

Mr J Quinn
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30th October 2013

Dear Jimmy,

I am emailing to outline some key points with regard to Meridian PL's work within Services for Children and Young People within Central Essex Community Services (now trading as Provide).

We worked with a Meridian project manager and a Meridian productivity specialist throughout the project. Both were highly professional and skilled in engaging with staff on a group and individual basis. Through a series of workshops and 1-1 coaching staff were supported to develop an understanding of service capacity and improving productivity.

Staff developed an awareness of the importance of planning and allocation of work forming the basis of longer term staff management / deployment to meet actual demand. This is now fully embedded with 'SITREPS' to monitor performance and variance to plan which can be drilled down to individual team members. This allows celebration of success and if required performance management to support staff development. In most services we have seen up to 50% improvements in patient facing time which is now consistent and still improving.

I believe we now understand our 'product' clearly and have a better awareness of service performance which is based on robust evidence. This is a strength when articulating service performance both internally and externally and is also valuable commercially.

On a personal level I learned a huge amount from working with Meridian from the early analysis phase through to implementation of new systems within my business. The 1-1 coaching was very valuable especially as the project manager was so skilled at coaching 'on line' during joint meetings between me and my team managers. This enabled valuable learning which I have been able to use in a variety of settings to good effect.

Kind regards

Michelle

A handwritten signature in black ink that reads 'M C Parker'.

Michelle Parker
Assistant Director – Clinical Pathway Lead
Integrated Pathway Hub