

Dear Jimmy,

I wanted to put some words down on the work that Meridian has just finished with us in Surgery B. Following a significant Theatres Improvement Programme, the team carried out a short diagnostic for us and identified opportunity in our Ophthalmology service, particularly around the way in which we were booking and utilising our Outpatient slots.

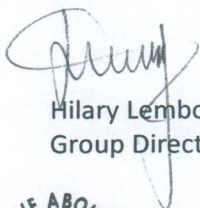
We were aware that there were opportunities but hadn't appreciated the scale until the analysis was carried out. On the back of this we decided to work with the team on implementing some changes to improve our situation.

The team helped us uncover an interesting phenomenon in the way that our Elective Access Team was booking up our clinics. Essentially we were losing capacity due to the overall way in which the department was working, not because of any individual member of the team's abilities or time availability. Meridian designed and implemented a very simple solution to the problem that turned around the mind-set, breaking previous practice and capitalising on the opportunity we had been missing. By spending time at the front-line of the booking team they were very effectively able to coach people into a new way of working. As at the time of writing, this change was seeing us book approximately 200 more patients per week into our clinics with no additional resource requirement. This has had a huge impact on our ability to accommodate our ever-increasing demand, as well as shorten our waiting lists.

The Meridian team also assisted us with mapping and re-engineering our referral pathway. We established that the process was leading to referrals journeying around the hospital unnecessarily, adding days, and in some cases weeks, to the pathway. We now have a revised method of triaging which ensures a much more efficient referral pathway and far reduced times for getting patients booked to see a clinician.

Even though the programme was short, we managed to cover a lot of ground and fix issues that had been lingering for some time. Where we really benefitted was from Meridian's experience of having done what we needed to do before. They brought expertise and methods that meant we progressed at pace – far quicker than we would have been able to progress ourselves without the support. I'd be happy to recommend Meridian in the future, what they do, how they do it and most importantly the results they can bring.

Sincerely,



Hilary Lemboye
Group Director of Operations