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Crisis Teams & CDAT – Meridian Productivity Reference

Dear Jimmy,

I wanted to take the opportunity to pass on my thanks for the recent project undertaken in our Crisis Response Teams and Complex Depression and Trauma Team. On the whole, I feel the piece of work has been a very worthwhile experience, and we are now seeing the real results coming through week after week. This project was the second piece of work the Trust had commissioned Meridian to undertake and was directly focused on increasing the productivity of the teams. The Trust was incurring large costs on the levels of bank and agency usage across both of the services and the intention was to reduce this extra cost through improving the way the teams managed their own resource. I'm pleased to say that we are now in a far stronger position with this and I have the confidence that the management team have a firm grasp on their own teams and workload.

In terms of results, this increased management control has manifested itself in a marked reduction in the amount of agency and bank hours we are using, to the tune of around £3,000 per week (over £150k per year). These are true realised savings, meaning we are now seeing 'cashed' results week on week. In addition, the process has allowed us to clearly identify another £5k-£6k of additional constrained weekly savings (around £300k annualised) that we have now set detailed actions against to release. As such, the programme has met the financial goals we set out to achieve and much more.

In addition to this, we have seen our activity levels peak at the highest levels in over a year. Most recent reports show that some of our teams are now achieving over 18 contacts per working week. These levels of productivity also show that the teams are in fact already exceeding their own targets set during the programme.

Chair: Leisha Fullick
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I felt that, as with the previous programme, the Meridian team worked well with our managers and staff, taking into account the culture and historic ways of working, and I have had very positive feedback from both our operational and clinical sides.

We are now about to progress into a third piece of work with Meridian to capitalise upon the momentum we have generated with the positive results being delivered.

I'd like to thank you and the team for their hard work and effort over the past few months and look forward to further positive outcomes in our ongoing relationship.

Yours sincerely



Paul Calaminus
Chief Operating Officer