

Hilary Blackshaw  
Chief Executive Officer  
Meridian Productivity Ltd  
35 Atholl Crescent Lane,  
Edinburgh  
EH3 8ET

Dear Hilary,

**Reference for Meridian Productivity Limited**

We've achieved more in 17 weeks than any of us really thought we would. The support from the Meridian team has been great, when we've asked, they've listened. As a result our teams across a wide range of Community Services are more engaged than we'd hoped for and the results speak for themselves.

Meridian have been working with First Community since April to increase productivity and improve the quality of the Services we provide to patients and in turn that has enabled us to make significant cost improvement savings.

Meridian designed and installed a bespoke management control system with our staff, managers and Service Directors which has allowed our whole service to more accurately identify and manage any variances that arise. 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 our targets and the demand generated from each patients' care plan.

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

- An increase in patient facing time and patient contacts per day.
- A clear projection of resource requirements based on changing factors in demand.
- A structured process to reduce all unnecessary delays to ward patient discharge.

Meridian's process of working with our staff was very professional and thorough. They held multiple group sessions to develop and agree the remit, state and plans of the project with all Community Leads in order to allow all professionals to positively contribute and input which ensured that all Directorate needs were met. Furthermore, Meridian held 1:1 sessions to provide training and support with staff which targeted all aspects of the project in more detail.

Working with Meridian has been a very positive experience for the organisation. Far from feeling this is the project end, Meridian have given us the tools, concepts, understanding and maybe most importantly, the belief that this is just the beginning of our performance journey and as a team at First Community, we are now well equipped to reach ever higher levels. We highly recommend Meridian to other organisations wanting to achieve real cost and efficiency results and see your staff engaged and growing.

Yours sincerely,  
  
Renée Padfield  
Executive Director of Operations