

☎ 01925 752
Please Ask For: Angela Lynch
E-mail: angela.lynch@warrington-pct.nhs.uk

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27 November 2006

Jody O'Neill
Meridian Productivity Ltd
10 Walker Street
Edinburgh
EH3 7LA

Dear: To Whom It May Concern

RE: Assignment:	Warrington PCT
Assignment Dates:	3rd March 2006 – 23rd June 2006
Meridian Project Manager:	Tim Gomm

Meridian Productivity worked with Warrington PCT on a productivity and efficiency programme during the above time period. The programme covered the following areas:

- District Nursing
- Health Visitors
- Specialists services (26 individual services)
- Estates and clinics

During the programme Meridian staff worked closely with senior management, team leaders and supervisors. The outcome of the programme was the identification and agreement of service improvements within each team.

At the time of writing, each service manager has signed up to delivering these improvements during an agreed timescale. At present it is not possible to calculate the return on investment of the programme as the productivity improvement plans are due to deliver savings over the next 2 financial years.

The productivity improvements will arise from both the increased utilisation of the PCT clinic space and the increase in patient facing time for every member of the provider services teams.

Please extend my thanks to the team. I am happy to recommend Meridian Productivity to other potential clients.

Yours sincerely



Dr Angela Lynch
Director & Chief Operating Officer of the Community Services Unit

Trust Headquarters:
Millennium House 930-932 Birchwood Boulevard Millennium Park Birchwood
Warrington WA3 7QN

Tel: 01925 843600 Fax: 01925 843601 E-mail: hq@warrington-pct.nhs.uk

Website: www.warrington-pct.nhs.uk

Chairman: Mr John Gartside OBE, DL, JP

