G4S

INDICATER™
Software tailored to your taste

Patient Dining

"IndiCater's patient dining module has transformed the way we deliver this complex aspect of our business"

TERRY TREDGET, *Director of Catering Services, G4S*

The features

PATIENT ORDERING
Online ordering at the patients bedside direct to the kitchen

SERVICE FLEXIBILITY
Orders can be linked to one or multiple kitchens; choice of ward and bed configurations

MENU MANAGEMENT
Unlimited fields for displaying menu choice; create both dietary and allergen information; photo upload option; cost menus and daily costs.

KITCHEN PRODUCTION COSTS
Production schedules automatically created from patients orders; waste recorded by weight, ingredients, recipe or plate

The benefits

Real time patient ordering

Reduced paper costs. IndiCater has reduced paper costs at one hospital alone by £60K in one year

Kitchen over-production and waste at ward level controlled and dramatically reduced

The caterer is in full control of every aspect of the patient dining experience

Background

Working closely with the team at G4S to establish and meet the specific objectives of a Patient Dining system, the software is now in use at the Liverpool Women's NHS Foundation Trust and Central Middlesex Hospital, with a roll out program underway across other locations including Northwick Park Hospital.

Solution

IndiCater's Patient Dining platform enables hospital catering teams to effectively manage the complex steps involved in taking and processing patient orders. From placing an order at the bedside through to tracking individual and consolidated bed or ward requirements – Patient Dining works equally well with alternative service methods, whether pre packed or cooked fresh on site. Nutritional data and meal costs are fully tracked whilst driving down both kitchen production costs and wastage.

COST REDUCTION
lowered kitchen production costs and wastage.

£60K SAVED IN ONE YEAR
reduced paper costs at one hospital alone in one year.

How it works

Menus are uploaded onto the system and tagged with detailed costings and nutritional data. Specific dishes can be tagged to a nominated ward or to a day of the week. Ward assistants or nurses takes orders using a portable device at the patients bedside. Patients requests are immediately viewable by the kitchen production team, ensuring accurate food orders, efficiencies in production, and the significant elimination of waste. Patient orders are sent out using accurately configured wards or bed locations. The Patient Dining platform records bedside waste, updates stock lists, analyses the most popular meal choices, and can also be used to record patient feedback. In addition, catering teams have access to a range of sophisticated management reports.