

20 October 2014

Barnet, Enfield and Haringey Mental Health Trust  
Block B2  
St Ann's Hospital  
St Ann's Road  
London N15 3TH

To whom it may concern

Tel: 020 8702 3559  
Email: [Maria.kane@beh-mht.nhs.uk](mailto:Maria.kane@beh-mht.nhs.uk)

Dear Sir / Madam

### **Reference for Meridian Productivity Limited**

I am pleased to provide a reference for Meridian Productivity Limited. Meridian have been working with the Trust since February 2014, focusing initially on our adult inpatient mental health wards and home treatment teams and then, in the next phase of work, on our community mental health teams. They are now working with us on a third area in our community health services in Enfield.

Meridian designed and installed a management control system with our staff, managers and Service Directors which has allowed our managers to more accurately identify the resources needed for the levels of work that their teams have to do.

This new system has helped the Trust to achieve the following results:

- Savings of over £3 million through reduced use of bank and agency staff, equating to almost 2000 staffing hours per week.
- The cost per contact for our community mental health teams has reduced from £69 to £49.
- Over and above the reduction in hours, we are now more accurately recording the work being carried out by staff, resulting in recorded activity on RiO increasing by over 30%.

In addition to the financial benefits, this project has helped develop a stronger emphasis on:

- The opportunities to help our staff work in more effective, productive ways, which are better for patients and service users and make their roles more fulfilling by reducing unnecessary tasks.
- The importance of all staff accurately recording the activity they see each day.
- The benefits of team managers actively managing the productivity and performance of their staff.

Meridian produced detailed update reports setting out progress on a regular basis and worked effectively with staff and managers to achieve some significant improvements to services and real cost savings. I am very happy to recommend Meridian to other NHS organisations.

Yours faithfully



**Maria Kane**  
Chief Executive



---

Chairman: Michael Fox  
Chief Executive: Maria Kane