

Tuesday 2nd July 2013

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To whom it may concern

Meridian Reference – East London Foundation Trust Extended Primary Care Teams

Following two successful programmes in other directorates of the organisation, East London NHS Foundation Trust engaged Meridian to carry out a third piece of work in our Extended Primary Care Teams (District Nursing, Occupational Therapy and Physiotherapy). The project commenced in February 2013 and finished in July 2013.

The programme addressed the four localities across East London from which our community service teams operate. Meridian successfully installed an identical set of processes and systems in all four localities which established management control on all areas of the service. Meridian also refined and enhanced the pre-existing referral pathway and embedded the same process in all localities. This has brought significant piece of mind that patient safety controls are now fully robust and transparent.

The implementation of new, bespoke systems and processes has enabled management to maximise the utilisation and productivity of staff in the EPCTs. These new processes are focused on the allocation and follow up of work within the teams, which has resulted in the right amount of work being allocated to the right people in line with the targets set by their managers. As a direct result of this we have seen a 22% increase in overall patient contact volume (higher than was actually proposed by Meridian) which represents the highest reported activity numbers we have seen since our RiO system was installed.

Meridian also enhanced the way we manage the caseload and allocation of patient visits by successfully converting the teams from a paper based process to our IT system on RiO. This has given the management team a far greater grip on the resource, as well as complete visibility on the distribution and allocation of work. Meridian worked very efficiently with the senior clinical members of staff to create a comprehensive set of treatment plans for the EPCTs, which now act as the universal 'reference guide' for patient pathways that all staff adhere to in the delivery of patient care. This has enabled us to plan the number of visits each patient is going to receive and their expected date of discharge from the caseload.

Through a series of workshops Meridian have developed, installed and embedded the changes **with** the people. They have worked seamlessly with staff at all levels of the organisation to ensure the smooth delivery of the programme. An almost complete change in the senior management team during the time of the programme had very minimal impact, a sign of the strength of the methodology used.

I would like to thank Meridian for their dedication, hard work and the successful delivery of a third project with us. I will not hesitate to again utilise Meridian's productivity improvement expertise should the need arise in the future.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Jonathan Warren'.

Professor Jonathan Warren
Director of Nursing