



Hospital Café evaluation

November 2018

Background

Feedback was sought to help identify improvements to the current cafés with respect to the service, food, coffee, value for money, level of comfort, speed of service and accessibility. An online survey was circulated to staff and the community during August and September 2018 which resulted in over 600 responses. This provides a high level summary of feedback.

Important food options:

| Response | % of participants |
|----------------------------|-------------------|
| Healthy options | 95% |
| Ready-made options | 91% |
| Vegetarian options | 71% |
| A la Carte menu | 70% |
| Ethnically diverse options | 69% |
| Dairy free | 50% |
| Gluten free options | 49% |
| Vegan options | 47% |

Comments

A number of people requested the facility to create their own selection eg salad, sandwich, poke bowl or buffet. Other food ideas included breakfast options, more sushi, roast dinners on Sundays, desserts (not just cakes) and hot soup in winter. Better quality coffee was requested for staff cafeterias and at Waitakere. Other drink ideas included iced drinks and the ability to order fresh juice and smoothies.

Other feedback

Most people preferred small tables with soft seating rather than large or high tables. Over a third of participants requested secluded seating areas. Some people requested more outdoor seating and a play area for children.

It was felt that more or updated plants, pictures, fixtures and furnishings could help to create a cosier atmosphere and improve acoustics. There were mixed views on background music – some felt that the music was currently too loud and inappropriate in some cafés but others felt some low background music would be welcome.

Most of the cafés were felt to be difficult to navigate comfortably in a wheelchair or with a pushchair and were not well set up for people with disabilities in terms of lighting and ability to read menus from a wheelchair.

Participants were also asked if they would be interested in a customer loyalty programme, a delivery service, app based ordering and self-service kiosks. These were all well supported by staff while the community were most interested in self-service kiosks.

Contact us

Produced by Planning, Funding and Outcomes

Contact engagement@waitematadhb.govt.nz

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