

Alison Bussey
Chief Nurse and Director of Professional Leadership
Midlands Partnership NHS Foundation Trust
St George's Hospital
Corporation Street
Stafford
ST16 3SR

19th October 2018

Dear Mr Quinn,

Reference for Meridian Productivity Limited

I am greatly pleased to provide a reference for Meridian Productivity Limited, following the completion of a 24-week project in our Home First Service. Meridian's work with the trust began in May 2018, stemming from an analysis period. This analysis identified the opportunity: to increase productivity and achieve cost improvement savings.

Meridian designed and installed a bespoke Management Control System with the help of our team, to achieve the opportunities highlighted during the analysis.

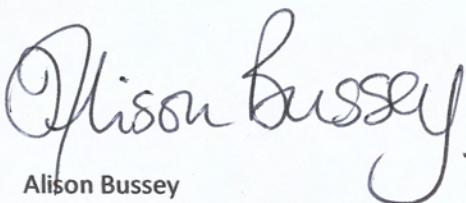
This new management system has helped the service to achieve the following results:

- Through effective scheduling, our Care and Support Workers spend a higher proportion of their time in face to face care, improving from 55% to 79% during the project.
- Additional hours procured from agencies has reduced by 40%, representing a weekly cost saving of £26,600.
- All managers and team leaders received 1:1 training as well as workshop training to help them understand and embed the required behavioural changes in their teams.

While working with myself and our staff, the Meridian team were very professional and thorough. They held multiple workshops and group sessions to develop and agree the remit, state and plans of the project with all levels of management to allow all professionals to positively engage and collaborate.

Working with Meridian has been a very positive experience for the organisation. We would definitely recommend their exemplary work to other organisations looking to achieve real cost savings and efficiency results.

Yours sincerely,



Alison Bussey

Chief Nurse and Director of Professional Leadership