

Barking, Havering and Redbridge University Hospitals NHS Trust
Queen's Hospital
Rom Valley Way
Romford
RM7 0AG

Dear Hilary,

RE: Reference for Meridian Productivity Limited

I am happy to provide a reference for Meridian Productivity Limited during a successful service improvement programme which has lasted 18 calendar-weeks. The project focused on the realisation of savings through improved allocation and increased throughput of Radiologist reporting within the rostered time available, and the installation of efficient processes within Imaging to increase booked slots and ultimately ensure a significant improvement in the volume of patients scanned.

Results to date have been impressive, with realised efficiencies, through increased reporting volume equating to an annualised improvement of circa £950k and a 24% increase in patient throughput within CT and MRI. Further reporting improvement is expected with the imminent implementation of standardised reporting time targets, with identified improvement in reporting throughput calculated at £1.5 million.

Meridian have provided us with increased visibility of operational metrics which show further evidence of a sustained improvement, with two consecutive months where reported volume has outweighed newly generated reports, the first time this has occurred within the Trust since pre-Covid times, and 2WW waiting times have reduced dramatically from 29.8 days to 12.6 and continue to fall.

The project was well thought out and aimed to address the needs of our organisation. It was driven internally by our management team and clinical staff which undoubtedly will aid the sustainability and perpetuation of the improvements realised. Meridian have been able to set the groundwork to ensure that all key stakeholders are engaged and involved in the work.

I would recommend the services of Meridian Productivity Ltd to any other Trust or organisation that is looking to drive up efficiency, enhance visibility of their performance metrics, improve their front-line management toolkit and realise genuine financial benefits.

Your Sincerely,



Mike Gilham
Director of Finance

Date: 09/07/2022