



Trust Headquarters

Fulwood House
Old Fulwood Road
Sheffield
S10 3TH

Tel: 0114 271 6716
www.shsc.nhs.uk

12th February 2014

Dear Mr Quinn,

Reference for Meridian Productivity Limited

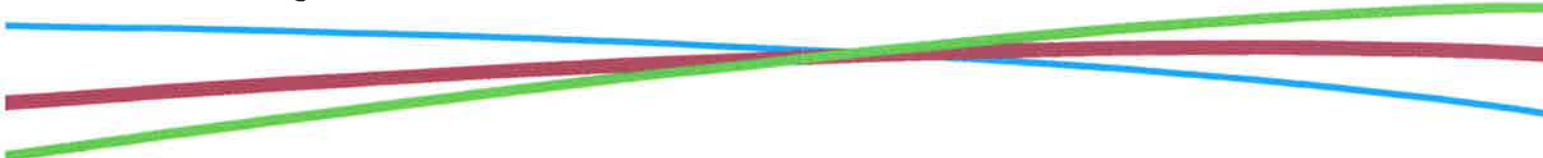
I am pleased to provide a reference for Meridian Productivity following the completion of a 16 week project in our Corporate & Community Learning Disabilities Services. Meridian have been working with the Trust since October 2014, focusing on our Community Learning Disabilities and Corporate Services to reduce waiting lists and install productivity improving methodologies across all departments. This is the second piece of work we have undertaken with Meridian and I am delighted to provide another reference.

Through a series of workshops and close one-to-one coaching Meridian have supported our Community Learning Disability directorate in developing and installing bespoke management tools and a systematic way of working across five disciplines to achieve:

- £546,370 Annualised improvement in cost avoidance through increased productivity across the teams.
- A reduction in the waiting list from 388 patients to 74 patients (80%) in the 16 week period
- A reduction in patient waiting time from 44 weeks to 15 weeks (Within our 18 week target)
- Significant change in the behaviour of the front line management
- Systematic control over the volume of activity and caseload size for each clinician to reflect targets stated in their job plans.
- A robust review and follow up process to identify areas of poor performance.

The corporate side of the project has focused on training key individuals in our corporate areas; Finance, HR, IT, Mandatory Training, Governance, Planning, Facilities Management and Transport in the 'Meridian approach'. Through a series of workshops the Meridian team have passed on their knowledge to these individuals and then followed up closely in 1:1 sessions to look at how practical application can assist them in meeting their CIP targets for 2015/16. The corporate teams have been able to identify £244,000 (annualised) worth of deliverable CIP for the next financial year.

Meridian's dealings with our staff were both professional and emboldening. Multiple staff members who were somewhat resistant to change have since become great advocates of continuous improvement of their service. Meridian specifically took time to understand the needs and desires of each Service creating individual bespoke improvement plans with each team. Furthermore, Meridian continuously held 1:1 sessions with all staff to provide training and support on the new systems & methodology to ensure that each Service saw the benefit of these tools and could continue to utilise them. Meridian followed these individual 1:1 sessions up with weekly meetings with the Senior Executive team to ensure that the project was advancing on track.

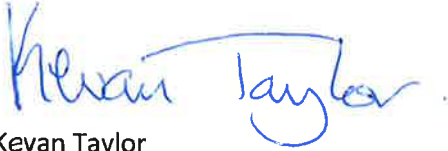


(2)

12th February 2015

We are very happy to recommend Meridian to other NHS organisations and are looking at further areas within in the Trust that can benefit from their approach with a view to undertaking a third piece of work.

Yours sincerely,



Kevan Taylor
(Chief Executive Officer)



Paul Robinson
(Executive Chief of Finance)



Liz Lightbown
(Chief Operating Officer / Chief Nurse)

