

Tuesday 26th March 2013

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To whom it may concern

Meridian Reference

The Trust engaged Meridian to carry out a productivity improvement programme with our Inpatient Occupational Therapy teams in October 2012. This was a follow-on piece of work from an earlier very successful programme with our Community Mental Health Teams.

The programme incorporated 4 main areas across the East London region and focussed on the installation of new systems and processes to better manage the inpatient therapeutic services.

An initial analysis by the Meridian team had identified an absence of clear management controls with which to effectively manage the staff resources and to maximise the use of the OT group sessions that were being held.

The implementation programme was built around the development of bespoke management tools to enable the teams to maximise the capacity of the service. This included setting and agreeing very clear targets against which plans could be made, and performance could be measured. Similarly, work was carried out to provide a financial view of the activities being undertaken in terms of 'cost per contact'.

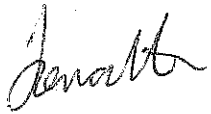
Significant work was undertaken in defining the capacity of the service to allow changes to be made in realigning sessions and groups to better fit the demand. In addition to this, processes were developed to help market and improve the utilisation of the services offered in our wards thereby improving the patient experience. At the time of project close, utilisation of the inpatient occupational therapy group sessions had shown an increase of 15% utilisation, representing a 35% improvement against previous figures (the programme had set out to achieve a 20% improvement).

The development of the new systems was reinforced by a series of workshops with our staff. These helped to create a feeling of inclusivity, with all of the relevant

management teams able to offer their own input and feel that they had contributed to the development work. One of the key factors of the programme was the engagement with clinical representatives to ensure that productivity was maximised, but with a focus on the patient.

I would like to take this opportunity to thank the team for their hard work and effort throughout the programme. We have since proceeded into a larger third piece of work with Meridian focussing on our Extended Primary Care Teams – a testament to the positive outcomes generated by the implementation work. I would be happy to recommend the company and their approach.

Sincerely

A handwritten signature in black ink, appearing to read 'Jonathan Warren', written in a cursive style.

Professor Jonathan Warren
Director of Nursing