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Our ref:

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To Whom It May Concern:

In April 2009, Coventry & Warwickshire Partnership Trust commissioned Meridian Productivity Ltd to carry out a productivity analysis of nine community health teams and also medical secretaries and admin staff across Caludon Centre, Brooklands and St Michael's Hospitals. Following the results of the analysis, C&WPT and Meridian embarked upon a 20 week project with the aim of increasing the productivity of each service.

I was impressed how Meridian staff quickly set to work building relationships with frontline staff, service coordinators and admin leads, and also kept to the agreed timetable to identify lost opportunity within our existing process, agree and implement solutions and build the necessary training program to ensure the perpetuation of any changes. The business change teams that were developed acted as vehicle for challenging proposed solutions and process changes and fostered an environment of creative thinking and a make it happen culture developed.

We now have vital management tools in place in both work streams at all levels of the organization to measure productivity on a weekly basis. I believe as an organisation we have come a long way in achieving our goals for these two work streams in the relatively short time that Meridian staff has been onsite. Furthermore, the cost reduction opportunity that was identified in the analysis stage has been identified and the trust has now embarked on a savings realisation program while Meridian staff was still on site.

I am happy to provide further details of our project and our work completed with Meridian Productivity to other potential clients and to act as a reference for any future prospective clients

Yours faithfully



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