

Kitchens serve up 2,000,000 meals a year



87% of patients are on a care plan to optimise their nutrition

89% of patients are screened to assess risk of nutritional decline while in hospital

85% of Intensive Care Unit patients achieve > 80% of nutritional goals

4.1 out of 5

Food service satisfaction rating across Metro North HHS

More than two million meals are served from kitchens across Metro North Hospital and Health Service's facilities each year.

Each meal is the result of collaboration between Patient Food Services and Nutrition and Dietetics who work together to provide high-quality food, both nutritionally and in taste.

A primary focus is preventing and treating malnutrition by maximising patient food consumption and meeting the different dietary requirements of patients.

Regular feedback is encouraged through satisfaction surveys, patient feedback forms and direct engagement.

Dietetic Assistants visit hospital wards to assist patients to complete menus according to their own needs. Patients are also asked their preference on specific or new food items.

Weekly meal quality audits are conducted and a monthly Nutrition and Food Service Quality Meeting, chaired by the Director of Nutrition and Dietetics, considers all patient feedback and areas for service improvement.

Recent improvements and feedback across Metro North include:

The addition of an afternoon tea service and a more substantial morning tea, including gluten-free biscuits, at the Royal Brisbane and Women's Hospital.

Moulded food trials at The Prince Charles Hospital to improve the visual appeal of minced and pureed foods.

Caboolture and Kilcoy Hospitals' annual patient satisfaction survey found 80 per cent of patients were very satisfied with the meal service, and the other 20 per cent were satisfied.

The introduction of red coloured meal trays at a number of wards at Redcliffe Hospital to identify patients who need full or partial assistance with their meals.

The introduction of a Meal Service Feedback form to patients, residents and their families at Brighton Health Campus. Meal Quality Audits are also conducted to ensure food remains at a high standard.

Above: Hard at work: Kitchens across Metro North HHS facilities serve up to 2,000,000 meals a year.