

Northern Health and Social Care Trust
Bretten Hall
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Tel: 028 94424940

22nd October 2020

Mr. J. Quinn
Meridian Productivity Limited,
36 Atholl Crescent Lane,
Edinburgh,
EH3 8ET

Dear Jimmy,

Reference for Meridian Productivity Ltd

I am pleased to provide a reference for Meridian Productivity Limited following the completion of an 18-week improvement programme across our Radiology, CMHT, and Endoscopy services. Meridian have been working with the Trust since June 2020 following an analysis period which identified the opportunity to make cost improvement savings, increase productivity and improve the quality of the services we provide to our service users.

Meridian worked at the frontline and with our managers to develop a new and bespoke way of working across the 3 project areas. This has allowed our teams to accurately forecast clinical capacity and demand, thus identifying and managing any unwarranted variances as they arise. Furthermore, the Meridian team have given us a clear, transparent and systematic approach to managing the productivity of each service alongside instilling real behavioural and cultural change at the frontline

The new way of working has helped our Trust to achieve the following results:

Radiology

- Recovered service value to the sum of £2,328,347 by September 2020;
- Identified further saving opportunities of £798,711 in a non-COVID-19 environment;
- Identified cost avoidance benefit of £500,924 through better utilisation of core reporting capacity and the resulting reduction in additional activity.

CMHT

- Actual Pay Costs decreased by £26,135 during the programme with the projected annualised improvement of £104,540;
- Demand and Capacity model was developed across the service identifying a £502,038 cashable opportunity through closure of vacancies, attrition and staff redeployment;
- Actual cost avoidance savings of £112,877 achieved over the course of the programme with the projected annualised improvement of £356,758.
- Further identified annualised cost avoidance improvement valued at £656,534.

Endoscopy

- Improved session utilisation through a more precise list planning approach generating a total annualised financial benefit of £90,169.

The programme has allowed our teams to make significant progress in understanding and maximising our capacity, as well as enabling us to break some of the historic paradigms and ways of working. I personally found the process very useful and our teams have spoken positively of the project experience with Meridian. I would highly recommend them to other organisations to achieve genuine cost and efficiency results by working at the frontline to deliver real, positive change.

Yours sincerely



Owen Harkin

Executive Director of Finance