Healthcare Catering – Saffron helps the caterer drive costs down and standards up!

The Sector:
Healthcare catering operates 7 days a week 365 days a year delivering a vital element of a patients recovery. With many different types of service from cook fresh on site to hospitals being serviced by cook chill or cook freeze CPU’s logistics are a key factor for all healthcare caterers.

The Challenges:
With such a wide array of catering styles the challenges are very wide ranging. These key challenges face every Healthcare caterer;

• Managing Purchasing – working on extremely tight budgets, visibility of purchasing performance is high on every hospitals agenda.
• Managing Stock – Stock taking, stock movement, wastage and consumption calculation across multiple locations.
• Capture of patient orders and collation of the orders to achieve efficient, timely delivery to minimise wastage.
• Efficient production planning based on demand to minimise wastage.
• Improving patient experience with customer service focus.
• Monitoring trading performance and other KPI reporting across varied criteria.
• Meeting Nutritional standards and demonstrating the quality and balance of the food offer.

The Solution:
FDH have been providing catering management systems to the Healthcare sector for over 25 years. Our Saffron solution is used by over 100 hospitals to control their catering business. Saffron is a modular system and is deployed with the relevant functionality available in the relevant locations.
A large NHS CPU might use full line by line stock management and production planning whereas a small hospital may just use patient ordering functionality to capture and collate orders. Saffron is a 100% web based application available to any location, with the only IT infrastructure required being an internet connection. Saffron is provided as a managed hosted service inclusive of all backups, fixes and upgrades to the latest version.
Saffron encompasses the entire catering process from management of purchasing, stock, wastage and consumption calculation, recipe and menu management including, production planning with full CPU controls, and nutritional analysis. Saffron patient ordering via tablet PC and iPad is revolutionising healthcare catering with huge cost savings already being enjoyed by NHS and Healthcare contract caterers. Saffron is a flexible cross sector catering management tool that can also be used in commercial/retail catering areas and readily interfaced to Epos and finance systems.

Challenges Met:
Success with saffron

“We have experienced a time reduction of 50% in gathering orders at ward level over the paper system. Previously it took 45min per circa 30 bed ward, now 15-20min. There has also been a significant reduction in ‘call backs’. These are meals ordered over and above because the original meal request wasn’t available and an unsuitable substitution was sent.”

The Benefits:

Visibility of your business performance - Identifying the areas of your business that are performing well and those that need attention will give you the opportunity to improve your budget performance by as much as 4%.

Purchase Management – Monitoring every line of every single invoice against the agreed contract price is guaranteed to save up to 5% on your current food expenditure.

Recipe and Menu Management – Correctly costed recipe’s kept up to date automatically at latest invoice price and menu modelling on sales mix improves your budget vs. actual performance by as much as 3%.

Efficient Patient Order Capture – Capturing patient orders has been an area that has needed improvement in the healthcare sector for some time. Traditional paper based systems have meant that orders often have to be taken the day before; this can lead to very high wastage and customer dissatisfaction. Saffron patient ordering for iPad or Tablet PC enables orders to be taken very close to the meal time with the ability to show a picture of dishes, nutritional content and identify patients that need help with their meal (red tray), already receiving very positive feedback from early adopting hospitals regarding patient satisfaction. Even more rewarding for healthcare caterers hospitals are reporting reduction in wastage alone saving up to £20,000 per year in an average sized hospital.

It’s clear that Saffron will save money in virtually every area of healthcare catering. Even a hospital saving of less than 1% of their budget can make implementing Saffron cost negative.

Comment:

“By using Saffron, we were able to improve our procurement procedures; introduce tighter controls over the products being purchased, and develop audit trails to track the volumes going through our business. Tighter controls have had a significant impact on the bottom line. Overall, we have improved our GP by 3% since Saffron came.”

Fretwell-Downing Hospitality was created 30 years ago from a need to have visibility of costs and profit within our own hotel and catering business. Today we are still true to our founding objective and provide the hospitality industry with solutions that help operators improve business performance through all parts of the cost cycle.

Designed by Caterers for Caterers, Saffron is a powerful, yet easy to use, web based solution that keeps you informed of business performance any time, any place.

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For a smooth running catering business