

1 The Causeway  
Goring by Sea  
West Sussex  
BN12 6BT

Jody O'Neill  
Meridian Productivity Ltd  
36 Atholl Crescent Lane  
Edinburgh  
EH3 8ET

01903 707450  
Email: Lesley.strong@mspct.nhs.uk  
8<sup>th</sup> January 2008

Assignment: West Sussex PCT  
Assignment Dates: 17<sup>th</sup> August 2007 – 30<sup>th</sup> November 2007

To Whom It May Concern:

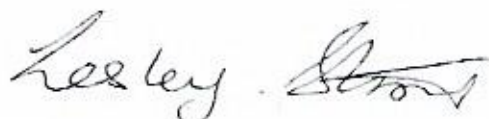
In August 2006 Meridian Productivity embarked on a sixteen week improvement programme within West Sussex PCT. The focus of the programme was Health Visiting with the overall goal of the programme to improve effective use of existing resources and achieve an increased direct client contact of 65% within the services.

During the programme Meridian worked closely with senior management and professional staff to define the Health Visiting Core and Enhanced Service, and implement a management information control and reporting system. The approach taken was consultative and collaborative and through the weekly review and governance process improvement targets were agreed and key performance indicators and outcomes set.

The outcome of the process has been very positive with a return on investment of 10:1 by the end of the twenty week project term. Health Visitors and management now feel they have a high quality defined service with clear information and management processes.

Please extend my thanks to the team who were always professional in their approach. I am happy to provide further details of our project and to recommend Meridian Productivity to other potential clients.

Yours sincerely



Lesley Strong  
Deputy Director Children's Services  
West Sussex PCT