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20th January 2017

James G Quinn
Managing Director
Meridian Productivity Ltd
36 Atholl Crescent Lane
Edinburgh
EH3 8ET

Dear Jimmy,

RE: MERIDIAN PRODUCTIVITY LTD REFERENCE

In June 2016 we started our 4th improvement partnership with Meridian Productivity Ltd, following a series of successful projects with the AHP and Psychology Teams, Acute Mental Health Wards and our Call Handling Services. On this occasion the engagement has been within the Children and Young People's Services (CYPS). Meridian followed up an informative analysis study with a 33-week project focusing on CYPS service redesign and productivity improvement. Senior Management from both our organisations put significant focus on engagement strategies and setting expectations to ensure the smooth delivery of project objectives.

Meridian provided a thorough project schedule and delivered each work stream on time as planned. The project team was able to form constructive working relationships throughout each level of management allowing for honest critique of previous practice to make way for the new and improved service structure and management control system. CYPS required an innovative change as we needed to save £2.1million from clinical and management resource so we could meet patient demands. Through a series of redesign sessions and management behavioural workshops Meridian helped us to successfully apply our key patient facing targets. The team engaged with all our managers on a one-to-one basis to ensure the developed processes were embedded within the Service – they worked at our Team Managers' bases to ensure continuous support.

Meridian enabled the service to gain control over spend on bank, agency and overtime resource. We saw the first saving within the first few weeks of the project and the spend reduced each month, equating to a cumulative saving of £1,430,678 (£3,632,064 annualised). The cost of the programme was absorbed within the lifetime of the project and Meridian helped us exceed the target saving significantly.

Meridian has enabled us to evaluate the capacity within our teams. We are now better equipped to be able to make further changes to adapt to the ever-changing health service climate because the processes and system we developed with Meridian's support are dynamic and can now be adapted to any scenario. The attribute I appreciate most about Meridian is that you come in, help us do what is necessary for us as an organisation and leave the service in a better state in such a short space of time. The project team pushed us to the limits at times but this is what we needed to make things happen in a timely way.

Your team are extremely hard working, dedicated and a pleasure to work with and I am sure that you are very proud of them.

I would recommend Meridian to any organisation looking to improve their processes and make financial savings. We had a very positive experience of collaborating with your company. We are already working through additional areas of opportunity which we could engage in together at the end of this piece of work.

Yours Sincerely,



Mark Knowles

Directorate Manager

Children and Young People's Service

Northumberland, Tyne and Wear NHS Foundation Trust