

HOSPITAL FOOD + SERVICE

THE PATIENT / THE WORKFORCE / THE VISITOR

MARCH/APRIL 2024

SANDWICHES, SNACKS & WRAPS

Think about fillings and presentation, and don't forget the old favourites

DISCOVERY DEN

Normalising a reuse rather than throwaway culture in the switch from single-use packaging

ON SITE

Exploring an extensive programme to transform catering at Milton Keynes University Hospital



IT'S SANDWICH TIME

HEFMA LEADERSHIP FORUM 2024

ALL CHANGE
ON A TRACK
TO RECOVERY
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YOUR
PLACE

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As E&F services across the NHS continue to experience unprecedented change, our 2024 Forum focuses on how that is being managed and channelled for constant improvement to patient care, through the system approach, personal and system resilience, and an openness to new thinking. Jump on board and join us on this journey.

FOR FURTHER INFORMATION VISIT:

WWW.HEFMAFORUM.CO.UK

hefma
HEALTH ESTATES & FACILITIES MANAGEMENT ASSOCIATION



WELCOME

THE HIGHLANDS BECKON

THERE ARE JUST WEEKS TO GO BEFORE HOSPITAL CATERERS HEAD TO THE HIGHLANDS OF SCOTLAND FOR THE HCA'S 2024 FORUM.



There is no doubt that Forum in the Glen will take place in a stunning location. Forum Lead, Janice Gillan describes it as a "destination event" in her welcome column in the full show guide (flip this issue and turn to Hospital Caterer p10), and it also boasts a packed programme of speaker presentations along with a couple of new ideas. One of these is the workshop sessions, which will feed into a presentation towards the end of the concluding day, at which the key findings and opinions of hospital caterers will be pulled together and shared with all delegates.

Shortly after the Forum, at the HCA AGM, national Chair Brian Robb will stand down and Iain Robertson will take on the role for a two-year tenure. On a personal level I have enjoyed working with Brian over the last three years, and I'm looking forward to working with Iain.

As well as eagerly anticipating the HCA Forum, we also have the HEFMA Forum to follow in early May (8-10). Whilst this programme is not focused on catering, there is a session that promises to be very interesting on Changing the Dynamics, referring to the role of the E&F Matron in improving communications and enhancing the relationship between clinical and facilities staff - which is particularly relevant interaction on the wards and with catering teams.

In this issue we have the first of a new series, focusing on issues of sustainability throughout the hospital catering service. We start with a look at British farming, and the need to move to practices that work in harmony with nature, sustain soil quality and promote biodiversity. Read all about it on p20. We've also got more about the move away from single-use packaging in Discovery Den on p26. This is a topic that we will keep returning to because it is so important, and as we find out this month, public opinion is now swinging in favour of action. This point was underlined during a recent Round Table which I had the pleasure of facilitating, hosted by HEFMA and apetito. As well as sharing the experiences of caterers and facilities teams in making the switch to reusables, this Round Table also discussed reducing carbon in the menus. Look out for more on this in the next issue of Hospital F+S.

Our On Site feature in this issue takes a closer look at the transformative changes that have been introduced over recent years at Milton Keynes University Hospital, including a simple solution for 24/7 hot and cold food provision for staff. Turn to p8 for more.

As always, if there is anything you would like to see featured in Hospital Food + Service, or you would like to share any work your own hospital is involved with, please do get in touch. For those of you travelling to Aviemore, I look forward to seeing you there.

Amanda Roberts

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PRINTED BY: Buxton Press

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IT'S TIME TO REGISTER FOR EFM DAY 2024

Join your colleagues within your Trust or Health Board and the wider healthcare community around the UK to celebrate National Healthcare Estates & Facilities Day, which will be held on Wednesday, June 19, 2024. This will be the third year that this awareness day has showcased and recognised the essential work done by all estates and facilities professions in the delivery of health and social care to people across all four nations of the UK.

Co-ordinated and supported by the seven associations that represent the majority of estates and facilities services within

IT'S TIME TO REGISTER - 19 JUNE 2024



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NATIONAL HEALTHCARE ESTATES & FACILITIES DAY

hefma



healthcare across the UK, including the HCA, EFM Day 2024 will once again be the perfect occasion for every NHS, social care and independent healthcare organisation to celebrate the work of their estates and facilities 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.

To get involved, head to the website to register: healthcareEFMDay.org.

SO LONG, FAREWELL, AUF WIEDERSEHEN, GOODBYE ...

As Brian Robb prepares to stand down as the national Chair of the Hospital Caterers Association (HCA) at the AGM in April, following three years in post, he reflects on the achievements during his tenure, and looks ahead to his final duties before handing over to incoming national Chair, Iain Robertson.

Read Brian's final welcome to the Hospital Caterer as national Chair by flipping this issue.



CARROTS ARE TOPS

Celebrating and safeguarding the future of the UK-grown carrot, the British Carrot Growers Association (BCGA) has decided to hold a National Carrot Day on October 3, 2024.

Chair of the BCGA, and York-based carrot farmer, Rodger Hobson says: "It's time to make a bit of noise about the nation's favourite vegetable - the carrot."

Raw or cooked, sweet or savoury, carrots are one of the most popular root vegetables consumed in the UK, with over 700,000 tonnes grown every year, equivalent to 70 times the weight of the Eiffel Tower. However, Rodger explains that profits have been squeezed to such a tight margin that many farmers have decided to stop growing them.

October is peak harvest time for British carrots. In the run-up to the day, the BCGA hopes to encourage everyone to buy, get creative, cook with, and eat carrots.



BRITS MISSING OUT ON FIBRE POWER

Fibre intake levels are languishing at around two-thirds of what they should be, despite mounting scientific evidence that this easy-to-source dietary substance helps to prevent a multitude of gut health related issues.

This is according to a new report, entitled 'Going against the grain' conducted on behalf of General Mills. Based on a consumer survey of over 1,000 British adults, aged 18-75+, the report lays out the huge health consequences of the great British fibre gap and provides a simple and effective solution.

Fibre feeds the good bacteria in the gut and encourages bad bacteria and other toxins to move through the digestive system and out of the body. Not getting enough fibre has major digestive health consequences.

SMALL STEPS, BIG DIFFERENCE

Caterers, facility managers and sustainability managers working within the NHS in England came together at a Round Table event hosted by HEFMA and healthcare meals provider, apetito, to discuss two of the biggest challenges facing hospital catering services as they work towards a net zero future: single-use packaging and carbon in the menu.

During three hours of open and friendly debate, participants shared their thoughts, views and experiences of tackling these issues within their own Trusts. It soon became clear that whilst some were further on in their journeys than others, the prevailing view was that regardless of regulatory controls, taking a lead on removing single-use packaging wherever possible and introducing more sustainable food is something that the NHS, as an anchor institution, needs to do.

During the discussion, it was inevitable that the new Government Buying Standards for Food and Catering Services (GBSF) would be mentioned. There is now a feeling that these are unlikely to be released during this Parliament. For more on this, see our new feature focusing on issues of sustainability in food and drinks on p20-21.



PUBLIC SECTOR SHOULD STOP SERVING ULTRA-PROCESSED FOODS

Speaking at the Lords Select Committee Inquiry into Diet, Health and Obesity, Professor Tim Spector recommended that ultra-processed foods should make up no more than 10% of the food served in government-funded institutions, including hospitals, and particularly schools.

The Soil Association also supports a bold reduction target for ultra-processed foods served in public institutions.

Head of Food Policy at the Soil Association, Rob Percival also issued a warning about the influence of the food industry on food policy. He said:

“The good work of nutrition scientists, who have revealed the complexity of food and the necessity of a healthy dietary pattern, is being twisted into a policy paradigm where if we just think that if we throw in some fibre over there and squeeze out a few calories over here we might be healthy. And it’s not working.”

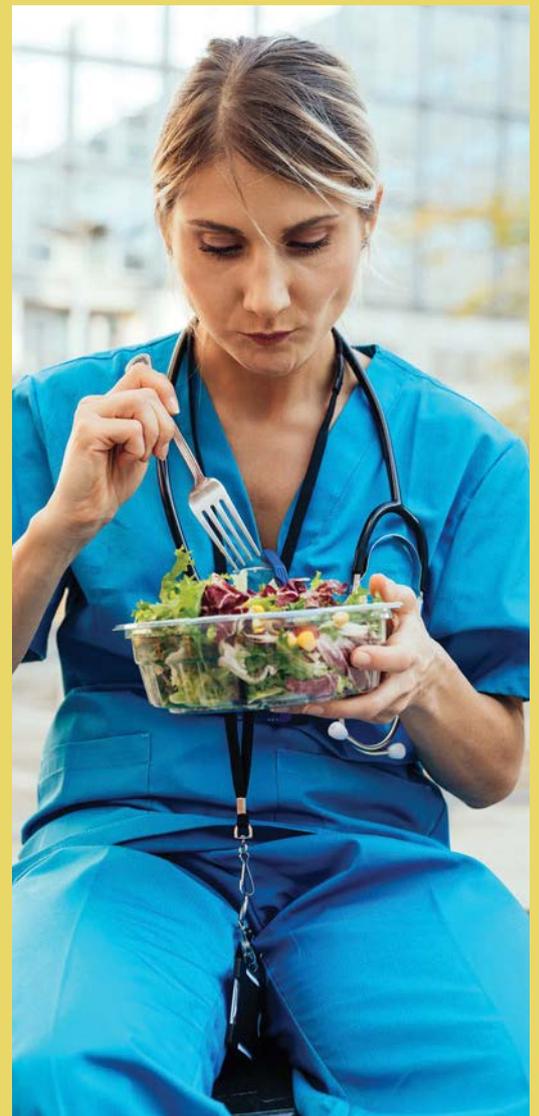


NHS STAFF SURVEY REPORTS ON AVAILABILITY OF NUTRITIOUS FOOD

The 2023 NHS staff survey, which included a new question around food and nutrition, revealed that 53.75% of staff can ‘often’ or ‘always’ eat nutritious and affordable food while working. This includes food bought and food they may prepare themselves.

However, one in six (13.02%) say they can rarely do this, and 5.08% say they are never able to. Drilling into the figures further, the proportion varies by Trust type, with six in ten staff in Community Trusts able to always or often eat nutritious and affordable food at work, but the proportion falling to 42.91% in Ambulance Trusts.

Chris Graham, Chief Executive at Picker, the independent charity that co-ordinates the survey on behalf of NHS England, describes it as a “goldmine of insight for organisations wishing to understand the experiences of their staff,” and urges all healthcare providers to delve deeply into the data.



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CALLS FOR 'RADICAL RETHINK' TO REAP FULL BENEFITS OF UK ORGANIC MARKET

The organic food and drink market has delivered its 12th year of positive growth despite the global political and economic turmoil and the cost of living crisis. The Organic Market Report from Soil Association Certification, finds the total market grew by 2% in 2023 to £3.2 billion, almost double its value in 2011.

However, the report highlights a heavy reliance on imports, and challenges including pricing, which means many farmers - and the UK environment - are missing out on the potential benefits of organic.

Soil Association Certification's Commercial Director Alex Cullen says: "We need a radical rethink if organic is going to reach its full potential and bring organic farming into the mainstream. The entire supply chain must work together to grow the market and unlock demand for homegrown UK organic fresh produce, supported by the Government."

NACC LAUNCHES ITS CARE CHEF OF THE YEAR 2024 COMPETITION

The National Association of Care Catering's (NACC) Care Chef of the Year 2024 competition has opened for entries, officially starting this year's search for the best chef working in the care sector.

Open to all chefs and cooks working in care settings, this prestigious competition recognises, showcases and celebrates their sector-specific knowledge, skills and flair.

More information and entry forms: custom.cvent.com/6A39FE9AEAAF4637BF3A865A8131485A/files/275aee1ca2ad4bdba87a9da3f5d9a37e.pdf

WORLDWIDE OBESITY REACHES ALARMING LEVELS

A new study published by the Lancet reveals the extent of the growing worldwide problem of obesity. Since 1990, obesity among adults has more than doubled, and among children aged from five to 19 years, it has quadrupled.

Director-General of the World Health Organization (WHO), Dr Tedros Adhanom Ghebreyesus says the study highlights the importance of preventing and managing obesity from early life, through diet, physical activity and adequate care as needed.

Commenting on the report, Professor Simon Kenny, NHS England's National Clinical Director for Children and Young People, says: "These figures will be as alarming to parents as they are to the NHS - obesity affects every human organ system, and so at a young age can have a major impact on a child's life, increasing their risk of type 2 diabetes, cancer, mental health issues and many other illnesses, which can lead to shorter and unhappier lives.

"The NHS is committed to helping as many young people and families affected by extreme weight issues as possible through our new network of 30 specialist clinics, which offer tailored packages of physical, psychological and social support - but the NHS cannot solve this issue alone, and continued joined-up action by industry and wider society is needed if we are to avoid a ticking health timebomb for the future."

SUPPLIER NEWS

NEW M&S TO OPEN AT COUNTESS OF CHESTER HOSPITAL

Office space in the main entrance is to be converted into a new Marks and Spencer food store at the Countess of Chester Hospital. Due to open later this year, the 1,000 sq ft store will be open seven days a week and aims to enhance the visitor, patient and staff experience on site.

The store will feature self-service kiosks and offer a click and collect facility for purchases from marksandspencer.com. It is the latest expansion in the Trust's 10-year partnership with Compass Group UK & Ireland's One Retail.



APETITO PARTNERS WITH FARESHARE

Healthcare meals provider, apetito has announced a national partnership with FareShare, the UK's biggest food distribution charity, working to fight hunger and tackle food waste.

FareShare takes donated surplus from across the food industry and redistributes it to 8,500 charitable organisations across the UK. In 2023, the team redistributed over 54,000 tonnes of food, enabling the organisations it works with to provide around one million meals a week.





SIMPLE IDEAS, BIG STEPS

MILTON KEYNES UNIVERSITY HOSPITAL (MKUH) HAS TRANSFORMED ITS PATIENT MEAL SERVICE IN THE LAST FEW YEARS, AND ADOPTED A VIBRANT APPROACH TO ITS STAFF AND VISITOR CATERING. HOSPITAL FOOD + SERVICE MET WITH THE SENIOR CATERING TEAM TO FIND OUT ALL ABOUT IT.

MKUH is a district hospital providing acute and specialist services to people in the growing City of Milton Keynes and the surrounding areas, with around 550 inpatient beds and 5,000 staff. Steven Hall is Head of Hotel Services, his Catering Manager, Francesco (Frank) Fiore, a chef who has worked in Michelin-starred restaurants as well as other NHS Trusts, joined MKUH pre-pandemic, and Deputy Catering Manager Louise Sayell has been with the Trust for 22 years and was promoted to her present position in 2022.

PATIENT SERVICES

The transformation process began in April 2021 with a move from cook-chill to Steamplicity, a restructure of staffing on the wards and the introduction of electronic patient meal ordering. Steamplicity is the meal solution from Compass Group UK & Ireland, which uses a steam system to cook fresh and raw ingredients in under five minutes, maximising nutritional value of the meals, bringing consistency and offering greater flexibility at service. For instance, if a patient is not on the ward at mealtime their food can be kept for them and cooked freshly when they return, rather than it spoiling and the patient potentially not receiving a nutritious meal.

“This is a good solution for a hospital without a cook-chill kitchen,” Steven says. It ensures good choice for the patient and is a simple process for staff to cook food on the ward. The plate on which the meals are supplied is also suitable for microwave use and serving, so staff do not have to worry about plating from a bulk trolley.

Each ward has a kitchen with four microwave ovens where food is cooked to order, at mealtime, resulting in less plate waste. The ‘a la carte’ menu offers a choice of 24 hot dishes, with finger food, gluten-free, high energy/protein, healthier choices and vegan options also available, plus salads, sandwiches and jacket potatoes, with some offered in smaller portions. Supplementary menus cater for texture-modified, cultural and religious dietary needs and allergen-free.

Once Steamplicity was well established, the hospital began to roll-out a new electronic patient meal ordering system, introducing it to a few wards at a time over a three-month period. This has been game-changing, and not just for improving the efficiency of the meal ordering process. A combination of the switch to Steamplicity and the introduction of electronic patient meal ordering has resulted in a reduction in food waste from around 18% previously to less than 2%. The electronic process has also removed a tremendous amount of printed paper from the system. Frank estimates some 780 reams of paper have been saved at ward level, just by not printing menus, with the picking sheets for the pick and pack operators and menu slips for each patient tray being the only printed paper remaining.

The final change made involved staff. Previously, the ward food hosts responsible for taking patient orders and serving meals were split across the domestic team and the catering team. So the service could change, all the domestic hosts were moved across to the catering team into Ward Food Service Assistant (WFSA) roles. “That took more time than changing the food,” Steven





says. "We had to negotiate with around 100 members of staff at the time, but now it just feels like the norm."

It may have been onerous at the time, but this approach has certainly worked. Relationships and communication at ward level - between catering staff and nursing colleagues as well as patients - have improved significantly. Catering team members are now based permanently on a specific ward, and spend all of their working shift there, except for a brief trip to the pick and pack area to collect their trolley. As such, they become integrated as part of the ward team, everyone knows who they are, and it is notable that wards have developed a proud and protective team spirit. As WFSAs spend most of their working day interacting with patients, more patient feedback is generated. WFSAs encourage patients to use the QR code on the back of menus to let the team know what they thought of the food and the catering service during their stay. Since the changes, patient satisfaction has improved.

CONTINUAL IMPROVEMENT

This is one patient meal service that is continually looking around the corner for the next improvement that could be made. Here are just a few examples.

A carers menu, introduced during Covid, uses a voucher scheme to offer a choice of soup and a sandwich. This is issued at the discretion of nursing staff who notify the catering team that a carer is on the ward so they can take their meal order using one of the ward tablets.

The juice offered to patients is now under review. The current choice is an 85ml cuplet

of apple or orange juice, but the team are looking for a suitable option in a bigger carton to serve with the meal to boost hydration.

A patient panel meets every quarter, comprising patients, ex-patients and governors to follow up on PLACE results. The panel works with dietitians to look at different foods and patient suggestions. There is not a specific dietitian on the catering team, but there is a close working relationship between caterer and dietitian. Monthly meetings are held, at which aspects of the service, changes and improvements are discussed. Recently, the input of the patient panel and work with dietitians have led to sourcing a higher protein yoghurt, and a pilot scheme to provide a high protein milkshake. Dietitians also advised against the introduction of a separate children's menu, as the children were quite happy choosing from the main menu.

A new cold food dementia menu has recently been introduced, which is served on dementia-friendly blue plates.

Breakfast cereals are set for a revamp, and the team are working with their local cereal supplier to develop a solution that would take some of the packaging out of the supply chain.

Louise is keen to add dressings as a menu choice to the electronic ordering system so a patient can specify a particular dressing. As these are served in sachets it is easy to add any to the patient's tray.

Frank has an ambition to introduce freshly cooked soups. As a chef himself, he admits to missing being in the kitchen, but adds that he likes to be in a position where he can influence and implement change. This is one example. The hospital has a space that was formerly used as a diet kitchen, adjacent to the pick and pack area, which has not been used since the change to Steamplicity. Should the capital bid be successful, this initiative will enhance flexibility when it comes to service on the wards; serving patients with a hot soup before their main course, so preserving optimum temperatures of the dishes. It is also very easy to fortify soups with extra nutrients to help with patient recovery and counter the risk of malnutrition for those who are vulnerable.

RETAIL

The main staff and visitor restaurant, named Eaglestone after the part of Milton Keynes where the hospital is located, is run by the in-house catering team, with additional retail inside the main entrance operated by Compass, and a League of Friends shop adjacent to the restaurant.

Staff meals in the Eaglestone restaurant are subsidised. To encourage staff to make a



healthier choice, the catering team identify the healthier options on the menu on any one day and that meal is offered at £2 only for staff. Frank says: "I've never understood why we're constantly told about healthy eating, but in the supermarkets the unhealthy choices are cheaper than the healthy ones. It's the wrong way around. Whereas we are demonstrating that we look after our team, and you can eat healthy food at a good price."

A team of five chefs are employed in the Eaglestone restaurant, with three or four on duty at any one time. Everything is cooked fresh, from an extensive breakfast service to multiple lunchtime options, which includes three hot main choices, the healthier, cheaper meal, a deli station for fresh filled wraps (choose your own filling), salad bar (choose your own ingredients with a hot or cold protein), grab-and-go station for soups, jacket potatoes and hot drinks, pre-prepared cold boxes and snacks, ice cream and a 'live cook' station. There's no doubt which is the star of the show - the live cook station alternates every three weeks between pasta, noodles and biriani, with a meat and a

vegetarian option each day. When we visited it was serving noodles and the queue was out of the door.

The team try to keep the offer fresh. In summer, for instance, they introduce a street food deli with one-pot dishes, and aim to use some of the outside space. There is a large courtyard, which presently houses a marquee put in during the pandemic to help with social distancing. This space is already used for barbecues in summer with burgers and hot dogs being very popular. It is hoped that in a couple of years the restaurant will be extended, enabling even better use to be made of this space.

As a supporter of sourcing and promoting British food, MKUH runs its own 'farm-to-table' concept. Its fresh vegetables come from a local supplier in Bedford, which in turn sources from a farm in Sharnbrook - a village just a few miles away. Every couple of weeks the supplier will deliver a fresh, seasonal ingredient and the chefs will create a dish for the Eaglestone restaurant to showcase that product. This is promoted on the catering team's Facebook page, LinkedIn, and X.

STAFF SERVICES

In addition to these facilities there is a staff hub, accessible only by staff, which is a quiet room with comfortable seating and soft, dimmable lighting. It is in here that the hospital fulfils its commitment to make hot and cold food and drink available to staff 24/7 and free of charge. It's a very simple solution that MKUH has applied without the need for specialist equipment. As part of the hospital's wellbeing package for staff, breakfast is provided, with three different cereals and toast available in the staff hub. Hot drinks - tea and coffee - are also provided. After the Eaglestone restaurant closes in the evening, the catering team load the fridge in the staff hub with sandwiches and a selection of Steamplivity meals that staff can cook for themselves in a microwave which is also located within the staff hub.

Simple ideas, but effective. 🍷

"Relationships and communication at ward level - between catering staff and nursing colleagues as well as patients - have improved significantly"



COOLING DOWN

WITH SUCH A WIDE RANGE OF REFRIGERATION EQUIPMENT AVAILABLE, THE TRICK IS TO CHOOSE THE UNIT THAT IS BEST SUITED TO THE FUNCTION AND LOCATION – WHETHER THAT BE WITHIN THE KITCHEN OR IN A RETAIL AREA.

“While it’s true that today’s professional refrigeration comes in all manner of shapes and sizes, it is often designed for a specific role or function within a hospital kitchen or retail environment,” Gary Thacker, Sales Director at Fri-Jado UK explains.

“Take, for example, the front of house chillers commonly used to display grab-and-go foods. Ensuring these items are best suited to a hospital’s retail or foodservice sites is crucial to maintaining efficiency, long-term running costs, and the consistent quality of the food and drink being served to visitors, staff and patients alike.

“Increasingly, customers are looking for quality, fresh foods when purchasing grab-and-go items like sandwiches, wraps and salads and this is something that can only be achieved by making them in-house, daily, and holding them in effective display equipment and chillers.”

The most important development in merchandisers in recent years, according to Malcolm Harling, Sales & Marketing Director of Williams Refrigeration, is energy labelling for refrigerated display equipment, which was introduced in 2022. Display units with open fronts tend to be big energy consumers, and they cause ‘cold aisle syndrome’ creating a chill wind for customers. However, clever modern equipment designs 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. Another highly effective solution to reduce energy consumption is to have doors on the front of merchandisers.

“Our latest Gem Multideck merchandisers are available with open fronts, or with hinged or sliding doors,” Malcolm says. “They feature a variety of upgrades to minimise energy

“Display units with open fronts tend to be big energy consumers, and they cause ‘cold aisle syndrome’ creating a chill wind for customers”

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 efficiency and performance are also critical in the kitchen, after all, as Lee Donkin, Commercial Director of Fagor Professional UK points out, refrigeration and cooling equipment is always on. With energy and food costs still running high, reduced energy consumption and high performance to keep ingredients in the best possible condition will both help to keep costs down.

The iKOLD range from Fagor Professional has been designed to meet all of these considerations, providing exceptional food

preservation in combination with industry-leading technology, offering some of the lowest costs in operation across the whole category. The equipment also features a large digital EVCO controller display, so that caterers can confirm at a glance that the equipment is operating at the appropriate temperature, whilst alarms will display alongside audible warnings to ensure doors are closed to maintain temperature effectively.

Featuring upright refrigerated cabinets as well as space-saving counter units, the iKOLD generation units also have curved panels for ease of cleaning and maintenance, as well as advanced insulation ensuring operating temperatures are maintained with reduced energy consumption. Each unit in the range features Class A energy rating - the most demanding on the market - to ensure the best possible combination of performance and energy saving.

In the kitchen, flexible designs that make the most use of available space are also an increasing focus. “Individual refrigerated drawers, such as our Chef’s Drawer range and our UBCs (Under Broiler Counters), are key players in terms of helping designers maximise effective kitchen space,” explains Malcolm Harling.

“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



ENERGY EFFICIENT MULTIDECKS FROM WILLIAMS



ENERGY EFFICIENCY AND PERFORMANCE ARE PRIORITIES FOR FAGOR PROFESSIONAL

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

Another 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.

NEW DEVELOPMENTS

Communal fridges housing several secure compartments could play an important role in staff feeding, retail and the care and support of long-term patients. The Rieber Multipolar is a compartmentalised fridge that holds up to 16 secure compartments, accessed using a key or with contactless technology.

Multipolar is designed to store medicines between 2°C and 8°C, which is also the ideal temperature to store food. Access to a secure fridge provides independence for families visiting or staying with patients. There are already models in use within the NHS for storing medicines and foodstuffs for patients in long-term care.

Multipolar is now available with Rieber CONNECT, which provides contactless access to users via their smartphone so food can be ordered for collection from the Multipolar at mealtimes, which could help NHS catering managers provide a meal service to staff on night duty outside of hours.

A European model combines Multipolar with microwaves to reheat meals, incidentally using a new generation of microwave-safe stainless steel GN containers.

With the release of the latest versions of its Gem Multideck range, Williams Refrigeration is highlighting the customisation options that allow hospital caterers to perfect the look of their grab-and-go display. A wide selection of colour combinations is possible, and the Gem Multideck range is also compatible with Williams’ Chameleon vinyl wrapping system - which means the specifier can create a merchandiser that can look like it’s a piece of art, or made of bricks, or wood. Other options include night blinds, security shutters, front doors - either sliding or hinged - rear loading doors for easy restocking of goods, impulse snack selection baskets for added merchandising potential, food tray slides, glass shelves and mirrored panels, all of which mean they can be specified exactly to the caterer’s requirements.

Fri-Jado has a long heritage - almost 90 years - of delivering hot and cold holding equipment for the retail and foodservice

“Communal fridges housing several secure compartments could play an important role in staff feeding, retail and the care and support of long-term patients”



CUSTOMER ACCESSES AN INDIVIDUAL COMPARTMENT IN RIEBER'S MULTIPOLAR FRIDGE



EXCELLENT PRESENTATION WITH FRI-JADO'S MCC RANGE

sectors worldwide, with an equipment portfolio designed to display food in the most irresistible way, backed with innovative and patented technology. The display of grab-and-go food is a "crucial element" to tempting a purchase, according to Gary Thacker. "Whether that is using eye-catching packaging or writing tempting menus, the decision will ultimately rest on how easy it is for the consumer to see the product. Our new Modular Convenience Counter (MCC) refrigeration range is the perfect example of our commitment to delivering innovation in refrigeration."

The new MCC range combines excellent visibility with superior holding and maximum versatility. Designed to offer a complete 360° view of the food, the units in the MCC range provide up to 75% more visibility with a high total display area. For even greater display capability, the MCC Cold uses slim, transparent and adjustable shelves which appear to be floating, creating the ultimate food experience for your customers. With a cabinet classification of 3M1, food kept in the MCC cabinets will stay fresher for longer.

"At Fri-Jado, we design our counters and display equipment to be 'all about the food'. Of course, creating the perfect storage conditions and reducing energy consumption are crucial for counters and serveries, but if the customer is unable to clearly see and be tempted to purchase the food within, then

sales won't achieve their full potential over the life of the unit," Gary Thacker adds.

Innovation is a key feature of the Fagor Professional range of refrigeration. Alongside its Class A energy rating, each piece of equipment features efficient LED lighting which further reduces energy consumption whilst allowing optimum visibility within the appliance itself. Additionally, the unit identifies when the door has stayed closed for some time and reduces the power to the internal cooling unit to increase energy efficiency and reduce overall operating costs further.

From this year the range will also be fully compatible with the FagorKonnnect connected kitchen environment, meaning that each piece of equipment can share a wide range of critical data over a wireless internet connection. This offers the opportunity to monitor the equipment and receive alarm notifications in real-time. Operators can download all relevant HACCP data from the equipment to record and store for compliance and monitoring purposes.

MAINTAINING THE COLD CHAIN

A wide variety of mobile refrigerated solutions are available to maintain those critical chilled temperatures whilst food is being moved around the large hospital site. One of these is the Williams Mobile Chilled Cabinet, model MRC16, which has a capacity of 523 litres. Easy to move around, these cabinets can be

loaded in the kitchen and then rolled to the service area, or a waiting area if required. This means the cabinets aren't taking up valuable kitchen 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.

The shift back towards more freshly prepared food in hospitals also means maintaining temperature controls in the prep area. Malcolm Harling believes prep stations will be a key piece of equipment. "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," he says. "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. At Williams, we have recently relaunched our 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 minimise the loss of cold air, which in turn reduces energy consumption." 

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OLD FAVOURITES



SANDWICHES AND WRAPS CONTINUE TO BE PERENNIAL FAVOURITES WITH UK CONSUMERS, OFFERING IMMENSE VARIETY AND FLEXIBILITY FOR SERVING AT ALL TIMES OF THE DAY, AS A LIGHT MEAL, PART OF A FINGER FOOD MENU, OR TO MEET THE GROWING DEMAND FOR SNACKS.

Of course, caterers have many other snacking options to consider for patient and retail menus, as attention has turned in recent years to the potential for patient nutrition in particular to be boosted by the availability of good quality, appropriate snacks. Raynor Foods, for instance, offers two healthy snacks - a fruit pot and a nut-free carrot and hummus dipper - and the company says it is always happy to hear from dietitians about ideas they may have to make the patient menu more varied; "their opinion is valued above all others!"

There is no straightforward approach to an enhanced snack offer on patient menus, as Mark Kassapian, Managing Director of Litmus Retail explains: "Some patients may need a diet that reflects why they are in hospital in the first place. For example, a low-fibre diet post bowel surgery or a low-protein diet for kidney or liver issues. That aside, fresh, healthy, easy-to-digest snacks that aren't processed or high in sugar or fats suit the majority of people. Caterers should steer clear of processed meats, crisps and biscuits and look towards fresh fruit and vegetable crudites, healthy dips such as hummus, milkshakes, snack bags of nuts and seeds, protein-enhanced yoghurts and bars or flapjacks made with dried fruit, honey, agave or maple syrups.

"Protein-based snacks are becoming a big trend this year, with an influx of new products on to the market, from crunchy chickpeas and jerky to lentil cakes and snack bars"

"If hot snacks are required, and there is equipment to provide this, then soup pots or porridge pots with a variety of topping options such as fruits, nuts or seeds are ideal. If chocolate is really required, then caterers should ensure it's 70% cocoa."

When it comes to keeping up with high street snacking trends and reflecting these in the retail menu, Raynor Foods constantly researches customer preferences and includes up-and-coming flavour trends in its products wherever possible. Currently these include more gluten-free, free-from, dietary restriction and culturally-aware options.

Mark Kassapian notes that protein-based snacks are becoming a big trend this year, with an influx of new products on to the market, from crunchy chickpeas and jerky to lentil cakes and snack bars, all packed with flavour. These work well alongside lunch or as a snack to fill up between meals.

SANDWICH FILLINGS

So just what is the UK's favourite sandwich filling? Well, that rather depends on which survey you read. When and where the sandwich is being consumed also appears to make a difference to the preferred choice of filling, with a survey by baker Warburton revealing that eating-out occasions favour a Ploughman's, BLT, sausage or even fish fingers, or a club-style sandwich, whereas traditional fillings such as cheese (on its own or combined with ham or onion), ham salad, egg mayonnaise and sausage are favoured for everyday eating occasions. Last year, fuelled by enthusiasm for the Coronation of King Charles III, Coronation Chicken made a comeback.

Litmus Retail identifies a perhaps surprising dip in popularity of plant-based menu offerings, including for the sandwich. "We've seen Pret closing its vegetarian-only branches recently, as well as dairy-free brand Oatly

withdrawing its vegan ice-creams from the UK market, and sausage maker Heck reducing its range of meat-free products from 10 to just two,” Mark elaborates. “This isn’t to say consumers aren’t still seeking plant-based options, but it’s no longer such an emphasis; it should just be part of the mix.”

Paul Saunders, Marketing Manager at Major International, is sticking with the good old favourite bacon butty. Even though he acknowledges the choice of filling varies depending on the day part, bacon is always popular, especially when offered as part of a breakfast or brunch menu. The likes of tuna mayonnaise and ham and cheese also have an important place on a hospital menu, especially for those who want to eat a sandwich they know they like. That being said, he adds it is also important to consider other options to really cater for all tastes and dietary requirements.

“The Major Gluten Free Global flavour Mari Base range offers a unique proposition and ability to really enhance sandwich and wrap fillings, thanks to its water-based formulation and its multi-use application,” Paul says. “With a single pot, hospital caterers have endless possibilities, especially as the products can be added at any stage of the production process and used as a marinade when applied directly to protein. With a choice of 12 unique flavours, including Americana and Pan-Asian varieties, the range is entirely vegetarian-certified, with all but two flavours also suitable for vegans. Containing no added MSG or palm oil and made using a nut-free recipe, all the bases meet the latest 2024 FSA salt targets making them an ideal base for a range of sandwich and wrap fillings.



“These Mari Bases make it easy for operators to inject flavour into the wrap filling. Taking chicken as an example protein source which is likely to be purchased every week by the caterers - they can add ‘honey, lemon & herb’, ‘peri-peri’, ‘Caribbean jerk’ or ‘fajita’ Mari Base whilst cooking the chicken to create delicious flavoursome wraps, which add excitement to the menu simply by changing the Mari base and without the need for multiple ingredients.”

Raynor Foods identifies a resurgence of interest in croque-tops and other products that have the appearance of being home-made. Taste and quality is always key, regardless of any restriction on ingredients or their processing, which is reflected in Raynors’ wider than usual range of Halal products. It works hard to keep the varieties on offer close to general market trends.

SERVE IT HOT, HOT, HOT

Considering a hot sandwich or wrap offer? The simple advice from Raynors is to: “Just do it - you’ll never know until you try!” Whatever the weather, Raynors has a great selection of ‘hot eats’, and consumers want to eat them all year round, not just in winter!

On a practical level, Mark Kassapian stresses the need for caterers to ensure they have the right kit to properly heat the sandwich up, and at pace, since customers don’t want to wait, especially busy staff who have limited break times. “Caterers should get cooking as soon as possible and call down the queue to see who is waiting, so service is quick and easy for everyone,” he suggests. “This is also where tech can play a role; enabling people to pre-order hot items so they are ready at the allocated pick-up time saves valuable minutes on a lunch break.

“There is also no need to go too wild with choice; if hot sandwiches are too complex they can then go wrong. A cheese with a combination of either a meat - traditionally pork-based (ham, chorizo or salami) or veg

“The choice of filling varies depending on the day part, [but] bacon is always popular, especially when offered as part of a breakfast or brunch menu”

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(tomatoes, onion or mushroom) - works well. Or even a combination of cheeses is an appealing offer. If caterers want to offer something that commands a slightly higher price point, incorporating flavoured chutneys, mustards or sauces to the sandwich gives it an extra twist."

Making it easy to serve hot sandwiches or wraps, Jestic Foodservice Solutions has a comprehensive portfolio of catering equipment, including the high-speed XpressChef range for toasted sandwiches, and its Antunes range of toaster and wrap toasters. The simple on-screen operation of the XpressChef 3i and 4i means that any member of the team can operate the equipment and create hot sandwiches from scratch, whilst the ease of menu programming ensures that food will be prepared exactly to the chef's demands, and consistently served in perfect condition to customers. The extensive Antunes range, available exclusively through Jestic Foodservice Solutions, includes the Antunes Vertical Contact Toaster which gives buns a consistent, golden-brown finish so they don't soak up the juices from some fillings, helping sandwiches stay firm and delicious. The VCT-2000 features a built-in belt wrap that ensures bun marking is minimal, extending the range of delicious sandwich and wrap options available to those seeking convenience without compromising on taste.

Product Director of Jestic Foodservice Solutions, Michael Eyre, also recommends hot-holding technology, which allows hot sandwiches and wraps to be prepared in advance, and offers the versatility to cook in batches instead of to individual order, whilst maintaining the anticipated taste and texture.

PRESENTATION AND APPEAL

There is little doubt that sandwiches and wraps are a beloved staple of our diet, but how can caterers elevate them and make them stand out from the crowd?

Mark Kassapian suggests looking to regional specialities for a different carrier, such as barmes or baps, cobs, rolls and stotties. "Find something local that isn't in the competition shop," he says. When it comes to presentation, make sure the display is colourful, featuring hand-cut breads, fresh fillings and full sandwiches that are bursting with flavour - not a thin sliver of ham and processed cheese. "All of these things elevate the sandwich from just a bite to eat to a genuinely enjoyable meal that they will likely buy again."

Raynor Foods is guided by public demand, and recognises that every market and sector has its own preferences. The key is to be



“Hot-holding technology ... allows hot sandwiches and wraps to be prepared in advance, and offers the versatility to cook in batches”

able to provide the appropriate and most suitable carrier for the intended customer and everything should be (literally) on the table if it increases the chance of uptake.

On the patient menu, Raynors insists there is nothing humble about its sandwich offering, saying it believes they are as good as they can make them. Whilst there is always room for new flavours and new ideas in presentation, the best accompaniment to a patient sandwich presentation is always a smile and a few words.

In retail, Raynors recommends meal deals as a proven way to move sandwiches, or offer portion control sauces to go with them, or try a soup and sandwich combo offer that will pique the interest of customers.

One final suggestion from Mark Kassapian: "Harness data on the most popular sandwich

and wrap flavours, and then ensure these are delivered really well. For example, offer them on different bread carriers such as sourdough, granary, wraps and gluten-free options, pair them with a snack and drink to create a good-value offer, think about how they are presented - could they be offered either hot or cold, packaged in biodegradable boxes or could wraps be kept warm in foil to create more of a burrito effect."

And from Raynor Foods, make sure you're buying from a safe and reliable supplier. Nothing counts more than this. 

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FARMERS ARE THE FUTURE

CLIMATE CHANGE AND OUR FOOD SYSTEM ARE INTRINSICALLY LINKED, WITH THE CHALLENGES OF REDUCING CARBON EMISSIONS THROUGH CHANGES TO OUR DIETS A HOT TOPIC FOR DEBATE AND INFLUENCE. HOWEVER, THE PROBLEM IS NOT JUST WHAT WE EAT, BUT HOW THAT FOOD IS PRODUCED, WITH GROWING RECOGNITION THAT BRITISH FARMING NEEDS TO TRANSITION TO USING METHODS THAT SUPPORT NET ZERO AND THE RECOVERY OF NATURE.

The UK is one of the most nature-depleted countries in the world, according to the 2023 State of Nature Report, with a broken food system that is failing people and the planet. Farming practices that have evolved for mass production of cheap food using mechanical aids and artificial inputs that are damaging for the environment and wildlife are partly responsible, but this can be turned around. Farming practices may be part of the problem, but they will also be the solution, with a shift to regenerative systems. How we get there, though, is the challenge.

ORGANIC, REGENERATIVE & AGROECOLOGY

These are all terms that we are hearing about more and more, but what do they mean and what is the difference between them?

Organic is probably the most widely understood and the best regulated, requiring certification before products can be grown, processed or marketed as organic. In organic farming and food production, the use of weedkillers is banned, even naturally-derived pesticides are strictly controlled, no artificial fertilisers are allowed and animal welfare is given the highest priority, including no routine use of antibiotics.

Organic farming is one example of agroecology, which is more widely defined as the application of ecological principles to agricultural systems and practices - or the branch of science concerned with this - with ecology being the study of relationships between plants, animals, people and their environment, and the

“Farming practices may be part of the problem, but they will also be the solution, with a shift to regenerative systems”

balance between these relationships.

There are many definitions of regenerative agriculture, but in essence it is a way of farming that is in harmony with nature, and which at the same time as producing nutritious food, also improves the environment. It does this through approaches such as focusing on soil health and increasing biodiversity.

GOVERNMENT RECOGNITION

The Government appears to have recognised the need for change in our farming system, but campaigners say it isn't going far enough to support farmers and drive change.

A report from the Office for Environmental Protection, published in January, reviewing the Government's Environment Improvement Plan highlights a lack of action on Government commitments to reduce pesticide use, protect hedgerows and restore biodiversity.

“Farmers hold the solution,” insisted Soil Association Policy Director Brendan Costelloe, commenting on the report. “Pollution



levels from intensive livestock production remain unacceptably high, and Government must introduce a fit-for-purpose system to prevent this by putting farming at the heart of the solution to the nature and climate crises ... It is clear we need a wholesale shift from degrading, intensive agriculture to organic and agroecological farming, yet the Government's ambitions currently fall far short of this."

Speaking to the Oxford Farming Conference in January, Environment Secretary, Steve Barclay pledged more support for Sustainable Farming Incentive (SFI) actions, including paying farmers more for taking part in environmental and management schemes, as well as "more schemes to support environmental action that underpins profits for food production by supporting SFI actions that promote healthy soil, increased pollinators and precision farming."

He also promised to update the Government Buying Standards for Food and Catering (GBSF), "to emphasise the importance of buying food with high environmental and welfare standards." The publication of the new GBSF is still awaited.

The promise of more funding was welcomed, with renewed calls from The Soil Association to double the budget for agroecological farming to achieve the transition to a resilient system where all farmers work in harmony with wildlife across their land. "This is essential in the face of the escalating climate and nature crises - small tweaks to the status quo will not be enough," said Chief Executive, Helen Browning.

In February, the Prime Minister, Rishi Sunak, told the NFU annual conference: "Farming is going through its biggest change in a generation." However, he was criticised for not driving forward investment in research, advice and support for farmers to move away from dependence on damaging and expensive inputs, and encouraging fair supply chains where climate and nature-friendly production is incentivised.

DRIVING TRANSITION

Last year WWF-UK, in collaboration with experts from across the food value chain, published a roadmap to explore how to accelerate and finance a regenerative and just agricultural transition in England, that delivers for farmers and works for the planet. It's a roadmap to support, guide and accelerate, to ensure farmers receive the support they need as well as a fair market return for producing healthy and nutritious food, and are rewarded for tackling climate change and restoring nature. The roadmap stresses that an 'all hands on deck' approach is necessary across the value chain, to support regenerative practices and cautions: "There are many ways forward, but no way back." 

LEE SHEPPARD, DIRECTOR OF CORPORATE AFFAIRS,
POLICY AND SUSTAINABILITY AT APETITO UK

PROMOTED CONTENT

SUSTAINABILITY SPOTLIGHT

WILL THE GOVERNMENT BUYING STANDARDS (GBS) FOR PUBLIC SECTOR CATERING PROCUREMENT BE FIT FOR PURPOSE?

As we await the publication of the proposed new standards, there is real concern that the Government Buying Standards for Food and Catering (GBSF) – that are central to hospital food procurement - are flawed.

The GBSF risks negatively impacting food within hospitals without driving improvements in catering standards, or desired sustainability and health outcomes.

The key failing with the GBSF are Defra's proposed 'local regions' in which food should be both grown and consumed. These regions have been merely dictated by county lines and bear absolutely no resemblance to UK farming geography – making them unfit for purpose and impossible to achieve. This approach risks creating a complete mismatch of supply and demand across British farming.

Defra is also advocating higher environmental production standards for food. We completely support certification as a strong mechanism to drive improvement. However, the concern lies in LEAF being promoted as the single identified certification scheme, despite less than 50% of farms in the UK currently having this accreditation. A wider choice of alternative schemes ought to be supported, as per the previously proposed "Plan for Public Procurement".

Another clear challenge is the attempt to use 'local' as a proxy for better sustainability. When attempting to implement a science-based response to Greenhouse Gas reduction objectives, the 'food mile' is an outdated concept, one challenged by rafts of evidence. To quote the National Food Strategy: "It is worth noting that the transport of food – the famous "food mile" – actually accounts for only 13% of the food system's total carbon footprint".

The local maps approach also risks damaging SMEs. I can foresee challenges to their future growth by restricting their ability to gain national contracts. Shouldn't the GBSF be providing an approach that fosters the growth of SMEs across the UK instead of restricting it?

Finally, the standards have clearly ignored expert guidance in fish sustainability claiming that Tuna and Prawns should not be procured, despite species being rated as sustainable in the Marine Conservation Society "Good Fish Guide". I can only assume this is simply because they cannot be procured on "local" shores – making it clear that Defra should leave fish sustainability guidance to the experts.

I believe Defra should be supporting British sourcing, rather than a misinformed notion of local to deliver a strong future for UK food and drive real improvement for the public sector.

[apetito.co.uk](https://www.apetito.co.uk)

DRINK UP

HOT DRINKS COUNT TOWARDS ESSENTIAL HYDRATION FOR PATIENTS AND STAFF IN A HOSPITAL ENVIRONMENT. HOSPITAL FOOD + SERVICE DELVES INTO OPTIONS TO IMPROVE PATIENT UPTAKE OF HOT BEVERAGES AND HOW TO MAXIMISE THEIR POTENTIAL IN THE RETAIL ENVIRONMENT.

“I would always recommend trying to create a range of options,” says Maxine Cartz, Healthcare Dietitian at Medirest, Compass Group UK & Ireland, reflecting particularly on the need to ensure patients remain hydrated.

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, which alongside medical conditions could include depression, being in an unfamiliar environment and loss of appetite, which is often associated with illness and its treatments.

“Regular hot beverage rounds are the norm in hospital and offering hot beverages can be a good way of getting more fluids into patients, so that we can support their hydration,” Maxine continues. “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 a good option too. We can also provide mugs instead of cups to increase volumes of hot drinks served.

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

A BRITISH CLASSIC

Why not look to a choice of hot beverages that can help to boost hydration and which the patients will genuinely enjoy too, is the suggestion from Rebekha White, Horlicks Brand Manager at Aimia Foods.

“A favourite among the hospital community is Horlicks - after all, not only is this comforting, malted blend enriched

with vitamins and minerals, but it serves to keep hydration levels high, especially when made with whole milk. Studies have shown milk to be more hydrating than plain water* through sugar lactose, protein and fat, which all help to slow the emptying of fluid from the stomach, allowing hydration to happen over a longer period.”

PLANT-BASED MILKS

Alternatives to dairy milk are continuing to grow in popularity, and consequently availability and choice is wider now than ever before. “This is good news for people with food allergies and intolerances, people who follow a vegan diet or those who simply want to avoid animal milks from an environmental position,” Maxine says. “Plant-based milk alternatives come from different plant proteins, including nuts, seeds and grains and therefore generally they contain some fibre, and in some cases, they are fortified with calcium and vitamin D.

“The more popular plant-based alternatives are from soya, oat, almond, coconut and rice. However, other more unusual nut milks such as hazelnut and cashew are growing in popularity and can add a delicious nutty flavour to hot beverages, particularly speciality coffees. If you look hard enough, one can find some even more unusual milks such as pea and hemp!”

Claudine Bergeron-Girard, National Account Manager for the We Proudly Serve Starbucks® Coffee Programme from Nestlé Coffee Partners, reports oat milk becoming a particularly popular option for consumers.

Nestlé Coffee Partners’ recent report ‘Catering, Coffee & Customer Comfort in Healthcare’ offers insight into what hospital catering professionals both want and need from a beverage offering. Providing access to hot beverages 24/7 is a crucial part of this and also generates an opportunity to maximise revenue. Additionally, it considers the power of choice and satisfying dietary





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“As changing tastes and trends continue to develop, the retail hot beverage menu found in a hospital needs to keep pace with demand”

needs. As changing tastes and trends continue to develop, the retail hot beverage menu found in a hospital needs to keep pace with demand, and offering plant-based milk alternatives, iced and decaffeinated options that consumers can customise is key.

The report found that 92% of healthcare catering professionals think it's important to provide access to hot beverages 24 hours a day. As hospitals operate round the clock, having convenient solutions in place for staff, visitors and patients to access drinks is key. “Self-serve solutions offering high quality beverages in high traffic areas, or locations that may be remote from current beverage facilities is something we've found a lot of hospitals can benefit from, but additionally for staff, it's ensuring there are comfortable places to sit and relax out of hours to enjoy their hot drink and take that well-deserved break,” Claudine adds.



CUSTOMISING OPTIONS

In addition to offering quality and variety, Nestlé has also identified that consumers like to customise their beverages - from flavours, to choice of milk for example. Through the We Proudly Serve Starbucks® Coffee Programme Nestlé Coffee Partners offers four seasonal campaigns a year, which hospital customers can run in their café. This summer, the programme is launching Starbucks Refresha® Drinks in Cool Lime and Strawberry Açaí, which offer those in need of refreshment in the summer months an alternative to coffee that's proven popular in Starbucks® stores.



“Offering hot beverages can be a good way of getting more fluids into patients, so that we can support their hydration”

DON'T FORGET CONVENIENCE

To meet the widest needs of staff and visitors with a hot beverage offering across the hospital estate, convenience has to be key, which is why self-serve and vending solutions tend to feature in the mix to some extent. However, to satisfy customers with a vended hot beverage option, the quality of drinks served is paramount, and milk is a key ingredient for making most vended hot drinks.

“At Aimia Foods, we are proud to offer the UK's leading granulated skimmed milk option - Milfresh,” says Karen Green, Marketing Manager at Aimia Foods. “Specifically developed for vending, Milfresh Gold has long been trusted for its superior performance within automated machines. This is thanks to its unique granulated formula created with a low heat drying process that protects the protein, amino acids, minerals and vitamins, therefore producing a rich, creamy, natural taste which is as good as fresh milk. In fact, Aimia Foods commissioned independent consumer research (conducted by the University of Oxford Brookes) which showed that two out of three people couldn't tell the difference between fresh skimmed milk and Milfresh, and 64% of participants even stated that they preferred the taste of Milfresh.

“HVO-free and fat-free, Milfresh contains all of the goodness and creamy texture of milk, just in an easier, non-refrigerated, format.”

* [cbsnews.com/boston/news/milk-hydration-better-than-water-study-drinks-scotland](https://www.cbsnews.com/boston/news/milk-hydration-better-than-water-study-drinks-scotland)

aimiafoods.com
compass-group.co.uk
nestleprofessional.co.uk/coffee

Hot beverages are vital for offering patients, staff and visitors moments of comfort in the 'always-on' nature of healthcare. Nestlé Coffee Partners is delighted to share its free-access report, 'Catering, Coffee & Customer Comfort in Healthcare', offering key insights into current challenges and identifying food and beverage opportunities. The report provides insight that is relevant for anyone working in healthcare catering.

THE POTENTIAL OF BRANDED COFFEE

The report finds that despite 96% of healthcare professionals recognising the importance of hospital catering for wellbeing, only 28% have a branded coffee option available, presenting a massive opportunity for creating memorable experiences through established brands.

ROUND-THE-CLOCK NEEDS

Key findings also highlight the importance of offering 24/7 access to hot beverages, with 92% of respondents citing its importance. A third are unsatisfied with current out-of-hours beverage options, so there's significant scope for convenient, self-serve solutions.

QUALITY Vs RISING COSTS

Despite the vital role of hospital catering, only 64% of professionals believe staff and visitors are satisfied with their beverage offerings. Rising costs emerged as the top concern, highlighting the need for innovative, cost-effective solutions.

MEETING DIVERSE DIETARY NEEDS

The report also shows how there's still plenty of room for progress in addressing dietary needs and emphasises the ongoing importance of offering more diverse choices.

SOURCING SUSTAINABLE ALTERNATIVES

Taking a step towards sustainability, the report features actionable strategies, including an expert take on the matter from Tim Radcliffe, Net Zero Food Programme Manager at NHS England, who discusses ethical practices and cup rental schemes.

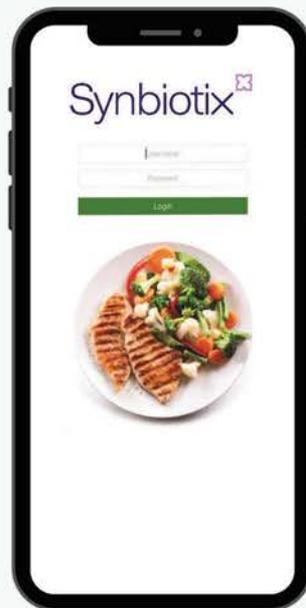
If you would like to read the free report, please contact Claudine at [Claudine.Bergeron-Girard@uk.nestle.com](mailto:Bergeron-Girard@uk.nestle.com)

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APPETITE FOR CHANGE

IN 'CAN A CUP SAVE THE PLANET', FOOTPRINT INTELLIGENCE, IN ASSOCIATION WITH MEIKO UK, EXPLORES THE OPPORTUNITIES TO REMOVE SINGLE-USE PACKAGING FROM FOODSERVICE AND REVEALS THAT THE PUBLIC WANT ACTION.

Most hospital caterers have already begun their journey to remove unnecessary single-use packaging, including hot beverage cups, by moving to reusables. However, even for those who kick-started this process a number of years ago, there remains much to do. The good news is that there are so many positives to be gained that it often begs the question, why did we wait so long before tackling this issue?

NHS Supply Chain estimates that: "A switch from single-use sets (including plastic cutlery, plates and polystyrene trays) to a reusable type could save the average NHS hospital 50-100 tonnes of CO2e a year, equivalent to 185,000 car miles, and could mean potential savings of £30,000 per year." It's a no-brainer isn't it?

Furthermore, one of the key takeaways from a recent Round Table event, hosted by HEFMA and healthcare meals provider, apetito, which saw hospital caterers and facilities managers sharing their experiences of this process so far, was that often barriers are imagined that in reality may not exist.*

THE SURVEY SAYS

The data that underpins 'Can a cup save the planet' was based on a survey of UK adults, which found:

- Nearly 30% say they hate single-use food and drink packaging

- One quarter say it makes them feel guilty
- Nearly one in five say they think badly of a restaurant or takeaway brand when they see its discarded packaging
- 48% want restaurants and takeaways to take responsibility for providing convenient reusable packaging
- 41% think restaurants and takeaways should urge their suppliers to use reusable crates and containers
- 47% would use a cup or food container supplied by a restaurant if they could drop it in a collection point after use

Furthermore, the report gathered evidence around the success and potential of reuse schemes. It found that 95% return rates of reusables have been achieved in diverse settings, including hospitals. Life cycle analysis shows reusing packaging items can reduce environmental impact in as little as five uses compared to single-use, and that's after factoring in washing, and transport if items are sent to a central warewashing facility rather than cleaned on site. Reuse schemes can be cost-efficient and even produce substantial savings in the medium to long term.

ALTERNATIVE REUSE SCHEMES

In a business-to-consumer facing operation, such as the hospital catering service, there are a number of different approaches to a reusable solution, which are already tried

"There are so many positives to be gained that it often begs the question, why did we wait so long before tackling this issue?"



and tested. The most straightforward of these is a simple switch. Swap your single-use items for reusable alternatives that are owned and washed by the catering service. This is a perfect solution for closed sites, so works well for hospital staff who are using the same facilities every day, but may not be so convenient for visitors. The second option is a rental service through a reusable supplier. In this model products which are often generically branded are shared across numerous operators and tracked, using QR codes and/or radio frequency identification (RFID) chips. They are collected on the site and washed either at participating outlets or an external provider. The third alternative is a sign-up scheme. Typically managed via apps, these systems track individual customers' use and return of reusables, again using QR codes or RFID, and enable loyalty points to be awarded. In addition, the non-return of rented items is identifiable and may be charged.

"Overall, the reuse model is evolving from operators purchasing reusable packaging to renting it. That's driven in part by the innovative approach of providers," the Footprint Intelligence report notes.

BARRIERS - REAL AND IMAGINARY

We have already pointed out that there is a tendency to put barriers in place where they may not exist. Footprint Intelligence also surveyed consumer views around reusables and found that 47% would use reusables if they are supplied by the venue.

WHAT STOPS THEM?

- 33% of people forget to bring their own
- 26% said there was no barrier and they usually use a reusable cup or container



“73% of people in the UK think more needs to be done to make it easier to choose reusable food and drink packaging”

- 20% of people don't want to carry their own containers
- 15% don't want to deal with a dirty cup or container after they've used it.

It is clear that reuse is something people will embrace if it's made easy, and indeed, 73% of people in the UK think more needs to be done to make it easier to choose reusable food and drink packaging.

The inconvenience of reusables can be minimised with well-situated collection points, automated tracking, user-friendly apps and loyalty schemes which don't add complicated steps to purchase and include clear instructions. These measures can spell reuse success. Other factors to consider in encouraging that vital shift from a 'throwaway' to a 'reuse' culture include operating at scale through shared collection and infrastructure. Many NHS Trusts and Health Boards have sufficient scale across their own operations to enable the catering and facilities teams to devise the solution that best-suits them. However, there is also a view, and an ambition among some suppliers, to collaborate and define a system working through WRAP with Reposit, which would introduce a standardised approach. Here, the argument is that there is no point in different organisations repeating expensive trials that go nowhere and just work in isolation when what is needed is action, and "transformational innovation."

It is very clear though, that as a partially

closed-site environment, and an anchor institution, NHS sites have a key role to place in introducing reuse concepts and normalising reuse behaviour. Once that behaviour is established and becomes the norm, it spreads.

WIDER PICTURE

So far, activities would appear to be focused on the more visible packaging items, with hot beverage cups being a particular example, but these are really the tip of the iceberg. Already some larger operators are turning their attention to the entire kitchen operation, and the wider supply chain. There are some simple swaps to be had - for example, in the kitchen replacing baking paper with silicone baking mats and reusable containers with lids instead of clingfilm, and in the supply chain working with suppliers to opt for reusable pallets/crates, tote bags and bulk containers.

Waste is becoming a pet hate, and consumers are starting to push for change. The NHS can be at the forefront of delivering that change. 

* *Hospital Food + Service*, and *HEFMA Pulse* magazines, will report on this event in more detail in the May/June issues.

To download the Footprint Intelligence report, go to: meiko-uk-co.uk/en/footprint-reusables-report





NEW PRODUCTS

CENTRAL FOODS ADDS TWO NEW FLATBREAD WRAPS

Two new flatbread wraps from Baked Earth Bakery are now available to the foodservice and catering sector via frozen food distributor, Central Foods.

The fully baked, round, Turkish-style wraps and the Greek-style wraps can be packed with tasty ingredients to make a light lunch, a food-to-go snack or used as an accompaniment to dips. Both suitable for vegans and vegetarians, the new wraps are warmed from frozen in 4-5 minutes in an oven or in a few minutes under the grill. They can also be defrosted and eaten cold.

The flatbreads are an ideal replacement for tortillas for foodservice professionals who are keen to offer their customers something extra special.

Both approximately 200mm in diameter, the Turkish style is topped with brown and yellow linseeds and kalonji (black onion) seeds, while the Greek style is embedded with ancient grains, such as linseeds, sunflower seeds, millet, wheat flakes, oat flakes, barley flakes and crushed rye.

www.centralfoods.co.uk



RATIONAL LAUNCHES NEW PRODUCT CATEGORY

With its new iHexagon, RATIONAL has succeeded in co-ordinating steam, hot air and microwave technology so intelligently that the highest food quality is possible in the shortest possible time, evenly across all racks in the 6-1/1 unit. After introducing the combi-steamer and the iVario, this marks the third occasion in the company's history where it has pioneered a new product category.

The iHexagon is aimed in particular at customers focused on quality and speed. It is capable of generating substantial quantities, and thanks to its speed it is able to quickly serve fresh food or heat up snacks in just a few seconds. This translates to an end of queues and a boost in sales instead.

RATIONAL says the iHexagon will be of particular interest for kitchens that are geared towards standardised dishes and processes. This is where ConnectedCooking, RATIONAL's digital kitchen management system, really comes into its own. MyDisplay, for example, which shows the most important functions individually on the display, can be set up via ConnectedCooking and distributed to all cooking systems, enables operation at the touch of a button and makes life easier, especially in kitchens with lower skilled staff.

www.rational-online.com

HOBART LAUNCHES COMPACT KITCHEN CAMPAIGN

With space at an increasing premium and operators looking to drive cost efficiencies wherever possible, Hobart is introducing its Compact Kitchen solution - a suite of just four innovative, space saving machines that it says can provide total cooking and warewash performance for operations with restricted kitchen footprints.

The line-up, including a compact Minijet combi oven, multi-functional Precipan, High Speed Steamer and the company's ground-breaking Two Level Washer, combine to make the ultimate compact kitchen solution for operators looking to do more with less.

With every piece of catering equipment having to earn its footprint in the modern professional kitchen, the Peterborough-based manufacturer - an expert in innovation, with a reputation for developing machines that make kitchen life easier - has created the Compact Kitchen solution to help small kitchens operate more efficiently and help operators to reduce kitchen space requirements to increase profitable dining capacity.

www.hobartuk.com/compactkitchen



EXTENDED WARRANTY ON ARCTICA REFRIGERATION RANGE

Lockhart Catering Equipment is offering customers greater peace of mind with an extended full support warranty from two years to three years on selected models of the exclusive Arctica refrigeration range.

Combining reliability and competitive pricing, the Arctica range includes various light, medium and heavy-duty refrigerators and freezers, designed to meet the demands of busy commercial kitchens. The new extended warranty covers some of the most popular models in the range, including Arctica's heavy duty upright refrigerators and freezers, refrigerated preparation counters, blast chillers, chest freezers and triple, double and single-door bottle coolers.

www.lockhart.co.uk/arctica





UNOX TAKES CLOUD-BASED REPORTING TO NEW LEVELS

With the launch of its Data Driven Cooking (DDC) 2.0, Unox is driving reporting, analysing and energy management to an all-new level.

Taking many of the features from the original DDC, found on many of the existing models in the Unox portfolio, DDC 2.0 has been designed to deliver effortless oven management - either in an individual kitchen or across an entire estate. Focusing on enhancing the user experience, the new system allows operators to group units by region, chain/brand or oven type, provides a comprehensive overview of individual ovens in real time and delivers detailed analytics to aid ongoing energy saving.

Operated through an iOS or Android app or computer dashboard, the software displays the most relevant information including live cooking and washing insights, as well as a detailed overview of cumulative working hours. Drilling down to an individual appliance, businesses can quickly access key product information, warranty details and alerts. The cloud-based dashboard also details a complete HACCP log, colour-coded for rapid representation and downloadable for complete compliance.

www.unox.com



GRAB AND GO NEVER LOOKED SO GOOD

With the release of the latest versions of its Gem Multideck range, Williams Refrigeration is highlighting the advances it has made in the range of customisation options that allow operators to perfect the look of their display.

Williams Multidecks are designed to maximise available display area and performance while delivering cost savings through energy efficient operation. This is achieved by combining Williams' technical know-how, refined and developed over decades, with a keen understanding of what makes a great looking display. The Multideck's operating temperature range is from +3°C to +5°C, making it ideal for chilled grab-and-go foods.

Customisation options include additional LED strip lights, inset within the ticket holders, which enhance the display while using little energy and generating minimal heat. There are also night blinds, security shutters, front doors, either sliding or hinged, rear loading doors for easy restocking of goods, impulse snack selection baskets for added merchandising potential, food tray slides, glass shelves and mirrored panels, all of which mean they can be specified exactly to the customer's requirements. Furthermore, there's the option of remote refrigeration, and the ability to multiplex (suite together) units.

www.williams-refrigeration.co.uk

ON A ROLL WITH THE LATEST HOT HOLDING TECHNOLOGY FROM MODULINE

The all new Moduline HHA series of Hot Holding Trolleys, supplied exclusively in the UK through Jestic Foodservice Solutions, is perfect for healthcare settings requiring food to be transported quickly, efficiently and in perfect condition.

With its ergonomically designed handles, high-grade swivel castors, built-in shock absorbers and low weight, Moduline HHA transports food to any destination easily. The innovative HHA Series features an integrated water tank to effectively manage moisture control, ensuring food avoids dehydration and can be served in optimal condition. The tank itself features overspill control so each trolley can be conveniently transported without fear of spillage. Each trolley door features manual vents for additional moisture control, and the whole range includes removable internal GN-compatible mounting runners for simple post service cleaning. The HHA range is available in a variety of sizes and configurations so there's a unit to suit the needs of any site.

www.jestic.co.uk



MEIKO BOOSTS SUSTAINABLE CREDENTIALS OF THE UPSTER RANGE

The UPster rack transport dishwashers from Meiko now boast 38% less water, detergent and rinse aid, and 21% less energy consumption compared to the previous model KM280, thus reducing operating costs.

The UPster K range provides top-quality cleaning with minimum space requirements. It comes in a choice of lengths, giving caterers precisely the dishwashing capacity needed, from 120 racks per hour to 150, 190 and 210.

There is maximum flexibility for dishwash design because UPster K can take a variety of shapes using powered exit and entry curves, tabling and sorting racking.

Heat recovery systems come free with UPster K because they are built in at the factory. Given sufficient air changes, no direct exhaust air connection is usually required because heat recovery effectively manages air quality.

www.meiko-uk.co.uk





THE LAST WORD

THE LAST WORD

STEWART NIMMO, CATERING MANAGER AT THE QUEEN ELIZABETH HOSPITAL IN KING'S LYNN, SHARES HIS VIEWS AND EXPERIENCES OF WORKING WITHIN NHS CATERING, A PROFESSION HE JOINED, AT THE SAME TRUST, IN SEPTEMBER 1991. HE IS ALSO A DIRECTOR OF THE HOSPITAL CATERERS ASSOCIATION, ON THE EXECUTIVE TEAM.

ACHIEVEMENT

Without a doubt, moving the catering department forward by adopting digital technology. We introduced electronic patient meal ordering in 2020, so it's been in place, and working well, for four years now. We are now working on digitising our HACCP. This is in its early stages still, but we have the tablet set up for all the different areas in the kitchen, so for instance, for the kitchen porters to check the temperature of the food coming in, for the chefs to check the hot holding temperatures, the cleaning schedules and so on. I'm really proud of the way the staff have taken to this. I remember the push-back when we introduced the electronic meal ordering and expected a similar issue, but everyone seems to be enjoying it.

DEVELOPMENT

I think it has to be the ongoing issue of 24/7 food and drink for staff and also net zero. We introduced 24/7, as a manned facility, two years ago and it has worked for us, but we're still hearing so much about it with other Trusts. There are some good vending companies to support smaller sites. I was also asked to get involved with work towards net zero and we have a lot of things in the pipeline. I'm looking at food waste. We had a digester that didn't work for us, so I'm now looking at a different digester. We've taken disposable cutlery away - all our cutlery is metal, and all our salad boxes are recyclable. We still have a lot to do, but this is a proactive Trust and we are working hard.

CHANGE

Within our retail operation, I would reduce the size of the main dining room if I could, and have more pop-ups around the site for the smaller units. The hospital is quite spread out. Pop-ups in more areas would mean staff don't have to walk so far on their breaks, and this style of food service is so versatile. I'm also looking at an online ordering system

for staff, so they can download an app, place their order directly with the catering team, and collect when they want to. Both of these would save valuable time for staff.



MOTIVATION

I really enjoy my job. I enjoy meeting the patients, interacting with ward staff and dietitians, speaking to my team each morning, listening to them and being there if they have problems or issues that they want to discuss. Sometimes I just enjoy sitting back and watching how well the staff have coped with the many changes they've experienced in recent years. I've got a really great team. I also enjoy talking to the patients - even if they have a complaint!

SUPPORT

The national team at NHS England seem to be doing a lot, but sometimes we don't get to hear about all of the projects and trials or the full end results. I think we are poor at publicising the good things we do. Some consistency around waste food would also be good. Everyone is measuring and reporting differently, so a common way or a formula and agreement over what we are actually weighing and how would be useful. 



PLAYING THE PUB QUIZ AT THE HCA FORUM ICE-BREAKER DINNER IN 2023, WITH HFS EDITOR, AMANDA ROBERTS



NHS

NHS SUPPLY CHAIN

COME VISIT US AT THE HCA FORUM 2024

NHS SUPPLY CHAIN SPARKS NEW BEGINNINGS FOR SPRING 2024 WITH NEW CULINARY CONCEPTS, FRAMEWORKS AND MORE...

We are excited to be a part of this year's Hospital Caterers Association (HCA) Leadership and Development Forum at the Macdonald Aviemore Resort in the Cairngorms National Park in Scotland. The HCA Forum provides great opportunities for those who are new to the NHS and current partners to find out more about NHS Supply Chain: Food, as well as the healthcare and procurement industry. If you are attending the event, come say hello and connect with our procurement, account management, culinary and dietetics teams to hear the latest on our new frameworks, culinary concepts and more. We really look forward to seeing you there, you can find us at stand 23. See you soon!

NEW CULINARY CONCEPT, 'MORE PLEASE'

Our culinary and dietetics teams take great pride in supporting NHS Trusts across the UK to provide healthy and innovative food options for patients and visitors, as well as inspiration for Trust chefs and culinary members. Since November 2020, the team have launched eight exceptional food collections, known as 'Culinary Concepts', including Khana Khana, Root Kitchen, Bamboo, Hatched, Great British Dishes, Gustoso, Cakes and Bakes, and the latest addition, Grab and Go.

The team are now preparing to dish out another brand-new Culinary Concept aimed to revolutionise and refresh children's feeding within NHS Trusts, providing friendly foods for little ones and big kids that are delicious, packed full of flavour and most importantly, nutritious. Launching this month (March), the fresh new concept named 'More Please', includes a vibrant range of offerings for breakfast, lunch and dinner, as well as options that can be served outside of mealtime hours, which will be sure to make you want to say, 'more please'. Each item within the concept has been thoughtfully curated and nutritionally analysed by our expert team to ensure each child has a healthy and enjoyable culinary experience that can help them to heal.

The launch of the new concept marks a significant milestone in our mission to elevate experiences for patients and visitors, and honour Sophie's Legacy, which was the inspiration behind this concept to help improve hospital standards in children's feeding. So, get ready for the new concept, and of course, plenty of requests for seconds.

If you would like to find out more about 'More Please', contact the NHS Supply Chain food: Culinary and Dietetics team.

NEW FRAMEWORK LAUNCHES FOR MARCH 2024

This March, we are delighted to reveal two new frameworks that aim to evolve and streamline our procurement operations within NHS Supply Chain: Food. Introducing the Delivered Ready Prepared Meals (DRPM) framework, boasting an expanded supplier base from 15 to 31, and the addition of two new lots - lot 3, for Retail Ready Prepared Meals, and Lot 4, for tailored solutions for small sites including community and mental health. With a focus on scalability and adaptability, DRPM is set to enhance flexibility and efficiency in procurement processes. Alongside this, our new Multi Temperature Distribution (MTD) framework offers a range of food products including chilled, ambient and frozen from a singular supplier. Designed to align seamlessly with Trust requirements while maximising savings opportunities, these launches mark our commitment to proactively enhance operations and provide confidence in the strength of our supply chain.

To find out more about the new frameworks, please contact your NHS Supply Chain: Food Account Manager. 





NHS

NHS SUPPLY CHAIN

FRAMEWORK DIRECTORY

AMBIENT FOOD AMP



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- 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

MULTI TEMPERATURE PRODUCTS

- AIMIA FOODS LTD
- BFS GROUP LTD T/A BIDFOOD
- BRAEFORGE LTD T/A PENSWORTH
- 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
- MARRILLO 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

THE REALITY OF HOSPITAL STAFF CATERING

HOSPITAL STAFF CATERING IS FACING A CRUNCH POINT. INCREASED OPERATIONAL COSTS COMBINED WITH A FEAR OF RAISING MENU PRICES IN A COST-OF-LIVING CRISIS IS RESULTING IN MANY CATERING AREAS NOT GENERATING THE REVENUE REQUIRED. MARK KASSAPIAN, MANAGING DIRECTOR AT LITMUS RETAIL, LOOKS AT WHAT HOSPITALS CAN DO TO HARNESS THEIR STAFF CATERING AREA AS AN ASSET AGAIN, MAKE IT WORK HARDER AND ADAPT THE WAY IT'S RUN TO ENSURE THE BUDGET IS BALANCED.

Hospitals are facing a dilemma with their on-site staff catering where they are trying to marry how much their staff are willing to pay for meals vs supporting them through the cost-of-living crisis through subsidised food.

The reality is that many hospitals are putting off price increases, for fear they will alienate their staff or make the price of the food unaffordable. Which perhaps is fair as a survey last year from NHS Charities Together revealed that more than half of NHS Trusts and health boards are either providing or planning food banks for staff. However, it would be wrong to think that all hospital staff can't afford the going rate for food. Because many can. And the staff catering restaurants usually offer very good value, even with a price increase factored in; far better than typical high street eateries.

Hospitals can't continue absorbing increased food costs, higher labour costs and energy bills, without balancing the pricing somewhere along the line. The staff catering area should be viewed by hospitals as an asset, as opposed to a liability. It accommodates many, offers staff a value-driven meal and is on-site, so there is no need to venture outside and waste precious minutes of a lunch break. If utilised correctly, it could be a staff retention tool; an added benefit and perk for NHS workers.

The question is - what should hospitals do? Firstly, they can reimagine the space. In most hospital settings, the staff dining area is fairly large and able to seat many. Instead of having all dining tables and chairs, there could be some lounge-style seating set up in one area, to be used for informal team meetings during the day, alongside hot drink and snack options, to help encourage increased revenue.

It's also key that hospitals get to grips with staff eating habits, as consumer behaviour has changed radically in recent years. People are flexing their eating with all-day breakfast, brunch, innovative snack options and grazing throughout the day all



popular. With this in mind, the lunch time rush of 12-1.30pm may not happen anymore; 'lunch time' now looks more like 11.30-3pm. Therefore, people come in spread over a longer time frame meaning the dining space could be reduced, along with operating costs.

The 24/7 catering offering is another consideration as the National Standards for Healthcare Food and Drink stipulates that staff should have access to nutritious food and drink 24/7. It's not realistic financially to open the dining area or provide catering staff around the clock, so inevitably this has seen the introduction of vending solutions, micro-markets, unmanned retail and smart fridges, which offer self-serve options day and night.

We're seeing some great innovations - Aldi recently launched its robotic pizza vending machine and Iceland trialled a new frozen vending machine with Myprotein at Fitness First gyms. These types of innovations will naturally lead to a drop in staff accessing the main restaurant, which again helps to reduce the space, along with labour and operational costs.

Finally, when we work with NHS Trusts, we encourage them to review their menu offering and ensure it's aligned to what consumers are looking for, to help drive maximum spend. Offering two hot desserts may have been the norm years ago, but today very few consumers will want a treacle sponge and custard every lunchtime. They are seeking more exciting and interesting things, as well as being more sophisticated when it comes to sugary and heavy items.

For staff dining areas to be an asset, and justify price increases to ensure a viable financial operation, it's about aligning the right menu offering, in the right environment, that means staff are getting a good-value meal or snack, that they genuinely enjoy and will return to again.

For further information please visit: litmuspartnership.co.uk/services/litmus-retail.

UNOX UK STAND NO 20

T: **07513 726947**
 W: **www.unox.com**

Represented by:
Ben Ross - Key Account Manager

Unox is a globally recognised company specialising in commercial cooking solutions. Our expertise extends beyond individual products to comprehensive culinary systems designed for professional kitchens. For hospital caterers, Unox offers innovative technology that optimises meal preparation, safety and taste. Our commitment to quality ensures that hospital guests and staff receive nutritious and delicious meals, prepared efficiently and with precision.

VALENTINE EQUIPMENT & CUISINEQUIP STAND NO 76

T: **01189 571344**
 W: **www.valentinefryers.com**

Represented by:
Phillip Sanderson - Business Development Director
Carol-Ann Marshall - Regional Account Manager

Valentine and CuisinEquip specialise in some of the world's finest professional kitchen equipment, including the latest in oil saving technology and energy efficiency. Showcasing LightFry commercial air fryers, along with space, energy and oil saving fryers from Valentine, and portable oil filtration from VITO, we offer solutions for every kitchen.

WAFFLEMEISTER STAND NO 19

Visit the stand for more information.

WE PROUDLY SERVE STARBUCKS STAND NO 45

T: **0203 124 1029 (Option 2)**
 W: **weproudlyservestarbucks.com/gb**

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

Brought to you by Nestlé Coffee Partners, the We Proudly Serve Starbucks® Coffee Programme offers a range of served, self-serve and brewed coffee solutions tailored to your business needs. With hot and iced beverages and a calendar of seasonal specialities, you can create an elevated beverage experience that customers know and love.

WEETABIX FOOD COMPANY STAND NO 29

T: **07584 387561**

Represented by:
Kristian Sharp - NAM
Debbie McGowan - Weetabix Food Executive

Ever since the inception of the Weetabix Food Company, we have believed that better breakfasts help to create better lives, and our nutrition credentials are a big part of this.

WEST COUNTRY MILK STAND NO 6

Tel: **07986 506614**
 Web: **www.wcmilk.co.uk/**



Represented by:
Chris Deacon - 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 more than 30 different Trusts across the NHS.

WEXIODISK STAND NO 74

T: **07968 558389**
 W: **https://wexiodisk.com**

Represented by:
David Glover - Country Manager
Henrik Florentzson - Marketing Manager

Since we started in 1972 our philosophy has been to work with a focus on quality and sustainability and with the environment as a starting point, without, of course, forgoing ergonomics and a good working environment.

Our functional stainless steel design delivers sustainability and a long service life. Servicing is normally carried out from the front of the machine, and components can be accessed more easily, making servicing quicker.

We think about the person! Improved ergonomics, for example through Autostart, with automatic opening and closing of the hood, reduces repetitive strain injuries and makes the washing process considerably easier.

WINTERHALTER LTD STAND NO 42

T: **07771 797213**
 W: **www.winterhalter.com/uk-en/**



Represented by:
Doiuglas Graham - Business Development Manager
Robin Jackson - Business Development Manager

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 are 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/UBLEY STAND NO 48

T: **07947 169435**
 W: **www.yeovalley.co.uk**



Represented by:
Craig Dillon - Head of Sales, Wholesale/Foodservice
Dan Saunders - National Account Executive

For over 25 years we've tried to make good choices.

Our commitment to bringing you delicious, affordable organic food that supports healthy and sustainable diets is stronger than ever. We're here to help you make every day sustainable choices one glass, spoon or bowl at a time.

REFRESHMENT SYSTEMS LTD STAND NO 60

T: **0800 169 3686**

W: **www.refreshmentsystems.co.uk**



Refreshment Systems Ltd.

Represented by:

Jamie Cochrane - Sales Manager

Jill Edwards - UK Project FIT Manager

Refreshment Systems is a leading national provider of coffee and vending machines within the healthcare sector. Explore our customised solutions, such as the Nightingale Ward beverage trolley, bean-to-cup coffee machines, touch screen vending machines, 24/7 hot food solution, and our state-of-the-art dysphagia drinks machine. Additionally, delve into the telemetry options for enhanced monitoring and management. For the complete solution, make sure to visit Stand 60.

RETIGO UK STAND NO 7

T: **07746 202624**

W: **www.retigo.co.uk**

Represented by:

Aneta Juroskova - Managing Director

Paul Franks - Business Development Manager

Combi oven specialist with its own UK warehouse and support services. A professional approach, three-year warranty, functional design, automatic cleaning, high energy efficiency, lowest water consumption, easy to use, touch display, excellent food and satisfied customers. For hotels, restaurants, schools, healthcare and many others. Best value for money, that's Retigo.

SIMPLY FOOD SOLUTIONS STAND NO 25

Visit the stand for more information.

SIMPLY LUNCH STAND NO 5

T: **07903 700148**

W: **www.simplylunch.co.uk**

Represented by:

Barry St Leger - Commercial Director

We're all about improving lives through delicious food.

In 1979, our founder started creating delicious food for local communities. A lot has changed since then, but not our passion to create hand-crafted, great-tasting food. Still a family business, we are on a mission to improve people's lives, creating delicious food while ensuring we have a positive impact on our wonderful planet.

We are proud to be making sustainable eating easier for the people we serve every day. We deliver this through high manufacturing standards, innovation and building long-term partnerships with all our stakeholders. We help reduce your cost by taking the complexity out of your food-to-go fridge operation and increasing the flexibility to meet everyday customer needs.

With Simply Lunch as your food-to-go partner, your offering can go from strength to strength.

SOCAMEL UK LIMITED STAND NO 77

T: **04782 5142910**

W: **www.socameluk.co.uk**

Represented by:

Liam Moriarty - Director

Andy Shipton - Area Sales and Support Manager

Socamel, the global leader in healthcare hot and cold food delivery. MultiServ bulk trolleys, CompactServ plated trolleys and Servizio breakfast/beverage trolleys.

STARBUCKS CHILLED COFFEE STAND NO 54

T: **07974 041310**

Represented by:

Melissa Storey - Business Executive

The chilled coffee category is the largest milk-based beverages category, now worth £295m, growing at 11%. MAT Starbucks is now worth a huge £144m, growing at 18% and continues to be the lead RTD iced coffee brand, accounting for 49% of all iced coffee category sales. Starbucks has added £22m to the category in the last 52 weeks, 78% of the total growth.

STIRLING CATERING EQUIPMENT STAND NO 56

T: **07740 216041**

W: **www.stirlingcateringequipment.com**

Represented by:

Don Gordon - Director

David Gordon - Sales Manager

Stirling Catering Equipment has been supplying the NHS since 1997. We are agents for Electro-Calorique/ISECO who are worldwide leaders in hospital regeneration trolleys and ovens using the patented thermo-contact system. They also manufacture a range of ambient, insulated trolleys which are currently used by NHS Fife.

Stirling Catering Equipment is a public sector partner with Mareno UK, an established brand and leading manufacturer of boiling pans and modular prime cooking equipment. Mareno Equipment is reliable, powerful, energy and cost efficient and ideal for busy NHS kitchens. Stirling Catering Equipment supplies the full range of sundry items. If it is used in your kitchen then we can supply it. Stirling Catering Equipment is a family run business.

SYNBIOTIX SOLUTIONS LTD STAND NO 69

T: **03304 004150**

W: **www.synbiotix.com**



Represented by:

Mark Edell - Managing Director

Michael Everden - Account and Project Manager

Synbiotix is a complete facilities management software, working with some of the largest and most respected healthcare organisations. We offer an integrated suite of software solutions, supporting your entire healthcare estate to deliver a streamlined patient service.

Our dynamic Catering Management System improves patient experience and safety while reducing waste.



PREMIER FOODS STAND NO 27T: **07385 949617**W: **www.premierfoodservice.co.uk**

Represented by:

Scott Emmett - Customer Account Manager

Premier Foods is one of the UK's largest food businesses. We're passionate about food and believe, every day, we have the opportunity to enrich life for everyone. Our range of products allows caterers and chefs to create dishes from delicious roast dinners and pies, to baked goods and desserts.

QUEENSLAND BAKERY STAND NO 68 & 73T: **07848 458503**W: **www.queenslandbakery.com**

Represented by:

Gavin Fowler - Sales Manager

Queensland Bakery is a leading provider of sweet baked goods, supporting hospitals to meet the nutritional needs of patients with an entire range of dietitian-approved sweet treats including snacks, desserts, puddings and meal replacement solutions.

A family business for over 100 years, we have a reputation for innovation, combined with a heritage of manufacturing excellence. Our expert developers work in partnership with dietitians and clinicians to create sweet products that provide good, tasty nutrition, reduce operational complexity, and increase flexibility to best meet hospital requirements. To meet the team and find out more, visit us on stand 68 & 73.

QUORN FOODS STAND NO 78T: **07941 563813**W: **www.quornpro.com**

Represented by:

Ellie Janes - Senior Lead Meal Manufacturing, Healthcare and Net Positive**John Sheridan** - National Account Manager - Education UK & Ireland

QuornPro is a mycoprotein made from fermenting a natural fungus, *Fusarium venenatum*. It's naturally low in saturated fat and high in fibre. Containing all nine essential amino acids, like 'traditional' protein sources such as meat or fish, it's a good source of vitamins and minerals. With a 90% lower carbon footprint than beef and 70% lower than chicken, it's good for the planet too!

We have been championing evidence-based science for over 35 years, and partner with leading organisations such as the British Nutrition Foundation and the British Dietetic Association.

As the principal commercial brand to grow mycoprotein at scale, we believe we have a responsibility to explore every attribute of this sustainable fungal protein and the effects it has on the health and wellbeing of people and our planet. Join us in our crusade to power up protein in foodservice kitchens everywhere!

R H HALL FOODSERVICE SOLUTIONS**STAND NO 79**T: **01296 663400**W: **www.rhhall.com**

Represented by:

Nick Sanders - Business Development Manager - Exclusive Brands

We are microwave specialists, showcasing the exciting relaunch of iWave - our automated barcode microwave solution, as well as our five-minute ward microwave. We are suppliers of all leading foodservice brands and can help you create the perfect ward kitchen. Visit us on stand 79 to find out more.

RAISINGNUTRITION LTDT: **07545 394522**W: **www.raisingnutrition.org**

Represented by:

Jenna Mosimann - CEO & Director**David Titman** - Director

RaisingNutrition is a social enterprise applying skills in nutrition, food science and health psychology to support health and wellbeing through food. We provide a nutrition-focused accreditation, training and consultancy; working proactively with caterers and organisations influencing the wider food system to build healthier food environments, making healthy food choices easy.

RATIONAL UK LIMITED STAND NO 51T: **07584 160240**W: **www.rational-online.com/en_gb/home/index.php**

Represented by:

Darren Hollis - Regional Sales Director**Iain Grant** - Regional Sales Manager Scotland

Rational is the leading provider in hot food preparation equipment, and with the iVario Pro advanced bratt pan and the iCombi Pro combi-steamer delivers a complete kitchen solution, revolutionising your processes, maximising staff efficiency and minimising waste. ConnectedCooking the digital network solution from Rational offers convenient application options.

RAYNOR FOODS STAND NO 62T: **01245 353249**W: **www.raynorfoods.co.uk**

Represented by:

Richard Brown - New Business Manager**Catherine Van Dok** - New Business Manager

Raynor Foods, British Sandwich Association Manufacturer of the Year 2023, is a 100% employee-owned company producing delicious, hand-made food to go. Our purpose-built Chelmsford Sandwichporium produces millions of sandwiches a year. We have led the field in quality, creativity, innovation and technical excellence since 1988.

The cornerstones of our company are: Quality - BRCGS Grade AA-rated • sustainability - ISO14001 certified, committed to constant improvement of our environmental policies • reliability - we operate our own fleet of temperature-controlled vehicles with uniformed drivers • flexibility - we treat all our customers as individuals • innovation - we are constantly creative.

And we love making sandwiches!

REAL WRAP CO STAND NO 66T: **07446 359905**W: **www.realwrap.co.uk**

Represented by:

Jason Howell - Co-Founder & Business Development Director**Hope Bainbridge** - Business Development Manager

The Real Wrap Company is a front-runner among planet-first manufacturers and has been supplying award-winning food-to-go to healthcare, education, travel and retail for the past ten years. If it doesn't work for the planet, it doesn't work for us.

NATIONAL HEALTHCARE ESTATES & FACILITIES DAY



19 JUNE 2024

Last year **almost 290,000** Healthcare Estates & Facilities team members joined together and celebrated our National day to recognise the essential work of all estates and facilities professions.

We are delighted to confirm that **June 19th** will be the next National Healthcare Estates and Facilities Day.

Want to take part & recognise your team?
Visit www.healthcareEFMDay.org
and register for your free supporters pack



N H CASE LTD STAND NO 16T: **01963 828900**W: **www.nhcase.com**

Represented by:

Jacklyn Case - Sales & Marketing Director
Michael Brooks - National Account Manager

A family-owned British company, we are proud to have supplied the NHS for over 70 years. Whether you are a traditional cook operation, CPU, or you buy-in patient meals, we have a solution. Our extensive range of MSC-certified fish and seafood is processed at our factory in Grimsby using sustainable species. From natural fillets to cut portions and diced fish we can provide a product to meet your requirements. Along with our catalogue of general frozen foods, we are helping hospital chefs to create delicious and nutritious food responsibly and within budget.

We also manufacture a full range of cook-freeze meals for healthcare, with many new and improved dishes that taste great, meet the nutritional guidelines of the BDA, and IDDSI standards, allowing you to create a menu that suits the needs of all patients.

We're as passionate about hospital catering as you are.

PANASONIC UK STAND NO 65T: **07392 124014**W: **panasonic.com/uk/consumer/professional-cooking/professional-microwave-ovens-from-panasonic.html**

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 and comprises high-performance products for every market and kitchen. In tough everyday working conditions they offer advantages at all levels of kitchen management, from efficient thawing to gentle cooking of the highest quality.

A professional microwave from Panasonic supports you every single day: Quick and even regeneration; gentle thawing; legendary reliability; and reduction in energy/food costs.

NESTLÉ PROFESSIONAL STAND NO 46T: **0800 745 845**W: **www.nestleprofessional.co.uk**

Represented by:

Vicky Maloney - Regional Account Manager
Yvonne Austin - Coffee Training Specialist

At Nestlé Professional, we are dedicated to helping your business drive revenue and serve a quality coffee. Visit our stand today and discover our NESCAFÉ bean-to-cup coffee machine solution, which serves freshly ground coffee.

PASTA KING STAND NO 41T: **07971 086094**W: **www.pastaking.co.uk**

Represented by:

Lewis King - National Account Manager
Janet Armstrong - Business Manager

Pasta King produces a wide range of high quality, fully finished sauces, all made fresh to order. Supplied with a free allocation of pasta or rice. Caterers simply heat and serve. Saving time, without compromising on quality. Our meals are an affordable, healthy and nutritious grab-and-go food solution.

**NHS SUPPLY CHAIN FOOD
STAND NO 23**T: **07971 835 251**W: **www.supplychain.nhs.uk/categories/food**

Represented by:

Carrie Howes - Head of Business Development and Customer Experience
Owen Stutchbury - Head of Procurement

Discover NHS Supply Chain: Food, your dedicated team for NHS Trust food and drink procurement. With a team of over 50 specialists, we go beyond procurement, with award-winning initiatives including training programmes and food concepts. Visit stand 23 to explore our frameworks and Culinary ranges for patients, staff and visitors.

**PELICAN PROCUREMENT SERVICES
STAND NO 47**T: **01252 705214**W: **www.pelicanprocurement.co.uk**

Represented by:

George Bartlett - New Business Manager - Health & Care
Matt Ferris - Pl's Product Manager

We are a procurement specialist helping hospital catering teams enhance their operations and patient offerings through our tailored solutions and advanced systems. Whether you need to optimise budgets, improve quality and service, save time, provide electronic patient ordering, comply with legislation, source sustainably or reduce waste - we are here to help.

ON A ROLL SANDWICH CO STAND NO 70T: **01642 707090**W: **www.onarollsandwich.co.uk**

Represented by:

James Stoddart - Managing Director
Hannah White - Senior Customer Service

Great ingredients, prepared with skill, passion and invention, with a chef's heart and 17 years' experience, we stir the humble sandwich into something special. We have a three-price point structure within our Pick of the Pantry brand, meaning you'll be able to offer attractive food options, suiting any budget.

**PLADIS GLOBAL (UNITED BISCUITS)
STAND NO 24**T: **07542 864996**W: **www.pladisglobal.com**

Represented by:

Stephen Godbeer - Regional Account Manager
Paul Maxwell-Keys - Regional Account Manager

Family and ideas have always been our ingredients. Our founding families believed biscuits could bring moments of happiness to the world. Their ideas have stood the test of time. Their spirit continues to inspire our future. It's in the care and the craft we bake into biscuits that have been loved for generations.



LOCKHART CATERING EQUIPMENT STAND NO 59

T: 07849 304085

W: www.lockhart.co.uk

Represented by:

Amanda Teven - Business Development Manager

Lynne Wells - Regional Sales Director

Lockhart Catering is a one-stop solution for everything you need to run a restaurant, hotel or contract caterer of any size. You'll find 32,000 tableware, kitchen, barware products and appliances to ensure service runs smoothly. With ordering portals tailored to each customer, you'll find our service simple and efficient.

MIDDLETON FOODS STAND NO 9

T: 01902 608122

W: www.middletonfoods.com

Represented by:

Paul Stanley - Foodservice Manager

Luke Stanesby - Development Chef

Family-owned Middleton Foods, the UK's leading manufacturer of foodservice and bakery pre-mixes, has a trusted reputation. Our food mixes are made using 100% British wheat and are designed with ease-of-use in mind. Choose from over 20 consistent, high-quality products, in convenient 3.5kg packs. Gluten free and vegan products are available.

MAIDAID - HALCYON STAND NO 2

T: 07842 024039

W: www.maidaid.co.uk

Represented by:

Simon Parry - Public Sector Sales Manager

Colin Millar - Regional Sales Manager

Maidaid has been selling commercial dishwashers for almost 50 years. We are committed to exceeding the demands of the ever-changing public sector. From undercounter and pass through dishwashers to rack conveyor and large flight machines, we are confident we can supply a solution for your requirements.

MKN UK STAND NO 31

T: 07977 184136

W: www.mkn.com/en

Represented by:

Stuart Brereton - Regional Sales Manager & Public Sector Senior Sales Manager UK

MKN is a market leader in premium cooking equipment, offering a wide range of thermal cooking ideas for over 75 years. Its portfolio combines classical cooking equipment with innovative, multi-functional appliances, always with a focus on sustainability. Intelligent products are designed to optimise production processes and deliver benefits for customers.

MCCAIN FOODS STAND NO 17

T: 07834 500 141

W: www.strongroots.com/foodservice



Represented by:

Juliet Robinson

In collaboration with McCain Foodservice GB, Strong Roots brings true vegetable excitement to out of home, driving the trend for veg-first cuisine. Our diverse range, celebrated for culinary innovation, answers to an increasing consumer demand for flavour-packed, veg-first choices. The power in these two brands coming together ensures operators can effortlessly introduce colourful, appetising veg-first dishes with ease, elevating their customers' dining experience with a dash of veg excitement.

MOFFAT CATERING EQUIPMENT STAND NO 18

T: 07768 704135

W: www.ermoffat.co.uk

Represented by:

James Kershaw - National Sales Manager

Sinclair Campbell - Commercial Director

Moffat Catering Equipment is a specialist in the manufacture of products for the education, healthcare, foodservice and retail sectors. We will be showcasing our new-for-2024 BBTC smaller sized breakfast and beverage trolley along with our innovate Vgen meal delivery trolley at this year's HCA Forum.

MEIKO UK LTD STAND NO 28

T: 01753 215120

W: www.meiko-uk.co.uk/en



Represented by:

Lee Hackett - Senior Regional Sales Manager

David Nisbet - Regional Sales Manager

Meiko's 35% dishwashing savings and help combating staff shortages.

Meiko pioneered dishwashing heat recovery! We've already announced 21% savings on M-iClean undercounters; find out how we achieved equally massive savings on rack transports.

Boosting productivity! Our experienced Regional Sales Managers can help you wash more with less - please ask how.

MÜLLER YOGURTS & DESSERTS

STAND NO 35

T: 07935 074439

W: mullerforcaterers.co.uk

Represented by:

Debbie Storr - National Account Manager

Joe Stewart - National Account Manager

Today, Müller is one of the nation's favourite dairy brands, sourcing milk from 1,300 farmers in Britain to develop, manufacture and market a wide range of branded and private label dairy products for the UK market.

We're delivering for our customers, farmers and suppliers, helping to create a more sustainable dairy industry.

We're helping our colleagues and consumers to live happier, healthier lives.





VEG

EXCITEMENT

BEGINS AT STAND 17



COMING SOON

Get Strong Roots on your menu!
Get in touch with Jules Robinson 07798 667832 juliet.robinson@mccain.co.uk

Head to 'our patch' for menu inspiration

[STRONGROOTS.COM/FOODSERVICE](https://strongroots.com/foodservice)



FUSIONFSM STAND NO 52T: **07550 081070**W: **www.fusionfsm.com**

Represented by:

Andy Braidwood - Business Development Manager
Zoe Spencer - Business Development Manager

FusionFSM is a specialist provider of sales support and insights for the foodservice sector.

Framptons supplies Red Tractor Oat drinks, sustainable spring water and added-value liquid eggs omelettes. It will also launch the Scraegg machine.

Twinnings is the preferred tea brand 'out of home', providing a premium range of hot beverages.

HARFIELD TABLEWARE STAND NO 64T: **0161 477 5678**W: **www.harfieldtableware.co.uk**

Represented by:

Bindi Shields - Account Manager
Beverley Banister - Senior Account Manager

Harfield is the leading UK supplier of quality, reusable and recyclable tableware solutions for diners of all ages and needs within the healthcare industry. Our comprehensive product range is designed to support your service, reduce costs and improve your commitment to sustainability.

HOBART UK STAND NO 75T: **0844 888 7777**W: **www.hobartuk.com**

Represented by:

Myles Cahill - Regional Business Manager
Crawford Nicholl - Area Sales Manager

A reputation for innovation, combined with a heritage of manufacturing excellence, enables Hobart's expert teams to develop machines with features that make kitchen life easier.

From the fastest, most cost-effective, energy-smart warewashers to multi-functional cooking solutions that save time, energy, water and food wastage, Hobart purpose-builds machines for every operation.

HOCL HEALTH LTD STAND NO 37T: **02921 303469**W: **www.hoclhealth.co.uk**

Represented by:

Nelson Ker - CEO
Tyler Ker - Client Relation Manager

At HOCL® Health, we are committed to creating healthier, safer and more sustainable spaces. HOCL is nature's answer to cleaning and disinfection. It is 100 times more powerful than bleach but completely safe to use. It is food and skin safe, kills pathogens on contact and extends the shelf life of produce.

HOCL is the safe, natural alternative to the mainstream cleaning and disinfection solutions commonly used in the hotel and catering industries.

This is HOCL Health's debut into NHS catering and we are looking forward to meeting you on our stand.

HUPFER STAND NO 30T: **07917 155573**W: **https://uk.hupfer.com/en**

Represented by:

Marc Sumner - UK Sales and Marketing Director

Hupfer UK is an expert in kitchen logistics, offering a complete solution to overcome challenges in food transport, regeneration, holding, presentation and storage.

The extensive portfolio includes products and systems that drive efficiency across every catering process, built with energy efficiency in mind and to the highest German manufacturing standards.

ICESUPP LTD STAND NO 49T: **07860 370621**W: **www.icesupp.com**

Represented by:

Amy Smith - Co-Founder
Robert Upton - Co-Founder

Nutritious, iced smoothies.

INSTOCK LIMITED STAND NO 39

Visit the stand for more information.

JDE COFFEE STAND NO 14T: **07467 459093**W: **www.jacobsdouweegbertsprofessional.co.uk**

Represented by:

Paul McCathie - Business Development Manager
Vincent New - Business Development Manager

JDE is a leading brand offering premium coffee solutions tailored for businesses. JDE caters to various establishments, delivering unparalleled coffee experiences to customers through Pret Barista Stations in forecourts and convenience centres as well as through the Douwe Egberts Cafitesse machines, servicing high demand coffee areas.

KITCHEQUIP STAND NO 43T: **07976 407481 / 01704 535577**W: **www.kitchequip.co.uk**

Represented by:

Louise Moir - Business Development
David Whiteley - Business Development

Kitchequip provides full turnkey kitchen and dining facilities to UK-wide hospitals. We have been working with public sector organisation for 30+ years, providing everything down to the last teaspoon. Kitchequip at your service.

LAINOX STAND NO 58

Visit the stand for more information.

DEVIL'S KITCHEN STAND NO 50T: **07803 029940**W: **www.thedevilskitchen.co.uk**

Represented by:

Gavin Shilstone - Head of NPD**Mark Taylor FIH** - UK Business Consultant

Devil's Kitchen is a specialist manufacturer of plant-based burgers, balls and sausages. The business grew out of Forest Green Rovers, the world's greenest football club. Since we opened our Stroud kitchen in 2019, making burgers for fans on match days, we have now sold millions of portions of delicious plant-based food across healthcare and education sectors.

DIVERSEY STAND NO 40

Visit the stand for more information.

ECOLAB STAND NO 72T: **07881 916195**W: **www.ecolab.com**

Represented by:

Susan Smith - Corporate Account Manager**Nichola Hickson** - Distributor Sales Development Manager

At Ecolab, making the world a cleaner, safer, healthier place is our business. We are committed to providing our customers with the most effective and efficient cleaning, food safety and infection control programmes available. Sustainability is inherent in our products, systems and services. We have a strong history of developing programmes that help customers minimise their impact on the environment, and environmental savings continue to be key goals in our new product development process. From concentrated liquids and solid formulations to innovative packaging and dispensing methods, our systems help increase safety, lower use of water and energy, and reduce chemicals and waste released to the environment.

ESSENTIAL CUISINE STAND NO 38T: **01606 541490**W: **www.essentialcuisine.com**

Represented by:

Kevin Shand - Business Development Manager**Andrew Beattie** - 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 now gluten free with many of these products containing no declarable allergens.

FALCON FOODSERVICE EQUIPMENT**STAND NO 57**T: **01786 455200**W: **www.falconfoodservice.com**

Represented by:

Alan Cumming - Area Sales Manager**Steve Hannon** - Area Sales Manager

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.

FIELD DOCTOR STAND NO 3T: **07870 185690**W: **www.fielddoctor.co.uk**

Represented by:

Alex Brooks - Co-Founder, CCO

Field Doctor produces award-winning, dietitian-designed, chef-made ready meals. We have ranges for specialist dietary needs, allergies and intolerances; including IBS, Coeliac, Type 2 Diabetes, CVD; as well as meals for overall better health which were voted the best healthy ready meals in 2023. There are over 60 meals to choose from, all cooked from scratch in our Somerset kitchen and flash frozen to lock in the goodness.

FOSTER REFRIGERATOR STAND NO 1T: **01553 780507**W: **www.fosterrefrigerator.com**

Represented by:

Chris Watson - Regional Business Manager**Nicola Horsfield** - Regional Business Manager

As Europe's leading commercial refrigeration manufacturer, Foster prides itself on both the products it supplies and the levels of customer service given. When it comes to commercial fridges and freezers, Foster is at the forefront of new technology, pioneering new standards in temperature control, hygiene, efficiency and appearance.

FSG REUSABLES STAND NO 21T: **07775 564776**W: **www.fsg.uk.com**

Represented by:

Lynn Johnson - CEO**Garry Sweeney** - Sales Director

FSG is a pioneer in sustainable reusable solutions for hospital caterers, dramatically reducing carbon footprint, waste and costs. Our innovative approach swaps single-use disposables with reusable food and drink packaging, transforming hospital dining for the better. Join us in shaping a greener, more economical future.



BON CULINA STAND NO 15T: **07909 335029**W: **www.bonculina.com/en**


BonCulina
Simply Different Foodservice

Represented by:

Mark Smith - Head of Healthcare Sales**Ruth Smith** - Company Dietitian

BonCulina is an international foodservice provider with over 30 years' experience in the UK. We aspire to offer different foodservice solutions by delivering cost efficiency and simplicity. We are committed to being a more responsible foodservice provider, striving towards our zero food waste vision and investing part of our profits into our 'A Meal for a Meal' CSR programme. Visit us on stand 15 to discuss how we can help you reduce your food waste.

BOSSE INTERSPICE LTD STAND NO 11T: **01989 565971**W: **www.bosse-interspace.co.uk**

Represented by:

Jensen Bosse - Managing Director**Harry Bosse** - Sales Director

We are proud to have supplied high-quality food to the healthcare sector and NHS Trusts for over 20 years. Our products meet the nutritional needs of patients with varying dietary requirements, ensuring meal times are nourishing without compromising on flavour.

Some of our popular products include Instant High-Protein Soups, Instant Custard and Instant Gravy mix in 'Whisk & Serve' format (perfect for ward-level application) and Instant Porridge in individual sachets, great for portion control. We also offer a tailored service to meet the unique requirements of each NHS Trust, including technical assistance, NPD advice and flavour formulations.

We are excited to be showcasing our family's three-generation legacy of quality, taste, and innovation.

BRAKES UK COMMERCIAL STAND NO 32T: **07768 938800**W: **www.brake.co.uk**

Represented by:

Diane McKay - Senior National Account manager**Scott Allan** - National Account manager

As Britain's leading national foodservice supplier, Brakes delivers the highest quality fresh and frozen food and ingredients from its nationwide network of distribution centres to the nation's hospitals. It has the biggest range of award-winning products in foodservice, some of those most suitable to retail outlets will be featured on the stand.

BRITVIC SOFT DRINKS STAND NO 55T: **07834 962795**


BRITVIC

Represented by:

Sophie Thomson - Business Manager Workplace, Education and Healthcare

Britvic Soft Drinks is an international business rich in history and heritage across all our iconic brands.

We're on a mission to become the most dynamic soft drinks company, creating a better tomorrow for people, and for the world around us. Today we will be showcasing some of our innovation and wellbeing brands for you to come and taste and talk to us about.

BURLODGE LTD STAND NO 63T: **07714 676007**


burlodge

Represented by:

Nick Hook - Commercial Director

Manufacturer and distributor of food regeneration equipment.

CEREAL PARTNERS UK STAND NO 44

Visit the stand for more information.

CIVICA STAND NO 33T: **03333 214 914**W: **www.civica.com/catering-management**

Represented by:

Ed Harrison - Business Development Manager**Andrew Pond** - Sales Director

Civica's smart software helps hospital caterers to keep people fed - quickly, safely and sustainably. Our patient-centric EMO and kitchen management software supports patient nutrition by driving efficiencies and compliance at every stage of the catering process, improving insight and reducing wastage, including ERIC food waste reporting and CO2 data.

DALSTON'S SODA STAND NO 61T: **07794 544285**W: **https://dalstons.com**

Represented by:

George Fitzgerald - Senior National Account Manager**Duncan O'Brien** - Founder

Created by chefs in an East London nightclub, Dalston's was born to shake up the soft drinks industry with carefully crafted, full-flavoured soda that's better for your insides and respectful of the planet. While we no longer make each drink by hand, we're still made by chefs and uphold our core values. We hunt down and select the finest quality ingredients and have a farm-friendly supply chain that supports small UK farms. Our drinks are free from refined sugar, artificial ingredients or anything nasty.

Dalston's new functional range features a unique microbiome blend for digestion, immunity and metabolism. Every can includes 3g of fibre, 15% of your recommended daily intake of Zinc and Magnesium, and botanicals Lemon Balm and Baobab.

DATASYM UK LTD STAND NO 36T: **01329 243920**W: **www.datasym.co.uk**


Datasym

Represented by:

Elliott Perry - MenuMark Account Manager**Geoff Moyle** - Consultant

Datasym has provided catering software solutions to the NHS for over 40 years. Our MenuMark back office software provides the catering team with stock control, production planning, menu analysis, wastage and costings. Our Menumate solution for electronic meal ordering (EMO) allows meals to be ordered for patients with their specific dietary, nutritional and allergen requirements in mind.

Our EMO solution is a progressive web app, so clients can use multi-platforms and devices to take food orders from patients without the need to download apps to specific hardware platforms. We also offer a click and collect app, self-service kiosks, POS solutions for retail and restaurants, loyalty apps and much more.

EXHIBITOR PROFILES

AG-BARR STAND NO 67

T: 07919 374684

W: www.agbarr.co.uk/our-brands/

Represented by:

Derek Blaney - Business Development Executive

Chris Toogood - Local Business Development Manager

AG-BARR is a multi-beverage company with complementary drinks to suit all industry sectors. We have great tasting brands and it would be great for you to come along and try some delicious drinks at our stand.

ALLIANCE SCOTLAND STAND NO 71

T: 07384 216504

W: www.alliancernational.co.uk/scotland

Represented by:

Kieran Brennan - General Manager - Alliance Scotland

Established in 2002, Alliance Scotland supplies a huge range of non-food catering and janitorial products throughout Scotland. We count amongst our customers many local authorities, colleges, universities and prestigious leisure operators of all sizes. We are recognised for providing an unrivalled level of personal attention and service in our sector.

APETITO STAND NO 8

T: 01225 753636

W: www.apetito.co.uk



Represented by:

Louise Carter - apetito Healthcare National Accounts Sales Manager

Seton Steele - apetito Healthcare Catering Consultant

apetito is the leading food provider to the health and social care sector, supporting hospitals to promote patient health and wellbeing by supplying healthy, nutritious meals that meet all tastes, dietary needs and cultural preferences, all while leading the way in ethics and sustainability. Visit us on Stand 8 to find out more.

BGL RIEBER LTD STAND NO 34

T: 01225 704470

W: www.bglrieber.co.uk



Represented by:

Stephen Scragg - Regional Director

Ian Smith - Regional Sales Manager (North)

Food transport & distribution, bulk and plated meal delivery, bulk cooking, gastronomic systems, meal conveyors and ancillary items.

BGL Rieber specialises in transporting, delivering and presenting plated and bulk food. We have decades of experience working in UK hospitals with proven equipment from Rieber, Rational Production, Nordien and bulk cooking specialist Metos.

BIDFOOD STAND NO 26

T: 07779 288453

W: bidfood.co.uk

Represented by:

Taz Hussain - Account Manager

Ian Stonebridge - National Account Manager

Elevate patient and staff nutrition with our hospital sector specialised food supply services. Partner with a wholesaler dedicated to simplifying your operations, providing unparalleled support, sharing expertise and fostering innovation.

Bidfood stands out as a premier foodservice distributor in the UK, operating from 26 depots and serving over 45,000 caterers and foodservice businesses nationwide. Our extensive catalogue boasts over 11,000 branded and own-brand products, featuring our exclusive Simply Puree line - a collection of over 40 texture-modified, IDDSI-compliant meals designed to meet diverse dietary needs.

BIOTIFUL GUT HEALTH STAND NO 22

T: 07981 545666

W: biotifulguthealth.com



Represented by:

Marc Burns - Foodservice Controller

Figure-skater turned entrepreneur, Natasha Bowes founded Biotiful Gut Health to fulfil her dream of introducing Kefir to the UK and improving the nation's gut health. Knowing first-hand all the benefits good gut health can bring, the brand was built to make it easy for people to look after their gut with delicious, nutritious products for everyone, every day.

At Biotiful Gut Health, we produce cultured milk and oat-based Kefir drinks and snacks using ancient method of fermentation. The result? Tasty products that are naturally lower in sugar, full of billions of live cultures and high in protein.

BLIZZARD STAND NO 53

T: 07468 477988

W: www.blizzardequipment.com

Represented by:

Craig Green - Marketing & Business Development Manager

Shelley Blackburn - Sales Office Manager

Dedicated to bringing affordable, high quality refrigeration and catering equipment to market. Blizzard prides itself on a no-corners-cut mindset to ensure it is bringing its customers the best 'bang for buck' value possible.





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Fay is one of the fabulous farmers who ensures that our British wholegrain wheat travels less than 50 miles to the home of Weetabix."

BULK PACK

A

Weetabix

48 Pack

48 packs available in cases of 6

PORTION PACKS



Single portion packs available in cases of 96



Twin portion packs available in cases of 48



- High in fibre
- Low in salt, fat & sugar to aid a balanced diet
- Fortified with vitamins & minerals
- Bulk pack for high volume service
- Portion packs for convenient individual serving



Have you got yours?



For more information about our delicious foodservice range visit www.weetabixfoodservice.co.uk

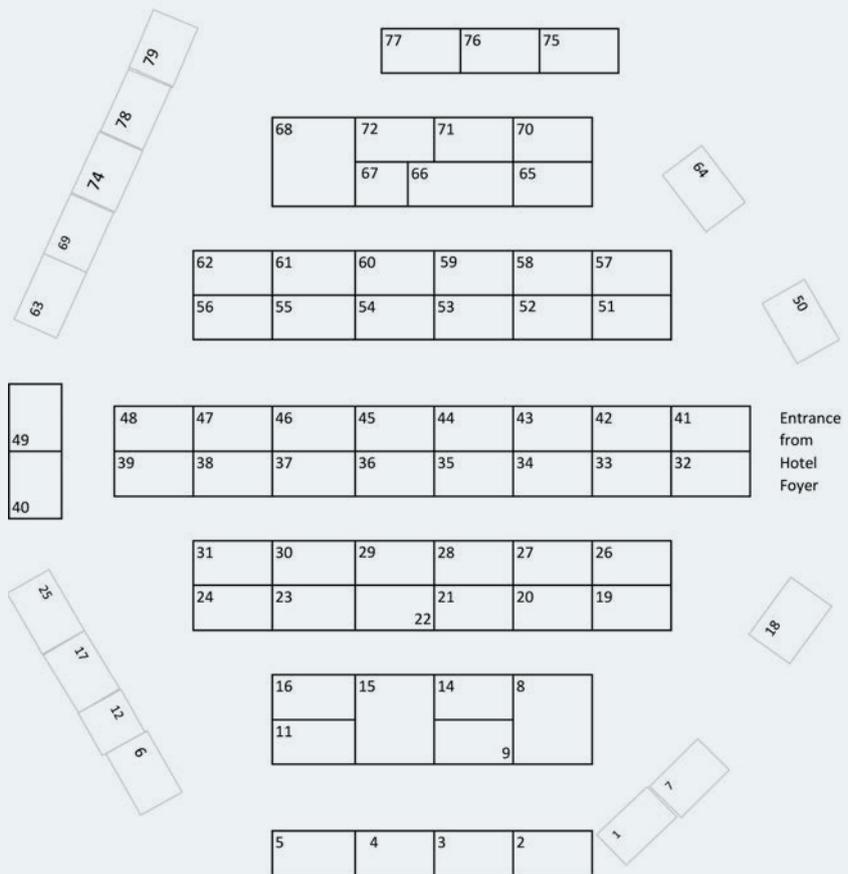


*Nielsen 52 w/e 10.06.23 - Total Coverage. **Farm office situated within 50 miles of Weetabix Mills.

EXHIBITION FLOOR PLAN & EXHIBITOR LIST

COMPANY NAME & STAND NUMBER

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- Alliance Scotland **71**
- apetito **8**
- BGL Rieber Ltd **34**
- Bidfood **26**
- Biotiful Gut Health **22**
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- Bon Culina **15**
- Bosse Interspace Ltd **11**
- Brakes UK Commercial **32**
- Britvic Soft Drinks **55**
- Burlodge Ltd **63** *Headline sponsor*
- Cereal Partners UK **44**
- Civica **33**
- Dalston's Soda **61**
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- Devil's Kitchen **50**
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- HOCL Health Ltd **37**
- Hupfer **30**
- Icesupp Ltd **49**
- Instock Limited **39**
- JDE Coffee **14**
- Kitchequip **43**
- Lainox **58**
- Lockhart Catering Equipment **59**
- Maidaid - Halcyon **2**
- McCain Foods **17**
- Meiko UK Ltd **28** *Headline sponsor*
- Middleton Foods **9**
- MKN UK **31**
- Moffat Catering Equipment **18**
- Müller Yogurts & Desserts **35**
- N H Case Ltd **16**



- Nestlé Professional **46**
- NHS Supply Chain Food **23**
- On a Roll Sandwich Co **70**
- Panasonic UK **65**
- Pasta King **41**
- Pelican Procurement Services **47**
- pladis Global (United Biscuits) **24**
- Premier Foods **27**
- Queensland Bakery **68 & 73**
- Quorn Foods **78**
- R H Hall Foodservice Solutions **79**
- RaisingNutrition Ltd
- Rational UK Ltd **51** *Headline sponsor*
- Raynor Foods **62**
- Real Wrap Co **66**
- Refreshment Systems Ltd **60**

- Retigo UK **7**
- Simply Food Solutions **25**
- Simply Lunch **5**
- Socamel UK Limited **77**
- Starbucks Chilled Coffee **54**
- Stirling Catering Equipment **56**
- Synbiotix Solutions Ltd **69**
- Unox UK **20**
- Valentine Equipment & CuisinEquip **76**
- Wafflemeister **19**
- We Proudly Serve Starbucks **45**
- Weetabix Food Company **29**
- West Country Milk **6**
- Wexiodisk **74**
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- Yeo Valley/Ubley **48**

THURSDAY, APRIL 18, 2024

08.30 EXHIBITION OPENS

OSPREY SUITE

09.30 FORUM SESSIONS

AUDITORIUM

RAISING NUTRITION

Jenna Mosimann and David Titman

Jenna and David will explain how an integrated approach to food – combining nutrition science, culinary arts and health psychology – is needed if caterers are to support health and wellbeing. They will also tackle how caterers should use their knowledge to help customers understand what better nutrition is.

10.00 FOOD SAFETY PAUSE STRATEGY

Gill Murphy, Health & Social Care Northern Ireland

The Food Safety Pause programme has been implemented in Northern Ireland's hospitals to encourage catering staff to engage with the patients they're serving to identify any concerns before the food is served. Gill will talk about the way the scheme works and how it can be rolled out across other hospitals.

10.30 EXHIBITION AND COFFEE

OSPREY SUITE

11.00 KEYNOTE SESSION – GOOD FOOD NATIONS PLAN

Mairi Gougeon MSP

**Cabinet Secretary for Rural Affairs, Land Reform and Islands,
Scottish Government**

The Good Food Nation Act 2002 laid out Scotland's vision for a nation that takes pride and pleasure in, as well as benefits from, the food it produces, cooks and serves. Mairi Gougeon is leading the team that will change the Act into a plan of action. She will share where they are, what they have learnt that all four nations could use and how public sector caterers can and will benefit.

11.30 FOUR NATIONS PROCUREMENT PANEL SESSION

Lorraine Hartley – NHS Scotland

Phil Shelley – NHS England

Rodney Smyth – Health & Social Care Northern Ireland

Speaker tbc – NHS Wales

A Four Nations procurement-focused session that takes an overview of the work being done in each nation, what changes in Government are likely to mean and what are the key great practice lessons we can all learn from.

12.30 EXHIBITION IN OSPREY SUITE DELEGATE LUNCH IN FOOD COURT

14.00 PRESENTATION OF STAND PRIZES

OSPREY SUITE

14.30 FORUM SESSIONS RESUME

AUDITORIUM

NHS HOSPITAL FOOD, AN INSIDER'S TALE

Billy Cunningham

During his presentation, Billy will give a brief history of hospital food over the past 100 years, then bring it up-to-date discussing recent developments and national reviews. Billy has 25 years NHS experience as both head of catering and service improvement consultancy.

15.00 THE GOOD, THE BAD AND THE UGLY – WORKSHOP FEEDBACK SESSIONS

The key findings from the workshop sessions will be shared with the whole group to take away ideas that can be implemented across all settings to improve hospital catering.

15.30 COMFORT BREAK

15.45 KEYNOTE MOTIVATIONAL SESSION

Kenny Logan

Former Scotland and London Wasps Rugby Union player, Kenny Logan will be in discussion with Rachel McTavish during this session covering his time as a league and international team player. The session will also touch on Kenny's involvement with the Doddie Weir Foundation, including his cycle ride from Edinburgh to Paris to deliver the ball for Scotland's opening game at the 2023 World Cup.

16.30 FORUM CLOSE INCLUDING HANDOVER TO THE 2025 FORUM MANAGEMENT TEAM

16.45 DAY TWO ENDS

19.00 BRANCH DINNER DRINKS RECEPTION

CONFERENCE CENTRE FOYER

19.30 BRANCH DINNER

PEREGRINE SUITE

FORUM PROGRAMME

TUESDAY, APRIL 16, 2024

19.30 INFORMAL NETWORKING DINNER
PEREGRINE SUITE

WEDNESDAY, APRIL 17, 2024

08.00 REGISTRATION OPENS
CONFERENCE CENTRE FOYER

08.30 EXHIBITION OPENS
OSPREY SUITE

10.30 FORUM OPENING CEREMONY
AUDITORIUM
Rachel McTavish, Forum Facilitator
Lord Hunt, President, Hospital Caterers Association

11.00 HCA UPDATES
Lord Hunt, President, Hospital Caterers Association and
Brian Robb, National Chair, Hospital Caterers Association

11.30 CATERING VS HOSPITALITY - HELPING YOUR STAFF UNDERSTAND THEIR VALUE

Professor David Foskett OBE

Recruitment and retention of staff is a major challenge across the UK. Professor Foskett, who has worked for many years with catering students in colleges and consulted with a number of top industry companies and organisations, believes that a lot of the problems we face are down to the people who work in the sector recognising and understanding their value and importance. He will share his views and ideas of ways you can help your people value themselves more.

12.00 EXHIBITION IN OSPREY SUITE
DELEGATE LUNCH IN FOOD COURT

13.45 FORUM SESSIONS RESUME
PROMOTING STAFF WELLBEING
Dr Hans Hartung, Consultant in Respiratory Medicine and Staff Wellbeing & Support Clinical Lead, NHS Ayrshire & Arran

A session focusing on staff wellbeing and support with an emphasis on physical, emotional and mental health. This session, and the next, will act as the foundation for the workshops.

14.15 MANAGING CARBON FOOTPRINT
Professor Angela Tregear, University of Edinburgh and
Tim Radcliffe, Net Zero Lead, NHS England

Professor Tregear has done extensive research into the make-up of the carbon footprint of a catering service provider. Her session will focus on explaining what the largest contributing areas are, together with ideas about how to reduce those contributions. Tim will then update delegates on the work that NHS England has been doing on how to reduce the carbon footprint of the NHS catering service.

14.45 EXHIBITION AND COFFEE
OSPREY SUITE

15.30 THE GOOD, THE BAD AND THE UGLY
WORKSHOPS - THE HONEST CONVERSATION

Delegates will be split into workshop groups to discuss either staff wellbeing or sustainability/food waste, following on from the earlier sessions.

The workshop sessions will be open conversations challenging where we really are, and looking at what we can aspire to, as a way of supporting each other to maximise service quality and efficiency by not accepting mediocrity. We will be looking to bring specific issues out through open discussion, to allow the HCA to support members in effecting change in areas that are all too often ignored.

Many successful businesses openly encourage reports of dissatisfaction or service failure being brought to their attention, because it shines a light on areas of concern, enables greater focus to be placed on weaknesses within the organisation, and allows effective remedial action to be taken where appropriate.

'Forum in the Glen' represents an ideal opportunity to identify and candidly discuss, without fear or favour, endemic service weaknesses, and how to best address areas where we could perhaps do better.

The findings from the workshops will be collated and presented to the whole group on Thursday afternoon.

16.45 FORUM DAY ONE CLOSES

18.30 PRESIDENT'S VIP DRINKS RECEPTION
CONFERENCE CENTRE FOYER

18.45 DRINKS RECEPTION
CONFERENCE CENTRE FOYER

19.15 HCA AWARDS PRESENTATIONS
AUDITORIUM

20.15 PRESIDENT'S DINNER
PEREGRINE SUITE

RODNEY SMYTH

Rodney is a Senior Procurement Manager at the Business Services Organisation Procurement and Logistics Service with over 25 years' experience in public sector procurement. He is currently responsible for the Food and Utility categories on behalf of all Health and Social Care organisations in Northern Ireland, including supply chain strategy, tendering and contract management activities.

BILLY CUNNINGHAM

Before retiring in 2013, Billy Cunningham had a successful 25-year career as an NHS catering executive. A fully qualified hotel chef, he twice competed in the final of the prestigious Scottish Chef of the Year competition.

Joining the NHS in 1984, he was subsequently appointed Head of Catering when Ayr Hospital first opened in October 1991. Following fast-track career progression, Billy was appointed Head of Catering for all Acute Hospitals in his native Ayrshire, when the North and South Hospital Trusts merged in 1999. In September 2003 he was appointed Head of Catering for Hull & East Yorkshire Acute Hospitals Trust, where he was tasked with bringing all catering services back in-house from the private sector. In 2008 he chose to become a self-employed consultant specialising in NHS catering solutions.



Throughout his NHS career, Billy earned a reputation for developing and implementing improvement in all areas of NHS catering service provision. He was also known for his innovative approach to maximising retail catering income.

KENNY LOGAN

Kenny is a former rugby union footballer who played wing for Scotland and London Wasps. He gained his first cap for Scotland against Australia in 1992, aged 20. Having won 70 caps over 13 years, he retired from international rugby union after the 2003 World Cup.



Kenny joined Stirling County as a youth, moving through the team's ranks before making his debut as a 17-year old and helping the team secure the Scottish League Championship in 1995/1996. He transferred to London Wasps in the inaugural professional season.

At Wasps Kenny has developed as a fundamental and pivotal player in the club's period of sustained success, including two League titles, two Tetley Bitter Cups, and the Parker Pen Challenge Cup triumph in 2002/2003.

Kenny has also enjoyed success at international level with Scotland including the 1999 Five Nations Championship and the IRB Rugby World Cups of 1995, 1999 and 2003 (quarter-finalist on each occasion).

Professional warewashing and food waste management technology



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CELEBRATING
30 YEARS**



MEIKO announces 35% less water, detergent, rinse aid and 20% less energy consumption on UPster rack transport dishwashers

Heat recovery comes free with UPster K, and we are delighted to be able to tell HCA members how you can achieve these massive savings.

'Maximising productivity with minimal staff' is the theme for HCA – ask us how a re-design can help boost productivity.

Find out more at www.meiko-uk.co.uk
Email: info@meiko-uk.co.uk or call 01753 215120

Always putting your business, staff, customers and the planet first



See Meiko on stand 28 at the HCA Forum



MEIKO GROUP

See more about the UPster K



See the **NEW iWave Gen 2** at the **HCA Forum 2024**
Visit us on **Stand 79**

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.

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- 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

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MAIRI GOUGEON MSP

Mairi was elected as MSP for Angus North and Mearns in May 2016. She joined the Government in 2018 and became Cabinet Secretary for Rural Affairs in 2021. Her previous roles have included Minister for Public Health and Sport, and Minister for Rural Affairs and the Natural Environment.



Before joining the Government, Mairi was a councillor for Brechin and Edzell. She was convenor of the infrastructure services committee and chaired the East of Scotland European Consortium. Mairi represented COSLA at the Council of European Municipalities and Regions.

She is a graduate of the University of Aberdeen.

LORAIN HARTLEY

Based at Gyle Square in Edinburgh, although now hybrid working between home and office, 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 organisations 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 settings.

PHIL SHELLEY

Phil was the Chair of the NHS Food Review that was announced by the Secretary of State for Health and Social Care, following the unfortunate deaths through listeria in 2019.



Phil is a Senior Operational & Policy Manager for NHS England, covering a range of topics within Soft Facilities Management, including the leadership of the Review recommendations. Having served as National Chair of the Hospital Catering Association, he 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 to strengthen a holistic approach to catering services for patients, staff and visitors in healthcare. He has been acknowledged with the Public Sector Catering Award in 2018 and the HCA's Outstanding Service Award in 2020.

He is also an ambassador for Love British Food, Guardians of Grub and the Spearmark Hydration Droplet.

Academy for Secondary School Children to educate them in healthy eating. In 2019 along with General Practitioners from the Royal College, he helped to establish the first culinary medicine centre at Westminster Kingsway College where fifth year medical students from UCL medical school attend classes in culinary medicine.

He has led a number of inspections achieving excellent and outstanding recognition for the further and higher education and in 2013 an outstanding in all areas by OFSTED.

He is currently a consultant on Hospitality Services, Hospitality Education and Training, and Restaurant Management and is a recognised external examiner in a number of Universities and Colleges. He was recently appointed Executive Director in Residence at Sheffield Hallam University

In 2005 David was awarded an MBE by Her Majesty the Queen, and in the 2024 New Year's Honours he was awarded an OBE.

DR HANS HARTUNG

Hans Hartung, MD, MRCP, is a Consultant in Respiratory and General Medicine, and Staff Wellbeing & Support Co Clinical Lead at University Hospital Crosshouse, NHS Ayrshire & Arran, Scotland. Hans is a member of the multidisciplinary staff wellbeing team in NHS Ayrshire & Arran offering a support service to staff members and promoting the importance of good physical, emotional and mental health at work. His particular interest is in the factors which enable all staff to live and work to their full potential.

PROFESSOR ANGELA TREGEAR

Angela Tregear is Professor of Marketing at University of Edinburgh Business School, specialising in agrifood supply chains and sustainability. Her research has investigated origin branding for food products, knowledge exchange and learning in farmer co-operatives, and the development of short food supply chains. For the last five years she has led a major European study of the sustainability impacts of school catering services within the Horizon 2020 project 'Strength2Food'.

TIM RADCLIFFE

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. He is 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 HCA's Hospital Caterer of the Year 2022.

Tim joined NHS England as Net Zero Food Programme Manager in August 2022 promoting the Net Zero Food Programme, linking intrinsically to the Food Standards and NHS Food Review. Driving exemplary leadership throughout NHS catering.



DAY TWO

JENNA MOSIMANN

Jenna is CEO and Co-Founder of RaisingNutrition, a specialist social enterprise applying skills in nutrition, food science and health psychology to support health and wellbeing through food. She has extensive experience at executive and senior management level in corporate and not-for-profit environments, including in nutrition and education-focused organisations, where she has built expertise in collaborative and partnership working to generate synergies and positive change.



DAVID TITMAN

David is Director and Co-Founder of RaisingNutrition. He is a registered nutritionist (RNutr) and food scientist with multi-national experience in advising the food sector. He takes creative, pragmatic approaches to working with companies in developing their responsible food strategies, which has led to significant positive change in charitable, commercial and educational settings. RaisingNutrition provides a nutrition-focused accreditation, training and consultancy, working proactively with organisations involved in foodservice and food provision to build healthier food environments.



GILL MURPHY

Gill began her nursing career in Craigavon Hospital in Southern Health & Social Care Trust, Northern Ireland (NI). Following completion of her nurse training she worked in the West Middlesex Hospital in London, completing the English National Boards Coronary Care Course for nurses, followed by one year working as a registered nurse in a range of care settings in Sydney, Australia.

On return to NI, Gill took up various nursing roles in Cardiology in the Belfast Health & Social Care Trust, including Specialist Nurse in Inherited Cardiac Diseases and Ward Sister for more than 10 years in the Acute Cardiology Ward. During these years Gill completed a BSc Honours Degree in Professional Development in Nursing

Gill joined Northern Health & Social Care Trust, NI in July 2016 and worked in the role of Lead Nurse and Clinical Services Manager before taking up the post of Deputy Director of Nursing Safety, Quality and User Experience in 2020. She provides leadership in relation to nursing and midwifery governance, patient safety and user experience.

Gill completed Institute of Health Improvement, Patient Safety Executive Training in 2014. She is passionate about leading the contribution of nurses in improving outcomes for users of healthcare services.



SPEAKER PROFILES

DAY ONE

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. 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. He is a Trustee of the Royal College of Ophthalmologists and the Foundation for Liver Research.



He was a Minister for 10 years in the 1997-2010 Labour Government and 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 1999-2003 and in 2007. He also served as a Minister in the DWP, Defra and the Ministry of Justice.

From 2010-2017, he was Deputy Leader of the Opposition in the Lords. He served as an Opposition Spokesperson from 2010-2018, 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 the first Chief Executive of the NHS Confederation, and previously Director of the National Association of Health Authorities and Trusts from its formation in 1990. He ran its predecessor organisation, the National Association of Health Authorities from 1984 until 1990. He also served as a member of the Council of the International Hospital Federation from 1986-1991.

After leaving Leeds University in 1967 with a BA in political studies, he started his career in the NHS as a work study officer in Oxford. He then became an administrator at the Nuffield Orthopaedic Centre before appointment as one of the first Community Health Council secretaries in Edware/Hendon in 1975. In 1978, he became Assistant Secretary of the National Association of Health Authorities.

He was President of the RSPH 2010-2018 and co-chaired the Association for Public Health from 1994-1998. He chaired the National Patient Safety Agency 2004-2005. From 2011-2014, he chaired the Heart of England NHS Foundation Trust. He was awarded the OBE in June 1993. In 2017, he was given a Parliamentary award for an outstanding parliamentary contribution to the causes of science.

BRIAN ROBB **HCA National Chair**

Brian is the Chairman of the Hospital Caterers Association (HCA), a position he has held since April 2021. Prior to this, he held the position of HCA Vice Chair for two years between April 2019 and April 2021. Brian brings a wealth of experience to the role. He joined the HCA in 1999 and has 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.

Throughout his tenure as HCA Chair, Brian has aimed to lead a modernising platform for the organisation. He has completed the process of the HCA becoming a company limited by guarantee, and continued to support members across a wide range of platforms, including education, training, guidance and legislation.

PROFESSOR DAVID FOSKETT OBE

David was previously Dean and Head of the London School of Hospitality and Tourism at the University of West London and now sits on various committees advising on higher and further education, specialising in hospitality education and training.



He is a member of The Royal Academy of Culinary Arts, Craft Guild of Chefs, and a Fellow of the Institute of Hospitality. He is co-author of Practical Cookery Levels 1, 2 and 3, Theory of Hospitality and Catering, Food and Beverage Management, and Hospitality Supervision. He has won many national and international awards including the Queens Anniversary and British Hospitality Centenary Awards for outstanding hospitality education and training.

David has sat on the advisory board of Bromley College, the education board of Westminster Kingsway college and the City and Guilds of London Institute. In 2002 he started the Junior Chefs

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RACHEL McTAVISH FORUM FACILITATOR

In the last 25 years Rachel has worked for ITV, BBC, Five, GMB, STV and a host of corporate and foreign broadcasters making her widely accepted as one of the country's most experienced broadcast journalists with over 10,000 hours of live television under her belt. Her diverse credits include being live on ITV nationally during the Twin Tower attacks on September 11, 2001.

Despite having the maiden name McTavish and a strong Scottish heritage, Rachel was raised in the North West of England moving to Scotland with her Scottish husband and twin boys in 2007.

The last few years have seen Rachel present a series of panel discussion programmes in preparation for COP, including guests from the Biden and Obama Administrations and leading world experts in the field of Climate Change.

Rachel is an experienced Conference facilitator and her talent for engaging the audience and making the most nervous guests feel at ease has meant that she is invited back to host events each year.

Regular clients include:

- British Council – Future News Worldwide Conference
- Business Women Scotland
- Herald Diversity Conference
- Women in Banking & Finance
- Scottish Power
- Arnold Clark
- CIPF



ALI WRIGHT AWARDS HOST

Ali is a Scottish radio presenter and events host.

She began her career on the Greatest Hits, working alongside Ewen Cameron before hosting her own shows in 2021. She now hosts the West FM breakfast show every morning, broadcasting across Ayrshire. She also presents shows on Clyde 1 and Scotland-wide.

Ali hosts events right across the country. She's no stranger to the stage and holds an honours degree in Musical Theatre, performing in shows since she was just eight years old.

Ali is delighted to be hosting the Hospital Caterers Association Awards and wishes all the nominees the very best of luck!



2024 CHARITY FUNDRAISING

The Forum Management Team have named the Royal Highland Education Trust (RHET) as its supported charity for the event.

RHET was chosen for its links with the purpose of the Forum; learning about where our food comes from. RHET brings farming, the working countryside, and its practices to life for those who want to learn about food, creating a more food-literate population.

It works with volunteers to provide free educational activities and experiential learning opportunities linked to Curriculum for Excellence to educate children and adults. Come along to Aviemore to see some of the interactive activities.

Established in 1999, RHET is the educational charity of the Royal Highland and Agricultural Society of Scotland.

Find out more: rhet.org.uk



BRANCH AND STAND PHOTOGRAPHS

The official Forum photographer is Alan MacDonald. He 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.

Alan will also be visiting exhibitors for stand photographs during the course of the two days.

Photographs will be available for viewing and free download after the Forum on the gallery page of the website: www.hcaforum.co.uk

is football of course. He also enjoys golf, skiing and tennis.

His mission as part of the Forum Management Team for the second time is: "Keeping the team in line!"

WENDY BONE

Wendy joined NHS Ayrshire & Arran in 1986 as a Catering Assistant in Ayr County Hospital, before moving to the New University Hospital Ayr as Catering Supervisor. She continued to develop her skills by attending Ayr College for her cooking qualification, then UWS Paisley campus for Management and Leadership Diploma. She recently became the Interim Catering Manager for University Hospital Ayr. "My career journey of 37 years working for NHS Ayrshire & Arran, has gone full circle. I am now back where I started. Exciting times ahead."

Being a member of the HCA has given Wendy opportunities to network with people from all over the country, attend beautiful events, visit wonderful locations and meet new people. She received the HCA Rising Star Award in 2021.

KATE McVEY

Kate's philosophy is that an effective, quality service depends on promoting teamwork at every level, and being

customer focused at all times, no matter where you contribute to the service. She joined the NHS in 1984 as a Senior Catering Supervisor at Glasgow Royal Infirmary, and has held senior management roles in catering, hotel services and soft FM within the NHS as well as private companies, Sodexo and ISS Mediclean.

Kate has held the position of Head of Catering & Linen Services within NHS Greater Glasgow & Clyde since 2013. Greater Glasgow & Clyde is the largest Health Board in Scotland, and she is currently responsible for feeding 6,000 patients three times a day. Her laundry provides an average of 18 million pieces per year throughout the Board ensuring patient's beds are clean and comfortable.

Kate has been a Member of the West of Scotland Branch of the HCA since 2014, and has supported the Branch at Committee level more or less since joining. She is also co-chair of the National Services Scotland Catering Expert Group and co-chair of the National Services Scotland Linen Services Expert Group, in addition to being a member of the Textile Services Association.

Kate has a degree in Facilities Management, but says her heart has always been in catering.

MARGARET VALENTI

After studying Business Management, Margaret joined NHS Greater Glasgow & Clyde Catering in 2006 where her learning continued. In 2009 she achieved the Highfield Award in Scotland for Food Hygiene and later went on to achieve advanced certification in HACCP with Credit.

Margaret currently works as Business Support Manager within the Corporate Catering Team and has been involved with several catering initiatives and projects over the years. Most significant of these were the refurbishment of two central production units and the move to a cook-freeze model of food service across the entire health board, which is the largest in Scotland.

Margaret has been an active member of the HCA since 2016, and over the years has grown in confidence and developed herself within the association both locally and nationally. She currently holds the positions of National Assistant Secretary, National Co-Editor and Branch Secretary locally for the West of Scotland Branch.

In 2022 she achieved the HCA Special Recognition Award for supporting her Branch during the pandemic. Margaret enjoys her roles within the HCA and is especially proud to be a member of the Forum 24 Management Team.



WENDY BONE



KATE McVEY



MARGARET VALENTI

FORUM MANAGEMENT TEAM

JANICE GILLAN

HCA Forum Lead, Janice has worked in the NHS for over 40 years. She started her career as a Trainee Cook and worked through various positions, gaining qualifications on route. She qualified as a member of HCIMA in 1988, and whilst she was the Honorary National Vice-Chair of the HCA she achieved a Master's Degree in Business Administration at the University of West of Scotland.

Janice is the Clinical Support Services Manager - East within NHS Ayrshire & Arran. Her current position is at the 700-bedded Crosshouse Hospital with the Clinical Support Services, with a budget of £12 million for Salaries and Supplies and an income of £2 million. Says Janice: "One of the biggest challenges is tracking the movement of patients in a 115% occupancy level."

She has also been involved with the Scottish Health and was a winner of the Cost Sector Healthcare Award in 2006, and Public Sector Catering Award 2020.

Janice has been a Member of the HCA for more than 25 years, holding positions of Branch Chairman, Council Representative and National Chair. She is currently National Secretary Director.

And as if Janice doesn't get enough of 'food' in her day job, she lives in a cottage

near her family-owned farm in Ayrshire, where they had a dairy with Holstein Friesian cattle and a bed and breakfast business. Of course, that's squeezed in around her full-on day job, the active role she plays on the HCA National Executive team and within the Branch, plus leading the 2024 L&D Forum!

NICOLA McIVOR

Nicola is a proactive member of the West of Scotland Branch and has represented the Branch at national level as Branch Director. She is part of the organising committee for the Branch Study Day where her role is to coordinate exhibitors and arrange accommodation for exhibitors and delegates. Each year this event grows, and that's a reflection of the hard work the committee puts in, and Chairman Robert McLaughlin.

In 2018, Nicola was appointed as Catering Manager for University Hospital Ayr. This was an opportunity to manage her own area and gain a taste for further developing her career. In 2022 she was appointed as Acting Head of Clinical Support Services - South.

"I'm enjoying this challenging role and every day is a school day," Nicola says. "I'm thankful for the ongoing support of my peer Janice Gillan."

In her spare time Nicola enjoys walking the dog along the beautiful Ayrshire coastline and enjoying a glass or two of 'Pink Fizz'.

ROBERT McLAUGHLIN

Robert is Catering Production & Services Manager in both the East & North Areas of NHS Ayrshire & Arran, which consists of four hospital sites. His remit includes the development of patient and retail catering. Having first joined the NHS in 1976 as a Trainee Chef with Greater Glasgow Health Board, Robert then re-joined in 1989 and moved to NHS Ayrshire & Arran, where he soon worked his way up the ladder.

Robert joined the HCA to network and gain experience by mixing with other members from all over the UK. He has been the Council Representative and Branch Treasurer, and for the last eight years has held the position of Chairman of the West of Scotland Branch, leading the Branch in the very successful Annual Branch Study Day and Burns Supper – a mini conference in itself.

Robert has always played sport, and when on holiday all over the world he will usually remark, "I played fitba there." This is a reference to the many teams he played for in his younger days, and 'fitba'



JANICE GILLAN



NICOLA McIVOR



ROBERT McLAUGHLIN



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WELCOME TO FORUM IN THE GLEN



FORUM IN THE GLEN
FOODSTILLMATTERS

HCA LEADERSHIP
& DEVELOPMENT FORUM 2024

17-18 April 2024 - At The Macdonald Aviemore Resort
In Cairngorms National Park, Scotland

**ON BEHALF OF THE WEST OF SCOTLAND BRANCH,
I WOULD LIKE TO WELCOME YOU TO THE HCA NATIONAL
LEADERSHIP & DEVELOPMENT FORUM 2024.**

It doesn't seem like a minute since last year's National Forum in Birmingham, when we thought a year was such a long time - and plenty of time - to organise the Forum, but it has gone so quickly. Many meetings, train journeys and emails later, we are going to Aviemore for 'Forum in the Glen' to present Food Still Matters, and this will be a destination event, at the Macdonald Resort, on April 16 - 18.

Aviemore is a beautiful location, which enables us to showcase the Highlands of Scotland in all their glory, and deliver a Leadership and Development Forum among stunning views. It is easy to get to and well worth the travel, with a railway station two minutes away from the venue, along with Inverness airport 45 minutes away. If you travel by road, remember to stop off at House of Bruar, Blair Atholl which is more than just a refreshment stop.

The title Food Still Matters was chosen for one simple reason: good, nutritious food is important for a patient's health and wellbeing and it speeds up recovery. Working in healthcare catering we are all aware of this, but getting that message out to other groups, informing them about the importance of our work, and the need for positive change has been very difficult over the years.

As you know our Branch likes to be the first; we hosted the first Leadership & Development Forum and this year we introduce more 'firsts' for the HCA with our digital delegate packs and Awards Oscar's session.

Taking up the reigns as our Forum Facilitator is Rachel McTavish, a distinguished presenter with a wealth of background in journalism. You can read more about her on page 14.

We have a great line-up of speakers this year - see the programme on page 20-21 - who will share their views on why food still matters and hopefully provide you with some new ideas to take back to your workplace. In addition we are holding some focused workshops - 'The Good, the Bad and the Ugly' - for honest, open conversation challenging where we really are, and what we can aspire to, supporting each other as a group to maximise service quality and efficiency by not accepting mediocrity. We are looking to bring specific issues out through open discussion, to allow the HCA to support fellow members in bringing about change in areas that are all too often ignored.

And when you're not attending the sessions, please take advantage of the time we have built in to the programme to visit the exhibition and talk to our trade colleagues on their stands. No other exhibition in the UK offers the opportunity to talk to so many healthcare catering suppliers in one location who will be demonstrating their latest products and technologies.

You will recall that when we were in Birmingham you met Glen and his little McCoos, and we set each Branch a challenge to 'foster' a McCoo and take them on your travels. You have not disappointed us. It's been overwhelming how so many of you took to the challenge, and we have enjoyed the newsletters keeping us up-to-date on all their adventures. Glen is looking forward to being reunited with his family, and they may have their own learning session!

If you are able to get to Aviemore the day before the Forum starts, then please join us for our Pre-Forum Ice Breaker Supper. There is an ice-rink on site, if you

wanted to book in for a session direct, or alternatively enjoy the scenery and surroundings.

Don't forget to pack your evening wear for the President's Dinner on Wednesday evening, where we will be presenting the Annual HCA Awards and holding our Charity Raffle for Royal Highland Education Trust, who will be attending the event with some interactive activities.

We will celebrate the end of the Forum with 'A Highland Fling' - a night with loads of entertainment, so if you want to chase the haggis come appropriately dressed! All of these events are a great way to mix and network with like-minded colleagues, as well as relax during what are a busy couple of days.

Finally, we are all aware that in a few months the country is likely to go the polls to vote in the next Government. A new Government brings with it change, and the NHS (including hospital catering) is more often affected by this change than not. The national hospital catering budget is currently in excess of £1 billion, and is therefore a major contributor to government spend. Will the new Government cut this budget? Never has it been so important for us to reinforce the message that food matters to a patient's recovery and wellbeing, and financial stability for this to happen is crucial. The Forum is the perfect way to deliver this message.

All the information you need to make the most of the Forum is available in this Journal, in your Forum packs and on the HCA website.

I hope you have a great Forum and look forward to meeting you all.

Janice Gillan

HCA Forum Lead 2024

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FORUM IN THE GLEN: FOOD STILL MATTERS



FORUM IN THE GLEN FOODSTILLMATTERS

HCA LEADERSHIP
& DEVELOPMENT FORUM 2024

17-18 April 2024 - At The Macdonald Aviemore Resort
In Cairngorms National Park, Scotland

VENUE AND ACCOMMODATION

The Hospital Caterers Association Leadership & Development Forum 2024 is being held at the Macdonald Aviemore Resort, Cairngorms National Park, PH22 1PN in Scotland.

There are three hotel properties at the Macdonald Aviemore Resort being used for HCA Forum which will be allocated by the Resort reservations team depending on the number of nights booked and the availability at each property. Attendees will be notified by the organisers which property they've been booked into one week before arrival. The Resort will endeavour to keep all personnel from one company in the same property, but please note this cannot be guaranteed and will depend on the number of nights booked and availability. If nights are added in the

week before the event, the hotel you are allocated may change so we advise all bookings are made before this time. It is not possible to request a particular hotel in advance.

The Forum sessions are taking place in the Auditorium on Wednesday and Thursday as are the HCA Awards on Wednesday evening.

The informal dinner on Tuesday night, President's dinner on Wednesday night and Branch dinner on Thursday night will be held in the Peregrine Suite.

The exhibition will take place on Wednesday and Thursday in the Osprey Suite.

The workshop sessions on Wednesday afternoon will take place in the Peregrine Suite Rooms. Delegates' badges will denote if they should join workshop group 1 or workshop group 2.

DRESS CODE:

Tuesday night - smart casual

Wednesday and Thursday Forum and exhibition sessions - relaxed business dress

President's Dinner - black tie

Branch Dinner - The theme is a Highland Fling. The dress code is tartan or anything Scottish, Highland dress or smart casual.



GETTING THERE:

TRAVELLING BY ROAD

Situated off Grampian Road, for satellite navigation systems the postcode is PH22 1PN.

Journey Times:

- Inverness - 45 minutes
- Perth - 1 hour 30 minutes
- Edinburgh - 2 hours 30 minutes
- Glasgow - 2 hours 30 minutes
- Aberdeen - 2 hours

PARKING

There is free parking at Macdonald Aviemore Resort.

TRAVELLING BY TRAIN

Macdonald Aviemore Resort is situated directly opposite Aviemore Station

TRAVELLING BY AIR

Inverness airport is the nearest to Aviemore and services from Amsterdam, London (Gatwick and Luton), Manchester, Birmingham, Bristol, Belfast, Kirkwall, Sumburgh, Stornoway and Benbecula are available.





READY, STEADY, CHEF!

The Wessex Branch of the HCA is running its annual Salon Culinare cooking competition in the heart of Hampshire on Thursday, May 16. Hospitality and healthcare caterers come together with college catering students for this exciting event, which provides a chance for healthcare chefs to showcase their skills and talent, and an opportunity for college catering students from across the south to develop their skills and present their creations to leading culinary experts from the healthcare sector.

There will be live classes for both students and hospital caterers, from 'cooking up a curry storm' to 'ready, steady, soup!' There are static classes too, with themes ranging from a 'trio of delights' to 'time for pie'.

Prizes will include trophies, certificates and a host of mentor days with notable, elite industry chefs. Category winners will have the unique opportunity of a shadow day, being mentored by an elite chef within the hospitality industry. With mentoring opportunities from Dominic Teague (One Aldwych), Cyrus Todiwala OBE DL (Café Spice), John Feeney (Griffiths Foods), Luke Matthews (Chewton Glen), Phil Yeomans (Lainston House Hotel) and Luke Holder (Lime Wood Hotel) this is a golden opportunity not to be missed - for students and healthcare professionals alike.

Iain Robertson, South West Branch Director and National Vice Chair says: "It's brilliant to see the event so well supported by hospitality mentors, sponsors, Trusts and colleges. There is some fantastic talent in the hospital sector and this event is one of the ways in which we can motivate, support and develop our teams. It's great to be able to bring together our new and experienced chefs, and the next generation coming through from the colleges. We look forward to meeting the participants on the day and sampling their culinary creations."



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HOSPITAL CATERER MAGAZINE SURVEY

IT'S TIME TO HAVE YOUR SAY.....

The new format Hospital Caterer Magazine has now published seven issues of the magazine.

We kindly ask for you to share your feedback and thoughts for future improvements that we can make to your magazine.

<https://www.cognitoforms.com/H2OPublishing1/HospitalCatererMagazineFeedback>





COO NEWS – THE FINAL ROUND-UP

The 'Ranch' has closed its gates for the last time. Issue 13 saw the final round-up before the mischievous little Moos make their way back to Aviemore for a final Forum Fling. All issues of 'Coo News' are available to view/download on the HCA Website. Here is a final update of Coo adventures.

Radcliffe (Oxford Branch) has had a busy few months, with visits to Amsterdam, Malta/Gozo, Dublin and the Italian Dolomites.

Wan Horn (Northern Ireland Branch) all alone at The Dark Hedges, Ballymoney, Northern Ireland.

Mooriel (Yorkshire Branch) got fully stuck into the Christmas dinner with staff and patients - overseeing, probing food (although she was happy to see it was bean chilli con carne on the menu on New Year's Eve!), delivering meals to patients on the older adult wards on Christmas day, and playing hide and seek in the Christmas tree on one of the children's wards. What a lovely time she had!



SOUTH WEST BRANCH

Report by Jane Wills

The Branch meeting at the BAWA club in Bristol was very well attended, and Karoline our Chair warmly welcomed members. Karoline discussed the recent questionnaire that was completed by Branch members, which opened the floor to suggestions on meetings, venues and social events, and highlighted how members wanted to see the Branch moving forwards into the future.

Shaun Williamson, Catering Operations Manager at University Hospital Plymouth, gave a very informative presentation to open the meeting. He spoke about the trials and tribulations of his career journey, and how he joined the NHS. Shaun started his career in catering in the Royal Marines, where he worked in a variety of locations. He then moved across to the education sector before his very first role within the NHS as a chef with a casual contract. Shaun then did a spell as a catering manager in a school, before joining the NHS in a permanent position in 2021, at Derriford

Hospital as the Catering Operational Manager.

Once at Derriford Hospital, Shaun had to overcome many challenges to enable him and his team to deliver quality meals to patients, who were spread over 12 levels and 40 wards. He worked hard to build up solid relationships with key stakeholders, joined the HCA, and found he had the support of many NHS caterers who were able to share similar stories and offer advice.

Quite soon after Shaun started at Derriford Hospital he was informed that the kitchen would have to move off site to an alternate location, and the 'Bridge House Catering Department' was born. Different challenges arose. The new catering department was 3.5 miles away from the hospital, so there were issues of transporting the food over this distance which had to be resolved, involving employing drivers and purchasing vehicles.

Shaun said, and I quote, he: "Felt like a rabbit in the headlights" when he first took on this new role, but through sheer determination he has set up a brand-new facility to be proud of.



OXFORD BRANCH

Report by Mabel Blades



**Nature
Friendly
Farming
Network**

FARM VISIT

The Oxford Branch has long been interested in environmental issues and sustainability, and readers will have seen we have already planted over 300 trees. We have held virtual farm walks around Martin Lines' farm, (the chair of Nature Friendly Farming), and also keenly supported Love British Food with local events and initiatives as well as a fantastic visit to a farm in Chipping Norton last year.

This year we are planning a physical visit to Martin's farm on June 17 at 4pm. The address is: Papley Grove Farmhouse, St Ives Road, Eltisley, St Neots, Cambs, PE19 6TW.

Children and family members are welcome but not dogs. Please wear appropriate footwear and clothing for a farm walk. There is no cost involved with this visit, but if you do plan to attend, please let Mabel know so she can provide an idea of numbers.

NORTHERN IRELAND

Report by Karina Watterson

We had a great turnout at the Galgorm Group, Ballymena in February. What a wealth of knowledge Louise O'Neill provided in her talk regarding dysphagia in her IDDSI workshop. This gave the group a holistic approach around dysphagia and we look forward to inviting Louise back to the HCA Seminar.



WEST OF SCOTLAND BRANCH

Report by Margaret Valenti

The last Branch meeting was held on February 27, kindly hosted by Kate McVey at NHS GGC Central Laundry in Hillington.

The meeting was held in person, and we said a fond farewell to Branch Patron Stephen Scragg who is retiring. The Branch thanked him for his friendship and support over the years and wished him all the best for his retirement.



STEPHEN SCRAGG

We are very much looking forward to the National Form in Aviemore, which will be a special one for us as the West of Scotland is the hosting Branch.

Following the Forum, our next Branch meeting will be held on Friday, June 7 at the Instock Depot in Livingstone, hosted by new Branch Patron Billy Menzies. The meeting will be held in the innovation kitchen followed by lunch and product demonstrations.



BERT BEVERIDGE ON THE LEFT, WITH BRANCH MEMBER, ARCHIE REID

BERT BEVERIDGE

It was with great sadness that the West of Scotland Branch recently announced the sad passing of Bert Beveridge. He was not only a long-standing Patron of the Branch, he was also very well known throughout the catering sector. Bert actively supported the Branch at events and was always at hand to help out.

Bert was a wonderful storyteller, full of colourful humour and wit and we will fondly remember stories of his amazing life. A colourful celebration of his life took place on Wednesday, March 6 at Blantyre Crematorium, South Lanarkshire where several Branch members and associates were in attendance to pay their final respects.

Our thoughts and best wishes are with his family at this sad time. He will be sadly missed.

IT'S BEEN A TREMENDOUS THREE YEARS



SO LONG, FAREWELL, AUF WIEDERSEHEN, GOODBYE ...

This is the last welcome column to the Hospital Caterer that I will write as your National Chair.

As I prepare to stand down at the AGM in April, I've been reflecting on the achievements of the last three years. For me, the biggest one has to be lodging the articles of association and creating the limited company as we are today. An achievement made possible by the hard work and support of the national officers, directors and you, the entire membership of the HCA. I made it clear we had to work in partnership to bring this significant piece of work to a conclusion. During the process I attended over 57 Branch meetings, speaking openly to members, listening to any concerns, and I was overwhelmed with the positivity of the membership.

Another significant achievement was helping to negotiate the association into a better financial position after the pandemic put us, in common with many other businesses and organisations, under terrible pressure with little or no income. It was a difficult time for many, but the HCA has now recovered its position. We are in much better financial health and have a very good platform from which to move forward.

Our President, the Rt Hon Lord Hunt of Kings Heath, is also stepping down after five years in the role. I am hugely privileged to have had him there as a form of counsel. It's a strange feeling to be able to pick up the phone, or send an email, directly to someone in the House of Lords, to ask a question and seek advice. Lord Hunt has always been very supportive to the HCA, and he's been a great help to me personally. He was also responsible for starting us on the journey to becoming a company limited by guarantee. It was he who started asking

the difficult questions about the level of risk attached to our former status, and as a group HCA rose to the challenge. We have a lot to thank him for, and I would like to wish him well for the future.

OTHER HIGHLIGHTS

The evolving of the National Healthcare Estates & Facilities Day borne out of a conversation with HEFMA and ahcp Chairs on how we could ensure continued recognition to all in facilities during and post Covid, and in some way promote the career opportunities in our various organisations. This initiative blew us out of the water and has surpassed our expectations from day one with the numbers of staff we now reach - thank you to you all for engaging.

The re-introduction of the HCA sponsoring the 4 Nations Healthcare cookery event at HRC (formerly Salon Culinaire). Last year saw seven teams compete to extremely high standards showcasing what's best about our catering teams.

THANK YOU

I have enjoyed tremendous support from the HCA's Vice Presidents during my tenure, and Mark Hayman in particular. When Mark stood down last year he was replaced by Stewart McKenzie, who has been working alongside our other Vice President, Alison McCree, providing support to national officers. These are past national chairs in their own right with years of experience. However, my biggest thanks go to you, the membership, for all the support and kindness shown to me and my wife when we've attended anything. I have been so heartened by the way we have been made to feel welcome wherever and whatever the event.

I wish Iain Robertson, the incoming National Chair all the best for his two-year tenure. Iain has been working on the Executive Team and as Vice Chair over the last year, and I am sure he will carry that momentum, and energy, through into the National Chair role.

FINAL TASKS

The final, official tasks I will have been involved with as your National Chair are always some of the best. I'm looking forward to watching all our chef teams in action at the aforementioned HCA 4 Nations Showcase at the HRC on March 25.

I've recently been part of the judging panel for the Public Sector Catering awards, and hope to attend the Awards ceremony on Thursday, April 4 at the Hilton London Metropole, and we're about to start judging our own HCA Awards for 2024. The winners of these will of course be announced during our National Leadership and Development Forum in Aviemore, which I am also looking forward to. You will find full details of the event in this issue, which is also our show guide.

Just two more points to note. Our AGM will be held virtually on April 26. Invitations to join will be on their way to all members, so please do look out for them and get in touch with our National Secretary, Janice Gillan, if yours does not arrive. Also, look out for our new draft strategy, which will be coming your way via your Branch directors, I look forward to hearing your feedback.

For those of you who are travelling to Aviemore, I look forward to seeing you all there.

Slàinte Mhath (Slanj-a-va)
Brian Robb, National Chair Director

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.

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HOSPITAL CATERER

FORUM IN THE GLEN

Full guide to the 2024 National Leadership & Development Forum inside

THREE EVENTFUL YEARS

Brian Robb prepares to stand down as National Chair

READY, STEADY, CHEF

Time to sign up for the Wessex Branch Salon Culinaire cooking event



FORUM IN THE GLEN
FOODSTILLMATTERS

HCA LEADERSHIP
& DEVELOPMENT FORUM **2024**

17-18 April 2024 - At The Macdonald Aviemore Resort
In Cairngorms National Park, Scotland

Welcome to Aviemore

The West of Scotland Branch invites you to celebrate
Forum in the Glen and **Food Still Matters**
at the HCA's 2024 National Forum