

Ref. No: 254200821  
From: Public  
Date: 20/08/21  
Subject: Patient meals

## REQUEST

1. 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?
2. 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 if used please outline the methodology in place for ensuring the patient receives the correct food at the agreed time?
3. What software does the trust use to maintain stocks of food ensuring that the patient receives the correct food at the agreed time?

## RESPONSE

1. The contact details of the individual responsible within the organisation for the menu choice and the subsequent delivery of food to patients – possibly the catering manager?  
**Medirest are contracted (via a PFI agreement) to provide patient meals within St Helens and Knowsley Hospitals Trust.**
2. 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 if used please outline the methodology in place for ensuring the patient receives the correct food at the agreed time?  
**Our catering provider Medirest currently uses Saffron meal ordering system.**
3. What software does the trust use to maintain stocks of food ensuring that the patient receives the correct food at the agreed time?  
**Our catering provider Medirest uses an in house stock management system.**