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26th October 2015

Mr J Quinn
Meridian Productivity Ltd
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Dear Jimmy,

In June 2015, Meridian Productivity Ltd was invited to carry out an analysis of the Forensic Inpatient Wards in the Bamburgh Clinic to identify opportunities for a productivity improvement. The key objective was to “sample” Meridian’s methodology on a smaller scale with a view to engage them in a larger piece of work following a successful completion of the project.

Following Meridian’s proposal, we engaged in an 8-week programme which focused on improving the efficiency of the Allied Health Professionals, Psychology and Medical teams in the Bamburgh Clinic through developing new ways of working to increase patient-facing time.

Working with the Management of all levels, including the Specialist Services Group Directors and front line Management, Meridian assisted in designing and implementing of a bespoke Management Control System. By introducing a new, SMART target (face to face time with patients), a workload planning process, as well as a robust follow-up system, the Managers have been equipped with the tools to support their teams in achieving the performance targets and identifying negative variances early enough to minimise their impact.

For the first time, the Managers and staff in the Bamburgh Clinic have the ability to demonstrate the amount of ‘meaningful activity’ delivered to patients in a clear and dynamic way, as well as monitor frequent DNAs and cancellations of sessions which allows for more effective planning of care.

What made the real impact on the service was the staff’s ownership and engagement achieved through the “Meridian way of working”. Meridian’s approach was very “hands-on” – they worked alongside the Bamburgh Clinic staff providing guidance and support throughout the duration of the project which helped to develop a good working relationship.

Apart from all of the above, Meridian has supported the Trust in identifying financial improvement of almost £160,000 through a demand/capacity analysis carried out in collaboration with the Leads.

We were impressed with the “personal” factor in Meridian’s methodology as well as its effectiveness. We have therefore invited Meridian to conduct a second, much larger scoping piece of work, and we hope to extend our relationship with them into the next

implementation stage. I would strongly recommend Meridian to other organisations to assist in achieving their targets.

Kind regards,

A handwritten signature in black ink, appearing to read 'Gary O'Hare', written in a cursive style.

Gary O'Hare
Executive Director of Nursing and Operations
Northumberland, Tyne and Wear NHS Foundation Trust