

Chief Medical Officer

Queen's Hospital

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31 May 2022

Dear Hilary,

**RE: Reference for Meridian Productivity Limited**

I am pleased to provide a reference for Meridian Productivity Limited during a successful service improvement programme which will have lasted, on completion, 18 calendar-weeks. The project has focused on the Radiology Department, with specific focus on Radiologist allocation and reporting, Booking Office Teams and Scanning within the CT, MRI and Plain Film modalities, at both Queen's and King George's hospitals.

Meridian worked closely with Management within the organisation to identify areas where management control and processes could be improved or introduced. Meridian then supported our staff to develop, agree and install new ways of working to enable more robust management of their areas. The staff were given training so that they had the requisite skills and understanding required to underpin all the system changes.

This enabled us to achieve significant improvement within the allocation of reporting workload, provided visibility on reporting performance by both individual Radiologist and report type, ensured that robust processes were installed to ensure that no scanning slot remained unbooked and provided us with capacity and demand scenarios to ensure that patient backlog and waiting times could be reduced. A couple of notable headlines are that additional reports completed within Radiologist rostered hours has already shown circa 47% improvement and enhanced CT booking performance has seen a sustained 25% improvement in patient throughput.

The project addressed the needs of our Organisation. It was driven internally by our Management team and Clinical staff which we hope will aid the sustainability and perpetuation of the improvements realised. Meridian were able to set the groundwork to ensure that all key stakeholders were involved in the work. Key to this was work focused on the Allocation Team having the tools to accurately assign reporting workload, improvement within booking aspects of the service and ensuring full utilisation of our internal capacity, but also working with the Modality leads and their teams to minimise delays between patients.



I would recommend the services of Meridian Productivity Ltd to any other Trust or organisation that is seeking to improve their effectiveness, ensure that their Management teams have the right tools and approach to succeed, and who need to realise genuine financial benefits.

Your Sincerely,

A handwritten signature in black ink that reads "J. Daniels" followed by a small dash.

Justin Daniels  
Deputy Chief Medical Officer