

Great Ormond Street Hospital for Children



NHS Trust

24th September 2001

Great Ormond Street
London WC1N 3JH

Tel: 020 7405 9200

To whom it may concern

Dear Sirs

Re: Reference for Meridian

Meridian commenced work in the Radiology department at Great Ormond Street Hospital during March 2001, having previously identified in connection with the department, the requirement to adapt systems to ensure resources (staff and financial) are successfully matched more closely to demand and activity.

Throughout the project which concluded in August, Meridian have provided a clear infrastructure to the project and have facilitated a review of templates with staff in the department through the creation of working groups. They have identified and supported changes to operational processes within the directorate and outside and initiated a dialogue with service users to progress necessary changes. New templates have been drawn up and the staff have been supported in their implementation. Follow-up visits have been scheduled as part of the project and these have been of benefit to support resolution of issues arising during implementation.

Communication about the project within the department and outside has been excellent with regular briefings at departmental meetings and presentations to management meetings within the Trust which has resulted in successful implementation of change. Meridian have acted in an extremely professional way throughout the project and I would have no hesitation in using Meridian for future projects within Great Ormond Street Hospital.

Yours faithfully

Caroline Langley
Assistant Director of Clinical Services

