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Our Ref: NE/CF

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To whom it may concern,

The team at Meridian Productivity undertook a piece of work to support a larger scale review of the services provided by the Community Mental Health Teams in the East London NHS Foundation Trust. Whilst the scope of the review covered a number of areas, the team at Meridian worked closely with us to support the priority of improving productivity.

They engaged with staff on the ground to carry out an assessment of how we use resources. They then carried out a piece of intensive work targeting particular members of our management staff throughout the organisation. They worked flexibly, were hands on and approachable. As an outside organisation, they made the effort to understand the local context and were able to take on board the specific needs of our staff, service users and organisation to help us to find meaningful solutions to any barriers to improvement.

They left us with suggested action plans and practical recommendations, and expected outcomes which we are now in the process of implementing. They remain available to offer ongoing support.

We found the whole process a very useful experience which has enabled us to move forward on an important task. We will consider using Meridian Productivity to help us with future service reviews where this is appropriate.

Yours sincerely



**Dr Navina Evans**  
Director of Operations &  
Consultant Psychiatrist