

Focus on... Better Hospital Food

Issue 5

Better food service is the new Norm for Salisbury

■ “They are reliable, keep the food at the correct temperature and have proved good for all wards, especially the smaller ones.

“BGL Rieber also provided us with tailor-made inserts so we can use various size containers that fit snugly and don’t slip about.”

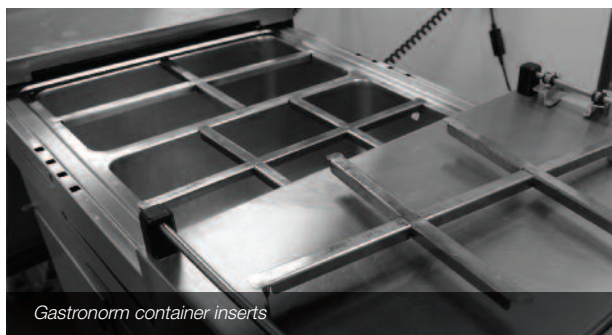
Salisbury District Hospital Catering Manager Paul Straughair has been impressed with his new **Rieber Norm**

“... always ready to go into battle because customer service tends to get lost.”

Bulk Foodservice Trolleys, an example pictured here with Chef Oomen Cherian. “I am always prepared to be on the defence and ready to go into battle when dealing with suppliers, because customer service tends to get lost. The service from BGL Rieber is attentive and fair, excellent in fact.” Norm food transport trolleys deliver food from the main kitchen to the ward. Salisbury has 560



Salisbury District Hospital Chef Oomen Cherian



Gastronorm container inserts

beds and the kitchen serves around 1,500 meals daily.

Salisbury is a consistent winner of culinary awards, last year receiving the Hospital Caterers Association Team of the Year Award for the work they have done to create good nutritional food for patients and provide a good all round service for staff and visitors.

Elementary protection for Birmingham dispensers

■ BGL Rieber has supplied heated plate dispensers for ward kitchens fitted with special factory-made steel mesh to protect the heating element from any foreign object falling in – such as rubber bands and menu cards – which may present a fire risk and/or alarm the staff and patients.

The hospital was not happy with some characteristics of existing older dispensers and tasked BGL Rieber to produce a more

modern alternative with enhanced safety features and we duly came up trumps!

“The wards here have up to 36 patients. We have had the units now for 18 months and the mesh inserts have reduced the fire risk. We have had no problems and have come to trust them,” said Queen Elizabeth Hospital, Birmingham Catering Manager, Ben Foxall.

BGL Rieber are experts in food transport and offer a variety of Crockery



Better choice of crockery dispensers

and Plate Dispensers. It is recommended to keep the units plugged-in throughout service to ensure plates are good and hot.

Better food for Southend

■ Medirest has provided patient meals at Southend University Hospital NHS Foundation Trust for over 13 years.

Southend uses Rieber Thermoport food transport containers and Medirest at Southend has achieved an average 92% score in its patient meal surveys.

During 2013/14 the hospital admitted 91,391 inpatients, fed via Medirest's Steamplicity service based on chilled meals cooked fresh at ward level.

A new innovation under trial is the use of tablet computers by ward food service assistants who take the patient's meal choice from the a la carte menus and enter the order onto the tablet along with basic patient details, any special dietary requirements, such as allergens and bed number.

Patient meals, including made-to-order salads and special dietary requirement meals are assembled in temperature controlled picking rooms and transported to the ward using Rieber Midi-K



Thermoport food transport containers.

General Manager Operations, Michelle Thiel said "We wanted to use the Rieber containers as **they hold the correct temperature until the meals are served to the patients.** The boxes are also used for transporting ice cream, and even if less than half full, they hold temperature for the 1.5 hours required."



Rieber's fixed costs proven best deal



■ In 2007 BGL Rieber won a rigorous supplier and product assessment for North Manchester General Hospital with its plated meal regeneration system.

More than 30 new regeneration trolleys were required, in configurations of 24 and 30 trays per unit to suit ward numbers.

"They have been up and down to the wards twice a day every day for over seven years, often travelling over bumpy ground and using the lifts," said Howard Cartledge, Trust Lead Catering Services Manager. "There have been no problems and the temperature control has worked just fine."

The original assessment included trials of

three products from different suppliers.

What emerged was that: "All three were very similar in terms of performance. Where the winner scored was on delivering 'best value,'" explained the then Trust Catering Manager Pam Stansfield.

"Our Estates department evaluated the 'life-cycle' costs from each supplier and Rieber stood out as they provided the substantially better package."

Rieber tailored its offer with a fixed cost package covering the trolleys and all other costs as well, including maintenance, servicing, spare parts and emergency support.

BGL Rieber experts in hospital food



Whatever the type of system – plated or bulk service, cook serve, cook chill or cook freeze – we will work with you to ensure your hard work is presented in the best and most suitable way.

BGL Rieber has worked with hospital caterers since the 1980s. Our staff have extensive experience and expertise in all types of hospital foodservice systems and we are proud to supply technically advanced, proven and most of all, trusted equipment solutions.

Best value is at the heart of everything we do. The equipment supplied by BGL Rieber delivers value over the long term. Our service and maintenance provision is highly regarded and on occasion, we also provide bespoke manufacturing or fabrication to suit specific customer requirements.

Given our long history of working with hospitals, we have an extensive customer base and we will happily put you in touch with users of our products, for independent feedback on their performance and value.

All goods from BGL Rieber are available for direct supply at public sector prices, or via NHS Supply Chain at pre-tendered prices, or through your preferred local supplier.

Consistently providing

er hospital food

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www.bglrieber.co.uk

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Multi-Solution Specialist

Rieber is a major European manufacturer with a massive presence in hospitals throughout the continent and worldwide.

Wherever food and beverages need transporting safely, Rieber has the right solution for you.

Making the Best Better

Right solutions and expertise from regeneration systems, plated or bulk service, cook serve, cook chill or cook freeze.

Innovation – we are always working to bring new ideas to market, making the best even better!

Excellence – we take pride in being the best at what we do.

Better by design and because we listen to our customers and are renowned for our support.

Every time – we work with you to ensure your hard work is presented in the best and most appropriate way.

Rightly regarded as the UK's leading experts in better hospital foodservice and ready and willing to work with you.

best long-term value!

Currying better flavour

■ Bland is not an option for Morriston Hospital, Swansea – the second largest in Wales – which uses a variety of equipment supplied and supported by BGL Rieber.

Five Metos cooking kettles provide the bulk of the cooking power for the hospital's 3000 meals per day output, producing anything from curries to mash, soups and sauces.

In the adjacent restaurant Rieber Banquet trolleys heat up to +80degC in just 30 minutes and feature an adjustable humidity option which is great for keeping meals moist and succulent. Morriston uses this one to hold food ready for service.

Rarely applauded for their contribution, Rieber GP service trolleys take ward provisions from the kitchen to ward level.

Rieber is not one to skimp on design and the trolleys feature 'intelligent screwed construction' rather than welding. This makes them tougher than normal (they don't rattle!). More importantly, they last longer in destruction tests than traditional welded trolleys.



Rieber banquet trolley servicing restaurant



A batch of fragrant chicken curry under preparation

Neil Hiddlestone, Chair of the Welsh branch of the HCA and a speaker at this year's conference is the Catering Manager, Morriston Hospital.

"I have a great relationship with BGL Rieber. They are totally supportive, do not give you any flannel and are consistent.

"I have confidence that quality-wise whatever equipment we have from Rieber, it will last.

"Whether I need a quote or an item of kit, they sort it out straightaway. Their experience and knowledge of what we need as caterers is first class."



Rieber GP Trolleys - better by design

Hot praise for James Paget

■ Rieber's Thermoport insulated food boxes were chosen by James Paget Hospital, Great Yarmouth, for transporting food to nearby Lowestoft Hospital.

Thermoport 2000U units are complimented by top-mounted 600k Thermoport boxes.

Nicola Hicks, Head of Facilities Management said, "They work really well and keep the food safe for our patients."

Master Chef praise: Gary Hunter, Head of Faculty for Hospitality and Culinary Arts at Westminster Kingsway College, London recently wrote:

"The truth is that some really good hospitals are never mentioned or championed," said the Norfolk born Chef.

"The (James Paget) management team have been very creative in their sourcing of ingredients and their work on getting value for money in their quest for quality is nothing short of miraculous."



Thermoport 600K



Thermoport 2000U
Ask about our range of heavy duty options ▶

Great news from Rhondda

■ **The Central Production Unit (CPU) at Treorchy in the Rhondda Valley provides a cook freeze catering service for the whole of Cwm Taf Health board.**

The unit uses Metos combi tilting kettles, 1 x 300 litres, 2 x 200 and 3 x 100, plus other equipment from Rieber including three bratt pans.

Says CPU Manager, Anthony Lewis, "Whether its sauce for cauliflower cheese, steak and kidney, custards, gravies, potatoes, puddings, stews and soups in the kettles, or curries and stir fries or finishing

Welsh cakes in the bratt pans, we can plan our production and pick the equipment that is right for the job.

"The service from BGL Rieber is excellent; anything you need and they respond at once. For example, when we've had new supervisory staff or new equipment, they have come down straight away to help with training."



▲ The Proveno features an automatic cooling feature, perfect for taking the heat out of the cheese sauce before it's added to the already cold cauliflower



See Rhondda's recipe for Welsh Cakes on the BGL Rieber website: www.bglrieber.co.uk



Metos kettles in the CPU, old and new, with over 15 years service; testament to product quality, diligent user care and excellent maintenance ▶



Front cooking: Only the best for hospitals

■ **The Princess of Wales Hospital Bridgend has begun work on a new 'front cooking' operation for a restaurant refurbishment later this year.**

Stage 1 has included the addition of a smart new café with barista coffee, grab and go sandwiches, ready-made salads, cakes and snacks.

Catering Services Manager, Michael Jefferies said, "Stage 2 will include the installation of a new servery with Rieber's ACS Varithek twin module front cooking unit at one end of the counter, along with bains marie, ceran hotplates and refrigeration."

The hospital's catering operation includes 41 staff and the restaurant alone serves 400-500 meals daily to a mixed audience including visitors, medical staff

and university graduates on training.

Continued Jefferies: "We wanted to improve the food offer daily by introducing themed menus and theatre cooking from breakfast to closing. The front cooking service will include bacon rolls, burgers, wok cooking, stir-fries and minute steaks. The self-ventilation is a bonus as we won't need dedicated extraction, but I do hope customers will still get to smell the bacon first thing!"

Find out more about Front Cooking on the BGL Rieber website, where we have more case studies, product details and videos.



Varithek set up for service

BGL Rieber

BGL-Rieber Ltd
Unit 6 Lancaster Park Industrial Estate,
Bowerhill, Melksham, Wiltshire SN12 6TT
Te: +44 (0) 1225 704470
Fax: +44 (0) 1225 705927
E-mail: sales@bglrieber.co.uk
www.bglrieber.co.uk

