

South Tees Hospitals

NHS Foundation Trust

Finance Directorate
Murray Building
The James Cook University Hospital
Marton Road
Middlesbrough
TS4 3BW

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Meridian Productivity Ltd
36 Atholl Crescent Lane
Edinburgh
Midlothian
EH3 8ET

Reference for Meridian Productivity Ltd

Dear Mr Quinn

I am pleased to provide a reference for Meridian Productivity Limited following the completion of the Radiology Improvement Programme undertaken at James Cook University Teaching Hospital. Meridian have been working with the Trust since January 2020, focusing on our Radiology Department to make cost improvement savings, increase productivity, improve the quality of the Services we provide to patients and to make the Radiology Department a more pleasant place to work.

Meridian worked closely with the Management Team to design and install a bespoke management control system with our staff, managers and Service Directors which has allowed our whole service to be improved as well as supporting the staff to develop and introduce new ways of working. Furthermore, they have given us a more transparent systematic approach to managing the performance of each team by utilising a series of quality reports which has enabled us to ensure that all staff are meeting the Trust's targets and the demand generated from each patients' care plan.

This new system has helped the Trust to achieve the following results:

- An annualised savings of £1,099,900 achieved in a reduction in outsourcing by a measured increase in core-hours reporting by Consultants, Registrars and Advanced Practitioners.
- An increase in MRI capacity from a proposed 40% to 85% capacity of pre-COVID19, which equates to £2,410,980

In addition during this process, Meridian were able to develop a number of systems and procedures, including Job Planning, Annual Leave management and TOIL management, which ensured the department is able to make the best use of available capacity to address forecasted demand and ensure that colleagues are operating within the framework of their Job Planned activity to support more effective continuity of service.

Although the project was challenging, during the period of the COVID-19, the team worked hard remotely to continue the engagement of the department and were able to develop and implement a number of system controls and procedures while not present in the hospital. When the team were safely able to return to the Department, they worked alongside the Management Team to adapt the new system procedures to work within the "New Normal".

Notwithstanding the financial benefits delivered by the project, I would recommend the services of Meridian Productivity Ltd to any Trust or Organisation seeking to achieve real cost results, improve their effectiveness or to ensure that their management team have the tools they need to succeed, particularly in the current post COVID-19 era, where the need to identify efficiencies and improved ways of working has never been more pressing.

Yours sincerely

Steven P Mason

Steven Mason
Director of Finance
South Tees NHS Foundation Trust