

Mr J Quinn
Meridian Productivity Ltd
36 Atholl Crescent Lane
EDINBURGH
Midlothian EH3 8ET

3rd November 2016

Dear Jimmy,

I thought it opportune to provide some feedback regarding your company (Meridian Productivity Ltd), who are currently working on a 16-week project which started on the 8th of August. The project is not completed yet however progress has been made.

The scope of the programme includes IDT, ICS, CCN, Diabetes, Respiratory, Continence and Tissue Viability. In commissioning work with Meridian, the Trust set out with two key goals: to improve productivity and to put a management system in place to ensure that service delivery is well managed on a daily / weekly basis.

We have found Meridian's approach to be professional, effective, and inclusive. Meridian staff acted as 'enablers' helping CSMs and Team Leaders to develop processes, systems and tools, providing coaching and support, following up on implementations and supporting real behaviour change. The Programme required real commitment and the determination of senior Trust managers and the Executive, but supported by daily and committed Meridian interventions and engagement.

At this stage, we have realised and identified savings through improved productivity and through ensuring a transparency of our daily weekly figures.

The Trust's experience has been extremely positive. Meridian's approach has been different to other projects I am aware of as demonstrated by the 'hands on' approach to not just identifying, but really enabling, coaching and equipping teams to 'deliver', monitor and embed sustainable quality change.

Overall, we have found Meridian to be an engaged partner with a refreshing approach that I believe will continue to deliver enduring behavioural, service quality and financial impacts.

There is still a lot of work ahead of us; however we are very satisfied with what we have achieved already.

Yours sincerely



Steve Gregory
Director of Nursing and Operations

Mike Ridley – Chairman
Jan Ditheridge – Chief Executive

