

Food production and service in UK hospitals

Abstract:

Purpose–The purpose of this paper is to apply value stream mapping holistically to hospital foodproduction/service systems focused on high-quality food.

Design/methodology/approach–Multiple embedded case study of three (two private-sector and one public-sector) hospitals in the UK.

Findings–The results indicated various issues affecting hospital food production including: the menu and nutritional considerations; food procurement; food production; foodservice; patient perceptions/expectations.

Research limitations/implications–Value stream mapping is a new approach for food production systems in UK hospitals whether private or public hospitals.

Practical implications–The paper identifies opportunities for enhancing hospital food production systems.

Originality/value–The paper provides a theoretical basis for process enhancement of hospital food production and the provision of high-quality hospital food.

KeywordsProcurement, UK, Private healthcare, Public health service, Patient satisfaction, Quality systems.