



Finance Department

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29th July 2015

Dear Mr Quinn,

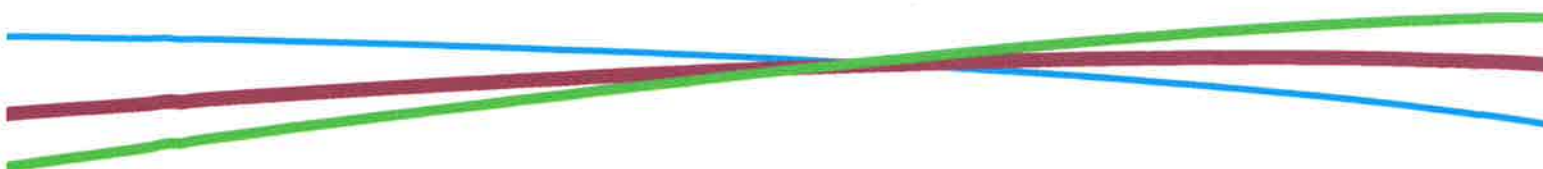
Reference for Meridian Productivity Limited

I am pleased to provide a reference for Meridian Productivity Limited following the completion of a 14 week project in our Adult & Older Adult Community Mental Health Services. Meridian have been working with the Trust since July 2014 following three successful projects across our Inpatient Wards, Corporate Services & Learning Disabilities, we engaged Meridian a fourth time focusing on our Community Services to make cost improvement savings, increase productivity and improve the quality of the Services we provide to patients.

Meridian designed and installed a bespoke management control system with our staff, managers and Service Directors which has allowed our whole service to more accurately identify and manage any variances that arise. Furthermore, they have given us a more transparent systematic approach to managing the performance of each team by utilising a series of quality reports which has enabled us to ensure that all staff are meeting the Trust's targets and the demand generated from each patients' care plan.

This new system has helped the Trust to achieve the following results:

- An average increase in time spent face-to-face with clients of 125% over the 14 weeks
- An annualised identified financial gain of £880,000 based on the modification of resource levels to meet Trust targets & patient demand
- Using our existing data on our current systems we have been able to create a bespoke *Patient Visit Report* providing a transparent evaluation process of the volume of care each patient is receiving. This report has allowed us ensure that the amount of care patients are receiving is appropriate for their respective team whilst also safeguarding us from any patients' care being neglected
- Increased Multi-Disciplinary Team participation and Care Planning which has increased the quality of patient care
- A common systematic way of managing all staff across all Community Teams using the *Performance Meetings*
- The redeployment of staff to meet patient demands across multiple sites
- The introduction and measurement of Trust Client Face-to-face contact targets for each staff member using the *Staff Management Report*
- The installation of a systematic way of calculating staffing requirements needed to meet patient needs using real data and evidence
- An increase in appropriate referrals for OT & Psychology Services with the introduction of more in-depth criteria & pathways
- Better quality of Clinical Paperwork through standardising the Clinical Administration Processes



- An improvement in proxy Governance gauges by ensuring that all Clinical Governance Paperwork is in-date by utilising the *Quality & Governance Reports*

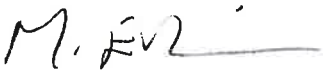
Meridian's process of working with our staff was very professional and thorough. They held multiple group sessions to develop and agree the remit, state and plans of the project with all Community Leads in order to allow all professionals to positively contribute and input which ensured that all Directorate needs were met. Furthermore, Meridian held 1:1 sessions to provide training and support with staff which targeted all aspects of the project in more detail.

Working with Meridian has been a very positive experience for the organisation. We have already engaged them on three pieces of work in the past and we are already looking at further opportunities for improvement within the Trust. We would thus highly recommend them to other organisations to achieve real cost and efficiency results.

Yours sincerely,



Phillip Easthope
Executive Director of Finance



Liz Lightbown
Chief Operating Officer/Chief Nurse



Kevan Taylor
Chief Executive

