

Date: 22/02/2017

Tel: 01522 308686

Website: [www.lincolnshirecommunityhealthservices.nhs.uk](http://www.lincolnshirecommunityhealthservices.nhs.uk)

## Reference for Meridian Productivity Limited

Dear Jimmy,

Following 2 pieces of work completed within Community Nursing & Urgent Care settings, we asked Meridian to complete an additional project within our Corporate Services. We needed to ensure that our corporate Services were fit for purpose following a requirement to right size to cover the loss of services and completing value adding duties, moving away from the traditional transactional duties they were previously undertaking.

The value of Meridian's approach was to build on 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 provide a better service offer to operational services and therefore to further enhance themselves within role but also operational services that will benefit from their 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. This meant all staff had their opportunity to put forward views and suggest potential changes.

The results of the project include:

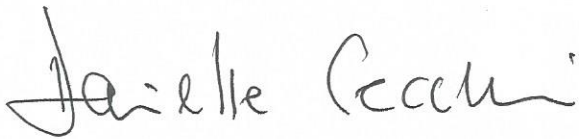
- Finance reducing their monthly budget reporting from Day 12 – Day 4, freeing staff time to spend with budget holders to better support financial management;
- Improved communication channels, reducing the duplication of effort within each Corporate Service and ensuring the correct activities are sat with the correct service lines and that information has been correctly handed over;
- Produced a project plan with IM&T, which will automate 28 of current monthly reports (56 hours saved), removing the need for manual completion;
- Education & Workforce Development can now update ESR at the point and time of delivering training instead of keeping the system as up to date as currently possible;
- Workforce Services no longer require 7,500 vehicle documents due to utilising the system in a smarter/ more effective way. Additionally, they have been able to stop recording information

manually, which can be kept within the ESR, such as change to working hours & additional working hour forms.

The approach taken has been extremely progressive, with the overarching positive from the work completed that 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 in their work whilst supporting operational services to the best of their ability. We would be happy to recommend Meridian and their services to other organisations. In addition to completing this programme, we have commissioned Meridian to complete a second project look at our remaining Corporate Services

Yours Sincerely,

A handwritten signature in black ink that reads "Danielle Cecchini". The signature is written in a cursive style with a large initial 'D'.

Danielle Cecchini  
Director of Finance