

Freedom of Information Request - FOI2024/312

Thank you for your Freedom of Information request.

I would like to request the following information to my questions under the Freedom of Information Act 2000.

1. Do you have retail and food concessions such as coffee shops and general shops on your hospital premises?
2. Which concessions are currently on your hospital premises? (For example, Costa Coffee, Marks and Spencer). If this is across sites, please list them.
3. What training do you provide for employees working in the concessions on your hospital premises? For example, basic CPR, communication skills, hygiene, and dealing with distressed or confused people.
4. Can staff working in concessions on your hospital premises access pastoral care and support from your organisation? If the service is available to them, please outline what is available.

I have considered your request and have set out the Trust's response below:

1. Yes, they are run by Sodexo Ltd under the PFI Contract.
2. The Coffee Cup (Coffee Shop), Costcutter Shop and Spires Restaurant, all located at Hereford County Hospital.
3. All Sodexo team members receive comprehensive training relative to their role, this includes; Emergency First Aid at Work, Health & Safety and Food Safety.
4. Sodexo operate a dedicated employee assistance programme and well-being offer, available to all Sodexo team members of staff working across the concessions, as set-out within earlier questions under this same FOI request.

Yours sincerely,

Freedom of Information Officer