

Havering Autonomous Provider Organisation

23rd March 2009

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Dear Jody

Assignment: 1655 Havering APO: Havering Visiting, District
Nursing in Patient Wards
Assignment Dates: 11th April 2008 – 30th November 2008

In April 2008 Meridian Productivity embarked on a twenty-six week improvement programme within Havering APO. The focus of the programme was our Health Visiting and District Nursing Services plus four of our Community Hospital Wards with the overall goal of the programme being to improve use of existing resources and achieve an increase in bed productivity and a reduction in unused bed capacity within the services.

During the programme, Meridian worked closely with senior management and professional staff to define the core service model for Community Hospitals, and to implement a management information control and reporting system. The approach taken was consultative and collaborative and through the weekly review and governance process, improvement targets were agreed and key performance indicators and outcomes set.

The outcome of the process, across the three services, has been very positive with a significant return on investment by the end of the twenty-six week project term. We have calculated that we can achieve more bed days and will be able to treat increased patient numbers within existing resources. In Health Visiting and District Nursing, we are already treating many more service users with our existing resources by seeing more service users each day and making better use of the skills of our Health Visitors and District Nurses.



INTERIM CHAIR
Diane Jenkin
CHIEF EXECUTIVE
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Managers now feel they have clear information and management processes to allow them to maximise the use of the resources in these services. A programme of over 30 workshops enabled managers and practitioners to understand the importance of and how to make efficient use of our resources and their time.

Meridian were able to adapt to our other project initiatives such as Single Point of Access and RiO5 Planning to ensure that their deliverables were consistent with our overall and longer term objectives.

Meridian consultants were also able to participate in our overall strategic governance including staff representative bodies for these projects making the interfaces between many work streams more effective.

Please extend my thanks to the team. I am happy to recommend Meridian Productivity to other potential clients.

Yours sincerely



Lynne Swiatczak
Chief Operating Officer
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