

Health and Social Services Group
Y Grŵp Iechyd a Gwasanaethau Cymdeithasol
Prif Swyddog Nyrsio - Cyfarwyddwr Nyrs GIG Cymru
Chief Nursing Officer - Nurse Director NHS Wales



Llywodraeth Cymru
Welsh Government

Our ref: MAVG/1623/17

Nick Ramsay, AM
Chair – Public Accounts Committee
National Assembly for Wales
Cardiff Bay
Cardiff
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29 September 2017

Dear Mr Ramsay

**PUBLIC ACCOUNTS COMMITTEE REPORT
PUBLIC ACCOUNTS COMMITTEE HOSPITAL CATERING AND PATIENT
NUTRITION REPORT
MARCH 2017**

Following the updated provided on 6 July 2017 on recommendations 1, 4, 5 and 9 of the Public Accounts Committee Hospital Catering And Patient Nutrition Report (March 2017), I have pleasure in enclosing an update on progress on the implementation of recommendations 4 and 9 from the Public Accounts Committee Hospital Catering And Patient Nutrition Report (March 2017).

I would like to thank you and the Committee for your continued consideration of the progress of the recommendations from the report.

Yours sincerely

Professor Jean White
Chief Nursing Officer
Nurse Director NHS Wales

Public Accounts Committee Update –

Recommendation 4 The Committee recommends that the Welsh Government provide an update on the key stages for standardising the documentation identified in the Nurse Informaticist work plan and report to the Committee any slippages in the proposed timescale.

This update is provided based on the identified time line presented to the committee in November 2016:

Project task	Timeline		
	Year 1	Year 2	Year 3
Review of documentation			
Develop governance strategies			
Design clinical support system			
Review and test			
End user training year 3			

- Extensive engagement has been carried out across Wales to baseline the types of nursing documentation currently being utilised and to gather high level requirements for a possible digital solution. One of the key messages from patients and other key stakeholders was the importance of the standardisation of nursing documentation to support informed collaborative care across the NHS in Wales.
- Extensive review of existing nursing documentation has taken place, where it has identified there are areas of documentation standardisation with differences in the type of risk assessments and how the documents are used.
- Based on the engagement and review of what the nursing and midwifery community is currently using, a robust set of functional requirements have been defined for the nursing leadership to approve. A paper was submitted to the Nurse Executives Directors for discussion at their meeting on the 25th August 2017, however it was deferred to 22nd September.
- On review of the paper the nurse directors will determine the next steps towards the digitalisation of nursing documentation.
- Governance structures to support the standardisation and digitalisation of nursing documents have been determined in collaboration with the nurse directors

- A software developer has recently been appointed at NWIS to support the development of nursing documentation once the way forward is determined by the nurse directors.

Public Accounts Committee update –

Recommendation 9: Procurement of an all Wales computerised information system for hospital catering.

Background:

The Wales Audit Office publication 'Hospital Catering and Patient Nutrition Report March 2011', and subsequently the 'Hospital Catering and Patient Nutrition, a Review of Progress September 2016', examined whether Welsh hospitals provide efficient and effective catering services that meet recognised good practice in the planning, delivering and monitoring of hospital catering services. These reports highlighted inconsistencies in performance and quality in hospital catering and patient nutrition across Wales.

Currently there is a mixture of approaches taken to managing hospital catering services both within, and across, Health Board and Trust boundaries. Whilst no NHS Wales body has completely digitised their catering service, most have started, utilising IT systems in areas such as menu planning, costing and food production planning. .

In 2011, the WAO report found 'high levels of plate waste with, on average approximately 22 per cent of the food served to patients uneaten' and that un-served meal waste was around 15 per cent

Data obtained from the EFPMS "Supplementary" Catering Data 2015-16 return to Welsh Government indicated that food wastage (untouched patient meals) had reduced to between 2 per cent and 13 per cent across Boards and Trusts. Consideration has been given as to whether a National IT Catering Solution could support the management of catering services across Wales and help achieve compliance with the WAO recommendations.

Progress:

During the summer a review of the initial outline business case for a National IT Catering Solution was undertaken, led by Aneurin Bevan University Health Board and in consultation with key stakeholders across Welsh Health Boards. Stakeholders included the All Wales Estates & Facilities Directors, All Wales Commodity Advisory Group, the All Wales Caterers group as well as Dieticians, Procurement, Finance and IT professionals.

The scope of solution considered would support and manage stock planning, management and control, support production planning and tracking to allow full integration and analysis of all aspects of catering department production, including menu management, costing, wastage tracking and recipe / nutritional analysis (allergen) / menu costing modules. The scope also included the requirement to manage and maintain non patient catering services and retail sales.

In principle, stakeholders support an All-Wales IT Catering solution to achieve compliance to the WAO recommendations.

A supporting paper was submitted to the National Informatics Management Board on the 13th Sept 2017.

Next steps:

The principle of implementing an all-Wales IT catering solution has been supported by NIMB. Given that all health boards currently use different systems and ways of working it is important that a comprehensive programme is put in place to support the design, selection and procurement of any new system to ensure that the benefits identified in the original WAO recommendation are fully realised.

The NHS Wales Shared Services Partnership are ideally placed to facilitate this work and they have been asked to work with NWIS , health boards and trusts on the introduction of a new system which will help improve the management of catering services . This will build upon the improvements that have already been seen in waste reduction at a local level since the original WAO report published in March 2011.

It is envisaged that a new system will be developed over the next IMTP (Integrated Medium Term Plan) cycle, allowing each health board and Trust to align any investment in an IT system to their catering service improvement plans .