

PATIENT SATISFACTION, COSTS & WASTAGE REPORT

Sep-10

1	2	3	4	5	6	7	8	9	10	11
Ward	Directorate	Number of patient days	Number of meals ordered	Value of main course items supplied from set menu	Value = 75% of cost is dedicated to ward provisions & special diets, 25% to low cost food items with minimum waste	Total value of all meals & provisions ordered/supplied	Wastage value	Percentage waste	Average cost per meal	Level of patient satisfaction (%)
Information comes from		Bed States	Collation sheet (meals)	Waste - ptns ordered	7 - 5	Collation sheet (value)	5 - 8	9 ÷ 8	7 ÷ 4	Patient satisfaction survey
B21	E/CARE	2451	2374	£ 1,417.59	£ 1,380.24	£ 2,797.83	£ 93.30	7%	£ 1.18	100%
B22/CCU	E/CARE	2850	3545	£ 1,770.94	£ 1,914.84	£ 3,685.78	£ 149.78	8%	£ 1.04	100%
AMU (C34&35)	E/CARE	4560	4616	£ 2,457.47	£ 2,341.81	£ 4,799.28	£ 155.79	6%	£ 1.04	86%
DISCHARGE LOUNGE		9	220	*	*	£ 225.94	*	*	£ 1.03	*
C36 decant	E/CARE	2046	2288	£ 1,461.90	£ 917.88	£ 2,379.78	£ 88.41	6%	£ 1.04	95%
E50	E/CARE	2451	2410	£ 1,881.86	£ 604.99	£ 2,486.85	£ 152.75	8%	£ 1.03	100%
B20	GIM	2388	2387	£ 1,422.17	£ 1,497.93	£ 2,920.10	£ 128.96	9%	£ 1.22	100%
B26	GIM	1929	2095	£ 1,224.81	£ 1,167.49	£ 2,392.30	£ 116.52	10%	£ 1.14	100%
E53	GIM	2796	2679	£ 1,301.96	£ 1,316.26	£ 2,618.22	£ 73.20	6%	£ 0.98	100%
E54	GIM	4203	3976	£ 2,507.36	£ 1,786.47	£ 4,293.83	£ 174.60	7%	£ 1.08	100%
E55	GIM	1320	1837	£ 1,531.67	£ 658.85	£ 2,190.52	£ 126.98	8%	£ 1.19	100%
D47	O&G	2013	2595	£ 1,255.41	£ 882.47	£ 2,137.88	£ 193.28	15%	£ 0.82	90%
MATY	O&G	2934	3313	£ 1,587.73	£ 1,480.18	£ 3,067.91	£ 277.80	17%	£ 0.93	100%
HAYG	OPHTH	1334	536	£ 428.19	£ 432.39	£ 860.58	£ 68.15	16%	£ 1.61	95%
F63	P/CH	780	1523	£ 730.80	£ 856.31	£ 1,587.11	£ 98.96	14%	£ 1.04	*
F64	P/CH	873	1459	£ 637.46	£ 796.04	£ 1,433.50	£ 84.47	13%	£ 0.98	*
F65	P/CH	690	758	£ 703.41	£ 210.10	£ 913.51	£ 103.11	15%	£ 1.21	*
C37	THEATRE	*	461	*	*	£ 473.31	*	*	£ 1.03	*
ICCU		1041	450	*	*	£ 591.81	*	*	£ 1.32	*
F61	REM	2427	2395	£ 1,098.64	£ 1,262.44	£ 2,361.08	£ 52.20	5%	£ 0.99	100%
F62	REM	1122	1729	£ 1,075.67	£ 834.41	£ 1,910.08	£ 111.43	10%	£ 1.10	*
D40	REM	1884	2426	£ 1,421.61	£ 1,312.20	£ 2,733.81	£ 120.94	9%	£ 1.13	100%
D41	REM	2883	2582	£ 2,122.29	£ 1,152.74	£ 3,275.03	£ 110.15	5%	£ 1.27	99%
E51	REM	2454	2394	£ 1,408.80	£ 988.01	£ 2,396.81	£ 161.36	11%	£ 1.00	100%
E52	REM	2415	2392	£ 1,515.00	£ 861.10	£ 2,376.10	£ 104.27	7%	£ 0.99	100%
E56	REM	2145	2170	£ 1,657.20	£ 716.36	£ 2,373.56	£ 185.49	11%	£ 1.09	100%
HUME	REM	*	1654	£ 1,233.69	£ 1,288.40	£ 2,522.09	£ 157.55	13%	£ 1.52	96%
B25	GEN SURG	1416	1512	£ 666.94	£ 1,712.05	£ 2,378.99	£ 103.11	15%	£ 1.57	100%
C30 ESAU	GEN SURG	1998	2209	£ 969.47	£ 1,133.45	£ 2,102.92	£ 101.70	10%	£ 0.95	100%
C31	GEN SURG	2361	2268	£ 1,346.44	£ 956.03	£ 2,302.47	£ 53.65	4%	£ 1.02	97%
C32	GEN SURG	2373	2252	£ 2,174.06	£ 28.40	£ 2,202.46	£ 94.67	4%	£ 0.98	100%
D46	UROLOGY	2724	2979	£ 1,685.96	£ 1,327.99	£ 3,013.95	£ 267.47	16%	£ 1.01	97%
C33	H&N	2172	1988	£ 851.66	£ 861.43	£ 1,713.09	£ 39.60	5%	£ 0.86	100%
D42	T&O	2331	2206	£ 1,381.24	£ 1,051.86	£ 2,433.10	£ 115.33	8%	£ 1.10	91%
D43	T&O	2295	2005	£ 949.29	£ 1,683.95	£ 2,633.24	£ 52.38	6%	£ 1.31	92%
D44	T&O	2100	2289	£ 889.03	£ 1,684.02	£ 2,573.05	£ 68.79	8%	£ 1.12	86%
TOTAL		71768	76972	£ 44,767.72	£ 38,390.15	£ 83,157.87	£ 3,986.15	9%	£ 1.08	97%

* No information available

PATIENT FEEDING COSTS

Key

Column	Description
1	Ward.
2	Directorate.
3	Number of patient days.
4	Number of meals ordered.
5	Value of main course items supplied from set menu.
6	Value = 75% of cost is dedicated to ward provisions & special diets, 25% to low cost food items with minimum waste.
7	Total value of all meals & provisions ordered/supplied.
	Value of "set menu" meals served.
8	Wastage value.
9	Percentage waste.
10	Average cost per meal.
11	Level of patient satisfaction (%)