

Dear Hilary,

RE: Reference for Meridian Productivity Limited

As Meridian Productivity Limited reaches the end of their 18-week service improvement programme, I am pleased to provide a reference recognising the successful implementation of management controls and a behavioural change approach that has been adopted within the Radiology department. The project's initial focus was on Radiologist allocation and reporting, before moving into the Booking Office and Scanning departments at both Queen's and King George's Hospitals.

Meridian have provided us with visibility of both individual performance, and average reporting times/capability by report type. This proved particularly useful in setting realistic targets, determining sub-speciality groups and establishing who predominantly reported on each type of report. From an allocation perspective, Meridian engaged the Allocation Team, identified areas where allocation numbers were not meeting capacity and provided calculation tools to ensure that cumulative reporting time matched the reporting rostered time available, all of which ensured a significant improvement in reporting volume. This has already seen a 47% improvement in reporting volume within rostered time, with the implementation of the NWL model expected to make even more significant improvement.

Within the Booking Office Teams and Scanning modalities, over 20 processes were mapped identifying systematic improvement in areas such as extended booking horizons, vetting, IP coordination and portering. Meridian have also been able to model and share understanding on the relationships between capacity, availability and booked slots, to ensure that the ethos of 'no slot goes un-booked' became a fundamental part of daily monitoring and review, resulting already in a significant waiting time reduction, particularly with regards to 2WW patients where the waiting time has reduced from 29.8 to 12.6 days currently.

With a professional but friendly approach the Meridian team were very well received and engaged with our staff from project start to end making themselves part of the team by using an inclusive approach and a structured training programme to take our staff on the journey of change.



I am happy to recommend the services of Meridian Productivity Ltd to any other Trust or organisation that is seeking to improve their efficiency, ensure that behavioural change is managed empathetically and sustained, have the right tools and approach to succeed, and who need to realise genuine financial benefits.

Your Sincerely,

A handwritten signature in black ink, appearing to read 'MH', with a long horizontal flourish extending to the right.

Michael Hepworth
Speciality Manager - Radiology

Date: 15/06/2022