

Heart of England NHS Foundation Trust Catering Services Department Non-conformity Sheet, Rejected Production Items and Materials

Serial No: 09332

Unique Catering No:

023	16
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Date of Failure: 13/10/16	Time of Failure: 13:30	Approx Cost £ N/A	No of Portions/ Weight of Product: ①
Item / Product Rejected: BEEF CASSEEROLE		Area Within Catering: HEARTLANDS	
Supplier Name: C.P.U. <small>Applicable</small>	Order No: N/A <small>If Applicable</small>	Delivery Note Number: N/A <small>If Applicable</small>	
Reasons of Failure: HAIR FOUND IN CASSEEROLE WHEN PORTIONING			
Comments / Actions Taken: Sent Back to C.P.U.			
Name: [REDACTED]		Signature: [REDACTED]	
Corrective Action / Departmental Manager Report: [REDACTED] and myself could not find the hair in the beef casserole you sent back to us. I have spoken to the Team leader and Production staff about how important it is that all staff are wearing their Hat and hair nets at all times and that no hair has fallen onto their uniforms when get changed and on their breaks			
Name: [REDACTED]		Signature: [REDACTED]	
Date: 16/12/16			

Heart of England NHS Foundation Trust Catering Services Department Non-conformity Sheet, Rejected Production Items and Materials

Serial No: 09333

Unique Catering No: C24 16

Date of Failure: 20/10/16	Time of Failure: 2 30	Approx Cost £ N/A	No of Portions/ Weight of Product: N/A
Item / Product Rejected: MEAL		Area Within Catering: [REDACTED] HEARTLANDS	

Supplier Name: C.P.U. <small>If Applicable</small>	Order No: N/A <small>If Applicable</small>	Delivery Note Number: N/A <small>If Applicable</small>
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Reasons of Failure:
 WARD REPAIRED A DINNER OF SAUSAGE + MASH & PEAS AND PATIENT FOUND A SNAIL LIKE SHELL IN HIS DINNER

Comments / Actions Taken:
 COLLECTED FROM WARD AND SENT BACK TO C.P.U.

Name: [REDACTED]	Signature: [REDACTED]
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Corrective Action / Departmental Manager Report:
 we think that the snail shell could have been in the frozen Peas. we informed the supplier
 All Portnering staff have been informed about this issue, and will continue to check all items Portnered

Name: [REDACTED]	Signature: [REDACTED]
Date: [REDACTED]	

Heart of England NHS Foundation Trust Catering Services Department Non-conformity Sheet, Rejected Production Items and Materials

Serial No: 09334

Unique Catering No:

C25	16
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Date of Failure: 20-12-16	Time of Failure: 4.45pm	Approx Cost £ /	No of Portions/ Weight of Product: /
Item / Product Rejected: Boiled Potato		Area Within Catering: HEARTLANDS	
Supplier Name: CPO	Order No: /	Delivery Note Number: /	
Reasons of Failure: Ward hostess found mud in the box of boiled potatoes.			
Comments / Actions Taken: Returned to CPO for investigation			
Name: [Redacted]		Signature: [Redacted]	
Corrective Action / Departmental Manager Report: We have investigated the issue, within production we do not understand how the mud was in the container as the product is portioned by hand. All portioning staff and Decant staff have been spoken to about this issue			
Name: [Redacted]		Signature: [Redacted]	
Date: 21/12/16			