

Date: 28/03/2017

Tel: 01522 308686

Website: www.lincolnshirecommunityhealthservices.nhs.uk

Reference for Meridian Productivity Limited

Dear Jimmy,

Following 3 pieces of work completed within Community Nursing, Urgent Care & Corporate settings, we asked Meridian to complete a second project within our Corporate Services, aimed at including all services that were not within scope of the first project (Transformation, Strategy, Estates, PAs, Communication, Stakeholder Engagement, Complaints, Claims & PALS). As with the first part of the work involving our corporate services, the project was in response to our need for corporate services to be fit for purpose and right sized due to the Trust losing services.

As usual, Meridian's approach was through staff engagement and getting the teams themselves to decide which duties were not value adding, which allowed the opportunity for each service to redesign their own workloads and understand which duties could be relaxed/ stopped. This work in turn allowed the staff the opportunity to pick up more value adding work. This further enhances them within their role. Operational services will benefit from the increased exposure from our Corporate Services. This work allowed our Corporate Services to make their 'offer' the best possible offer to ensure front line services are best supported on a daily, weekly and monthly basis.

Meridian facilitated sessions with selected representatives from each team. This was to discuss/ make decisions on all improvement points made by the staff through Meridian's engagement work. Similarly, to the first project, this meant all staff had their opportunity to put forward views and suggest potential changes during the improvement work.

The results of the project include:

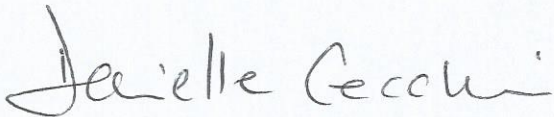
- Produced a standardised project approach for the Transformation team, resulting in consistent delivery of projects irrespective of project manager, leading to improved project results;
- Provided a greater transparency within services around their current duties, which are 'must do' or 'value adding' in terms of governance and output;
- Producing service offers where necessary, which provide guidance and accountability for where responsibilities lie;
- Removed service specific drop-in sessions, where the output was being duplicated through a separate function/ forum;

- Refined a newly installed PMO process following various feedback from services experiencing the process for the first time. Thus, ensuring a fit for purpose process, that is understood and achievable for operational services;
- Total identified improvement throughout the course of the project of £155,000, which is being re-invested back in to corporate services, through additional value adding duties. Therefore producing a re-invested improvement of £225,000 over the course of 2 corporate services projects.

Meridian empowered all staff to challenge historic practices and introduce value adding duties back into the teams.

The project generated a process of action review which will further enhance the teams and their ability to continually add value into their work whilst supporting operational services. I would be happy to recommend Meridian and their services to other organisations due to the positive experiences working with them within both our operational and corporate services over the past 12 months.

Yours Sincerely,

A handwritten signature in cursive script that reads "Danielle Cecchini".

Danielle Cecchini
Director of Finance