

# HOSPITAL CATERERS ASSOCIATION NATIONAL LEADERSHIP & DEVELOPMENT FORUM

# 2019

## APPLICATION FOR HOSPITAL CATERERS ASSOCIATION NATIONAL AWARDS 2019:

PRESENTED AT THE PRESIDENTS DINNER  
ON 11TH APRIL 2019

- CATERER OF THE YEAR AWARD
- CHAIRMAN'S CHOICE AWARD
- TRADE STAND AWARD
- CATERING SERVICE OF THE YEAR AWARD
- **NEW** EFFICIENCY & IMPROVEMENT AWARD
- **NEW** SPECIAL CONTRIBUTION AWARD
- NATIONAL – NUTRITION & HYDRATION  
365 24/7 POSTER AWARD
- WILMA WILKIE OUTSTANDING  
SERVICE AWARD

The closing date for entries is  
Friday, 15th February 2019.



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**Completed entries should be sent by email to:**

Janice Gillan, HCA National Secretary,

Email: [NatSecretary@hospitalcaterers.org](mailto:NatSecretary@hospitalcaterers.org)

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HOSPITAL CATERERS ASSOCIATION  
Food is the best form of medicine

# HCA NATIONAL AWARDS 2019

The HCA awards were established to recognise exceptional commitment and devotion to healthcare catering and quality patient service. More than 50 Members have joined the exclusive roster of Award winners, having demonstrated their dedication and ability to improve the standards of catering and customer care within their respective hospitals – and consequently further the aims of the HCA.

The following awards are intended to encourage and acknowledge professional excellence across the catering services covered by HCA members, which have led to improved, lasting and replicable outcomes in healthcare catering provision.

- **Caterer of the Year Award**
- **Chairman's Choice Award**
- **Trade Stand Award**
- **Catering Service of the Year Award**
- **NEW Efficiency & Improvement Award**
- **NEW Special Contribution Award**
- **National – Nutrition & Hydration 365 24/7 Poster Award**
- **Wilma Wilkie Outstanding Service Award**

**Eligibility** – The nominee must be a Full Member of the Hospital Caterers Association.

You have until **Friday, 15th February 2019** to submit your nominations, the winners will be announced and the presentations will be made at the Presidents Awards Dinner at the National Leadership & Development Forum 2019 at Celtic Manor, Newport on 11th April 2019.

For each entry please complete the application form on the last page. Any supplementary information or examples of evidence, such as pictures, menus, procedures, qualifications etc. must also be included. It is extremely important that the Awarding Criteria detailed is met.

**The closing date for entries is Friday, 9th February 2019.**

## CATERER OF THE YEAR AWARD

(Sponsored by Hobart UK)



"HOBART UK ARE DELIGHTED TO SPONSOR THE AWARD FOR THE HOSPITAL CATERER OF THE YEAR, IN RECOGNITION AND CELEBRATION OF THE SIGNIFICANT CONTRIBUTION THE HOSPITAL CATERING MANAGER MAKES TO THE WELL-BEING AND RECOVERY OF THE PATIENT, THE PATIENT EXPERIENCE AND TO THE STAFF AND VISITORS WHO USE THEIR SERVICES."

### SUBMISSION REQUIREMENTS:

- Completed entry form.
- A résumé of the person being nominated and this should include the following:
  - Background of the nominee's involvement with the Hospital Caterers Association;
  - Brief history of their career within the NHS;
  - Evidence of the achievement/supporting documentation during the period **January 2018 to December 2018** that have been instrumental in having a positive impact in particular to Patient experience and showing the focus and delivery of the 'Last 9 Yards', initiatives of Nutrition and Hydration 24/7/365, evidence of training of teams or apprenticeship programs in place for catering employees or teams.
- A reference from either a current Branch Officer/employing authority.

## CHAIRMAN'S CHOICE AWARD

(Sponsored by the HCA)



The Branches of the HCA are the cornerstones of the Association, providing an active professional support network around the UK and Northern Ireland for healthcare catering professionals who face the same challenges the industry brings and are striving for similar targets. Each year the National Chairman presents the Chairman's Choice Award to the HCA Branch which has displayed an exceptional commitment and outstanding contribution to its Members and the Association over the preceding 12 months.

### SUBMISSION REQUIREMENTS:

- Completed entry form.
- Written nominations (500–1,000 words) should demonstrate:
  - The efficiency with which Branch Officers have undertaken their duties, including the timely submission of Minutes and Accounts for inclusion on the website and in the journal;
  - The energy of the Branch as evidenced by frequency of Branch meetings and subsequent actions;
  - Branch recruitment and Membership retention;
  - Organisation of educational/training events, including inter-Branch activities;
  - Social events for Members.

## CATERING SERVICE OF THE YEAR AWARD

(Sponsored by NH Case)



Nominations to be submitted by a Catering Service providing patient catering services to an NHS Trust/Board.

### SUBMISSION REQUIREMENTS:

- Completed entry form.
- A résumé of the service team being nominated and this should include the following:
  - Patient/Restaurant menu's;
  - Latest EHO reports;
  - Photograph of the team;
  - List of the departments;
  - Number of staff/Staffing structure;
  - Evidence of achievements during previous 12 months which should include:
    - Patient experience and showing the focus and delivery of the 'Last 9 Yards';
    - Collaborative working with 'power of 3';
    - Driving fundamental positive change;
    - Staff, Health & Wellbeing activities;
    - Evidence of initiatives of Nutrition and Hydration 24/7/365;
    - Evidence of training of teams or apprenticeship programs in place for catering employees or teams.
- Financial trading activity for non-patient areas and cost per patient day.
- Service information e.g. Name of hospitals/sites, Number of beds, Type of production and service, Food waste percentage, Patient satisfaction levels %, Number of formal complaints in past 12 months.

Three teams will be shortlisted based upon the quality of the information provided, its presentation and content. An on-site inspection may also be carried out by the judges before the finalist is chosen.

## TRADE STAND AWARD

Our events would not be achievable without the support of the trade. This Award is presented to the Trade Stand that in the eyes of the judging panel of the President and Vice-President stood out for them at the National Leadership & Development Forum.

## NEW – EFFICIENCY & IMPROVEMENT AWARD

(Sponsored by Hefma)



This new award is for Members/NHS Trusts/Board/HCA Branches to put forward nominations to show to demonstrate how they introduced a new idea, development which helped to improve catering service to patients or retail, which delivered service improvement and improved efficiency and productivity.

### SUBMISSION REQUIREMENTS:

- Completed entry form.
- Written nominations (500–1,000 words) should demonstrate:
  - A résumé of the individual or team and should demonstrate how the innovation had some combination of the following attributes:
    - **Originality**
      - Whether it's a new idea or a variation of an existing idea;
      - If developed independently or in co-operation with others.
    - **Productivity /Efficiency**
      - How it improved individual or team productivity;
      - How it improved efficiency and is demonstrated in National financial benchmarking.
    - **Impact**
      - The fundamental changes made;
      - How it impacted on the provision of Support Services.
    - **Practicality**
      - Whether it was cost effective to implement;
      - The risks associated with implementation.
    - **Measurability**
      - Did it create measureable efficiencies/cost savings;
      - Alternatively did the result provide cost benefit to the NHS.
    - **Applicability**
      - Is this innovation specific to Support Services;
      - Is the innovation able to applied together organisations outside of the NHS.

## NEW – SPECIAL CONTRIBUTION AWARD

This will be awarded to a person/organisation which, although not directly involved in providing catering services to the industry, has performed a role that has had a significant influence on the provision of services in one or more areas of the catering sector. Detailed nominations are not sought for this category – entries should be accompanied by a citation of no more than 500 words, which the judging panel will then discuss.

## NATIONAL – NUTRITION & HYDRATION 365 24/7 AWARD



This award is for Members/NHS Trusts/Board/HCA Branches to showcase their achievements for promoting Nutrition & Hydration 364 24/7 by highlighting how it makes a difference to patients in the 'Last 9 yards', Power of Four' or 'Food is Medicine', in the format of a poster.

Submit your detail in the application form and Posters will be displayed, in larger size, at the event, and will be judged during Thursday 11th April 2019.

### SUBMISSION REQUIREMENTS:

- Completed entry form, with Title of Poster.
- The nominee must be a Full Member of the Hospital Caterers Association.
- Submit Poster Detail by 28th February 2019.

## THE WILMA WILKIE OUTSTANDING SERVICE AWARD

(Sponsored by the HCA)



"WILMA WILKIE PLACED GREAT EMPHASIS ON PROVIDING OUTSTANDING SERVICE TO OUR CUSTOMERS AND HER LEGACY LIVES ON IN SUPPORTING THE HCA OUTSTANDING SERVICE AWARD."

This Award is presented to an outstanding professional who is a Full, Life, or Honorary Member of the Association. The individual must have given many years of service to healthcare catering.

### SUBMISSION REQUIREMENTS:

- Completed entry form.
- A résumé of the person being nominated and this should include the following:
  - Background of the nominee's involvement with the Hospital Caterers Association;
  - Brief history of their career within the NHS, over 25 years;
  - Details of any outside interests that reflect on the nominee's character;
  - Achievements whilst employed in NHS catering.
- A reference from either a current or past National or Branch Officer.



# APPLICATION FOR HOSPITAL CATERERS ASSOCIATION NATIONAL AWARDS 2019

## ENTRY FORM

Your Name (Proposer): .....

Job Title: .....

Address: .....

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Email: .....

Tel: .....

Branch Name: .....

Membership No: .....

Nominee's Name or Branch: .....

Job Title: .....

Address: .....

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Email: .....

Tel: .....

Branch Name: .....

Membership No: .....

### Please tick which award your entry is for

1. Caterer of the Year Award

2. Catering Service of the Year Award

3. Chairman's Choice Award

4. NEW – Efficiency & Improvement Award

5. NEW – Special Contribution Award

6. Nutrition & Hydration 365 24/7 Poster  
(confirming that poster will be submitted by 28th February)

7. Wilma Wilkie Outstanding Service Award

**Please include entry form and all  
documentation in your submission and  
e-mail by Friday 15th February 2019 to:**

Janice Gillan, HCA National Secretary,

Email: [NatSecretary@hospitalcaterers.org](mailto:NatSecretary@hospitalcaterers.org)