

Response to FOI 857 Freedom of Information request - Information relating to Patient Feeding and Retail Catering

Retail Catering Services / Patient feeding services

1. The name and contact details for the Chief Executive?

The Chief Executive is David Carter. His email address is David.Carter@ldh.nhs.uk and his phone number is 01582 491166- extension 7001.

2. The name and contact details for the Director of Finance?

The Director of Finance is Matthew Gibbons. His email address is Matthew.Gibbons@ldh.nhs.uk and phone number is 01582 491166- extension 8152.

3. The name and contact details for the Director of Estates and Facilities?

The Director of Estates and Facilities is Dean Goodrum. His email address is Dean.Goodrum@ldh.nhs.uk and his phone number is 01582 491166- extension 7034.

4. The name and contact details of the Procurement Director?

The Head of Procurement is Jacqui Nicholls. Her email address is Jacqui.Nicholls@ldh.nhs.uk and phone number is 01582 491166- extension 8200.

Retail Catering

5. The name(s) of the company(ies) who currently provides retail catering at the hospital?

L&D Hospital outsources this facility to ISS (Integrated Services Solution) and WHSmiths. Bedford provides this facility in-house

6. Is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?

It is part of an FM contract currently let to ISS. ISS also provides patient catering, all domestic and on site waste removal service, window cleaning and pest control services.

7. How many of each type of outlet are there e.g. coffee shop, restaurant etc

There is one restaurant with a coffee machine and one retail shop with an outlet café at the L&D Hospital. At Bedford, there are one restaurant and one small shop run by charity, both in-house.

8. When does the contract expire?

The ISS contract expires in 2025 but has a 2 year extension option. Contract for retail options for outlets go out in later in 2021 /22.

9. What is the average sales turnover per annum for all the outlets combined?

This information is not available to Trust

Patient Feeding

10. Who provides patient feeding within the hospital?

The ISS provides this service at the L&D Hospital and Bedford provides an in-house service.

11. If this is run in house is the trust willing to consider outsourcing?

No, the Trust is not currently considering to outsource this facility at Bedford and L&D is already outsourcing.

12. If outsourced, is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?

ISS is our single provider and services covers patient catering, all domestic and on site waste removal service, window cleaning and pest control services.

13. When does the contract expire?

The contract expires in 2025 with 2 year extension option.

14. What is the annual turnover per annum for patient feeding?

Part of contract. At Bedford, the cost per patient is £3.17 per day and the variable turnover is based on patients in the hospital.

Additional Questions

15. How many beds are there in the hospital? If there is more than one hospital in the trust, please can you breakdown the number of beds per hospital building?

There are approximately 700 beds with escalation at Luton and Dunstable Hospital and approximately 384 beds at Bedford.

16. How many staff work in each hospital?

The total number of staff is approximately 8000 across both sites. Unsure about the split between the two sites, as a proportion of staff now work cross-site.

17. Do you use a framework for catering? If so, which framework do you use?

We don't use any framework but the OJEU contract at both hospitals.

For clarity, the details of the successful and unsuccessful suppliers are kept in the strictest confidence. All these details are only used to help in potentially bidding for these contracts. I would be very grateful if you would provide the details which give us more information about how the hospital operates.

The Luton and Dunstable Hospital is undergoing major redevelopment. Security tender out and Retail Units are imminent

Yours faithfully,