



Focus on...

our NHS catering heroes

Issue 37

Without doubt, the last few months have been some of the toughest the NHS has had to face. As a supplier, we have witnessed incredible work from NHS catering teams, departments and individuals, to keep staff and patients fed. We wanted to take a moment to say thank you, you are all our heroes. Here are just a few of your stories...

Hospital catering for NHS Nightingale North East

In less than four weeks, a new NHS Nightingale hospital was completed from scratch in Sunderland, Tyne and Wear.

With the potential to provide up to 460 ventilated beds for patients with COVID-19, the hospital is one of seven Nightingales set up around the country as part of the response to the global pandemic.

Catering management had short notice to prepare meal services to support both Nightingale staff and patients.

Geoff Moyle, Trust Catering Manager at Newcastle upon Tyne Hospitals NHS Foundation Trust (the Freeman and Royal Victoria Hospitals) acted swiftly to prepare a detailed plan, including contacting key suppliers to determine what could be achieved within such a short timescale.

Says Geoff, "The hospital needed kitchen facilities to

cater for patients and staff, so we needed trusted suppliers to step up and help us out. All of our suppliers raised their game and worked incredibly hard to help us complete this project on time."

BGL Rieber's Regional Director Steve Scragg commented. "The urgency of the situation was made clear when Geoff phoned at night to brief me. Given the number of meals and the logistics involved, we recommended a mix of heated and ambient insulated food transport boxes, fitted with a mix of stainless steel GN containers and non-spill lids to hold the various menu items.

"Newcastle upon Tyne Hospitals NHS Foundation Trust are to be congratulated on moving efficiently to confirm the requirements. Rieber in Germany also acted swiftly. The order was turned around in less than 48 hours and we were among the first to deliver on site."

Continues Geoff Moyle, "We wanted to maintain our level of service for patients and supply freshly cooked meals from the kitchen at Freeman Hospital.



Having a cook-fresh system there allows us the flexibility to scale up and add extra meals as required.

"We used to deliver meals to another hospital locally, so it made perfect sense to use the same system again, including using insulated, no spill food transport boxes."

Freeman Hospital's cook-fresh kitchen is equipped with one of the latest Rieber patient feeding meal assembly belts, plus two Metos Proveno 150 litre 3G

combi cooking kettles, also supplied by BGL Rieber, which provide flexible and versatile food production capability.

Thank you Geoff, a BGL Rieber NHS catering hero!

pictured below left, with BGL Rieber's Regional Director, Steve Scragg



See over for more of our BGL Rieber NHS Catering Heroes!



Keeping the cogs turning at Conquest Hospital



Linda Griffiths, Assistant Facilities Manager, Conquest Hospital, East Sussex Healthcare NHS Trust, chose a Rieber banquet trolley to bolster the hot meals service for staff.

“We provide hot meals throughout the day in our restaurant to serve all staff,” says Linda (pictured right). “The existing hot cupboards were becoming unusable and we needed a reliable, failsafe means of holding hot food for service.”

“Staff are served in the restaurant, but we can also provide several hundred take-away meals for staff to take home.”

“We already use Rieber Thermoport insulated boxes to transport chilled meals for patients. During COVID-19, the boxes are delivered outside the wards and taken in by their staff and the Rieber Thermoport boxes ensure the meals remain chilled until the wards are ready to cook them.”

“We have also geared up as needed to meet the challenges and catered for changing demand from the staff and patients. The requests for bottled water and snacks is much higher than previously enabling ward staff to get the nutrition and hydration they require in order to concentrate on aiding their patients recovery – it all helps to keep the cogs turning.”

Thank you Linda, a BGL Rieber NHS catering hero!

Isle of Wight adds foodservice capability for new COVID field hospital

To ensure a high quality meals service for COVID-19 patients at a new ‘field hospital’ on the Isle of Wight, Andrew Donegan, Head of Facilities at St Mary’s Hospital, chose Thermoport 50 and 1000 insulated food transport boxes, GN pans, non-spill lids and Rieber Rolli trolleys.

“In more than 40 years with the NHS, I pride myself on having never missed a meal service,” says Andrew.

“We already use the shallower Thermoport boxes to transport meals at St Mary’s and the larger Thermoport 1000 models provided more capacity for any potential increase in patients.”



“Food would be prepared in our own kitchen. We have also chosen to use the new non spill lids to transport our stews and casseroles.”

“Thankfully, the new beds have not been needed!”

Army personnel from the Scots Guards and local reservists helped the island equip itself to respond to COVID-19. They worked to convert the Laidlaw Day Hospital, the Education Centre and Outpatients Appointments and Records Unit into in-patient accommodation. They were part of a huge effort which increased the number of beds at St Mary’s from 200 to 400 in just eight days.

Thank you Andrew, the Scots Guards and Isle of Wight reservists, all BGL Rieber NHS catering heroes!



Do you know someone who could be a BGL Rieber NHS catering hero?

If you know someone who is an NHS catering hero, please drop us an email telling us who and why, as we have a small number of NHS Hero Chef Riebears needing a good home.



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