

FOI 2861

28th January 2025

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

How many complaints were made to your health trust about hospital food/dinners/meals in each of the last three years (2022, 2023 and 2024).

Response:

The number of complaints logged on the Trust's complaints management information system relating to food/dinners/meals provided are as follows:

2022- 6

2023-<5

2024-<5

The Trust has a legal duty to protect patient confidentiality and, in line with this duty, the figure <5 has been provided where figures are very low. This is because of the potential risk of identification of an individual. In reaching this decision the Trust has taken into account the small geographical area which the Trust serves and the sensitivity of the information requested. In addition the Trust has taken into account the fact that all information disclosed in response to an FOI is disclosed to the 'world at large' and is published on the Trust website.

Section 40 (2) (third party information) of the Freedom of Information Act 2000 has been applied to exempt the redacted information from disclosure. The Trust does not consider the disclosure of the redacted information to be fair to the individuals concerned as there is the potential risk of identification of an individual(s) which they would not expect, and which would therefore breach the fairness element of the first principle of the Data Protection Act 2018.

Please provide a summary of each complaint - i.e. what the issue/problem was.

Response:

Food provided was not suitable

Food served cold

Lack of vegetarian/vegan options in the canteen

Staff non-compliance with personal hygiene standard while serving food

Lack of communication between ward teams that patient required assistance with feeding

Wrong dinner option provided

Patient forgotten about during tea/coffee and food rounds as patient was not in a usual side room

Patient advised by ward staff no hot food available

Email: Foi.Team@Southerntrust.hscni.net