Hotel-style dining at St Vincent's Private Werribee

July was an exciting time at St Vincent's Private Hospital Werribee as it launched a new in-house dining service, enabling all overnight patients to select from a healthy a-la-carte menu at a time of their choosing.

This incentive is designed to deliver a hotel-style dining experience, to provide overnight patients with an extensive offering of quality meals made fresh to order onsite. With a wide range of delicious meals to cover all dietary requirements.

> "The new initiative has transformed the mealtime experience for patients"
>
> - Libby Fifis

St Vincent's staff environmental services supervisor Elizabeth Seely Said, chef in charge Mylene Ducut, general manager/director of clinical cervices Libby Fifis and chef Vikas Patel. (Supplied)

"Patient expectations regarding food tastes and preference may vary and, coupled with the strict food handling regulations, can be challenging. We engage with our consumer representatives regularly and involve them in taste testing menu items, looking at what's on offer as well as how it is presented," explained Carolyn Moore, director of support services at St Vincent's.

"Together with patient feedback, this got us thinking about a-la-carte menus and eventually led to the exciting roll out of room service dining at our St Vincent's Private Werribee in July. Room service dining is the platinum standard for hospital patients. It combines restaurant quality food, hotel style accessibility and clinical excellence," Ms Moore said.

Meals are served at a time that works for the patient, they arrive hot and the variety of choice has increased. It also means patients will now have the option to opt in for all day breakfast, should they choose to do so.

"The new initiative has transformed the mealtime experience for patients. Patient feedback has been overwhelmingly positive with comments often describing the meals as restaurant quality," says Libby Fifis, general manager of St Vincent's Private Hospital Werribee.

"The new model also allows us to reduce our climate footprint by minimising food waste – a known contributor to greenhouse gas emissions."

The in-house dining experience is an expansion of St Vincent's quality service provision; all within its state-of-the-art facility right here in Werribee.

St Vincent's Private Hospital Werribee – proudly caring for the community of Wyndham and Melbourne's West.

At St Vincent's Private Hospital Werribee, we have a highly qualified team of Neurosurgeons who perform a wide range of procedures for the local community. The Neurosurgery department specialise in diagnosing and treating a variety of conditions affecting the brain, spine and peripheral nerves.

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- Spinal decompression
- Carpel tunnel decompression
- Microdiscectomy

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Mr Girish Nair
Neurosurgeon

Mr Hazem Akil
Neurosurgeon

Mr Mohammed Awad
Neurosurgeon

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ST VINCENT'S PRIVATE HOSPITAL WERRIBEE
A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

To make an appointment with one of our Neurosurgeons, or for further information on specialised procedures at our hospital, please contact us on (03) 9218 8000.

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