



healthwatch

Sunderland

Sunderland Royal Hospital – Nutrition and hydration patient feedback
December 2023

Background

Across South Tyneside and Sunderland NHS Foundation Trust, feedback and findings gained from Adult Inpatient Surveys and the Friends and Family feedback tool have indicated patient experience of mealtimes could be better. In response to this feedback, the Head of Quality Improvement based within the Trust, has set up a quality improvement project group aimed at improving patient's experience at mealtimes.

The Trust asked Healthwatch South Tyneside and Healthwatch Sunderland to support the work, by obtaining patient feedback to provide valuable information that could aid the development of improvements of both nutrition and hydration and overall mealtime experiences for patients.



Methodology

The Trust commissioned Healthwatch South Tyneside and Healthwatch Sunderland to obtain feedback from patients on several wards across the two sites to capture patient experiences of nutrition and hydration. A survey was devised to capture this feedback and questions focused on several areas including:

- Choice
- Quality and quantity
- Availability
- Support available / received

Open and closed questions were used to gather quantitative and qualitative data.

Patient responses were gathered at patient bedsides by Healthwatch Sunderland staff and volunteers on Wards B22 and E52 of Sunderland Royal Hospital. These wards were determined by hospital staff. Senior ward staff also determined which individuals were well enough to be invited to participate.

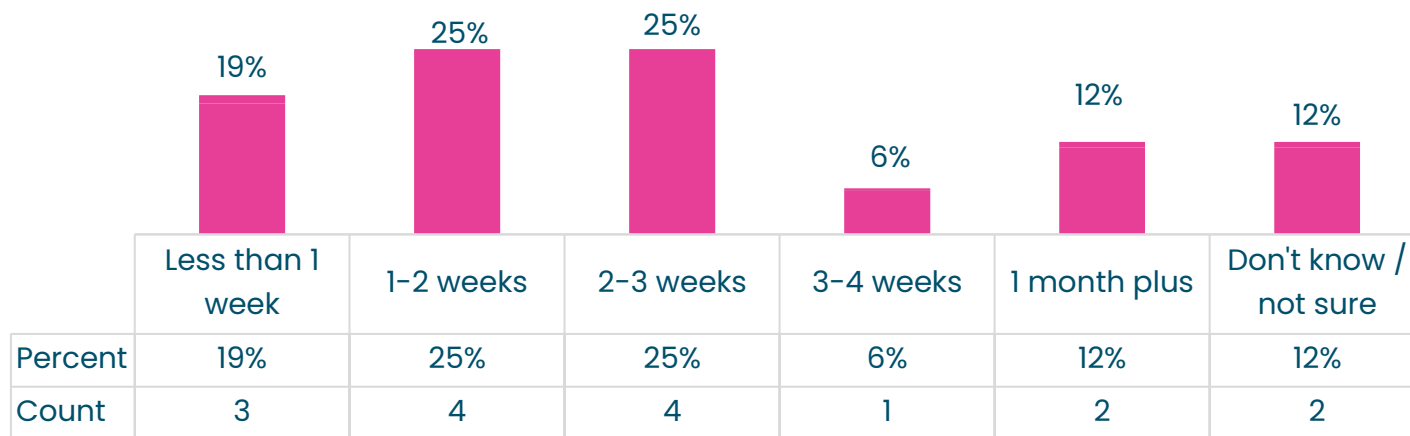
Participants were made aware that their responses would be recorded on paper and comments may be included in a report but fully anonymised to protect their identity. Participants verbally consented to this and were given the option to withdraw/stop the survey at any time.

No personal or demographic information was collected.

Findings

In total we received 16 responses from patients across the 2 hospital wards, (B22, and E52). Not all patients completed all sections of the survey.

Patients were asked how long they had been on the wards. The results below show that most patients had been on the ward for either 1-2 weeks or 2-3 weeks.



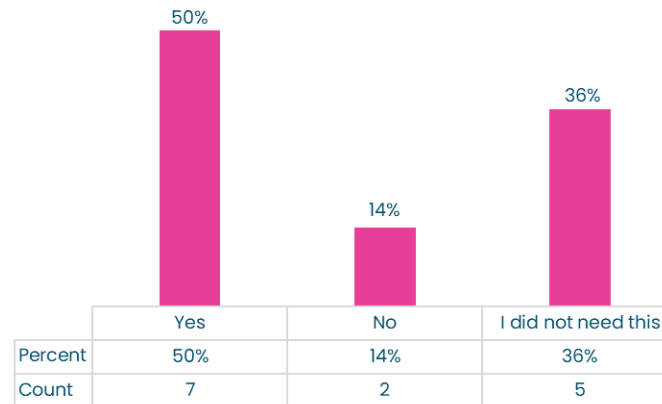
Findings

Patients were asked to rate their breakfast, lunch and main meal. The results as seen below show that high levels of satisfaction were received for both lunch and main meals.

| | Very good | | Fairly good | | Neither good nor poor | | Fairly poor | | Very poor | |
|------------------|-----------|---------|-------------|---------|-----------------------|---------|-------------|---------|-----------|---------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Breakfast | 5 | 38% | 5 | 38% | 1 | 8% | 0 | 0 | 2 | 16% |
| Lunch | 7 | 50% | 5 | 36% | 2 | 14% | 0 | 0 | 0 | 0 |
| Main meal | 7 | 50% | 6 | 43% | 1 | 7% | 0 | 0 | 0 | 0 |

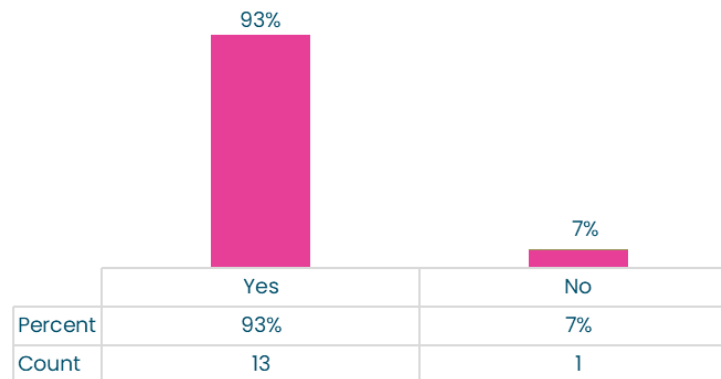
Patients were asked if there was enough food for them. 100% of respondents replied yes. The same response was received when patients were asked if they get enough to drink, with 100% also replying yes.

When asked if they could get hospital food outside of set mealtimes, the responses below show that 50% of patients replied yes.

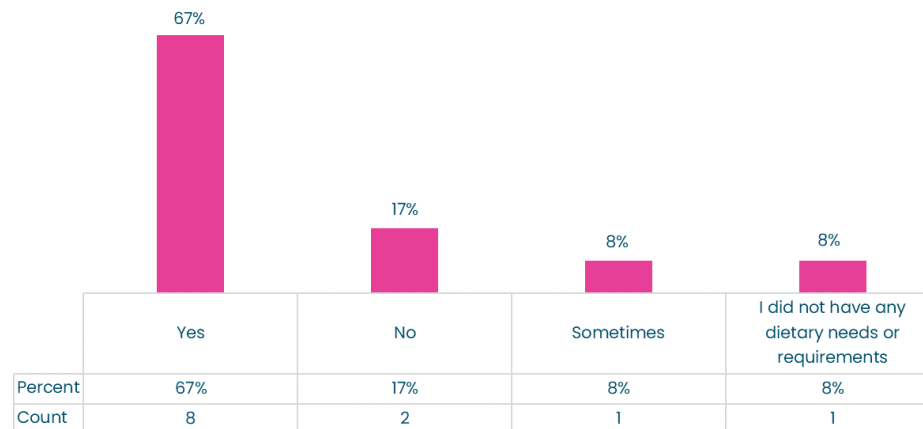


Findings

Patients were asked if there was plenty of choice. Most patients (93%) replied yes.

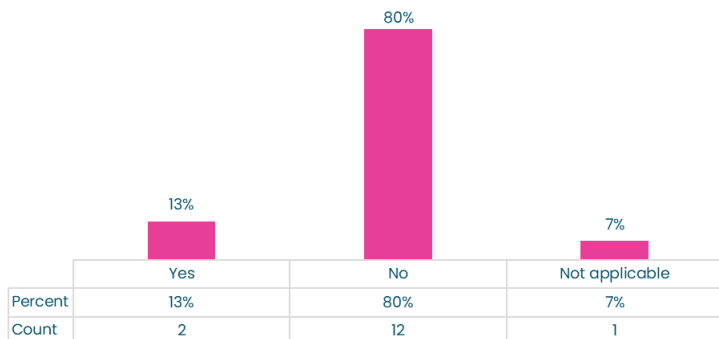


When asked if the food offered met their dietary needs, as shown below 67% of patients replied yes and 17% replied no.

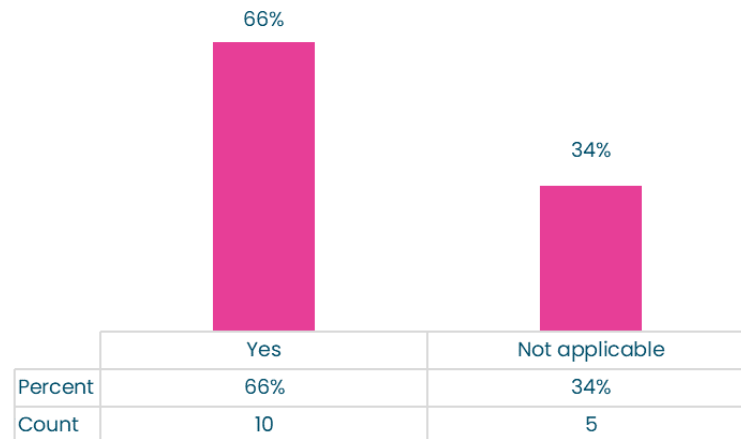


Findings

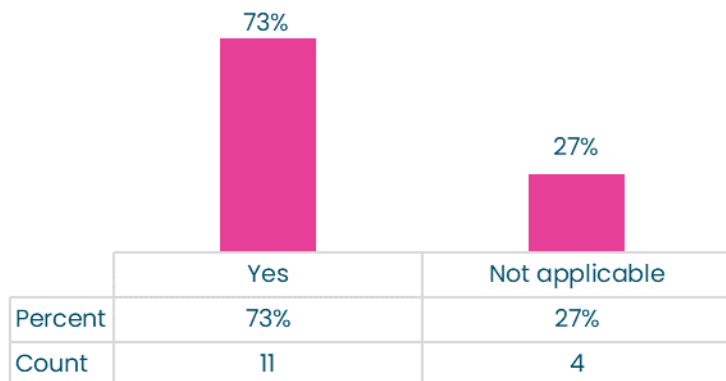
Patients were asked if they needed help to eat and drink. Most (80%) responded no.



When asked is help offered at times other than mealtimes, 66% of patients replied yes and 34% stated it wasn't applicable.

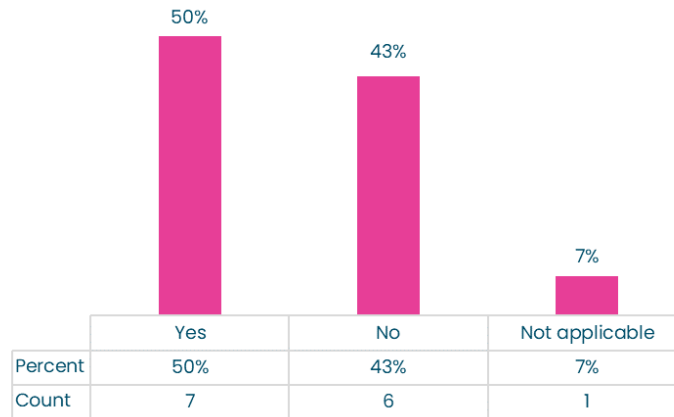


73% of patients replied yes, when asked are staff there to help when needed.



Findings

When asked if they were encouraged / supported to clean their hands before mealtimes, a mixed response was received. 50% of patients replied yes and 43% replied no.



Patients were asked if they were prepared for their mealtime/ snack and asked to inform on the following:

| | Count |
|---------------------|-------|
| Table cleared | 13 |
| Sat appropriately | 12 |
| Food within reach | 11 |
| Appropriate cutlery | 10 |
| Clothes protector | 2 |
| Napkin | 8 |

Findings

When asked to inform us what is good with the food and drink on the wards, we received a range of responses including:



“Sparkling water is tasty and soup is really good.”

“Staff will get me snacks from the shop if I need them.”

“Teatime are the best meals.”

“The food and the nurses.”

“There is a good choice of food and staff go above and beyond to help you.”

“I have been offered seconds. The food is OK – it's a hospital. I would be insulted if they asked me to clean my hands before mealtimes.”

“There is a good choice.”

“The tea and coffee are very good and hot enough. The soup is nice. “

“Breakfast is OK to very good. “

“We are given tea, coffee and water regularly, around three times a day. The soup is really good.”

“You get what you need.”

“The meals are nice and they offer a good mince and onion pie.”



Findings

Patients were asked if there was anything that could be improved. We received a range of responses that included:



“The scrambled eggs, as they were gritty.”

“Chips can sometimes be slightly under cooked.”

“I do not want gravy on my dinner. I did not want to make a fuss and ask for new a dinner. The chips were cold when served and the vegetables were over cooked. ”

“I would like there to be a communal kitchen area, as you need to call a nurse if you want a hot drink. I’m always provided with water, but decaf is not provided.”

“The meals.”

“The meals could be hotter.”

“I would like more biscuits. If you ask the staff, they tell you to get a relative to bring some in. I’ve been sharing mine with the other patients.”



Findings

Patients were asked if they would like to provide any other comments, several were received:

“Service is good.”

“My treatment is affecting my ability to eat meals. I only need a very small amount.”

“I take whatever comes but if I don’t like it, I’d say so. If my health is bad, this is the hospital I want to be in. Staff give me drinks and lollipops.”

“Overall, my stay has been really good, and I’m well looked after.”

“Very helpful staff.”

“The people serving food, you can see they are concentrating on what they are doing. You are served too much scrambled eggs, and the toast is very average. I’m a type 2 diabetic and not always sure what I should be eating. I don’t know if staff are aware, but the staff are good.”

“The staff very good.”

“I get well looked after. I find the cooked breakfast is too much.”

“The food isn’t healthy. All food is full of fat, salt and sugar, only the fruit is healthy. I was given 3 sausage and chips, which is all fat. Sometimes the soup is OK, although there is nothing healthy about it. Coffee is brought round regular, it is not the best, but it’s hot and wet. You get Weetabix for breakfast, but the rest is not healthy.”



What is working well

- **Choice of food and drinks**

93% of patients indicated high levels of satisfaction when asked about the range of choice of food and drinks available to them.

- **Enough to eat and drink**

100% of patients stated they got enough food and 100% of patients informed they got enough to drink.

- **Staff support**

High numbers of patients stated that staff were available to support and help if needed during mealtimes and at other times.



What needs improving

- **Hand washing**

43% of patients stated that they were not encouraged or supported to clean their hands prior to meals being served on the wards.

- **Breakfast provision**

When asked about meals provided, breakfast scored the lowest of the three meals served and several negative comments were made by patients relating to elements of the breakfast.

- **Ability to meet dietary requirements**

25% of patients informed that the food available wasn't always suitable for their dietary requirements and some of the comments received mentioned food being served as unhealthy or not meeting their needs as a diabetic.



healthwatch Sunderland

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