



hotfoodvending

by **bon appetit**

The Bon Appetit service exceeds the CQUIN requirement for a minimum 80% of healthy hot food options.

Does your hospital need to provide a **Healthy 24/7 Hot Food Service** to ensure you satisfy the staff health & wellbeing CQUIN 1b?

Satisfying the mandatory **CQUINS 1b** target, which looks to **improve staff health and wellbeing**, continues to be high on NHS Catering & Facilities managers agendas. A key feature of this target is the requirement to provide a healthy hot food service for doctors and nurses outside of conventional catering hours, particularly for night shifts and weekends. Sara Gorton, UNISON's Head of Health, is reported as saying that: 'The NHS is failing in its responsibility to look after the well being of its employees. Healthy options should be made available 24 hours a day and better food standards enforced.' In response the National Chair of the HCA, Craig Smith said, amongst other things, 'We agree that it is important to have quality nutritious food available across every site for those who are providing essential services through the night. And we recognise that there is much to be done in this area.'

This is where Bon Appetit can help, which we are already doing for over 60 NHS hospitals, with the provision of our hot food vending service. The key benefit is that the service offers a wide range of high quality, healthy and tasty hot food choices with **85% of the food selections available being 'healthier choices'** (this exceeds the CQUIN minimum requirement for 80% healthy food options).



The 60 hospitals Bon Appetit serve include Musgrove Park Hospital in Taunton, where we are working successfully with Phil Shelley, Facilities Manager. Phil comments that:

'Looking after our staff and visitors over a 24 hours period is vital for healthcare, work/life balance and reputation. For too long we have ignored the poor choice on offer through our

vending and catering solution, particularly during the evenings, so the CQUIN directive has forced caterers to administer real change in what we offer.

Food choice availability is vital if we are to meet requirements and expectations of our customers and the joint initiative between Musgrove and Bon Appetit has supplied a catering solution that fits the bill!

Overall, the Trust has been delighted with the service provided, and as long as there is continual improvement, I have and will continue to recommend the service.

Apart from working directly with hospitals Bon Appetit also work successfully in partnership with contract caterers and facilities management companies, such as ISS Mediclean. Indeed, their most successful site is the Princess Royal University Hospital in Orpington (see photo), where ISS appreciation



was summed up in the comment: 'I would like to thank all your team for being such a good service provider. Since you came on board our hot food vending is such a success'.

The key to Bon Appetit's success is our food with a **new and larger range of 'healthier food' choices**.

Our menu goes further than what CQUINS requires in that:

- **85%** of the food products are healthier choices (as defined by CQUINS, which requires a minimum of 80%).
- 25% of the food products are vegetarian choices, with a good selection of vegan, gluten free and dairy free meals.
- All dietary needs are catered for, and in response to hospital requests a larger range of halal and Afro Caribbean food choices is in production.

Bon Appetit provide either a **remote managed** or a **fully managed** service. The low cost remote managed service is the more flexible option. It is available with a cashless payment system and remote monitoring, with Bon Appetit directing the nominated NHS staff member to restock the vending machine and reorder food.

Bon Appetit would like to do the same for your hospital, as we are currently doing for over 60 NHS hospitals, which nationwide include Great Ormond Street and the Princess Royal University Hospital in London, the John Radcliffe in Oxford, and the 4 hospitals of the Kent & Medway NHS & Social Care Partnership Trust.

Contact Chad Heinemann and request an information package, following which we can arrange a meeting and a free tasting:

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