

The Northern NHS
HOTEL SERVICES TRAINING ADVISORY GROUP

Present a one-day

CATERING **STUDY DAY**



to be held on

TUESDAY, 24TH MARCH 2009

at

CLAYTON PARK CONFERENCE AND LEARNING CENTRE,
Clitheroe Conference Room,
Junction 7 Business Park, Blackburn Road,
Clayton le Moors, Accrington, BB5 5JW

An exciting and informative day for Catering Managers, Supervisors and Chefs, covering a wide range of topics including:

- Connection - “Your Procurement Needs and Farmers”
Speaker from the National Farmer’s Union
- “The Blackpool Experience” – Celebrity Chef Nigel Smith working with the NHS, on benefits to patient services
- “Healthy Workforce and Healthy Eating” - Update on the Department of Health initiatives to promote healthy eating in all NHS premises via a National Accreditation Scheme
- “Obesity – How We Can Deliver a Healthier Service”
- “Saving Energy in a Catering Environment”
Speaker from the National Industrial Fuel Efficiency Service (NIFES)
- Malnutrition of Our Elderly and Vulnerable Patients - “Are We Making Progress?”

AN EVENT NOT TO BE MISSED!

The cost of attending the conference is £100.00 per person. This includes attendance at the conference, certificate of attendance, course handouts, coffee/tea on arrival, mid morning coffee/tea, two-course lunch and afternoon tea/coffee. (Unless otherwise requested, invoices for conference payment will be sent out in the new financial year commencing APRIL 2009)

A CERTIFICATE OF ATTENDANCE WILL BE ISSUED TO ALL DELEGATES WHO ATTEND THIS NORTHERN NHS HOTEL SERVICES TRAINING ADVISORY GROUP EVENT

To find out more about our events please visit www.northerntag.org.uk

CATERING STUDY DAY

TUESDAY, 24TH MARCH 2009

PROGRAMME

8.45am Registration
Coffee and Tea

9.15am **WELCOME AND INTRODUCTION**

Presenter – ALISON SLATER
(Chair of the Hotel Services TAG)
Assistant Director - Hotel Services,
Lancashire Teaching Hospitals NHS
Foundation Trust

9.30am **CONNECTION: YOUR
PROCUREMENT NEEDS AND
FARMERS**

Presenter – CLARE SMITH
Food Chain Adviser,
National Farmer's Union

10.15am **HEALTHY EATING – TRAINING
THE WORKFORCE**

Presenter – SUZY HILTON
Dietitian Section Manager - Acute,
The Pennine Acute Hospitals NHS Trust

"Obesity – How We Can Deliver a
Healthier Service"

11.00am Mid Morning Coffee and Tea

11.30am **THE BLACKPOOL EXPERIENCE**

Presenter – YVONNE WIDDOWS
Senior Site Services Manager,
Blackpool, Fylde & Wyre Hospitals NHS
Foundation Trust

Presenter – NIGEL SMITH
Nigel Smith's Restaurants

"The Blackpool Experience"
The Celebrity Chef and the NHS

12.30pm **BUFFET LUNCH** served in the
Whalley Room

1.30pm **THE PENNINE EXPERIENCE**

Presenter – PAM STANSFIELD
Trust Head of Catering,
The Pennine Acute Hospitals NHS Trust

"Healthy Workforce and Healthy Eating" –
Update on the Department of Health
Initiative

2.15pm **THE FOOD FOR THOUGHT
PROGRAMME**

Presenter – PAM COULTHURST
Nutrition Support Team Leader,
Lancashire Teaching Hospitals NHS
Foundation Trust

Malnutrition of Our Elderly and Vulnerable
Patients – "Are We Making Progress?"

3.00pm Afternoon Tea and Coffee

3.15pm **SAVING ENERGY IN A CATERING
ENVIRONMENT**

Presenter – JOHN MULHOLLAND
Director of People Solutions,
NIFES Consulting Group

4.00pm **SUMMARY, FEEDBACK AND
CLOSURE**

4.15pm **CLOSE OF CONFERENCE**

SAFE JOURNEY HOME

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APPLICATION FORM

ALISON SLATER

Chair of the Hotel Services TAG and Facilities Manager,
Lancashire Teaching Hospitals NHS Foundation Trust

Alison has worked for over twenty years in the NHS across the North West, initially within catering services but moving across into Hotel Services in 1986 when this new role was starting to be developed. Prior to joining the NHS, Alison was a restaurant manager for FW Woolworth in a number of large stores across the country. Outside of work, Alison is an enthusiastic football supporter and a National Trust Volunteer. Alison feels that the profile of Hotel Services within any hospital or clinic setting is linked to Patient Choice and Customer Satisfaction and that the Hotel Services Training Advisory Group has an important role in supporting the development of front line service staff.

CLARE SMITH

Food Chain Adviser, National Farmer's Union

After gaining her Degree in Agriculture and Agricultural Marketing, Clare worked on a variety of farms in the UK, Australia and the USA. This included work at the Food Animal Initiative in Oxford looking at sustainability and animal welfare in agriculture and at Assured Food Standards (AFS) the organisation behind the Red Tractor logo.

Clare has been at the NFU for two years working as part of their Food Chain team. Her role includes identifying new market opportunities and strengthening existing ones for the NFU members. Clare works closely with AFS on development of the Red Tractor Brand and SALSA (Safe and Local Approval Scheme) and helps with the development and dissemination of marketing initiatives for farmers in conjunction with other organisations.

SUZY HILTON

Dietitian Section Manager - Acute, The Pennine Acute Hospitals NHS Trust

Suzy qualified from the University of Surrey in 1997 and started her dietetic career at Birch Hill Hospital in Rochdale. After undertaking various posts within the acute setting mainly in the area of nutritional support, Suzy became the Chief Dietician at Rochdale Infirmary in 2002. Following the merger that resulted in the Pennine Acute Hospitals NHS Trust she became the section manager for the acute dietetic departments at The Royal Oldham Hospital and Rochdale Infirmary.

NIGEL SMITH

Nigel Smith's Restaurants

1985: Attended Blackburn Catering College where he studied City & Guilds

1987: Offered a permanent position at the Savoy Hotel, London

1987: Went to work in holidays at Royal Ascot where he met Albert Roux

1988: Went to work with Paul Heathcote at Broughton Park, Preston in the Courtyard Restaurant

1990: Worked with Albert Roux in the Guines Restaurant and Glyne Bourne Operah House

1991: Worked at Churchill's Restaurant, Upholland and won Lancashire Life Restaurant of the Year

1994: Opened new country house hotel in Corbridge with a Restaurant. Also filmed a new series 'Nigel Smith Challenges'

1997: Returned to the Dalmeny Hotel in Lytham St Annes to open the new Atrium Restaurant

2001: Set up a gastro pub in Lancashire for Mr Fred Walker. Received 6 out of 10 in the Good Food Guide, Won Restaurant of the Year for Life Magazine. Returned to TV with UK Food and Granada Television

2004: Moved to Ribby Hall Village as Chef Consultant

2006: Won Chef of the Year and short listed for Restaurant of the year

2007: Short listed for Chef of the Year and Restaurant of the year again

2007: The Opening of Nigel Smith's Restaurant

PAM STANSFIELD

Trust Head of Catering, The Pennine Acute Hospitals NHS Trust

Pam started her NHS career as a National Trainee Catering Manager for the Wessex Region originally at various hospitals in Southampton, Winchester and Swindon before moving back to her roots in Lancashire. She was employed by Blackburn Hospitals as Catering Manager, Training/Quality Assurance and Hotel Services Manager before moving to the Royal Oldham Hospital in 1997 as Head of Catering and was appointed Trust Head of Catering following the merger of the former Oldham, Bury, Rochdale and North Manchester Trusts in 2003. Pam has won the HCA Hospital Caterer of the Year Award in 2006 and was a finalist in Cost Sector Caterer of the Year in 2007. She is Chairman of the North West Branch working actively to promote excellence in hospital catering.

PAM COULTHURST

Nutrition Support Team Leader, Lancashire Teaching Hospitals NHS Foundation Trust

Pam has worked in the NHS for over 20 years, initially at Aintree University Hospitals NHS Foundation Trust, Liverpool and subsequently at Lancashire Teaching Hospitals NHS Foundation Trust since 1999. Pam initiated the setting up of the Hospital Nutrition Team which is responsible for looking after patients on intravenous feeding, both in hospital and now in the home setting. Recently, Pam and the Nutrition Nurse Specialist have been the project leads for rolling out the 'Food for Thought' programme across both the Royal Preston Hospital and Chorley and South Ribble District General Hospital.

JOHN MULHOLLAND

Director of People Solutions, NIFES Consulting Group

John has worked for NIFES for over 20 years. He leads a team of energy/environmental consultants who specialise in training and awareness/motivation campaigns to help clients reduce energy consumption, carbon emissions and costs. John has run over 25 major campaigns in NHS Trusts including Addenbrookes, Guy's & St. Thomas', Brighton, Sheffield, Nottingham and North Bristol. He is the co-author of the Carbon Trust Good Practice Guide 222 on "Energy Efficient Catering" and has provided many training courses for Catering Managers and staff in NHS Trusts, Universities and Local Authorities.