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Substance Misuse Service – Meridian Productivity Reference

Dear Jimmy,

A recent improvement project in our Substance Misuse Service marked our third project undertaken with Meridian. I wanted to take the opportunity to provide some feedback on the outcomes. In terms of context, the organisation was in a position of wishing to tighten our service model to reduce the overall costs prior to renegotiation of the contract with our commissioners. The main objective of the programme was to implement systems allowing a 20% reduction in the operating costs of the service, whilst maintaining the same level of service delivery in terms of both quality and volume.

As with our previous projects with Meridian, there was a clear approach which harnessed the input of all of the key team members through a series of group workshops and one-to-one sessions. We are now thoroughly familiar with the way Meridian works, but I was pleased to see the local circumstances were all considered and the new tools and processes were designed and tailored for our specific needs.

I now feel confident that the service has all of the things they need to effectively manage their work and resource. In addition, we have managed to improve our team's productivity by 23%, while at the same time hitting our highest recorded activity levels for the service, equating to approximately £375,000 per year in reduced cost per contact.

The daily allocation now in place has identified that we have the ability to decrease the size of our team without negatively impacting service provision. Plans are now in place to close vacancies and redeploy staff into other areas within the Trust, where agency and bank usage will be reduced as a result.

I have continued to be satisfied with the outcomes of the work undertaken and feel we have again made significant progress in bringing the teams forward in terms of control, transparency and productivity.

I can recommend Meridian and the approach they follow to other organisations. I have been consistently impressed with their success in delivering on what has been proposed.



Paul Calaminus
Chief Operating Officer

Chair: Leisha Fullick
Chief Executive: Wendy Wallace

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