

6th May 2015

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To Mr. Quinn,

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**Leicestershire Partnership NHS Trust – Community Health Services (CHS) –
Musculoskeletal Service (MSK)**

Meridian Productivity Ltd worked with Leicestershire Partnership NHS Trust from March to May 2015 to develop a new way of working within the Musculoskeletal Service, by improving clarity in relation to the capacity of staff and activity in line with the Trust's Fair Day's Work initiative. In addition, the process of working in the service's booking teams were reviewed and changes made, ensuring consistency and visibility across staff.

In March, Meridian conducted an initial analysis over a week, identifying issues which prevented our service from running effectively and maximising the use of the therapists. On completion of the analysis, it was found there was an opportunity to improve the control in terms of the capacity planning of clinics and utilising them to management expectations.

The controls Meridian installed allow us to quantify on a therapist, team and service basis the capacity of staff against a set target by band and role, with means to establish what the service is able to deliver, enabling management to review, monitor and action accordingly. Furthermore, within the booking teams, the new process has provided the Lead Administrators with increased transparency over staff, the ability to review performance on a regular basis and better manage the teams through clustered working, eliminating silo operations.

Workshops and one-to-one sessions were held with the Team Manager, Team Leads and Lead Administrators to ensure the systems put in place were understood and could be utilised, enhancing and facilitating the ability to review performance on a regular basis, whilst also improving accountability.

The team involved were committed to the project, allowing us to redesign and install new processes and I would recommend Meridian to other clients to carry out service improvement programmes.

Kind Regards



Rachel Bilsborough

Divisional Director
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Peter Cross

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