

**TO WHOM IT MAY CONCERN**

8 January 2014

Meridian Reference

Meridian Productivity worked with Great Ormond Street Hospital for Children NHS Foundation Trust for a 16 Week period in 2013 with the aim of improving outpatient productivity. I was the Trust's lead Director for this piece of work.

The aim of the piece of work was to improve outpatient productivity by a combination of additional activity in the same resource or rationalising clinics to free up clinic space whilst maintaining activity levels. This would be achieved by Meridian working with each specialty in the hospital to develop an improvement productivity proposal which would be presented to the executive team.

Through the whole duration of the project all member of the Meridian team worked with a high level of professionalism and integrity.

The project was not without its challenges with a number of the staff that Meridian interacted with proving less than amendable. The team maintained their tenacity and were effective in adapting their techniques to better engage the differing personalities.

In my opinion Meridian underestimated the scale of the project they had committed to, but they dedicated additional resources to the project and delivered on time at no extra cost to the Trust. All 43 specialties were reviewed and the potential financial benefits identified met the anticipated levels. I cannot fault their dedication and hard working manner on a project which demanded extremely long hours and perseverance.

If you need any further information then please do not hesitate to contact me.

Yours sincerely



Robert Burns  
Director of Planning and Information  
Great Ormond Street Hospital for Children NHS Foundation Trust

## Campbell McKerracher

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**From:** Robert Burns <Robert.Burns@gosh.nhs.uk>  
**Sent:** 13 January 2014 17:52  
**To:** Campbell McKerracher  
**Subject:** Update

Dear Campbell,

I wanted to give you a quick update on things following your improvement work in outpatients at GOSH

We have managed to successfully decant Meercat which is a fantastic achievement given where we were and would not have been possible without your project.

We have also seen the highest ever throughput per room in outpatients in November – again a tribute to your project.

Hope you are well and I look forward to arranging the follow up session with you.

Best wishes

Robbie

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