

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY K.F. MOREL OF ST. LAWRENCE
QUESTION SUBMITTED ON MONDAY 25th JANUARY 2021
ANSWER TO BE TABLED ON MONDAY 1st FEBRUARY 2021**

Question

Will the Minister advise the Assembly whether any processes are in place (such as surveys, questionnaires and so on) which the Health and Community Services Department uses to measure patients' satisfaction with the food served in Jersey's hospitals; and if any such processes are in place, will he provide the Assembly with a summary of the responses received since 1st January 2018?

Answer

A questionnaire is used to measure patient satisfaction with the food served in Jersey's hospitals (see below):

| Patient Food Satisfaction Survey | |
|---|---|
| Date | Patient URN |
| 1. Which ward are you staying on? | |
| <input type="radio"/> Corbiere | <input type="radio"/> Portelet |
| <input type="radio"/> Emergency Assessment Unit | <input type="radio"/> Plemont |
| <input type="radio"/> Bartlett | <input type="radio"/> Rayner |
| <input type="radio"/> Beauport | |
| 2. Overall, how good was the lunch we provided today? | |
| <input type="radio"/> Very Good | <input type="radio"/> Good |
| <input type="radio"/> OK | <input type="radio"/> Poor |
| <input type="radio"/> Very Poor | |
| 3. How do you rate the amount of different choices offered? | |
| <input type="radio"/> Too much choice | <input type="radio"/> Not enough choice |
| <input type="radio"/> Enough choice | <input type="radio"/> No choice |
| 4. Did you get enough to eat? | |
| <input type="radio"/> Too much I couldn't finish it all | |
| <input type="radio"/> Just the right amount | |
| <input type="radio"/> Too little I was still hungry | |
| 5. If you have any other comments regarding the food and beverage service, please write them below. | |
| | |

Thank you for completing our survey. We are continuously improving the food service and welcome all patient feedback.

Kind Regards,

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|---|--|
| Neil Giannoni Catering Manager Central Production Kitchen | Paul Wells Catering Manager Projects (Improvement) |
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The collation of quantitative responses to these questionnaires has not been systematically undertaken from 1st January 2018 to date. However, each submission is reviewed by the HCS Catering Manager and actioned accordingly. Qualitative responses provide helpful feedback on food matters as diverse as the quality of batter on fried fish, choice of desserts, range of choices more generally, limited choices for those with specific dietary needs e.g. low residue diet and so on. Patients also provide helpful feedback to the Catering Team expressing their appreciation for the food they have received, the efforts of the staff and acknowledge that the food is provided within a budget.

For the last six months, due to Covid-19 and patients not completing their own menu cards to reduce the risk of cross-contamination, these questionnaires have not been presented to patients.

From 1 March 1 2021, revised feedback forms will be distributed in the General Hospital. Quantitative and qualitative feedback will be collated by the HCS Catering Team. This feedback will form part of the Non-Clinical Services dashboard reported to the HCS Operational Management Group.

When Covid-safe, the patient menu choice system can be re-instated. The reverse side of these menu choice cards contains a patient feedback form for patients to complete. This data will be collated by the HCS Catering Team.