

WMER

QI 163 Improving Service User Experience of Food Provision at the Aspen Centre

Item Type	Internal Poster
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Citation	Riley, Charlotte. QI 163 Improving Service User Experience of Food Provision at the Aspen Centre. Coventry and Warwickshire Partnership NHS Trust, 2024.
Publisher	Coventry and Warwickshire Partnership NHS Trust
Rights	Attribution-NonCommercial-NoDerivatives 4.0 International
Download date	2026-07-01 08:15:45
Item License	http://creativecommons.org/licenses/by-nc-nd/4.0/
Link to Item	http://hdl.handle.net/20.500.14200/7116

QI-163 Improving Service User Experience of Food Provision at the Aspen Centre

Project lead: Charlotte Riley (Specialist Dietitian)

Project Aim: To Improve the Service User Feedback of the Food Availability/Choice at the Aspen Centre

Summary:

Monthly Food Group Meetings with service users highlighted that the topic raised most regularly was requests for more variety. Service user feedback questionnaires also recognised that the highest frequency of disagreement was with the statements about there being enough variety and quantity of snacks available to choose from, followed by snacks and meals always being in stock on the inpatient unit. Change ideas were tested to see if there would be any differences in feedback.

QI Tools Used:

- Driver diagram
- Service user questionnaires
- PDSA cycles



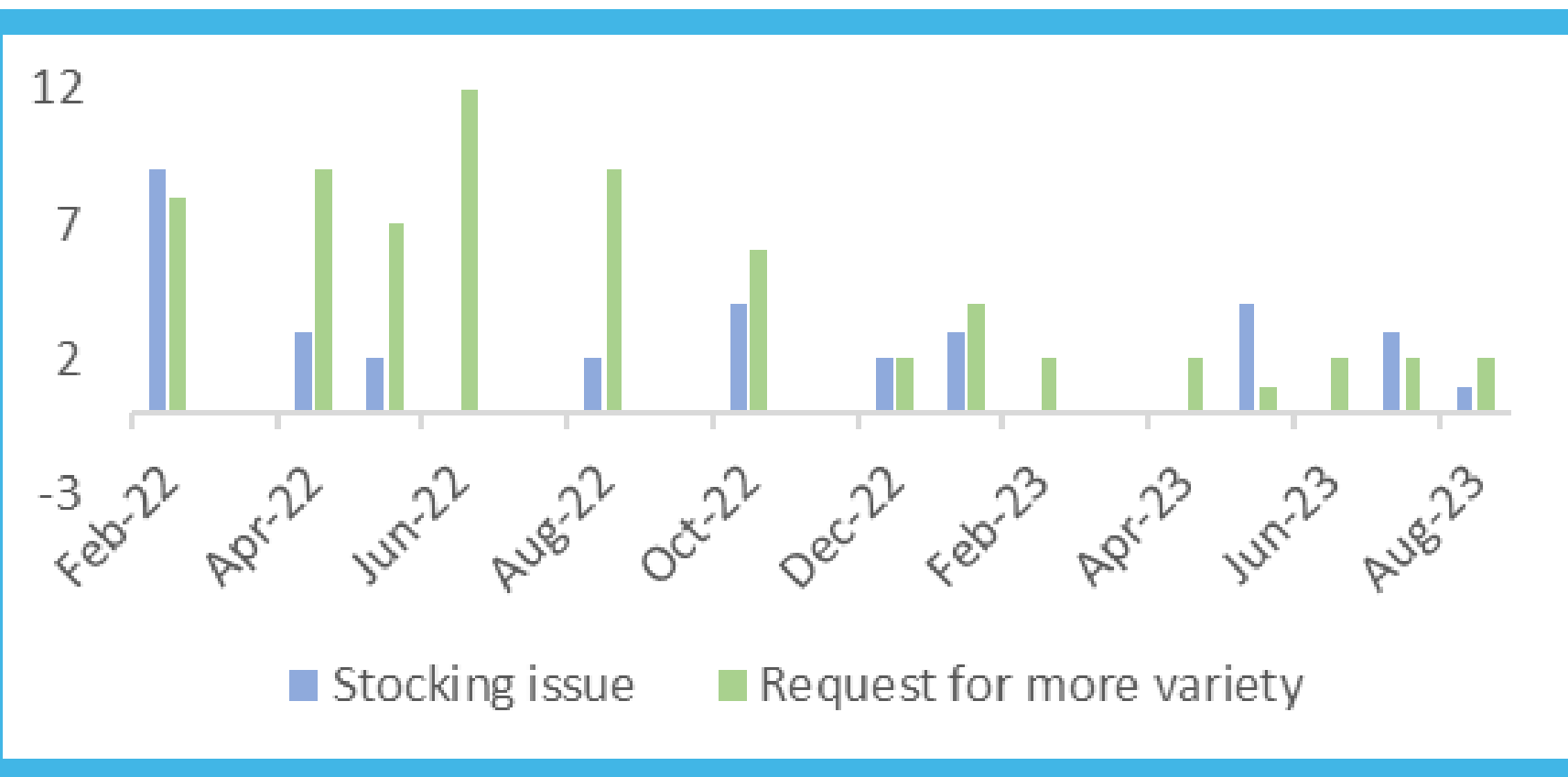
Change Ideas Tested:

- Weekly joint reviews of stock
- Weekly menu updates
- Service users vote for 2 new snacks each month



Outcomes Achieved:

- Reduction in requests from service users for more variety on the menus.
- Improved communication between facilities staff, dietetic staff & service users.
- Improvement with updating menus to reflect permanent changes.
- Service users more involved with snack options.



2022/23 - £3,679

2023/24 projection - £5,419

Benefits:

- Reduction in waste.
- Actual Spend:
- 2021-22 - £45,090.63
 - 2022-23 - £41,410.63
 - 2023-24 Projection - £35,991.00



Next Steps:

- Continue improved communication between all staff and service users regarding menu updates.
- Encourage wider staff attendance in monthly Food Group Meetings.
- Continue exploring patient involvement with menus where appropriate.
- Continue to monitor expenditure.

