

Hot beverages and vending consumables brochure

NHS Supply Chain: Food
Provided by Foodbuy



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The NHS currently spends around £8 million on hot beverages and vending consumables each and every year. We recently completed a tender and will be launching a new range on 8 July.

We know NHS trusts sell hot beverages in the hospital retail space, however, we also know that around 80% of the hot beverages and vending consumables products purchased by trusts are for patient feeding. We saw this as an opportunity to introduce unbranded products to the patient feeding range to enable much greater savings. The new range offers an average saving of 25% compared to current NHS Supply Chain, Brakes and Bidfood pricing.



Top savings opportunities

These are just some of the great products that are available on the new framework. The percentage saving is based on switching from a similar product from NHS Supply Chain, Brakes or Bidfood and depends on your current route to market. More information can be found in the switch to document.



Save
80%

Continental Coffee Blend Tin

- ACD547 – Café Etc Continental Coffee Blend Tin 750g
- Supplier – Nutshell Portions Ltd
- Pack size – 1 x 750g



Save
86%

Instant Coffee Granules

- ACD555 – Café Etc Instant Coffee Granules 750g
- Supplier – Nutshell Portions Ltd
- Pack size – 1 x 750g



Save
49%

Café Casino Instant Coffee

- ACD537 – Eduscho Café Casino Instant Coffee 250g
- Supplier – Tchibo Coffee International
- Pack size – 1 x 250g



Save
73%

English Breakfast Rainforest Alliance

- ACT294 – Birchall Tea English Breakfast Rainforest Alliance 1100
- Supplier – Imporiant UK
- Pack size – 1 x 1100



Save
42%

Black Tea In Cup

- ACN020 – Ultrakup Black Tea In Cup
- Supplier – Bridge Valley Group
- Pack size – 1 x 25 Cup



Save
45%

Really Rich Black Coffee In Cup

- ACN025 – Kenco Really Rich Black Coffee In Cup
- Supplier – Refreshment Systems
- Pack size – 1 x 25 Cup



Top savings opportunities

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Save
76%

Galaxy In Cup Drinking Chocolate

- ACN027 – Galaxy In Cup Drinking Chocolate
- Supplier – Refreshment Systems
- Pack size – 1 x 25 Cup



Save
12%

Tetley One Cup Tea Bags

- ACT217 – Tetley One Cup Tea Bags 440s
- Supplier – Tata Global Beverages
- Pack size – 1 x 440



Save
17%

Continental Blend Coffee Stick

- ACD548 – Café Etc Continental Blend 1.4g Coffee Stick
- Supplier – Nutshell Portions Ltd
- Pack size – 1 x 250



Save
29%

Instant Rich Drinking Chocolate

- ACN012 – Mocha Ricco Instant Rich Drinking Chocolate 500g
- Supplier – Bridge Valley Group
- Pack size – 1 x 400g



Save
16%

Decaffeinated Coffee Stick

- ACD549 – Café Etc Decaffeinated Coffee 1.4g Stick
- Supplier – Nutshell Portions Ltd
- Pack size – 1 x 250



Save
93%

Tetley Decaf One Cup Tea Bags

- ACT251 – Tetley Decaf One Cup Tea Bags 440s
- Supplier – Tata Global Beverages
- Pack size – 4 x 440





Tim Zawada, Culinary Lead,
NHS Supply Chain: Food

Tell us a little bit about yourself and your role.

I'm Tim Zawada and have been working as a chef for the last 20 years. I started my career in fine dining restaurants but have spent the last eight years working as a development chef for contract catering companies and manufacturers. Most of my work as a development chef involved writing and costing new recipes and menus, trialling new suppliers and products and supporting new menu launches and mobilisations across several different sectors including healthcare, education and business.

Now, I'm bringing that experience to my role as Culinary Lead for NHS Supply Chain: Food. Essentially, it's my job to ensure we are supporting you throughout the decision-making process by providing advice, insight, sampling and more. I have a passion for food, especially promoting healthy choices and innovative approaches, and I get a real sense of achievement when supporting the NHS catering community to continue delivering first-class patient meals.

Can you provide some insight on the hot beverage market?

We know the hot beverage market is huge and there is a rising demand for hot beverages, especially coffee.

According to Allegra, the market-leading report on the UK café industry, coffee is the most popular drink worldwide with around two billion cups consumed every day. In the UK, we now drink approximately 95 million cups of coffee per day and 81% of consumers visit coffee shops at least once a week.

According to the 2018 Tetley Tea report, the value of tea in the UK foodservice market increased by an impressive 13.6% between 2015 and 2017. There are more than 51 million tea drinkers in the UK consuming 165 million cups of tea every day.





What is 'Hot Beverages and Vending Consumables'?

The new hot beverages and vending consumables range is just one part of the hot beverages range. It consists of products used in patient feeding and retail such as 2kg bags of coffee as well as vending machine products. Later this year, we will be launching another range called 'Hot Beverages and Vending Solutions'. This will be the actual vending machinery and equipment as well as the maintenance and servicing.

The hot beverages and vending consumables range consists of seven lots; coffee, syrups, tea, hot chocolate and malted drinks, Flavia hot beverage machine consumables, in cup products and vending machine consumables.

A total of 11 suppliers have been awarded, of which two are new to NHS Supply Chain; Imporiant UK (Birchall Tea) and Tchibo Coffee International.

What's changed compared to the old range?

Around 80% of the hot beverages and vending consumables products purchased by trusts are for patient feeding. We saw this as an opportunity to introduce unbranded products to the patient feeding range to enable much greater savings. The new range offers a saving of up to 25% compared to current NHS Supply Chain, Brakes and Bidfood pricing.

Importantly, we have retained a number of branded products such as Tetley tea bags, Clipper teas, Galaxy hot chocolate and Kenco coffee sleeves to name a few.





How important do you feel it is to use branded hot beverages in the retail space?

Ultimately, the power of a brand only exists in the retail space, where a customer can see it. Therefore, I do think it is important to use branded products within the retail space, particularly within the hot beverages, as, according to Allegra, nearly half of consumers who visit coffee shops have a favourite brand.

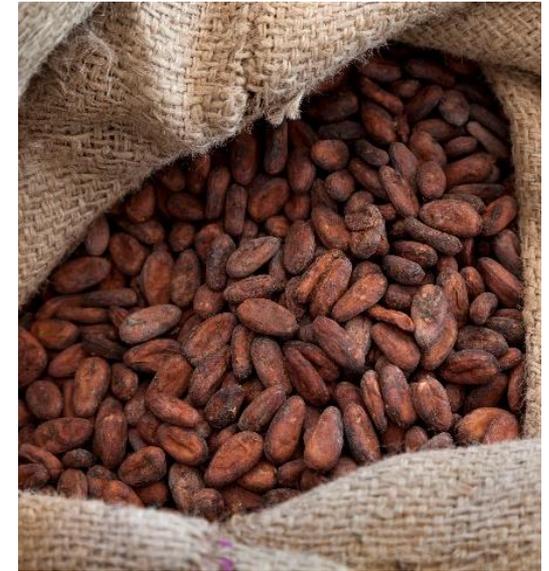
Although consumers often have a favourite brand that they love and will continue to purchase, they are also looking for unbranded products to save money. For example, over the past few years, discount supermarkets Aldi and Lidl have continued to gain market share as shoppers continue to look for low prices. Aldi is now the fifth largest retailer in the UK and Aldi seventh.

What's your view on using unbranded hot beverages for patient feeding?

As I mentioned above, the power of a brand only exists when a customer can see it and knows they are consuming it. So, for me, it is not important to use branded products for patient feeding unless the quality is far superior to that of an unbranded product.

The new hot beverages and vending consumables range has been built based on a combination of feedback from trusts, cost and quality of products. The unbranded products that have been added to the new range are like for like compared with the branded products that were previously available. The quality of the unbranded products has not been compromised and I truly believe both catering teams and patients will be completely satisfied with the range.

In fact, the overwhelming response when sampling a number of these products at our recent Food Forums, shows that the majority of NHS catering professionals felt there was no difference in quality and would be happy to serve them to their patients.



Keeping patients hydrated with hot beverages

Hydration is a key part of any patients' stay in hospital. Many may be, or may quickly become dehydrated on admission to hospital, therefore, experts recommend that patients have at least seven drinks per day.

To satisfy PLACE (Patient-Led Assessments of the Care Environment) requirements, trusts are required to offer a range of tea, coffee (including decaffeinated options) and at least three other options e.g. fruit based drinks, herbal teas and milk based drinks. Below is an example of how you can meet these requirements using some of our core products from the new range:

Category	NPC	Product Description
Tea	ACT217	Tetley for Caterers one cup 6x440s
Decaffeinated Tea	ACT251	Tetley for Caterers Decaf one cup 6x440s
Coffee	ACD555	Café Etc Instant Coffee Granules
Decaffeinated Coffee	ACD554	Café Etc Instant decaffeinated coffee granules
Herbal Tea	ACT291	Clipper Organic Peppermint Infusion Envelope S&T
Fruit tea	ACT292	Clipper Organic Infusion Wild Berry Envelope S&T

There are several Fairtrade or equivalent tea and coffee varieties to choose from. Aim for at least 50% of these to be compliant with GBSF

As required by Government Buying Standards for Food (GBSF), all our suppliers use RSPO (Roundtable on Sustainable Palm Oil) certified sustainable palm oil.

Nourishing fluids

Nourishing fluids are an excellent way to meet patients' energy, protein and fluid requirements particularly when unwell and unable to eat or drink large amounts. This can help prevent and treat dehydration, pressure ulcers, constipation and urinary tract infections, heart disease, low blood pressure, cognitive impairment, dizziness and oral health.

These hot chocolate and malted drinks, as part of a 'Food First Approach', can be made with or without milk depending on patients likes and needs.

NPC	Product description	Energy (kcal)	Protein (g)	Energy (kcal)	Protein (g)
		With 200ml hot water		With 200ml hot whole milk	
ACN012	Bridge Valley Instant Rich Chocolate Drink	124	2.3	268	9
ACC136	Galaxy Instant Hot Chocolate Sticks	100	1.2	226	8
ACM500	Freshers Malted	76	0.6	202	7
ACC137	Milfresh Fairtrade Chocolate	79	1	206	8

What do you need to do?

1

Review your trust impact statement / switch documents

Understand what products are being rationalised and what are the new and alternative products

2

Contact your NHS Supply Chain Food: Account Manager

Keep your Account Manager posted with your expected switches and any support you need

3

Make the switch!

Run down any old stock, update tills, refresh shelf edge labels and prepare your first orders for launch on **8 July**.

The sooner you switch, the sooner you'll save!

Switch To Document – <http://tiny.cc/uvri8y>

This contains all product level information such as product code, pack size, etc. It identifies like for like products switching from Brakes, Bidfood and the existing NHS Supply Chain products to the new range

Please ensure that demand capture forms are submitted to the Inventory team and lauren.appleyard@supplychain.nhs.uk at least 10 days prior to switching.

If you would like to sample some of the new products in the range, please contact christabel.franklin@supplychain.nhs.uk or your NHS Supply Chain: Food Account Manager.

