

Kent Community Health NHS Foundation Trust
Unit D, The Oast
Hermitage Court
Maidstone
ME16 9NT

27 March 2018

Email: Lesley.strong@nhs.net

Mr. J. Quinn
Meridian Productivity Limited,
36 Atholl Crescent Lane,
Edinburgh,
EH3 8ET

Dear Jimmy,

Reference for Meridian Productivity Limited

I am once again pleased to provide a reference for the work recently completed in our Long-Term Conditions and Urgent Care Teams in East Kent. This project followed a successful programme in our Long-term Conditions Community Nursing Teams in West Kent.

As with the previous programme, I have again been impressed with the pace at which things progressed, and the ability of the Meridian team to quickly and effectively develop and roll out the solutions to our teams. What I have particularly valued is the continued ability to base things solidly in fact, rather than anecdote or perception. The programme has allowed us to break through some of the long-standing beliefs and implement systems that give full transparency and visibility across the spectrum of our contract delivery.

Specifically, within this programme we have been able to achieve the following results:

- Consistency and transparency of clinical activity reporting across Kent Community Health with the ability to draw like-for-like comparisons from bespoke management reports by Federation, cluster, team and individual
- Rostered capacity, calculated in advance, illustrating whether there are sufficient numbers of available staff to meet the CCG contract targets
- Discrepancies with CIS activity recording are highlighted, prompting corrective action to ensure all activity is accurately recorded in line with best clinical governance practices and can be evidenced against the associated CCG contracts
- Informed Training Needs Analysis for our clinical system, CIS, and HealthRoster
- A Skills and Flexibility matrix that can be combined with total CCG contract for patient contacts to calculate the correct numbers of staff by post, highlighting any additional recruitment needs

As before, the Meridian team have maintained a thoroughly professional and efficient attitude throughout, providing challenge where it was warranted and support where it was required.

Having seen the long-term results and the full embedding of the systems from our first engagement, I am satisfied that not only has the work undertaken been very valuable, but that it will also be sustained long into our future working.

Yours sincerely,



Lesley Strong
Chief Operating Officer / Deputy Chief Executive