

Improving Patient Mealtime Experience Catering Department & Clinical Nutrition Department



The Patient Voice:

What our patients said in the National Patient Experience Survey (NPES) 2018



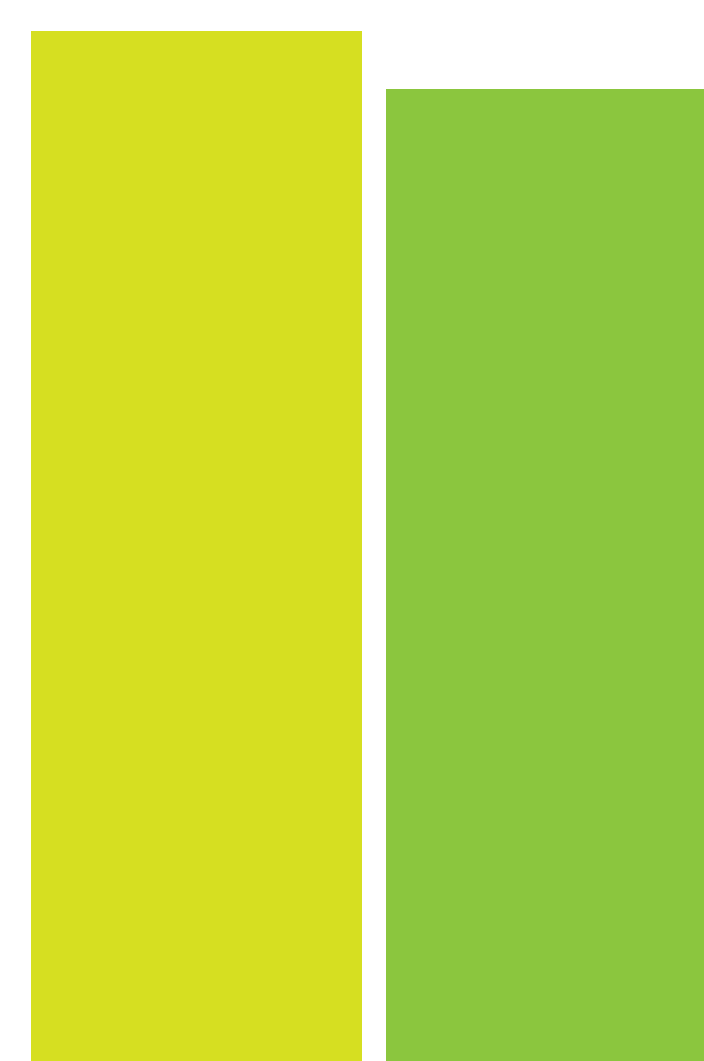
Q. How would you rate the food?

Q. Were you offered a choice of food?

Q. Were you offered a replacement meal at another time?



60% in SJH.
65% was the national score



90% in SJH
85% was the national score



65% in SJH
85% was the national score

Objectives

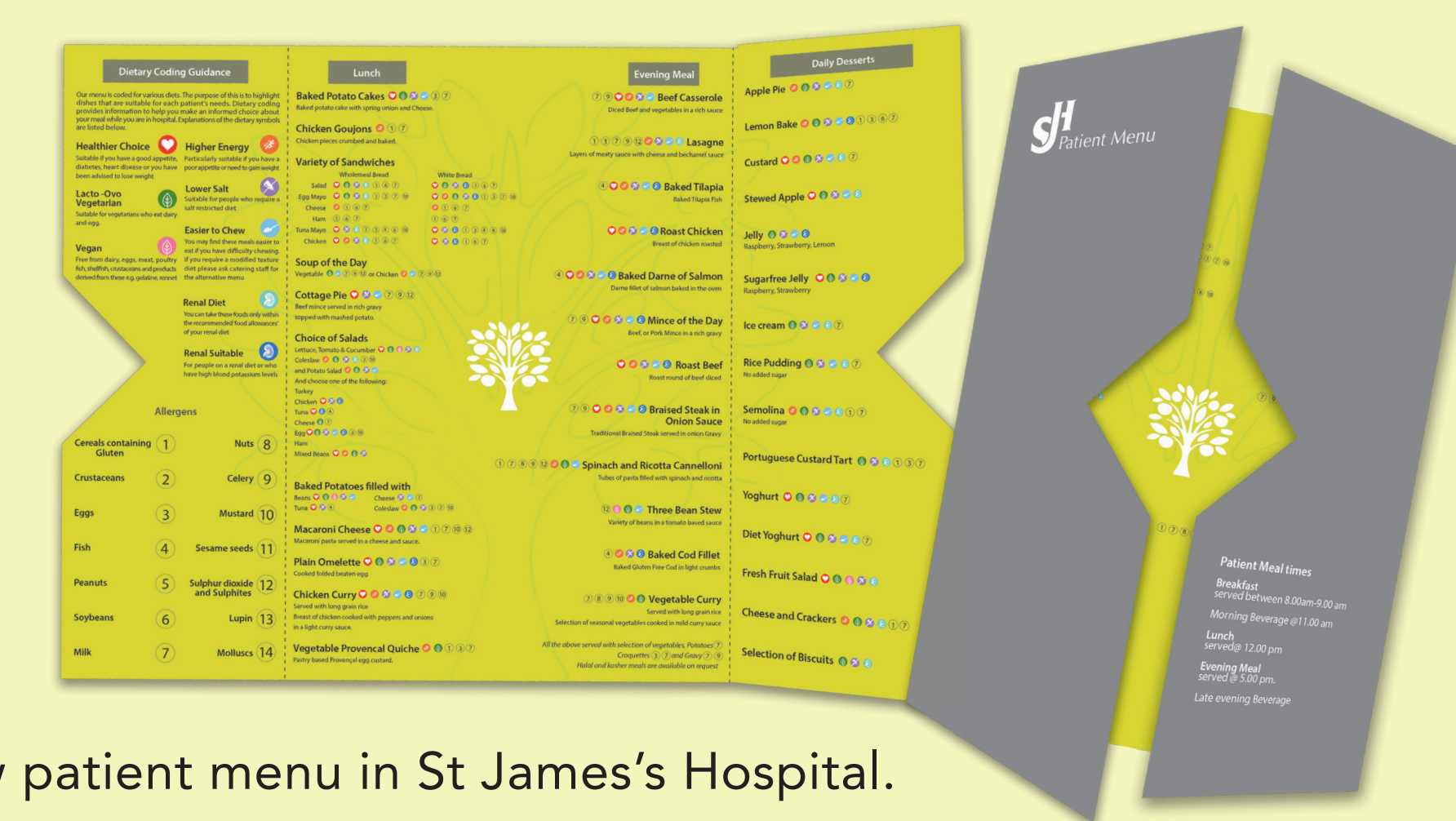
- 1 To listen to what matters to patients and address the issues they voiced in the NPES by creating a new menu.
- 2 To provide patients with better information regarding the menu.
- 3 To empower patients to make informed choices by providing a menu with additional allergen information and therapeutic diet guidance.

"I was over a week in hospital and the meals I had were just like I had at home"

"The food was so good - I put on a few pounds!"

What we did to improve our patient mealtime experience?

- * We listened to what mattered to our patients.
- * We conducted patient satisfaction surveys regarding availability of replacements for missed meals, meal interruptions, and preferred meal service times.
- * The Catering & Clinical Nutrition departments collaborated to create and launch a new patient menu.
- * Nutritional and allergen analysis was completed to ensure that the new menu meets the required nutritional standards, and meets the needs of all patients, including those on therapeutic diets.
- * We met with the Patient Representative Group to discuss the new menu and took on board their feedback and suggestions.
- * We reversed our lunch and dinner meals and now patients receive their main meal in the evening.



The new patient menu in St James's Hospital.

Key benefits of the new menu include:

Patients now have:

- * A new menu that patients can select from.
- * Greater choice and variety of meal options.
- * More nutrient dense meal options for patients to combat malnutrition.
- * Therapeutic diet guidance, which allows patients to make an informed choice.
- * Improved meal time experience as there are less interruptions.
- * Healthier choices
- * Lower salt options
- * Meal replacements and snacks.
- * Improved range of modified texture meals & desserts.
- * Information on allergens is now available on the menu.
- * Meets nutritional targets for hospital patients.

We would like to acknowledge the contribution and support from:
Nutrition & Hydration Steering Committee
& QSID