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James G. Quinn
Meridian Productivity Ltd
36 Atholl Crescent Lane
Edinburgh
EH3 8ET

Angela Gallagher
Chief Operating Officer
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone
Kent ME16 9QQ

Tel: 01622 226421
Fax: 01622 226416
E mail: angela.gallagher@nhs.net

Dear Jimmy

RE: MERIDIAN PRODUCTIVITY REFERENCE

In June and July 2014 Meridian Productivity Ltd worked with Maidstone and Tunbridge Wells NHS Trust to design and install a management control system to reduce our spending on additional activity in Radiology and Therapies.

Meridian had previously assisted the Trust by designing and installing similar systems in our OPD and Theatre Departments, and with these systems and concepts still in use 5 years on we were confident in Meridian's ability to deliver sustainable solutions to our problems.

The programme Meridian designed helped us to identify the required productivity measures to be put in place in Therapies. Although not yet implemented, it also enabled us to create our own Radiology management control system which includes setting norms, designing capacity planning controls and reporting tools. The controls were designed during a series of one to one coaching sessions with the management team members in the department. The sessions helped the managers understand both the technical and tactical aspects of the tools. This allowed us to assess the total capacity of the department and the most cost effective ways to manage the excess demand.

The project helped us to develop a more transparent management process, which will show the areas of high productivity as well as where our targets are not achieved. The process will also enable us to take action on these areas of low productivity.

A specific success of the project from my perspective was allowing us to increase our expected CT reports per consultant PA from 18 to 30. This change would have been impossible without the rigorous and forensic analysis undertaken. With full implementation complete, we expect the savings resulting from this change to be up to £270,000 FYE, which we will also set as our target going forward.

Working with Meridian was a very positive experience and we are now exploring possible diagnostic work in other areas of the Trust. The team were flexible and dedicated to the project. I would happily recommend Meridian to other organisations to carry out productivity improvement programmes.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Angela Gallagher', written in a cursive style.

Angela Gallagher
Chief Operating Officer