

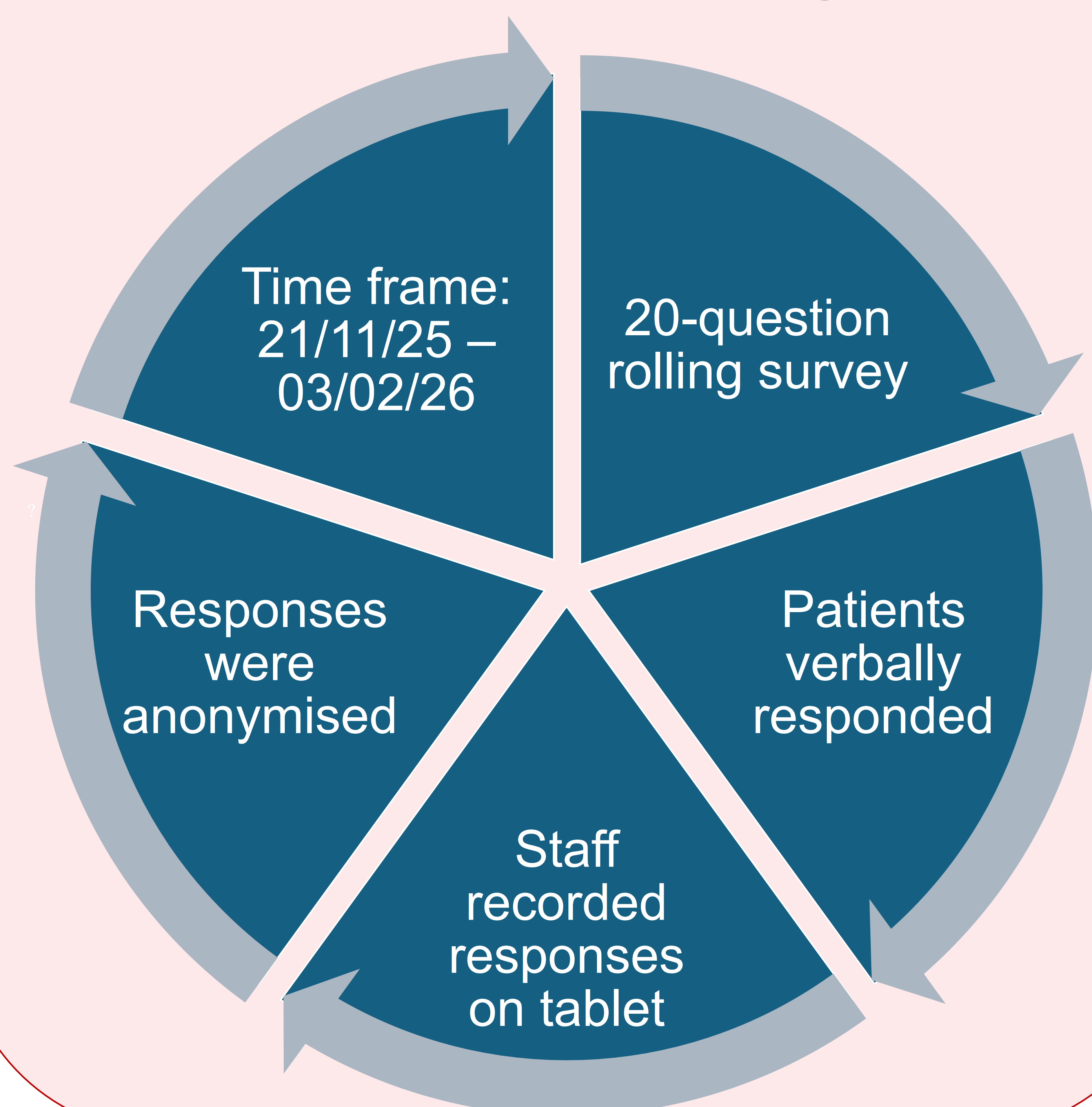
Background

- Under the HIQA National Standards for Safer Better Healthcare, service users must be encouraged to share feedback on the care they receive. Standard 1.8 emphasises that complaints and concerns should be addressed promptly, openly, and effectively (HIQA, 2024).
- Feedback on meal quality, choice, delivery, and staff interaction provides valuable insight into strengths and areas for improvement within hospital food service.
- As a catering provider across more than 20 healthcare sites, Aramark Ireland is well positioned to support and implement improvements aligned with these standards.

Aims & Objectives

- The aim of this survey was to evaluate patient feedback on the meals provided at Mayo University Hospital (MUH).
- The objectives were to assess patient satisfaction with meal choice, evaluate perceptions of meal temperature, and meal description accuracy.

Research Design



Results

- 1,506 responses were collected.
- The average rating for meal choice is 9/10.

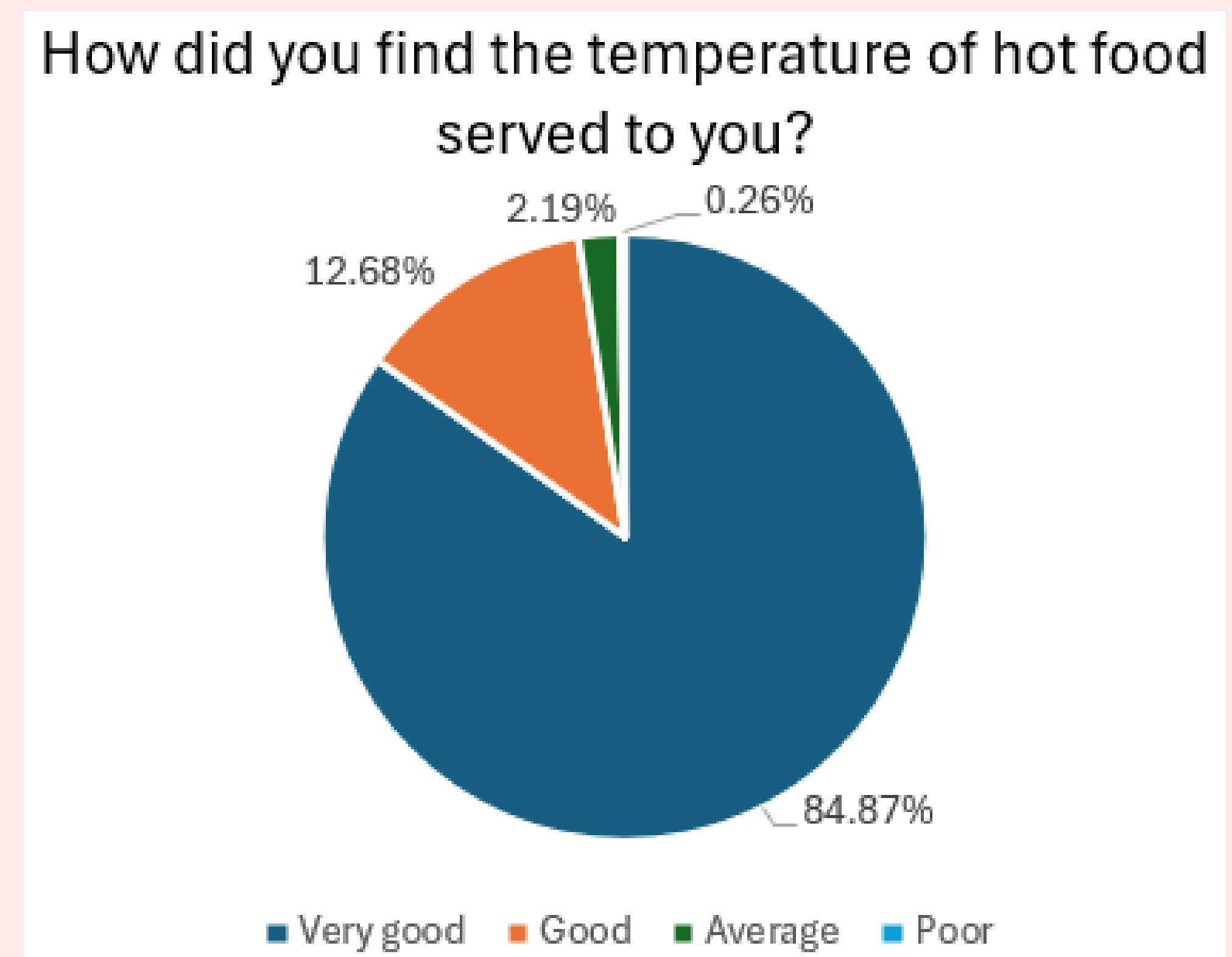


Figure 1. Results from question 3 of the survey.

- 84.87% reported satisfaction with the temperature of hot foods (Figure 1). Though the temperature of tea & toast were recorded as issues.

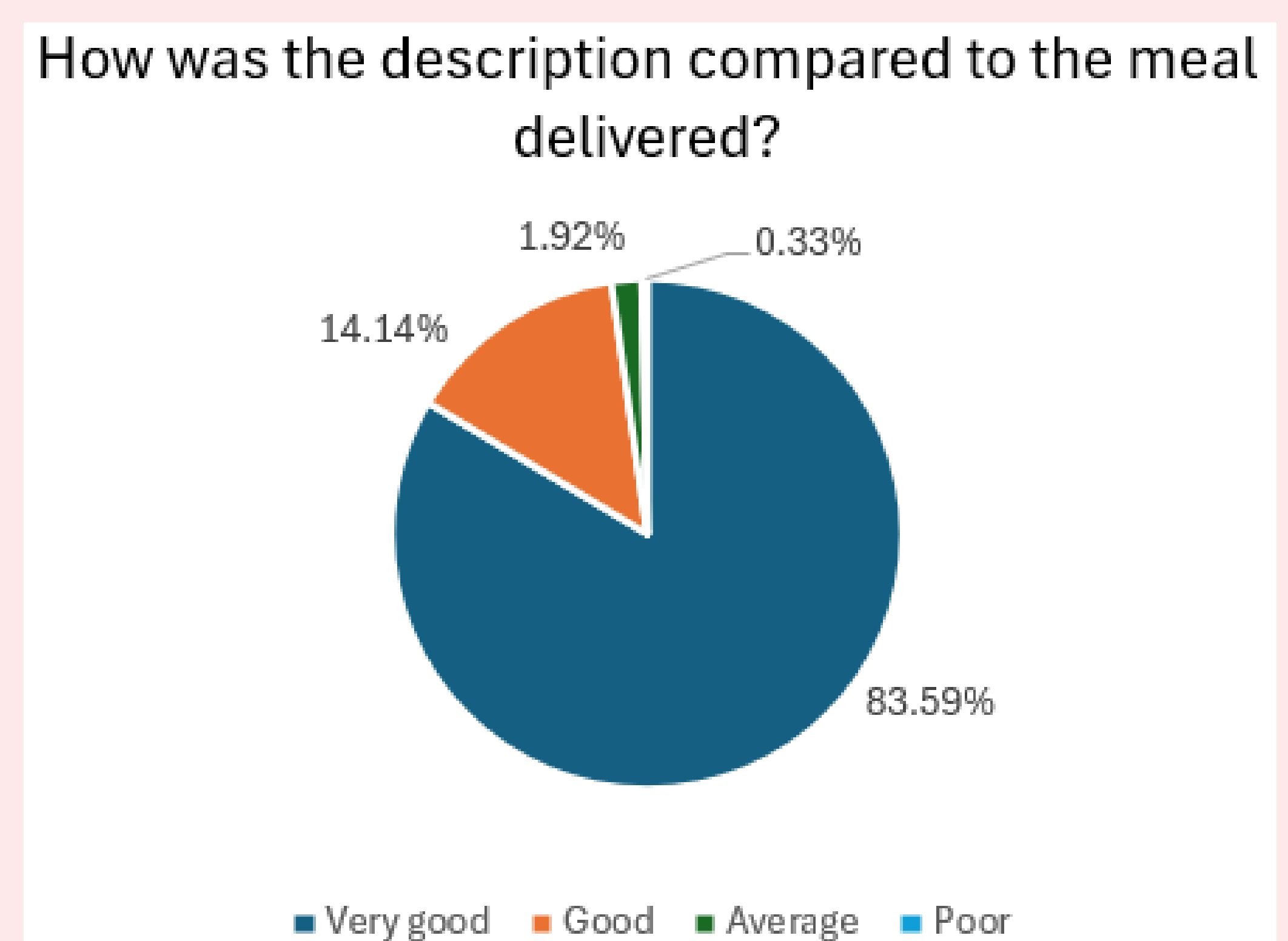


Figure 2. Results from question 7 of the survey.

- 83.59% rated the description of meals positively (Figure 2).

Conclusion

- Overall patient satisfaction with hospital meals was considered positive. Negative feedback relating to tea & toast temperatures were quickly addressed.
- This rolling survey will continue to serve as a key aspect of the catering service at MUH, with patient feedback used to guide targeted improvements and support ongoing service quality in line with HIQA standards.

References

1. HIQA. *National Standards for Safer Better Healthcare*, 2024.