

Date: 26 June 2025
Our ref: K: FOI/Ref: 2025-000165
Email: NSS.DevServicesFOI@nhs.scot

Dear [REDACTED]

Freedom of Information Reference: FOI-2025-000165 – Food related incidents.

I refer to your freedom of information request that we received on 06 June 2025 requesting the following information.

Please could you provide information on details of food related incidents that have been reported within/towards/attributed to catering assets/outlets within your portfolio, for the period 2024 as a result of:

- breaches in operating procedures
- allergen/intolerance errors
- cross contamination
- under cooked/raw
- foreign objects
- poor supply chain

Please also provide details and corrective actions around any incident.

We have now completed the search of our records and can provide you with the following information:

- breaches in operating procedures
- allergen/intolerance errors
- cross contamination.
- under cooked/raw

Under Section 17 of the Freedom of Information (Scotland) Act 2002 (FOISA), an organisation is not required to provide information it does not hold. NHS National Services Scotland (NSS) can confirm there have been no incidents reported to National Procurement (NP) during the specified period. We would suggest that you contact each of the NHSScotland Health Boards who may be able to provide the requested information using the emails listed below, as under the terms of FOISA we are unable to transfer this request on your behalf.

NHS Ayrshire & Arran
NHS Borders
NHS Dumfries & Galloway
NHS Fife
NHS Forth Valley
NHS Grampian
NHS Greater Glasgow & Clyde
NHS Highland
NHS Lanarkshire
NHS Lothian

foi@aapct.scot.nhs.uk
foi.enquiries@borders.scot.nhs.uk
dg.feedback2@nhs.scot
fife.foirequestfife@nhs.scot
fv.freedomofinformation@nhs.scot
gram.foi@nhs.scot
foi@ggc.scot.nhs.uk
nhsh.foirequestshighland@nhs.scot
foi@lanarkshire.scot.nhs.uk
loth.freedomofinformation@nhs.scot



Chair Keith Redpath
Chief Executive Mary Morgan

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NHS Orkney
NHS Shetland
NHS Tayside
NHS Western Isles
NHS Golden Jubilee
Healthcare Improvement Scotland
NHS Education for Scotland
NHS Golden Jubilee
NHS24
Public Health Scotland
The Scottish Ambulance Service
The State Hospital

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wi.infogov-wiwb@nhs.scot
FOI@gjnh.scot.nhs.uk
His.foi@nhs.scot
nes.foi@nhs.scot
FOI@nwtc.scot.nhs.uk
FOI@nhs24.scot.nhs.uk
Phs.foi@phs.scot
sas.foi@nhs.scot
TSH.FOI-Mailbox@nhs.scot

- foreign objects

There have been 2 foreign body complaints received by NP; these are as follows:

1. Blue paper found within a pie that was served to a patient at mealtime – the patient ate the product, left the blue paper on the plate with no complaint made.
2. Dirt like matter found in carrots and leeks.

Both incidents were investigated and root cause not found due to the hospital not retaining the products for uplift. All procedures were checked and all suppliers to NHSScotland must have certification such as British Retail Consortium Global Standards (BRCGS), Safe and Local Supplier Approval (SALSA). These are also audited by Micron2.

- poor supply chain

Under Section 17 of the Freedom of Information (Scotland) Act 2002 (FOISA), an organisation is not required to provide information it does not hold. NSS does not hold information on food related incidents because of poor supply chain. However, we are aware that all suppliers have been impacted by shortages in the supply chain over the last few years due to various reason such as conflict in the Red Sea, War and adverse weather.

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Governance and Board Services (Board Secretary) at the email address nss.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

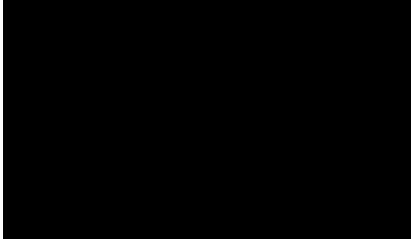


Chair
Chief Executive

Keith Redpath
Mary Morgan

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Common Services Agency for the Scottish Health Service*

Yours sincerely,



Chair Keith Redpath
Chief Executive Mary Morgan

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