

29<sup>th</sup> February 2008

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To Whom it May Concern

**Assignment:** Berkshire East PCT  
**Assignment Dates:** 20<sup>th</sup> July 2007 – 29<sup>th</sup> February 2008

In July 2007 Meridian Productivity embarked on a 28 week improvement programme within Berkshire East PCT. The focus of the programme was on the following services. District Nursing, Health Visiting, SALT, Physiotherapy, Sexual Health, Podiatry, Walk in Centre, Macmillan, Audiology and Community Dental.

During the programme Meridian worked closely with Senior Management and professional staff to define each disciplines Core Model of Service and implement a management information control and reporting system. The approach taken was consultative and collaborative which enabled the agreement of and buy in to process improvement targets, key performance indicators and outcomes.

The outcome of the process has been very positive with the identified capacity of District Nursing comfortably meeting initial projections. However due to factors outside of Meridians control it has not yet been possible to identify capacity in the other services. We expect to be able to do this as soon as the appropriate systems come on line in the near future.

The management now feel that they have defined services with clear information and management process to enable them to take the PCT forward.

Please extend my thanks to the team who were always professional in their approach. I am happy to provide further details of our project and to recommend Meridian Productivity to other potential clients.

Yours sincerely



Nancy Barber  
**Director of Service Delivery**  
**Berkshire East PCT**