

Freedom of Information Request: 0218 2019/20

Retail Catering Services / Patient feeding services

1. **The name and contact details for the Chief Executive?**
Dr David Rosser, 0121 371 2000
2. **The name and contact details for the Director of Finance?**
Mr Julian Miller, 0121 371 2000
3. **The name and contact details for the Director of Estates and Facilities?**
Director of Facilities - Mrs Karen Johnson - 0121 371 2000
Director of Estates - Mr Mike Taylor - 0121 424 2000

Retail Catering

4. **The name(s) of the company (ies) who currently provides retail catering at the hospital?**

Queen Elizabeth Hospital	Compass Group and in house
Heartlands Hospital	Interserve / Marks & Spencer and in house
Solihull	WHSmith and in house
Good Hope	WHSmith and in house
5. **How many retail catering outlets are there in the hospital and which caterers run them (if different)?**

Queen Elizabeth	In-house (3) Contractors (5)
Solihull Hospital	In house (2) Contractors (1)
Good Hope Hospital	In house (4) Contractors (1)
Heartlands	In House (1) Contractors (2)
6. **Is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included?**
In-house services are provided by the Trust, contractors fall under the remit of the PFI contract.
7. **The types of outlets e.g. coffee shop, restaurant etc.**

Queen Elizabeth	Restaurants x 3 Coffee Shop x 2 Shops x 3
Solihull Hospital	Restaurants x 1 Coffee Shop x 1 Shops x 1
Good Hope Hospital	Restaurants x 1 Coffee Shop x 3 Shops x 1
Heartlands Hospital	Restaurants x 2 Shops x 1
8. **When was the contract last tendered?**
9. **How long was the contract awarded for?**
10. **When does the contract expire?**
11. **Is there an option to extend and if so for how long?**
12. **At the last tender which suppliers applied for inclusion on each retail catering contract? Of these, which were successful at PQQ & ITT stages?**
13. **Has a decision been made yet on whether the contract is being extended or renewed?**
We do not hold this information as it falls under the remit of the PFI contract.
14. **What is the average sales turnover per annum for all the outlets combined?**
£3,538,876 based on 19/20 – for the in-house retail.
We do not hold this information for contracts awarded through the PFI.

Patient Feeding

- 15. Who provides patient feeding within the hospital?**
This is provided in-house.
- 16. If this is run in house is the trust willing to consider outsourcing?**
No
- 17. If outsourced, is this a single service contract or part of an IFM contract? If so, who is the FM provider and what other services are included? N/A**
- 18. When was patient feeding services last tendered or reviewed? N/A**
- 19. What is the Contract Length? N/A**
- 20. When does the contract expire? N/A**
- 21. Is there an option to extend and if so for how long? N/A**
- 22. What is the annual turnover per annum for patient feeding? N/A**
- 23. At the last tender which suppliers applied for inclusion on the patient feeding contract? Of these, which were successful at the PQQ & ITT stages? N/A**
- 24. Has a decision been made yet on whether the patient feeding contract is being extended or renewed? N/A**

Additional Questions

- 25. How many beds are there in the hospital? If there is more than one hospital in the trust, please can you breakdown the number of beds per hospital building?**

Queen Elizabeth: 1300

Heartlands Hospital: 1074

Solihull Hospital: 285

Good Hope Hospital: 711

- 26. How many staff works in each hospital?**

Please note that some staff rotate between sites so they are reported under Heartlands.

SITE	Headcount
Heartlands Hospital	7294
Chest Clinic	17
Community	421
Good Hope Hospital	2352
Queen Elizabeth Hospital	9995
Solihull Hospital	1137
Grand Total	21216