

Date: Wednesday, 01st September 2021  
Our Ref: MB/SS FOI 4865

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**Re: Freedom of Information Request FOI 4865**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 20th August 2021.

Your request was as follows:

- 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?

The catering services at The Walton Centre NHS Foundation Trust are provided by ISS Healthcare. Due to GDPR it is the policy of ISS not to release personal information of any individual. However, the organisation of the menu choice and the subsequent delivery of food is controlled centrally within ISS Healthcare. For further requests, please make contact via [enquires@uk.issworld.com](mailto:enquires@uk.issworld.com) where your requests can be directed to the right department.

- 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?

ISS Healthcare currently utilise a paper based system for ordering with the ward hostess offering the choice at the point of service.

- What software does the trust use to maintain stocks of food ensuring that the patient receives the correct food at the agreed time?

ISS Healthcare utilise Saffron for the back of house catering operations.

Please see our response above in [blue](#).

**Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 4865 in any future communications.**

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**