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James Quinn
Managing Director
Meridian Productivity

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Dear Jimmy,

I am writing to thank you and the team for the recent work Meridian carried out with the Trust.

Following from a successful project within our Radiology Department, we decided to focus our attention on the productivity of our Outpatient Department, and more specifically the utilisation of our available capacity.

As was the case on the first project, an initial diagnostic exercise was carried out, which highlighted various opportunities but placed an emphasis on the process around booking of slots and how we were planning to use our capacity. As is often the case, there had been particular focus to minimise lost capacity on the day of clinic through reduction of cancellations and DNAs. However, there were identified weaknesses in both our process and the behaviours of the booking teams which meant we were not capitalising on the capacity we had available to us. Furthermore, the technical booking systems we had in place were not helpful in us being easily able to identify 'spar' capacity.

Throughout the project, the Meridian team worked personally with managers at all levels, as well as with the individual booking teams themselves. A selection of controls was developed which focussed the minds on planning things as optimally as they could be. That is, making sure that we had done everything we could before the clinic day to ensure that every available clinic slot was booked. These controls were by no means complex, but certainly helped to open the eyes of the teams and change the mind-set of the department by quantifying explicitly the lost capacity on a live basis. This improvement had the joint benefit of ensuring all slots were booked thereby maximising the Trust's income, but also that waiting patients were seen quicker and their access to our services improved. The initial project prompted a roll-out of the tools across the rest of the Divisions within the Trust.

The Trust had previously invested in other projects with Meridian either before my time with the Trust, or in areas outside of my managerial scope. However, I'm happy to say from my direct experience on this project that we have seen the benefits of the work in this area both

in financial terms (we are now seeing approx. £4k increased revenue per week with post-roll-out extrapolation to all Divisions of over £800k), and also in the behaviours of those involved. This change of mind-set will be particularly helpful in the countdown to the replacement of our current IT infrastructure.

I'm happy to act as a reference to any potential future Trusts considering using your services.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Neil Macdonald', with a large, stylized flourish at the end.

Neil Macdonald
Chief Operating Officer