

Reference Number: FOI2021/291
From: Commercial
Date: 20 August 2021
Subject: Software used for ordering patient catering

- Q1 Please could you confirm the contact details of the individual with responsible within the organisation for the menu choice and the subsequent delivery of food to patients – possibly the catering manager?
- A1 Information not held – The Trust does not have a catering manager responsible for menu choice for patient catering. Our patient catering is run by an external provider, which is Medirest, who are responsible for the menu choices and subsequent delivery. However, Trust staff such as Dieticians and Speech Therapists are involved in evaluating the menu selections.
- Q2 What software does the organisation use enabling patients to choose their food and the subsequent delivery of the food to the patient? If no software is used please outline the methodology in place for ensuring the patient receives the correct food at the agreed time?
- A2 Information not held - We do not have an electronic system in place at the current time.

Medirest as the supplier are responsible for the processes in place. At present, a paper system is in use for patients to order from a menu and availability is updated daily. Patients' orders are manually updated to record that the meal has been received by the patient. The Trust have been notified that Medirest are looking to introduce an electronic system in the near future.
- Q3 What software does the trust use to maintain stocks of food ensuring that the patient receives the correct food at the agreed time?
- A3 Information not held – Liverpool Heart and Chest hospital does not maintain stocks of food. This is managed by our external supplier, Medirest.