

Received	Closed	Canteen	Outcome
August 2013	August 2013	Patient unable to access Hospital Canteen between 11:00 am and 2:00pm. Also complained that vending machines were out of order.	Complaint noted and issues addressed
November 2013	November 2013	Patient feels he experienced bad service and bad attitude from staff. The patient was not able to get a hot meal and felt the food is overpriced and was not happy with the food.	Spoke with Manager and got a apology and was offered hot soup as a hot meal but wants a written apology and refund for his food as compensation.
June 2014	June 2015	Patient felt misinformed by canteen staff and signage. Also patient felt wronged by canteen staff after experiencing problems with the vending machine.	- Refunded for the hot chocolate - An apology for the staff lying to him and for the poor signage
April 2013	April 2013	The patient was not allowed to enter canteen area The medirest manager came to PALS advised that he seen a patient in front of the canteen door which was not allowed to enter the canteen. The manager advised that the patient told him that she was on insulin and needed to eat before she can take her insulin.	The manager also suggested that it would be a good idea if HUH had a paper work who they can give to people with special circumstances to allow them to enter the canteen.
August 2013	November 2013	Brief summary: Patient angry restricted canteen access times Patient reported her frustration at being turned away from the canteen. She has just finished her treatment and wants to eat some healthier food than the choice provided by the cafes at HUH. She is very unhappy about the access times for visitors.	She wants to make a formal complaint to the CEO, however agreed to speak with a senior manager responsible for the restaurant.
March 2013	March 2013	Brief Summary: patient unhappy about limited access to the canteen.	patient completed comment card with complaints on opening times.

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May 2014	August 2014	Chatters Restaurant - No metal cutlery for people eating, the plastic cutlery breaks easily AND IT IS NOT ENVIRONMENTALLY AWARE to use plastic when you have metal. The hours of opening are not conducive to visitors. Costa is a chain and is not good enough for a large busy hospital at lunchtime.	
Feb 2013	March 2013	Brief Summary: Unhappy with canteen staff times and security guard's attitude. Visitor and patient were not allowed to enter the canteen and were told by staff the canteen was closed for public until 2pm.	
Feb 2013	March 2013	Brief Summary: patient was burned by a cup of tea. Staff did not help and refused to help aid/treat the accident	Patient's son added that an incident report had not been completed.
Dec 2014	Jan 2015	Patient unhappy with the opening hours of the Café. Also not happy with the meal provided	
Oct 2015		ESTATES AND FACILITIES The patient felt there wasn't enough information provided about the opening and closing times of the canteen and requested clearer information on opening and closing times for public.	
March 2013	May 2013	Brief summary: Enquirer unhappy about not being allowed to use the restaurant between 11-2.	Desired outcome: Enquirer would like HUH to allow access to the canteen to public. He requested for this to be recorded and senior staff to be made aware about his suggestion
Received	Closed	Café Ritizza	Time spent
March 2014	October 2014	The Enquirer purchased some products from Costa Coffee. The Enquirer questioned the price with the staff manager and there were no individual prices on the receipt.	The Enquirer wishes to discuss with who is in charge of Costa.
November 2013	Jan 2014	The patient/Employee wishes to discuss the issue of promoting good health by the HUH.	The patient would like to discuss the HUH Policies/guidelines on this matter with a member of depatient staff.
October 2015	October 2015	ESTATES & FACILITIES: Enquirer advised that WH Smith and Costa Coffee are too expensive and finds it disgusting that the hospital is allowing this.	

Received	Closed	Canteen	Outcome
December 2013		Brief Summary: patient unhappy with lack of choice of refreshment outlets within HUH and also unhappy with the pricing of food at Costa and vending machines. The patient finds it too expensive.	