UK Hospital Support Services Management: Best Practices

26 – 30 April 2027
Rome (Italy)



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Why This Course

Hospital support services form the backbone of healthcare delivery. From facilities management to logistics, transport, security, catering, and environmental services, these functions directly shape the patient experience, operational efficiency, and overall hospital performance.

Across the UK, world-class standards and best practices have been established to ensure safety, quality, and integrated service delivery that supports clinical excellence.

The UK Hospital Support Services Management Program is an intensive 1-week course designed for healthcare leaders, support service managers, and operational teams seeking to elevate their hospital's performance. Through practical tools, UK-based frameworks, and real-world examples, participants will learn how to optimize support operations, strengthen quality, and drive innovation across all non-clinical functions.

What You'll Learn and Practice

By the end of this program, participants will be able to:

- Understand the strategic importance of support services within the healthcare system
- Apply UK best practices to improve operational performance and patient satisfaction
- Design efficient workflows across facilities, logistics, security, catering, and auxiliary services
- Integrate support functions with clinical departments for seamless service delivery
- Use performance indicators and improvement tools to strengthen quality and safety

The Program Flow

Day 1 - Introduction to Hospital Support Services

- The role and scope of support services in UK hospitals
- Regulatory standards, compliance, and accreditation requirements
- Understanding the connection between support services and clinical operations
- Key performance indicators KPIs and service measurement frameworks



Day 2 - Facilities Management & Environmental Services

- UK best practices in healthcare facilities management
- Environmental cleaning protocols and infection prevention
- Maintenance planning, asset lifecycle management, and hard/soft FM
- Energy efficiency, sustainability, and green initiatives in hospitals

Day 3 - Logistics, Portering & Patient Transport

- End-to-end logistics and supply chain management in healthcare
- Designing efficient portering services and workforce allocation
- Patient transport systems and standards for safe mobility
- Technology and automation in support service operations

Day 4 - Security, Catering & Auxiliary Services

- Hospital security management, incident response, and risk control
- Catering operations, food safety, and nutritional standards
- Linen, laundry, and textile management essentials
- Waste management, segregation, and regulatory compliance

Day 5 - Quality Improvement & Innovation

- Continuous improvement tools: Lean, Six Sigma, and Kaizen
- Innovation opportunities in support service delivery
- Workforce development, training, and competency management
- Future trends shaping hospital support services globally and in the UK

Practical Wins for Participants

Participants will leave the program able to:

- Build a strategic improvement plan for hospital support services
- Develop a robust performance measurement and reporting framework
- Design integrated workflows that link clinical and non-clinical operations
- Create an innovation roadmap for enhancing support services across the hospital

Organizational Impact

Hospitals will benefit through:

- Improved operational reliability and service quality
- Better integration between support and clinical functions
- Enhanced patient satisfaction and overall hospital performance
- Stronger compliance with UK standards and regulatory expectations



Training Methodology

This program uses a balanced learning approach that includes:

- Real UK case studies and practical hospital examples
- Interactive workshops and performance measurement exercises
- Group problem-solving and scenario-based activities
- Expert-led discussions on current trends and operational challenges

Beyond the Course

Graduates of this program will be ready to:

- Lead support service teams with confidence and clarity
- Implement best practices aligned with UK healthcare standards
- Drive innovation, efficiency, and quality in hospital operations
- Support safer, smoother, and more patient-centered healthcare delivery

