

Introduction

To inform a programme of work reviewing the different café and food retailers available at North Shore and Waitakere Hospitals, Waitemata District Health Board circulated a survey that asked for staff and hospital visitors' experience of buying food or drinks at the hospital to help identify improvements.

The survey was circulated through the DHB's online community panel, through internal staff communication and through the DHB's facebook page during late August and early September 2018. It received almost 600 responses.

Survey participants were asked to provide feedback on the different cafes they had visited and to rate them with respect to the following:

- Quality of the service
- Quality of the food
- Quality of the coffee
- Variety of food and drinks being offered
- Value for money
- Speed of service
- Level of comfort
- Accessibility of the space eg ease of being able to move around in a wheelchair or with a pram

Who responded:

Participants were asked if they were:

Options	N	% of Respondents
A member of staff at the hospital	454	77.9%
A volunteer, visitor, patient or community group	23	3.9%
An online community panel member	92	15.8%
Other	14	2.4%
Total	583	

Responses to 'Other' included staff members who were based outside the hospital environment, LMC midwives, students, former staff, contractors and café staff.

Feedback

How often do you visit the different staff cafeterias? (Staff only invited to respond to this question)

Options	North Shore Hospital	Waitakere Hospital
Most days	125	46
Once or twice a week	105	74
Occasionally	134	87
Very rarely	95	108
I have never visited the staff cafeterias	13	71

Which cafés or coffee shops have you visited at the North Shore or Waitakere Hospitals?

Options	N	% of Respondents
Habitat café (Near the main entrance at the North Shore Hospital)	477	79.37%
Mojo Coffee (In the North Shore Hospital foyer)	344	57.24%
ESC Café (Near the Elective Surgery Centre at the North Shore Hospital)	242	40.27%
Deli Marche Café (Waitakere Hospital)	296	49.25%
I don't remember where I went	9	1.50%
None of the above	31	5.16%

Comparing the different cafés across both hospitals:

- Mojo was rated highest for its quality and speed of service, its quality of coffee as well as its value for money.
- Habitat rated highest for the variety of food and drinks offered and the quality of its food.
- The ESC Café rated highest for its level of comfort.
- The North Shore Staff cafeteria rated highest for its accessibility eg ease of being able to move around in a wheelchair or with a pram.

Overall, the cafés were rated lowest for their value for money and the variety of food and drink available. Many people commented that the prices were too high and that they did not use the cafés because of this or due to long queues.

Fresh fruit and more tasty food variety were also commonly requested – the options at Waitakere Hospital in particular were felt to be limited. A greater focus on those with dietary needs was requested eg lower carbohydrate meals, catering for coeliacs. While many people requested more healthy food options, others asked for some snacks and chocolate to still be available so that there would be a choice.

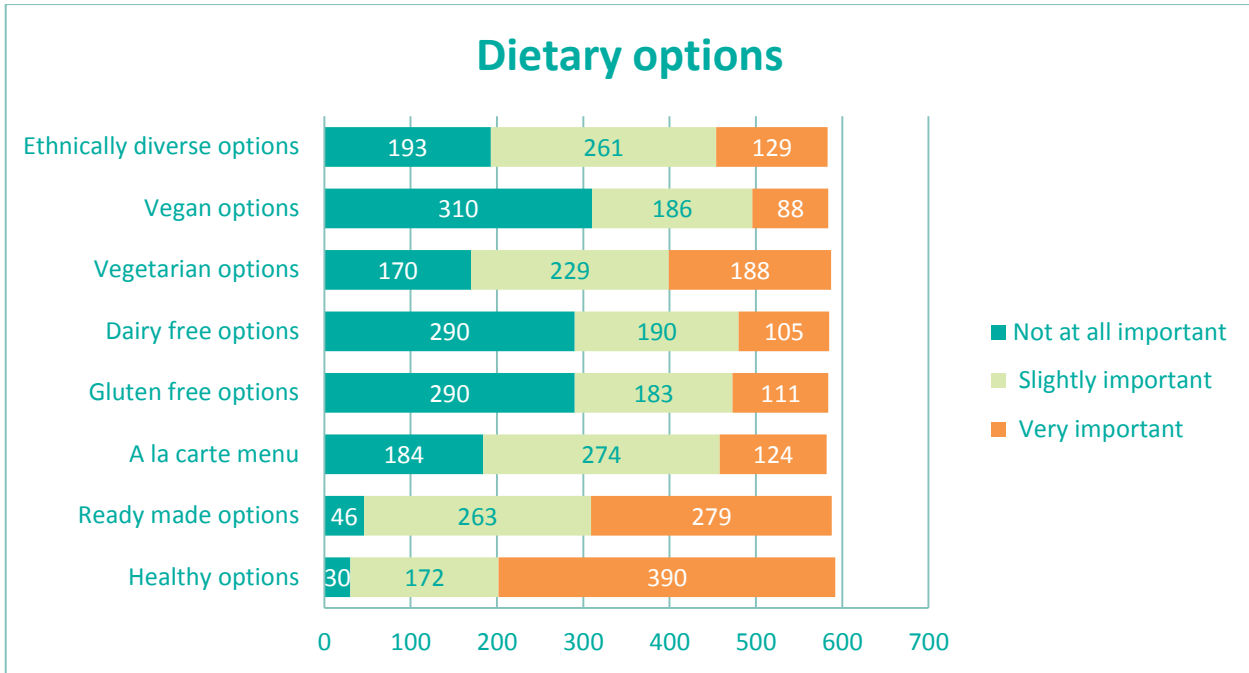
A number of people requested the facility to create their own selection eg salad, sandwich, poke bowl or buffet. Other food ideas included breakfast options, more sushi, roast dinners on Sundays, desserts (not just cakes) and hot soup in winter. Other drink ideas included iced drinks and the ability to order fresh juice and smoothies.

The quality of the coffee at staff cafeterias and at Deli Marche in particular was rated poorly and trained baristas would be welcome.

Some of the cafés were felt to be understaffed which led to queues at peak times and tables that were not cleared and cleaned quickly enough. Customer service was usually good but there were some criticisms of some café staff not always being welcoming and friendly. Many staff commented on their limited time for lunch and a need to ensure service was quick.

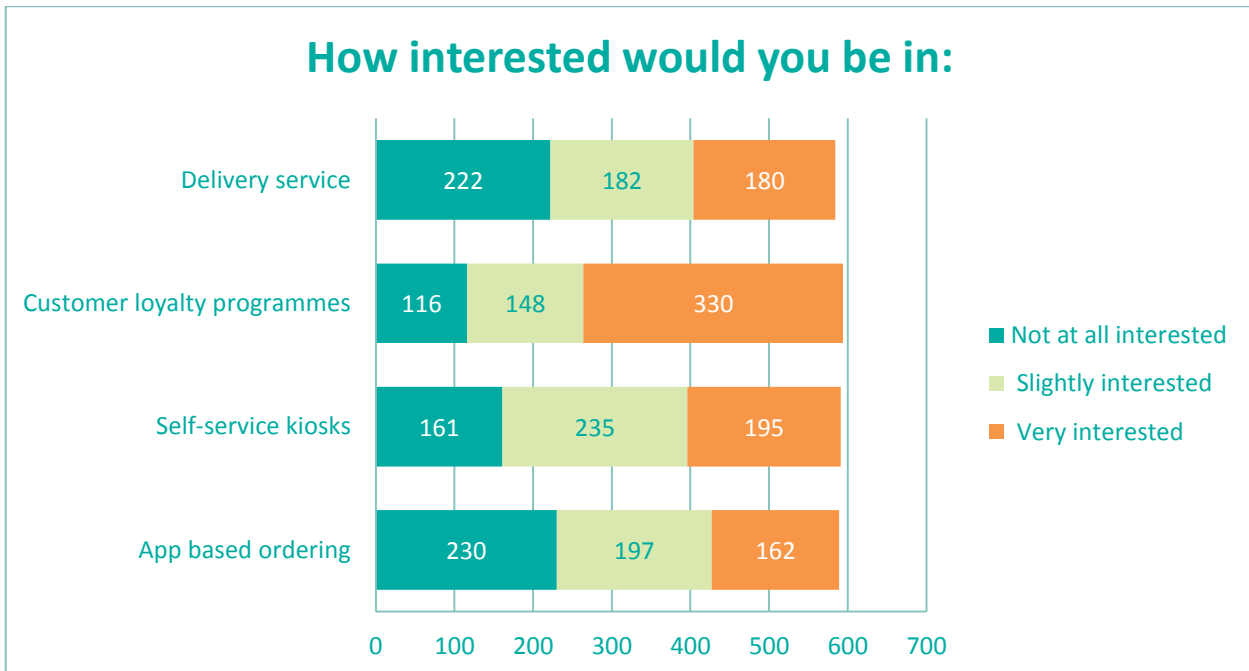
Most of the cafés were felt to be difficult to navigate comfortably in a wheelchair or with a pushchair and were not well set up for people with disabilities in terms of lighting and ability to read menus from a wheelchair.

When you think about the food that was available, how important are the following dietary options to you:



Staff and public responses were very similar in most aspects but with slightly higher desire from staff to have an à la carte menu and more ethnically diverse options.

How interested would you be in the following?



Staff were significantly more interested in all suggestions and particularly a customer loyalty programme with 60% being very interested

If you have a preference, what mixture of seating arrangements would you prefer?

Options	N	% of Respondents
Large tables	164	27.9%
Small tables	421	71.2%
Soft seating	367	62.5%
High tables with bar stools	95	16.2%
Secluded eating zones eg booths	210	35.8%

Other feedback

There were a significant number of comments received in response to this survey and most key issues have been covered above. Other suggestions included:

- Longer opening hours during the week and at weekends for staff and visitors to services such as the Emergency Department
- Daily specials and better communication about what is on offer
- Staff cafeterias in particular were felt to be in need of updating and making more inviting
- Ambience and private spaces eg plants, pictures, fixtures and furnishings that help to create a cosier atmosphere and improve accoustics
- More outdoor seating and a play area for children
- There were mixed views on background music – some felt that the music was currently too loud and inappropriate in some cafés but others felt some low background music would be welcome

Report prepared by Carol Hayward, Community Engagement Management, Waitemata District Health Board:

Email: Engagement@waitematadhb.govt.nz



Waitemata
District Health Board

Best Care for Everyone