

Trust Board Meeting in Public: Wednesday 8th March 2017

TB2017.38

<b>Title</b>	<b>CQUIN NHS staff health and wellbeing; Indicator 1b Healthy food for NHS staff, visitors and patients</b>
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<b>Status</b>	For approval
<b>History</b>	No previous paper has been submitted

<b>Board Lead(s)</b>	Paul Brennan Director of Clinical Service			
<b>Key purpose</b>	Strategy	Assurance	Policy	Performance

## Executive Summary

1. The retailers on all four sites have engaged positively and implemented changes, to achieve compliance to all four outcomes of the CQUIN 16/17 NHS staff health and wellbeing Indicator 1b 'Healthier food for NHS staff, visitors and patients'.
2. The Trust Board need to be mindful that a further CQUIN for the period of April 2017 to March 2019 has already been published and the requirements are more onerous and include patient meals.
3. This has been a significant amount of work for all the retailers but they have been engaged and willingly supported the Trust to achieve the CQUIN. Positive recognition of this by including them on both the Trust intranet and Trust website would be well received and justified.
4. <b>Recommendation</b>  The Trust Board is asked to ratify the work undertaken and to give sanction to the positive recognition of the retailer's achievements.

**CQUIN 2016/17 Indicator 1b: Healthy food for NHS staff, visitors and patients****1. Purpose**

- 1.1. The purpose of this paper is to brief the Trust Board of the progress made on all four sites, to achieve the CQUIN 2016/17 NHS staff health and wellbeing, Indicator 1b; Healthy food for NHS staff, visitors and patients
- 1.2. A requirement of this particular part of the CQUIN is that by the 31 March 2017 the changes and the planned changes must have been discussed at a public Trust Board.

**2. Background**

- 2.1. The CQUIN was issued in March 2016 by NHS England with an aim to drive the NHS, as an employer, to improve the health and wellbeing of its staff. Indicator 1b 'Healthier food for NHS staff, visitors and patients'; aims to change the organisational behaviour and culture towards food and drink sold on NHS premises, with a focus to make healthier food and drink more widely available.
- 2.2. Evidence from Public Health England in 2015 found the cost to the NHS of sickness absence was £2.4 billion and it is estimated that around 700,000 NHS staff are obese or overweight. A reduction in the consumption of foods high in fat, sugar and salt (HFSS) has potential to significantly improve health and wellbeing and lead to a fall in the level of obesity. There is also substantial evidence that improvement to staff health and wellbeing results in better retention, patient care and safety.
- 2.3. The Trust demonstrates a strong commitment to improving the population's health by building capacity to promote healthy lifestyles and developing a health promoting environment for all patients, visitors and staff. This is outlined in the OUH Public Health Strategy. The CQUIN has proved a useful catalyst to begin implementation of the Trust's Nutrition and Hydration Strategy 2016-21, supporting the Trust's wider public health agenda.
- 2.4. CQUIN funds will be paid on delivering the four outcomes listed below. It is expected that a step change in the health of the food offered on the Trust premises in 2016/17 is achieved, including:
  - a. The banning of price promotions on sugary drinks and foods high in fat, sugar and salt (HFSS);
  - b. The banning of advertisement on NHS premises of sugary drinks and foods high in fat sugar and salt (HFSS);

- c. The banning of sugary drinks and foods high in fat, sugar and salt (HFSS) from checkouts; and
- d. Ensuring that healthy options are available at any point including for those staff working night shifts.

### 3. Engagement and changes achieved

#### Engagement

- 3.1. Since 2014, all the retail and service providers within the Trust have met regularly to work towards a healthier eating agenda. This forum, the 'Healthier Eating Working Group' (HEWG) has been used as a conduit for the work streams resulting from the CQUIN. The overall response is extremely positive and there is a strong willingness to engage and continually strive to make the changes necessary for a healthier eating environment at the Trust.
- 3.2. Workshops for the HEWG provided an opportunity to offer advice and support to all retailers. A session was held to educate retailers about what defined food and drinks high in fat, sugar and salt (HFSS). These workshops encouraged retailers to outline the challenges they experienced in achieving the CQUIN and to share knowledge and ideas of overcoming these challenges. Retailers worked together to identify opportunities for further step-changes to encourage and promote healthier eating options.
- 3.3. The main issues raised and actions to address these issues, were as follows:
  - a. Price promotions are often developed nationally by specialist marketing companies to maximise profit. Agreements were needed between retailers and their head offices to ensure that managers could opt out of these allocations.
  - b. Large, national retailers stipulate the products to be displayed according to the marketing plan. Whilst locally the retailers had no issue with changes to advertisements, a national agreement was necessary and assurance from these companies to ban advertisements of food or drink HFSS was sought.
  - c. The classification of checkout areas has been a challenge for numerous retailers, particularly as many have limited retail space in which to display items and as some retailers have to display fresh produce in glass cabinets near the checkout. NHS England clarified with retailer WHSmith that any food in glass cabinets or chillers leading up to the checkout were exempt from the definition of checkout (see evidence file). This is based on a rationale that customers would have to ask to be served these items and not purchase them on impulse. This exemption has, equitably, been applied to other retailers. Where, due to space limitations, food or drink HFSS is near to the checkout this is displayed behind glass cabinets and

the immediate surrounding area of the checkout till is free from all food HFSS. Many retailers have replaced items HFSS with healthier eating snacks that are in line with Change 4 Life snacking advice, such as; rice cakes, dried fruit and unsalted nuts.

- d. There are no retail outlets open between the hours of 06:30 and 22:00. Providers managing the vending machines have been engaged in the HEWG and made step-changes to ensure healthier options are available in machines.

## Implementation

- 3.4. Each retailer has been audited against CQUIN indicators and the Trust's Nutrition and Hydration Strategy 2016-21 objectives. Meetings with retailers involved documenting and recognising the significant changes made since March 2016 and agreeing further step-changes before re-auditing in February 2017 against the CQUIN indicators. This evidence and any additional changes above and beyond the CQUIN towards implementing the Trust Nutrition and Hydration Strategy 2016-21 objectives are included in the accompanying evidence file.
- 3.5. Below is a summary of the implementation of step-changes amongst retailers on Trust premises to achieve the CQUIN indicators.
- 3.6. Aramark retailers provide the restaurants; 'On Three' at JR, the CH and the NOC sites. Aramark had nationally started working on these outcomes and have designed concepts that offer customers a choice of healthier options. Locally, they have all opted out of allocated price promotions and advertisements so that now only food and drink that is not HFSS is included in promotions. Earlier in the year, upsell of large chocolate bars at the checkouts was stopped and now all outlets have made significant changes to the displays at checkouts to include only healthier eating items (fruit and nut mixes), fresh fruit and water. Vending machines at the NOC and CH sites have been replaced with more zero sugar option drinks, sandwiches and crisps that are not HFSS and fresh fruit. Full details of the extent of changes can be found in the evidence files.
- 3.7. Carpenter's Catering (Benito) at the post graduate centre in JR has positively engaged and made changes to their layouts and product ranges (including a large range of fruit and salad pots). Price promotions are now only offered on healthier eating ranges. Food HFSS has been removed from the checkout and in replacement, fresh fruit platters are offered. The only exception, leading up to the till, is home baking products in glass displays that are for service only.
- 3.8. Carillion manage the vending contract at the JR site and have worked with the contractor to provide healthier vending options by 'The Rude Food Vending Company' not only in the public areas but in the staff areas such as in theatres,

the emergency department and maternity block. Sugar free and healthier products form a greater proportion and take a more prominent position in vending machines. Introduction of healthier frozen product ranges are planned for Tuesday 28<sup>th</sup> February.

- 3.9. Horton in-house Restaurant and Vending Services have made step-changes to increase the proportion of low fat snacks and zero sugar drinks. HFSS have been removed from meal deals and products moved to ensure that healthier options are more prominent. Fresh fruit, nuts and raisins are offered at checkout areas. Many HFSS items have been removed from vending machines and replaced with healthier options such as salads, rice cakes and fruit.
- 3.10. WHSmith Business Development Director has agreed an 8-point plan to ensure all retail sites; the shop at JR and the shop and café at CH will be CQUIN 2016/17 compliant. This includes key differences such as; 1) the removal of drinks with a sugar content above 5g from the meal deal, 2) banning promotions on all products HFSS and, 3) exclusion of certain products from in store advertising and from impulse units at point of sale. The full 8-point plan is included in the evidence file. These changes are set to go live Thursday 23<sup>rd</sup> February and be complete by the end of March 2017.
- 3.11. Marks & Spencer Simply Food and café at JR have demonstrated continued commitment towards the healthier eating agenda, quickly changing displays and the layout of products so that healthier items are near, and at, the checkout. The café has made steps to reduce the number of cakes on offer, increase the range of salads and soups and introduced fresh fruit at checkouts. The national team have assured compliance against CQUIN 2016/17 by 31 March 2017 with the following key changes to be implemented; 1) compliant ranges with products not pre-stickered with promotion badge, 2) no promotions on food or drink HFSS products and, 3) compliant impulse ranges at the till point and any imagery currently in the demise.
- 3.12. Pret a Manger at JR have been fully engaged in working towards these outcomes. They do not offer price promotions or advertise any food or drink HFSS. They have increased the range of fresh fruit, dried fruit and nuts as healthier options near to the checkout. Pret a Manger offer a balanced offer with healthier options throughout the day. The fresh bakeries produce, whilst HFSS, remains behind glass cabinets by the checkout not for impulse purchase.
- 3.13. League of Friends on JR site has made significant changes with fresh fruit provided at checkouts and an increased range of salad and fruit pots from Carpenter's catering offered as a healthy option. Any advertisements of foods HFSS have been removed and new stands arranged to remove products HFSS from the checkout areas. The West Wing League of Friends is awaiting a new stand to display chocolate further away from the checkout area and purchased a stand to ensure cakes are in a less prominent position, again, away from the checkout.

- 3.14. League of Friends on NOC site have positively engaged and rearranged the entire shop layout so that healthier options (fruit, fruit bars and nuts) are more visible. A large amount of fruit is now sold each week.
- 3.15. League of Friends on CH site have been limited with space to display some products. Following the re-audit it was agreed that, with the provision of containers, rearrangement of products HFSS away from the checkout area could be guaranteed. No price promotions or advertisements of food or drink HFSS exist.

### **Achievements**

- 3.16. The outcome a) banning of price promotions on sugary drinks and foods high in fat, sugar and salt (HFSS) will be achieved in all outlets. This is conditional on planned changes being implemented by WHSmith Group, to start 24 February and to be complete by 31 March 2017 (see evidence file for detail).
- 3.17. The outcome b) the banning of advertisement on NHS premises of sugary drinks and foods high in fat sugar and salt (HFSS) has been achieved in all outlets. This is conditional on planned changes being implemented by WHSmith Group, to start 24 February and to be complete by 31 March 2017 (see evidence file for detail).
- 3.18. The outcome c) the banning of sugary drinks and foods high in fat, sugar and salt (HFSS) from checkouts has been achieved in all outlets. This is conditional on the exemption outlined in 3.4 and the planned changes being implemented by League of Friends CH and WHSmith Group, to start 24 February and to be complete by 31 March 2017 (see evidence file for detail).
- 3.19. The outcomes d) ensuring that healthy options are available at any point including for those staff working night shifts has been achieved via the healthy vending options and changes to vending at CH and NOC.

## **4. Conclusion**

- 4.1. The retailers have engaged positively, the majority implementing step-wise changes throughout the year to comply with the four CQUIN indicators. Achievement against these standards has been audited (see evidence file). Appendix 1 (sample audit sheet)
- 4.2. All retailers have signed a letter confirming compliance and continued commitment to these standards, which is to be signed off by the Trust, in preparation for the 31 March 2017 deadline (see evidence file). Appendix 2 (sample letter).

- 4.3. This has been a significant amount of work for all the retailers but they have willingly supported the Trust in achieving the CQUIN. This commitment could be positively recognised by including them on both the Trust intranet and Trust website.
  
- 4.4. The Trust Board need to be mindful that a further CQUIN for the period of April 2017 to March 2019 has already been published and the requirements are particularly onerous and include patient meals.

**5. Recommendation**

- 5.1 The Board is recommended to ratify the work under taken and give sanction to the positive recognition of the retailer's achievements.

**Paul Brennan**  
**Director of Clinical Services**  
**March 2017**

Author(s):  
Wendy Robinson, Soft FM Client Contract Manager  
Dr Holly Jenkins, Public Health Registrar



Appendix 1 Sample Audit

Please complete the table below by choosing from the drop down options. If you choose green, please provide a reason as to why you meet this standard. If it is orange or red please try to suggest a change that could be made to improve. Many thanks								
Date	Location	Standard	Standard met?	Evidence that met standard	Proposed actions	Re-audit 20th February 2017		
16th November 2016	League of Friends, Nuffield Orthopaedic Centre							
10 February 2017								
		<b>Standard</b>	<b>Standard met?</b>	<b>Evidence that met standard</b>	<b>Proposed actions</b>	<b>Re-audit 20th February 2017</b>		
		<b>COQUIN</b>	Not applicable					
***		No price promotions on sugary drinks and foods high in fat, sugar and salt (HFSS)	Red - Not met					
***		No advertisement on NHS premises of sugary drinks and foods high in fat, sugar and salt (HFSS)	Amber - Met partially	price promotions not used				
***		No sugary drinks and foods high in fat, sugar and salt (HFSS) from checkouts	Green - Met completely	League of Friends shop does not advertise these items from the checkout		Once make changes agreed by 17 Feb		
		<b>Healthier options</b>	Not applicable					
		Only healthier food is included in promotions	Not applicable					
		Healthier food is cheaper than less healthy products	Green - Met completely	portions of fruit are sold at very low cost 30p a portion	shop layout will be changed to meet these requirements. Photographic evidence of the shop as it is in November 2016, has been obtained. The evidence of change will be photographed after the stock changes, and shop reorganisation.			
		Healthier options in prominent positions	Amber - Met partially	No not all	stock will be reviewed when reorganisation takes place over Christmas closure time			
		More than 50% of food stocked is healthier variety, less than 50% HFSS	Red - Not met	Selling all kinds of confectionary.				
		<b>Salt</b>	Not applicable					
		Vegetables and boiled starchy foods such as rice, pasta and potatoes, are cooked without salt.	Not applicable					
		Salt is not available on tables	Not applicable					
		At least 50% of meat and meat products, breads, breakfast cereals, soups and cooking sauces, ready meals and pre-packed sandwiches (procured by volume) meet responsibility Deal salt targets and all stock preparations are lower salt varieties (i.e. below 0.6g/100mls).	Amber - Met partially		ditto			
		No extra salt is added to any foods prior to service	Green - Met completely					
		Vegetables, rice, potatoes and pulses are not routinely salted when cooking	Green - Met completely					
		<b>Fruit</b>	Green - Met completely					
		At least 50% of the volume of desserts available is based on fruit – which can be fresh, canned in fruit juice, dried or frozen.	Green - Met completely					
		A portion of fruit is cheaper than a portion of hot or cold dessert.	Green - Met completely					
		Fruit, not confectionery, cakes, biscuits or savoury snacks at till points.	Red - Not met	Shop is so small that it is impossible to make the area around the till free from all these products.	ditto			
		Fruit or fruit based dessert is cheaper than alternative desserts	Green - Met completely					
		<b>Snacks and confectionery</b>	Amber - Met partially	some not all	will be reviewed when shop is reorganised during Christmas closure			
		Savoury snacks are only available in packet sizes of 30g or less.	Red - Not met	will be reviewed	will be reviewed when shop is reorganised during Christmas closure			
		Confectionery and packet sweet snacks are in the smallest standard single serve portion size available within the market and not to exceed 250kcal.	Red - Not met					
		<b>Drinks</b>	Green - Met completely					
		All sugar containing drinks are available in no more than a 330ml portion size and no more than 20% of beverages (procured by volume) may be sugar sweetened beverages including fruit juices (excluding hot drinks).	Green - Met completely					
		<b>Meals and meals</b>	Red - Not met					
		More than 50% of bread on offer is wholemeal for sandwiches, rolls and wraps	Red - Not met					
		Meal deals include a starchy carbohydrate, vegetables and one portion of fruit.	Not applicable					
		Special offers, dish of the day and meal deals include at least one portion of vegetables or salad	Amber - Met partially					
		Menus (for food and beverages) include calorie and allergen labelling.	Amber - Met partially					
		Meat and meat products, biscuits, cakes and pastries (procured by volume) are lower in saturated fat where available.	Amber - Met partially					
		At least 50% of hard yellow cheese has a maximum total fat content of 25g/100g	Red - Not met	some bought in filled roll do not meet this requirement	will be reviewed when shop is reorganised during Christmas closure			
		At least 75% of ready meals contain less than 6g saturated fat per portion	Not applicable					
		At least 75% of milk is reduced fat	Green - Met completely					
		At least 75% of oils and spreads are based on unsaturated fats.	Amber - Met partially					
		At least 50% of breakfast cereals (procured by volume) are higher in fibre (i.e. more than 6g/100g) and do not exceed 22.5g/100g total sugars.	Not applicable					
		If caterers serve lunch and an evening meal, fish is provided twice a week, one of which is oily. If caterers only serve lunch or an evening meal, an oily fish is available at least once every 3 weeks.	Not applicable					
		A meat-free dish is the main option for 20% or more of the menu (replaced with vegetables, eggs, pulses, nuts etc. NOT fish or cheese)	Green - Met completely					

## Appendix 2 Sample letter

Oxford University Hospitals   
NHS Foundation Trust

James Sollars  
Business Relations  
Pret a Manger

Mark Neal  
Interim Director of Estates & Facilities  
Oxford University Hospitals NHS Trust  
The John Radcliffe Hospital  
Headley Way, Headington  
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15 February 2017

To Whom It May Concern

We, Pret a Manger acknowledge that the provision of nutritious food and the creation of a healthy food environment forms a key part of Oxford University Hospitals NHS Foundation Trust's (OUHFT) aim to be a health promoting organisation.

Pret a Manger, has been engaged with the Trust 'Healthier Eating Working Group' to share knowledge, ideas and best practice to take action on the food and drink sold on NHS premises.

Since April 2016, we have taken important steps to ensure healthier food and drink are available to staff, patients and visitors at the Trust, evidence to support this can be found in the enclosed documents.

We offer assurance that Pret a Manger are now compliant with the CQUIN 2016/17 'Indicator 1b: Introducing healthy food for staff, visitors and patients' and commit to keeping these changes beyond 2016/17, including:

- the banning of price promotions on sugary drinks and foods high in fat, sugar and salt (HFSS)
- the banning of advertisement on NHS premises of sugary drinks and foods high in fat, sugar and salt (HFSS); and
- the banning of sugary drinks and foods high in fat, sugar and salt (HFSS) from checkouts.

Yours Sincerely



James Sollars  
Business  
Relations



Mark Neal

Interim Director of Estates & Facilities