

NHSGGC FOOD RETAIL POLICY UPDATE

Recommendation:-

The NHS Board is asked to:

- Board is asked to note successful implementation of the Healthcare Retail Standards and Healthy Living Award and provide continued support to enable full implementation of the Food Retail policy in due course.

Purpose of Paper:-

To provide an update position on the implementation of the NHSGGC's Retail Policy and progress towards implementing the new Healthcare Retail Standards and the progression towards the Healthy Living Award Plus awards.

Key Issues to be considered:-

Compliance with the Health Promoting Health Service standards for food retail.

Progress in implementation of the NHSGGC Food Retail Policy.

Any Patient Safety /Patient Experience Issues:-

The NHSGGC Food Retail Policy requires the provision of health eating options for staff, visitors and patients.

Any Financial Implications from this Paper:-

No additional implications

Any Staffing Implications from this Paper:-

None

Any Equality Implications from this Paper:-

NHSGGC Food Retail Policy considered equality implications and identified a potential impact on the availability of foods that comply with religious dietary requirements this has been discussed with providers as required.

Any Health Inequalities Implications from this Paper:-

None

Board Official

Has a Risk Assessment been carried out for this issue? If yes, please detail the outcome:-

A risk assessment was carried out developing the NHSGGC Food Retail Policy. The identified risks have been mitigated by the actions described in this report:

- consistent provision of healthy options regardless of in-house or external operators.
- reduced reputational risk through demonstration of exemplary practice of healthy eating opportunities
- impact on national companies to change existing product ranges to meet criteria with no impact on commercial lease values and without deployment of sanctions

Highlight the Corporate Plan priorities to which your paper relates:-

Prevention, early intervention and staff health.

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NHSGGC FOOD RETAIL POLICY UPDATE

1. Introduction

NHS Greater Glasgow & Clyde (NHSGGC) has a pivotal responsibility to promote health within its population. The Board has endorsed a policy position on food, fluid and nutrition since 1993. The extant Food, Fluid and Nutrition (FFN) policy was approved in 2008 and was subsequently reviewed in 2011.

Within this policy the opportunity to adopt an exemplary public sector model and provide a health promoting environment for staff, visitors and patients by providing increased availability, access to and opportunities to make healthier choices in relation to food and drink was highlighted.

The development of [NHSGGC Food Retail Policy](#), adopted by the Board in June 2014, is aligned with National policy and guidance for healthy eating. The Food Retail Policy does not include inpatient hospital food provision which is detailed in other national standards and NHSGGC Food, Fluid and Nutrition policy.

The Food Retail Policy states that *“NHS Greater Glasgow and Clyde is committed to the continuous improvement of the diet of our population and will demonstrate this through the delivery of healthier food and drink choices throughout all Retail facilities located within NHSGGC estate”*.

This report provides an update position on the implementation of the Food Retail Policy and progress towards implementing the new Healthcare Retail Standards and HLA Plus award.

2. Background

The Chief Medical Officer outlined the requirements for a Health Promoting Health Service in October 2015 indicating Board compliance with:

- Healthy Living Award (HLA Plus) criteria – all cafes and dining rooms to ensure that 70% of all food and drink meet nutritional criteria specified in the award.
- National Healthcare Retail Standards (HRS) – all retailers and trolley services on NHS sites to have fully implemented the HRS by the end of March 2017.

It is envisaged that all external providers require to comply with the appropriate standard as a contractual element of all lease agreements at the point of issue or renewal.

The NHSGGC Food Retail Policy (2014) has ensured the Board is well positioned in relation to the provision of healthy choices with a well established vending policy restricting the availability of sugary drinks and snacks high in fat, sugar and salt; all NHS operated cafes/dining room obtaining the Healthy Living Award (HLA Basic) along with the first successful externally operated meal vendor and a track record of engagement with the Scottish Grocers Federation’s Healthy Living programme, focusing on supporting and motivating retailers to increase provision and promotion of fruits and vegetables on NHS premises.

The policy also set out nutritional specifications for all retail provision on NHSGGC estate which subsequently informed the development of the National Healthcare Retail Standards (HRS) and as such the NHSGGC Policy is aligned to the Health Promoting Health Service

requirements. The Healthcare Retail Standards were introduced in 2016 and NHSGGC is acting as an 'early implementator' of the standards contributing to the ongoing development and management of the standards including negotiation with national suppliers.

All retailers contracted through lease agreements for the Queen Elizabeth University Hospital were subject to compliance with NHSGGC Food Retail policy and a programme of subsequent lease renewal across the estate is also being fully aligned.

A Retail Implementation Group has overseen the implementation of the NHSGGC Policy comprising Health Improvement Public Health Directorate; Property Management; NHS Retail Management and Corporate Nursing.

3. Healthcare Retail Standards

To comply with standards, Retailers are required to provide planograms and nutritional specifications of those items on sale in shops/trolleys. A pre-formulated excel spreadsheet is provided, which colour code those nutritional values that exceed the criteria. The Scottish Grocers Federation monitor compliance through assessment of each retailer venue or trolley and manually check the nutritional value of all lines and brands (numbers and volume) of food and drinks on offer. The promotional activities are assessed.

The main criteria:

- 50% of all food must meet nutritional criteria
- 70% of all drinks must meet nutritional criteria (sugar free or 0.5g/100ml)
- No foods or drinks that doesn't meet the nutritional criteria can be promoted
- Meal deals are restricted and their composition must meet nutritional criteria
- Promotion at tills, point of sales and aisles are restricted to those foods and drinks meeting the nutritional criteria.

3.1 Implementation

As reported above the tender process required compliance from all Retailers at the QEUH and as such the focus on achieving compliance at QEUH was prioritised with Scottish Government colleagues.

Significant and extended work was then undertaken by NHSGGC; Scottish Government and Scottish Grocers Federation with both WH Smith and Marks & Spencer who finally provided sufficient evidence the week commencing 27th March.

WH Smith and Marks & Spencer (operating under a franchise agreement) have both required to change their initial business models; product range and promotional strategies to meet requirements of the HRS.

The Royal Volunteer Service adopted a national approach and submitted evidence for both retail units and trolley services in autumn 2016 in line with other units across Scotland.

A further review was conducted with smaller units to ascertain whether HRS or HLA criteria were appropriate (based on provision of hot food choices) a further 3 providers require to comply with HRS. Additional support has been provided by NHS Retail manager to these volunteer led units.

3.2 Current position HRS

A total of 20 (91%) of the 22 units required to adhere to the HRS are compliant. Remaining units are the Retail restaurant at the QEUH (NHSGGC) and Mabel McGinlay' at GRI (3rd Sector organisation).

RVS delivered the first 'pass' at the West Glasgow Ambulatory Care Hospital (ACH) during the autumn of 2016 and continued to pass assessment on all further retail and trolley services.

WH Smith retail units passed at QEUH and at Gartnavel Hospital on the 30th March with the remaining 3 WH Smith units complying the first week of April. WH Smith trolley services also met the standards.

Marks & Spencer in QEUH passed on the 30th March.

Of the small and volunteer based units, Stobhill Befriending Café have now achieved HRS.

- Churches Tea bar (VoL) – failed initial assessment but is expected to pass mid June
- Leverndale Café Connect – failed initial assessment but is expected to pass mid June.

4. **Healthy Living Award**

The Healthy Living Award (HLA) was launched in September 2006. It is a national award for caterers who make the food healthier by through ingredient choice, cooking methods and promotions. In 2008 CEL 14 was issued to NHS operated sites advising them that all acute and community hospitals must meet HLA (basic) level of award by March 2009 and then progress to HLA Plus level of award by March 2011. In 2012, CEL 01 was issued to ensure that all external caterers within an NHS setting meet the standard level of award. The most recent CMO letter 2015 builds on that commitment, requiring all non-NHS catered sites achieve Plus award by March 2017.

Any provider wishing to register for the award must register; achieve satisfactory environmental health scores undertake self-assessment and are then assessed by the national HLA team. The HLA is awarded for a duration of 2 years, during which time the site will have a Quality Assurance visit. Following the 2 year period the provider must apply for reassessment.

4.1 Implementation

During the implementation period described above a number of changes to café provision have occurred, a number of units are no longer in operation, number of operational changes have been implemented and a number of units not providing meals prepared on the premises / hot food are now required to comply with the HRS rather than the HLA category. A number of units have progressed to HLA Plus following the 2 year period at basic level and a number have directly submitted for HLA Plus.

NHS Retail manager and Health Improvement team have provided support to the smaller voluntary sector operations.

4.2 Current position HLA+

By March 2016 a total of 32 units were expected to obtain the HLA Plus this is almost double the number of units from the previous year. Mid June 2017, 29 (91%) have obtained the Plus award. The 3 remaining units and status are:

- Mabel McGinley (GRI) – requires to make a number of amendments however HLA believe these to be minor and are seeking confirmation rather than reassessment.
- Camden at QEUH – failed at initial assessment and has been asked by HLA to provide additional information before a 2nd assessment is considered. NHSGGC have strongly expressed our disappointment at this outcome and Camden are now fully engaged with the reassessment.
- QEUH Retail Restaurant - application submitted, assessment expected 3rd week in June.

5. In Summary

There has been significant progress in relation to compliance with the Board's Retail Policy and associated aspects of the Health Promoting Health Service Guidance across NHSGGC. As of the end of June it is anticipated that the Board will have achieved 100% of the required awards and standards in place with Aroma at QEUH is working towards early May for the HLA Plus assessment. This position is summarised below:

End year position and anticipated position end of April.

Q4 2016/17

	Total number required	Total number obtained as of early June	Percentage achieved	<i>Anticipated numbers obtained as of 30th June</i>	<i>Anticipated percentage achieved</i>
HLA Plus					
NHS	20	19	95%	20	100%
Voluntary	8	7	88%	8	100%
Private	4	3	75%	4	100%
Total	32	29	91%	31	100%
HRS - Retail					
Voluntary	9	7	78%	9	100%
Private	5	5	100%	5	100%
Total	14	12	86%	14	100%
HRS - Trolley					
Voluntary	7	7	100%	7	100%
Private	1	1	100%	1	100%
Total	8	8	100%	8	100%
Total numbers	54	49	92%	54	100%

6. Next Steps

Communications on the successful position of NHSGGC to be fully compliant are planned for the end of June.

The need for ongoing opportunistic spot checks has been identified and a period of 'tighter' monitoring has been established in conjunction with Health Improvement Team and Scottish Grocers Federation to establish confidence in adherence. A 'secret shoppers' model is under development with support from Facilities Teams and Catering Public Partners.

The additional requirements outlined in NHSGGC's Retail Policy will be progressed during 2017/18 including:

- 50% in all food categories are 'healthy' i.e. 50% of snacks, savouries, fresh chilled and composite foods must meet those criteria.
- Additional promotional requirements
- Promotion of 'deals' on healthier options

Studies identify the benefits of point of sale nutritional information / messages in influencing consumer behaviour. A programme of promotion of healthy options at is planned across Aroma units following some initial testing work at Stobhill and GRI.

The range of products meeting nutritional criteria have improved in recent years, although food producers need to be encouraged to increase supply of products and this should be advocated for as a key strand in the forthcoming National Obesity Strategy.

7. Conclusion

The experiences of early implementation in NHSGGC have informed the national programme and challenges in implementing the HRS, particularly with the private sector and have greatly benefited from close working with Scottish Government colleagues. Internal co-operation between Property management; Retail and Health Improvement has enabled a clear and consistent position to be adopted.

Recent developments in England have encouraged the retailers to better engage with the agenda as a whole and the retailers have now indicated a willingness to share further learning including customer data which will be of benefit for other Boards and inform wider actions to address the obesigenic environment.

8. Recommendations

Board is asked to note successful implementation of the HRS and HLA and provide continued support to enable full implementation of the Retail policy in due course.