

# Millions of hospital meals uneaten, analysis suggests – iWave<sup>®</sup> sites in lower quartile.

A recent analysis by SSentif looked at Estate Returns Information Collection (Eric) data - which all trusts have to provide on a particular day - on costs per patient per day, the percentage of meals requested and the percentage of meals returned untouched.

Recent press reports have highlighted Trusts that have high percentages of meals returned; the worst case reported being 29%. Looking at the full data, sites that have the iWave<sup>®</sup> plated meal systems installed are in the lower quartile of food wastage.

**Michelle Mitchell, Charity Director of Age UK** said, “Hospitals must make nutritional care a top priority, so that people don’t go needlessly hungry”.

**Health Minister, Simon Burns**, said of the report, “Those hospitals with high levels of waste should be looking to learn from the one’s that don’t”.

He continued, “All hospitals should also make sure that every patient gets the help they need to eat properly, and offer good quality, nutritious food. This is an essential part of hospital care.”

**Ray Hall, Managing Director of R H Hall** says, “With the iWave<sup>®</sup> plated meal system ward kitchens are able to provide patients a choice of good quality, nutritional meals within 5 minutes from request. The system will meet any foodservice volume demands from a one off ward to a complete multi-sited hospital mobilisation.” He adds, “This system is extremely easy to use. Manual controls have been replaced with a “fool-proof” barcode scanner and unique encrypted barcodes, with any chance of operator error being removed; every meal is delivered on demand, on time and at its best.

**Kris Brearley, Sales Director for R H Hall** comments “ The iWave<sup>®</sup> plated meal systems are now specified within the NHS Supply Chain framework contract, meaning that any Trust can now order via NHS Supply Chain without having to do their own OJEU tender. Having passed all criteria – due diligence, financial, quality assurance, sales, service, pricing structures with the iWave<sup>®</sup> product offer we are very proud of this achievement.” He adds “Working with food partners, most of which are featured on the *NHS Supply Chain ready meals contract*, iWave<sup>®</sup> is already a very successful foodservice solution, installed in hospitals throughout the country. These sites include Broomfield, Basildon, Derby Royal, Royal Liverpool, St Mary’s, Charing Cross, Hammersmith, Leicester General, Broadgreen, Royal National Orthopaedic, The Walton Centre, Northwick Park & St Georges Tooting Hospital to name a few!”

**Irene Wright is Patient Services Manager at Broomfield hospital,** "It is extremely important that whilst on site patients receive the best catering we can provide. We have introduced the iWave® plated meal system onto three levels of the new wing. Level 2 zonal kitchen has a bank of 16 iWave® systems; level 3 also has 16 and level 4, maternity services, has 8 iWave® systems. Between them they are catering for over 300 patients. Through the new iWave system we can offer hot meals as and when a patient requires it. Our menu is also more extensive with a choice of 24 different dishes available in addition to salads and sandwiches. The patient experience feedback has been very positive and our wastage has been cut to a minimum. The iWave® always ensures that food is delivered at its best - which has a very positive impact in terms of patient care and recovery. It's helping us to provide a much improved experience".

## **iWave® system is in lower quartile of food wastage**

Back in 2008 the first iWave® systems were installed at three sites of the Imperial College Healthcare NHS Trust. These same statistics, analysed by SSentif, show that this Trust has only 4.6% of meals returned.

Other examples of low food wastage percentages, where the iWave® system is installed are, The Royal Free, installed in December 2009 - 3.2%, Sandwell Mental Health Trust, installed in February 2009 – 3.0%.

**Where the iWave® Plated meal system has been installed, across the NHS, the food wastage percentages are all in the lower quartile of the statistics.**

## **Why Choose the iWave® plated meal system?**

The iWave® system is designed to give patients a choice and can be made available within five minutes.

The analysis of the snapshot figures from 200 NHS trusts by SSentif suggests wastage could be costing the NHS millions every year. With iWave® this can be kept to a minimum. It can reduce energy use and costs with savings up to 70% in comparison with conventional kitchen systems. In addition, food wastage will be reduced with potential savings in the region of £6,000.00 per ward. In a Trust of 25 wards this could be over £150,000.00 each year.

The iWave® plated meal system is suitable for fresh, frozen and ambient foods, making it a very versatile system.

The SSentif analysis comes ahead of a Care Quality Commission report, which will look at poor NHS practice over nutrition for the elderly. Each iWave® system is capable of very detailed and extremely useful management reports. The e-nutritional monitor will help to speed up patient recovery by monitoring the daily nutritional intake by individual patient with the iWave® e-nutritional software. The iWave® will automatically generate detailed nutritional reports broken down by individual meal for each patient. The e-waste monitor can prevent food wastage and ensure stock rotation. Consolidated information can be available by food type and monitored by individual user, iWave®, workstation or site.

## About iWave®

iWave® from Maestrowave is the intelligent solution for every foodservice situation where speed, quality, consistency, accountability and safe cooking are required. The system will meet any foodservice volume demands from a one off ward to a complete multi-sited hospital mobilisation. The iWave® system has been developed with some of the leading manufacturers and suppliers of ambient, chilled and frozen meals. By replacing manual controls with a 'fool-proof' barcode scanner and unique encrypted barcodes, any chance of operator error has been removed, ensuring every meal is delivered at its best, as easy as ABC.



A-Scan



B-Place



C-Press

The team at R H Hall, which was established in 1978, are the exclusive distributors of the system. They are able to provide full consultancy, demonstration, presentation and evaluation service from their state of the art development kitchen facilities, together with live trials on site using their experienced staff and backed up by their qualified service team on a national basis.



## Case Study – Broomfield Hospital

Last November saw Broomfield Hospital in Chelmsford open a new wing; the largest development on the site since the hospital was first opened in 1940. The new facility was built to achieve centralisation of all the acute services onto one site. It consists of four levels and a rooftop helipad.

The Hospital treats a large number of out-patients and in-patients per year. Irene Wright is Patient Services Manager at the Hospital, "It



is extremely important that whilst on site patients receive the best catering we can provide. We have introduced the iWave system onto three levels of the new wing. Level 2 zonal kitchen has a bank of 16 iWave systems; level 3 also has 16 and level 4, maternity services, has 8 iWave systems. Between them they are catering for over 300 patients. Through the new system we can offer hot meals as and when a patient requires it. Our menu is also more extensive with a choice of 24 different dishes available in addition to salads and sandwiches. The patient experience feedback has been very positive and our wastage has been cut to a minimum".

R H Hall has been instrumental in providing the iWave systems, working alongside hot meals provider Anglia Crown. The plated meals system 'Crown Cuisine' is regenerated to perfection in the iWave and can then be delivered to the patient freshly cooked. Speed, consistency, quality and accountability of the food menu are guaranteed through this automated foodservice system. Any chance of operator error has been removed by replacing manual controls with a 'fool-proof' barcode scanner and unique encrypted barcodes on each meal. Irene Wright is a supporter of the new system, "The iWave always ensures that food is delivered at its best -which has a very positive impact in terms of patient care and recovery. It's helping us to provide a much improved experience".

## **The Company behind iWave® Foodservice solutions**

### **About RH Hall**

RH Hall was established in 1978 and during the past 33 years has built up an enviable & solid reputation within the foodservice equipment supply and service market. Today RH Hall employs over 50 Staff and has a turnover of £10.5 Million (UK) the company is profitable, financially sound and considered the largest and most dynamic independent foodservice equipment company of its kind in the UK.

### **RH Hall Exclusive Brands**

#### ***From a toaster to the complete Solution***

Sole distributors for iWave Foodservice & Healthcare Solutions, Sharp, Simply Stainless, Maestrowave, Menu Creator, Smeg & Crown Verity Professional Foodservice Equipment.

Approved National Distributors for over 100 leading foodservice equipment brands.

**Proud investors in British manufacturing:**



In May 20011 R H Hall acquired a 60 year old very well established Fabrication business and formed a new dynamic and innovative division at a purpose built 15,000 sq ft manufacturing and metal works facility in Berkhamsted, Hertfordshire. UK

#### **Best Brands and Best Service**

Our philosophy is about providing all sectors of the industry with an unparalleled service - providing the best name brands, an extensive product range, guaranteed stock availability, dedicated teams of knowledgeable staff to provide unbiased professional buying advice, backed by a nationwide service, spare parts and technical support second to none. We also ensure we offer some of the very best buying terms available in the industry too!

## **Our Mission to You**

R H Hall continues to work on its investment and commitment to you, our customers. Continually evolving our products and services to ensure we deliver against your expectations.

### ***WE WILL:***

- Listen to your needs and offer professional advice according to your catering requirements
- Work with you to provide solutions for future projects and concepts
- Provide you with the correct specification to cater for your immediate and future plans
- Meet your budgets, expectations and deliver on time
- Maintain equipment to ensure reliability and consistency
- Provide you with the ultimate foodservice equipment distribution package

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**iwave®**  
PLATED MEAL SOLUTIONS