

a day trip to Bristol

Staff based at our production plant in Abertillery fulfil a variety of diverse roles each of which links to one another to ensure that from order receipt right through to customer deliveries the process is seamless. Very few of these staff however have the opportunity to see our service from a customer perspective and experience the variety of settings in which our products are used, whether a hospital, an individual's home or a major sporting venue.

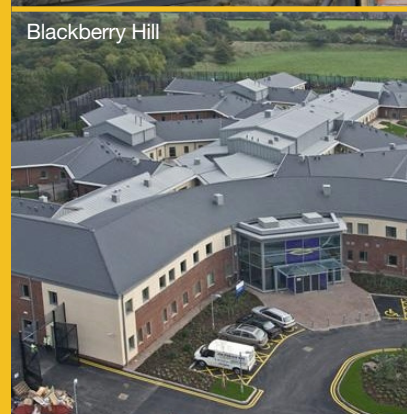
David Kavanagh our Operational Services Director recently took the opportunity to facilitate visits to two of our customers based in Bristol for a number of our staff whose normal roles ranged from goods receipt, food production and logistics.

Blackberry Hill, a mental illness hospital which has treated patients on a site originally founded in 1776 now reflects a modern secure care environment in purpose built accommodation. Our staff heard how important food is in the care of the residents and how a slight deviation from the norm can impact on an individual's mood to the extent where the harmony of the entire ward is disrupted.

Bristol Royal Infirmary founded in 1735 is one of the oldest in the country. A teaching hospital it caters for upwards of 700 patients across a large and complex site. Our staff saw the picking and packing operation and followed the food to wards where they observed the patient meal service.

Both visits proved very enlightening in providing our staff with a clearer insight into how our products are used in different settings and they were able to receive the positive feedback in person.

A big thank you to our customers in Bristol for hosting this.



Christmas sweater day

In the run up to Christmas, Production staff at Abertillery raised just under £100 for charity.



TVF Dietitian returns!



Many of you will remember our first TVF Dietitian, Anne Donelan, who left us for a retired life of ease in 2012.

We have persuaded her to come out of retirement for a few months to help us recruit an able successor to Julie Lardie and to keep the dietetic ship afloat in the interim.

Anne will be focussing on supporting the key elements of our business traditionally underpinned by our sound nutrition and dietetics - namely our customers, our product development and technical functions, not forgetting our team of catering consultants!

Anne's retirement has been by no means uneventful. She has travelled as far afield as Australia, China and Singapore and more locally to France, Portugal, Belgium and Spain. She enjoys her hobbies of swimming, French and Pilates – and her two young grandsons who live locally to her in Tunbridge Wells.

She has remained active on the professional front – maintained her Chairmanship of the BDA specialist group Food Counts, where she is still a Committee member. She has become a Life Member of HCA and maintains support to her 'local' Oxford Branch whilst also being involved in HCA national activities such as speaking at Conference at Birmingham in 2014 (picture) and multi-agencies working groups, addressing challenges such as 'The Last 9 yards' of patient food services.

Created a BDA Fellow shortly before her retirement, Anne is a BDA Ambassador and represented the profession on the 2013-4 Government Hospital Food Panel and their Sustainability Expert Reference Group.

As well as continuing to be associated with NACC promotional and community meals activities, Anne has continued to be an invited speaker, reviewer, awards judge and writer in catering and dietetic circles.

Anne says:

“ I never anticipated that I would be back enjoying life within TVF! As Julie was established as so much a part of TVF when I happily handed over the reins, it never struck me that there would ever again be a place for me. But it seems there is, and I am happy to fill it.

Having been an exponent in establishing and maintaining a respected nutrition and dietetic service integral to TVF business and our customer support, I just had to rise to the occasion! And it is so great to meet up with so many 'old friends' via email, phone and by sight. And through TVF FoodSense! ”

Anne is contactable though the usual dietitian's mobile number: 07899 820052 and is currently on anne.donelan@gmail.com

The Last 9 Yards:

**Joint study day being held by HCA, Food Counts!
Specialist Group of BDA and National Nutrition
Nurses Group (NNNG)**

For an example of multi-agency dietitian, catering and nursing work see the following notice of the 'Last 9 yards' study day that you or your staff may well be interested in attending in Birmingham, to jointly promote Nutrition and Hydration Week 2015 March 16th-20th.

Please advertise this within your workplace as widely as possible – for nurse, catering and dietetic colleagues using the flyer sent with this edition.

'Let's Drive Patient Catering Together'
The Power of 3

This unique and exciting event uniting **nurses, dietitians and caterers**
Determine how your service can jointly help influence and lead the future
Enable nutrition and hydration care that benefits **your PATIENTS**

Tuesday 17th March 2015 in Birmingham
@ The Post Graduate Medical Centre, UHB, QE Hospital Mindelsohn Way, Edgbaston, BIRMINGHAM, B15 2WB

Help to develop and decide positive measures that impact on the critical
'LAST 9 YARDS' of patient food services

Book now direct – <https://www.eventbrite.co.uk/e/driving-patient-catering-together-tickets-15217735657> - £43.00 inc VAT

NNNG
National Nurses Nutrition Group

NDA
NATIONAL DIETETIC ASSOCIATION
NUTRITION FOR HEALTH CARE

FOOD COUNTS!