

University Hospitals of Morecambe Bay



NHS Foundation Trust

Trust Headquarters

Westmorland General Hospital
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Our Ref: SV/ALB

28 November 2011

To whom it may concern

Dear Sir/Madam

Meridian Productivity Ltd was contracted by the University of Morecambe Bay Hospitals NHS Foundation Trust in January 2011 following a commissioned review of outpatient services and theatres during September 2010. The scope of the project included implementing a re-designed management control system, allowing the Trust to maximise efficiency within outpatient clinics, and by increasing productivity within established clinic time, reduce the amount of extra cost being incurred to provide the service.

The project required that Meridian worked with a wide range of hospital staff including nursing, divisional management, administrative and clerical and the Executive Directors. At all times I found the Meridian staff to be courteous, patient, flexible in their approach and understanding of the unpredictable nature of healthcare. They were effective communicators on all levels and clear and unambiguous in their dealings with the hospital. Effective and productive relationships were established very quickly between the project team and Trust staff.

Training, development and education was structured and provided by Meridian to all staff groups including the Executive team through a range of workshops which helped to support the system and process changes that were being undertaken. These were well received by all and helped to ensure the implementation of the project was a success.

A well-defined project plan was set up with realistic goals and timeframes agreed. The project was delivered on time and within budget with sufficient follow up support provided by designated Meridian staff. Due to the changes that Meridian helped to implement, the Trust has realised significant savings – our current additional capacity sessions have reduced by

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30% and productivity within baseline activity has increased significantly. Savings totalling more than 110% of our investment during the project life cycle and are on track to realise a 3:1 return on investment

I would have no hesitation in recommending Meridian Productivity Ltd.

Yours faithfully

A handwritten signature in black ink, appearing to be 'S. Vaughan', written over a light grey rectangular background.

Steven Vaughan
Director of Operations & Performance

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