meeting will be on May 23, with a presentation from Cofresco Dispensing Systems and another supplier (to be confirmed).

There are currently no events planned for June or July. The Business Meeting on August 30 will be at McCains, Arbroath Area starting at 10.30am (to be confirmed).

SOUTH WEST BRANCH

Report by Jane Wills

The South West Branch meeting at the BAWA Club in Bristol was probably the best supported meeting ever, with 39 members attending to receive three topical presentations. Jason Warrington from Harfield Tableware spoke about the use of single-use plastics versus reusable and the effect these have on the environment. Harfield products are 100% recyclable and will be collected and recycled at the end of their life. Kirsty Eamer and Luke Parkhill from Alliance spoke about their vast range of non-food products and their move towards online catalogues in place of paper brochures. Ian Walker from Lavazza Coffee Solutions explained how, as a local company, they take the time to find coffee solutions to fit the customer, whether that be the ease of use of an automated machine for untrained staff or a complex model for a fully trained barista.

Anne Shore, ex Vice President and founding member of the Branch was warmly welcomed to the following Branch meeting at which the Forum Committee updated the Branch on activities, which are really stepping up a gear now as time is ticking away.

The nominated charity for this year's Forum is the RNLI and the Branch is collecting 5p coins as a way of raising funds for the Lyme Regis station on the Jurassic coast of Dorset. All donations, however large or small are welcome; every penny counts and could help save a life. Members had brought their donations to the meeting and we were absolutely astounded by the generosity of everyone. We are proud to be able to support such a worthy charity.



YORKSHIRE BRANCH

Report by Ellen Clayton

The Yorkshire Branch welcomed all members to our first meeting of 2023 over Teams in January. The meeting was very well attended, with much discussion and feedback around the NHS England 24/7 Showcase day, and how Trusts and suppliers are working towards improving and encouraging initiatives in this crucial area of hospital catering.

We have also launched our 'Free Place to the Forum Competition', with some very strong nominations received. The lucky winner will be announced shortly.

LONDON SOUTH EAST BRANCH

Report by Margaret Valenti, on behalf of the London South East Branch

Following the recent London South East Branch AGM, which was held on February 21, Branch Officer positions were taken up by the following members:

BRANCH CHAIR – Patrick Mason

VICE CHAIR – Sid Hadj Youcef

SECRETARY – Suyog Save

TREASURER – Rasheed Kangumpurath

BRANCH DIRECTOR – Ulla Kamara

The new committee and Branch Chair are delighted to be moving the Branch forward once again, and look forward to meeting new members. A programme of events is being compiled and meeting dates have been arranged.

We would like to extend a warm welcome to all the new Branch officers and send our very best wishes to them for the future London South East Branch.

TRENT BRANCH

Report by Helen Westwood

We held a face-to-face meeting at Bidfood in Wakefield. This was the last meeting for Trent Chair, Liz Hawkshaw, so we honoured the occasion with a small presentation.



WEST OF SCOTLAND BRANCH

Report by Margaret Valenti

The West of Scotland Branch finally held its long awaited Learning and Development day at the Seamill Hydro on February 24. The event was a huge success, and well attended with over 60 delegates representing six Health Boards and local Council Caterers.



Learning included a Panel Session where Mark Taylor (Bloom Foodservice) and Iain Stone (Bidfood) presented on food security, outlining the challenges faced from a supplier's perspective.

Lorraine Hartley (National Procurement Scotland) provided an update on the challenges faced in the current financial climate and Janice Gillan and Joe Gibbey (National Retail Expert Group) provided an update including the future outlook for retail recovery.

A session on Health & Wellbeing was delivered by Hans Hartung MD, MRP and Declan Coter MBChB, IBLMDi who gave an insight into the importance of mental health at work and its direct link to nutrition, sustainability and the environment.

The supplier exhibition housed over 25 stands, allowing delegates to network and meet suppliers.

The day was rounded off beautifully by our long standing member Billy Cunningham who delivered a motivational presentation in his usual style. We continued in the evening with our alternative Burns Supper which was also well attended.

The Branch would like to thank all the suppliers, delegates, presenters and guest speakers for their invaluable ongoing support. The event just wouldn't happen without them.

And finally....Branch Members Jim and Alan Dougan will be representing Scotland at the HCA 4 Nations Challenge at the HRC event in London in March. They are looking forward to showing off their culinary skills and meeting all the other teams.

WESSEX BRANCH

Reports by Chris Lay and Fiona Sinclair

The Christmas get-together was the first face-to-face Branch meeting (coupled with the AGM) after which members enjoyed a sumptuous dinner in The Escoffier Restaurant at Bournemouth and Poole College. It was great to catch-up with members we hadn't seen and shaken hands with in ages.

At the AGM we filled all Branch Officer positions (!) and we now look forward to the year ahead with great optimism.

This was also the 55th Anniversary of the Wessex Branch. At the meeting we congratulated Jim Richardson and Joe Hennigan from Solent NHS Trust who made it through to the final three of the NHS Chef Of The Year Competition, an achievement made even more special as Joe had only just started a modern apprenticeship at the Trust. He was mentored through the



competition by Jim (who has since become a Wessex member).

January and February meetings took place via Teams. A hot topic during meetings has been how catering members are progressing with the National Standards for Healthcare Food & Drink, with feedback being that they are preparing reports for their Boards, showing where there is current compliance, and planning is underway to bridge any gaps.

At February's meeting Fiona Sinclair presented Inspectrum Food Safety, a niche food safety consultancy for the healthcare sector that provides audits, food safety documentation and training - all bespoke for hospitals.

With Fiona as Wessex Branch Secretary, and member Caroline Benjamin from Food Allergy Aware, Wessex Branch is making the most of our food safety contingent and we are planning a 'food safety study day' for June 7, which will be open to all branches.

We have a number of events to look forward to in coming months. Several Branch members are attending the Hotel, Restaurant & Catering (HRC) show at Excel on March 20, where Wessex chef Jim Richardson is participating in the HCA live cook event.

Planning is well underway for Salon Culinaire on May 23. Working with Poole and Bournemouth College, this is a lively and exciting competition day when NHS staff and catering students can show off their skills across a range of live and static classes, meet suppliers and network with like-minded people. More information to follow!

PLANS FOR 2023 NATIONAL HEALTHCARE E&F DAY PUSH AHEAD

On June 15, 2022 the joint professional associations representing the majority of Estates and Facilities services across UK healthcare celebrated the first ever National Healthcare Estates and Facilities Day. This event was launched to celebrate and recognise the essential work of all E&F professions in the delivery of health and social care to people across the UK, with a commitment to hold a day of recognition every year on the third Wednesday of June.

The 2023 National Healthcare E&F Day will take place on June 21. Planning is well underway and the formal launch announcement and release of supporter packs will take place in early April. The day will be an occasion for every NHS,

ahcp | Association Of
Healthcare Cleaning
Professionals

hefma
HEALTHCARE ESTATES & FACILITIES
MANAGEMENT ASSOCIATION



social care and independent healthcare organisation to celebrate the work of their E&F professions, raise the profile of these staff groups for the hugely rewarding career opportunities that they offer and reflect on the achievements and sacrifices made by people in these roles on a daily basis.

The Joint Associations Group hopes that this day will offer an opportunity to celebrate the work of all members and raise the profiles of these professions to everyone looking for rewarding and respected employment. We hope this will contribute positively to the workforce sustainability of our professions long into

the future and anchor our communities to the sources of healthcare that have been so important to us all in recent times. We want every organisation to show their E&F staff groups just how much they value the work they do and promote the opportunities this diverse range of professions can give to school leavers, graduates and anyone looking for a great career.

Keep an eye out for more announcements from all of the professional bodies involved, which includes the HCA, and links to the dedicated website for the day, which will be announced at the launch.

Published by:

H2O Publishing
01474 520200
circulation@h2opublishing.co.uk

The views expressed in this magazine do not necessarily reflect the views of the HCA. The HCA does not verify the claims made by advertisers as to the safety, efficiency or acceptability of their products.

Editor:

Amanda Roberts
07808 181893
amanda@h2opublishing.co.uk

Managing Editors:

Craig Smith & Margaret Valenti
journaleditor@
hospitalcaterers.org
www.hospitalcaterers.org

IN THIS ISSUE:

- 04 Branch & Industry News
- 09 Food Safety Update
- 11 Single-use Plastics
- 12 Webinar Report
- 15 HCA Forum Show Guide
- 17 Forum Chair's Welcome
- 18 Forum Management Team
- 21 Forum Facilitator & Charity
- 22 Speaker Profiles
- 32 Forum Programme
- 34 Floor Plan & Exhibitor List
- 35 Exhibitor Profiles



NORTHERN IRELAND BRANCH

Report by Karina Watterson

In November, the Branch AGM was hosted at Galgorm Group's headquarters in Ballymena, Co Antrim. At the meeting, Deborah McNeill and Tony O'Hana both said goodbye to their officer positions of Chair and Honorary Secretary respectively. Deborah (Branch Director) passed the Chain of Office to Karen McLaughlin. Members also congratulated Elaine Pringle on her new posting as Vice Chair and Karina Watterson as Honorary Secretary.

In December, members enjoyed a Christmas soiree at Flame Restaurant in Belfast. Great food and company ended a successful 2022 for the Branch.

In February, Diversey/Zenith hosted the first Committee Meeting, gave us a tour of the warehouse and demonstrated some of the company's equipment. A full Branch meeting was then held, which was presided over by our new Chair and during which we discussed preparation for future events. The Northern Ireland Branch is sending two teams of NHS chefs to the HCA 4 Nations Challenge, which is bringing together teams of chefs from across the four nations to exhibit food and drink that is provided by the NHS. Good luck Guys!! (Bring home the trophy).

With lots of debate we agreed on our plan for 2023, which is jam-packed with exciting events, and may involve a few members getting their feet wet or muddy!

Finally, we confirmed which members from the Northern Ireland Branch would be attending the National Forum in Birmingham, which is being hosted by our friends at the South West Branch. We are really looking forward to attending and are keen to bring back new ideas and information to share with our team members.

With some new faces within the Branch, I'd like to wish everyone the best of luck in their new positions, and would also like to thank Diversey for welcoming us with the privilege of being the first guests to explore the newly renovated area.



Bosse
Interspace

FOOD YOU LOVE TO SERVE
FOOD YOUR PATIENTS LOVE TO EAT

HIGH PROTEIN SOUPS ✓

INSTANT PORRIDGE MIX ✓

INSTANT CUSTARD MIX ✓

INSTANT GRAVY MIX ✓

MINIMAL WASTE ✓

WARD-LEVEL WHISK & SERVE ✓

CATCH US AT THE HCA FORUM
STAND M32

01989 565971

WWW.BOSSE-INTERSPICE.CO.UK

Free samples of our instant products are available upon request
Email info@bosse-interspace.co.uk or call 01989 565971



EXCITING TIMES TO COME

A WARM WELCOME TO THIS LATEST ISSUE OF HOSPITAL CATERER, WHICH IS ALSO THE SHOW GUIDE FOR OUR 2023 LEADERSHIP AND DEVELOPMENT FORUM.

For the second year in a row we have held the Forum in challenging times, but I hope we can come together for these few days in Birmingham to celebrate and strengthen the Voice of the Hospital Caterer. The Forum is hosted by the South West Branch, and I know they have worked very hard over the last three years, with the support of the team at Dewberry Redpoint, to bring us a wide and varied speaker programme, full details of which you will find in this issue (from p15 onwards).

At our AGM on April 28, one of our two Vice Presidents, Mark Hayman, will step down. I would like to extend a heartfelt thank you to Mark for everything he has done for the HCA over a period of many years, especially at National Level. In 1992 - 1994 Mark was a National Chair, in 1994 - 1999 he was a National Secretary and in 2010 he became a Vice President. I do thank him for all the support he has extended to me personally over the last two years since I became National Chair, particularly for his assistance in establishing our new articles of association, keeping us on track to move our constitution to the new bye-laws.

Stepping into Mark's shoes will be Vice President-elect, Stewart McKenzie, who is already well known to many members as a former National Chair.

OUT AND ABOUT

A number of events and activities have been ongoing since we published the

last issue of Hospital Caterer:

- The Executive Team has met and work has continued in the background for various contracts and to complete the new bye-laws.
- We've supported the re-launch of the London and South East Branch. Thank you to all the members who have come forward to take up Branch officer posts (you can find out who they are in the Branch News pages of this issue) and I hope the Branch can now move on and flourish once again.
- I've continued to attend Branch meetings virtually, and on February 24 I facilitated the West of Scotland Branch Study Day. I would like to thank everyone for the hospitality shown to my wife (Susan) and I during this event. Being able to meet so many members and suppliers face-to-face was absolutely brilliant.
- The PSC Alliance also met on February 23 at the Houses of Parliament. I was unable to attend, but Iain Robertson, a member of our Executive team kindly agreed to go on my behalf. The meeting discussed issues of staff recruitment and retention, whether the Government's policy on immigration requires attention (because it hasn't been reviewed since Brexit), and inflation.

LOOKING AHEAD

Moving forward for the rest of this year and into 2024, I am hopeful that we will soon have a strategy that is meaningful, by which I mean that our

performance against its key points is measurable, and we can be certain that our contracts are working well and we have good financial governance. We're not there yet, but once in place it will be the Chair's responsibility to report on this annually. I am also looking forward to the second annual Healthcare EFM Day on June 21. The full details of this will be officially launched in early April, including the new website.

Moving onto our media and communications, this is the second of our new-look Hospital Caterer. The first issue was very good, it linked well with Hospital Food + Service and I am still very interested in hearing feedback from members. We've also held our first webinar for 2023. If you missed it, there is a report in this issue and a full recording is available on the HCA website. The topic was Supply Chain Resilience and it was a very well-attended event, with content that thoroughly engaged the audience if the number and quality of questions are anything to go by. We are now planning future webinars, with the next one scheduled for June, and I am keen to hear from members with any suggestions they might like to put forward for future topics.

Lastly I wish every success to South West Branch with Forum 2023 and I do hope those attending enjoy the event. I hope to meet as many members as I can.

Brian Robb

HCA National Chair



HOSPITAL CATERER

THE VOICE OF HOSPITAL CATERERS

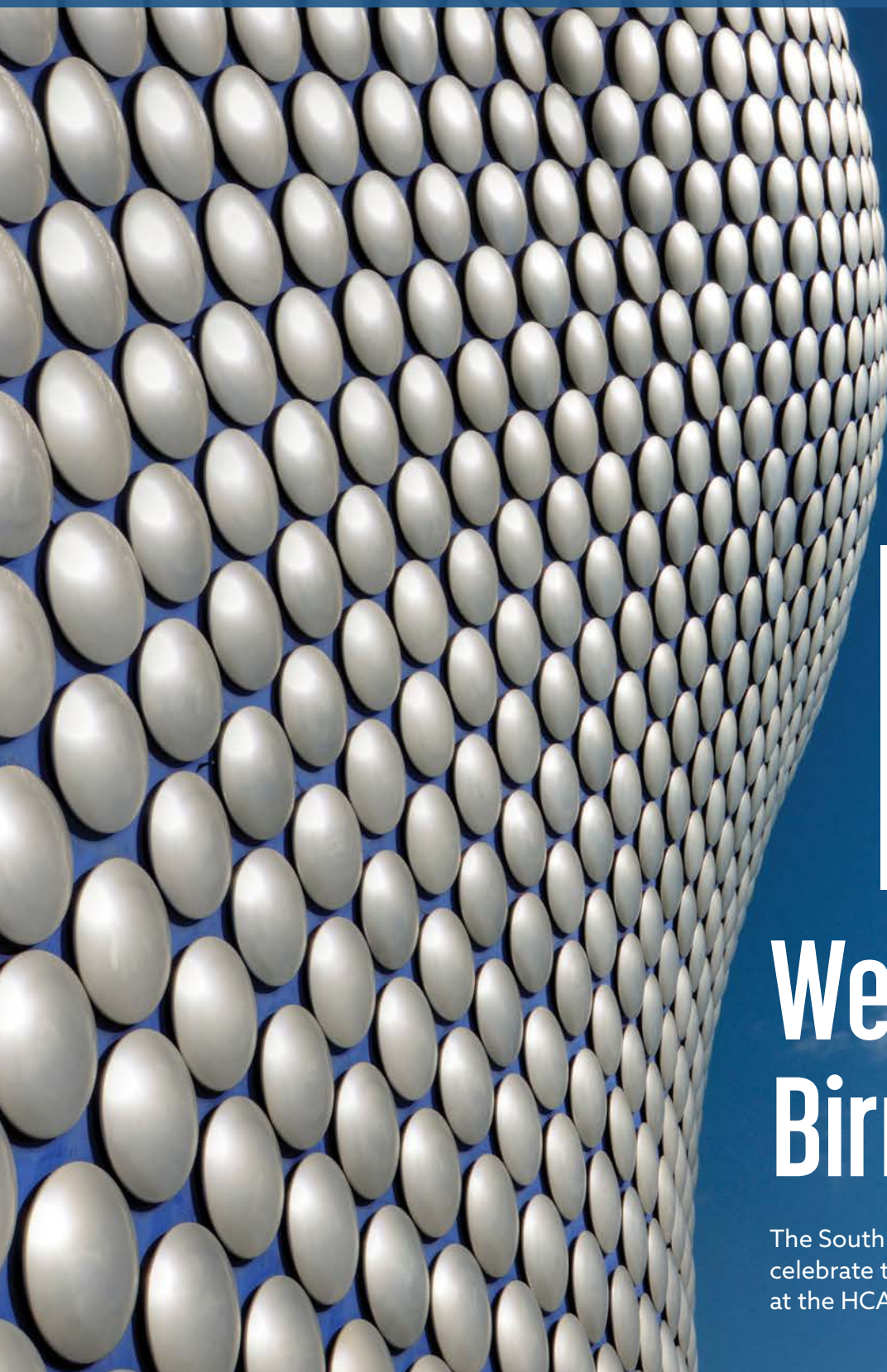
Full guide to the 2023 National Leadership & Development Forum inside

SUPPLY CHAIN RESILIENCE

Experts from the 4 nations discuss current supply chain challenges at our webinar

SINGLE-USE PLASTICS BAN

There are lots of good reasons for making the switch, but what are the alternatives?



HCA NATIONAL LEADERSHIP & DEVELOPMENT FORUM

Thursday 20th and Friday 21st April 2023
Hilton Birmingham Metropole, NEC

Welcome to Birmingham

The South West Branch invites you to celebrate the Voice of Hospital Caterers at the HCA's 2023 National Forum