

Case study

Achieving savings of over £305,000 via CHC Invoice Validation and AP Duplicates Reviews



Recovering over £305,000 of overpayments



Independent Assurance for payments made before and during the pandemic



Consistently delivering savings to reinvest into healthcare



Innovative ideas to maximise returns for the CCG

CHC Expenditure

NHS Buckinghamshire CCG commissioned Liaison Financial's CHC Invoice Validation and AP Duplicates Review, to provide assurances over payments by the CCG. With CHC being an important area of financial spend for the CCG, they took a decision to review this in more depth. In addition, a key focus point of the project was to cover transactions from the 2 legacy CCGs prior to its merger in April 2018. This was a good opportunity to make savings for the CCG as part of their budget is to reinvest into healthcare.

Our Approach

We began working with the CCG in October 2019 and have delivered a number of initial and top up reviews. With the merger from two legacy CCGs, larger volumes of transactions were taking place. The risk of overpayment was inherently higher due to payments potentially being duplicated on various ledgers.

This project was completed remotely using our HSCN accreditation. This enabled validation and verification steps to be completed by the team, thus minimising disruption to the CCG. With a dedicated in-house team looking at savings opportunities, it was important we worked hand in hand to avoid duplication and highlighted key savings opportunities. We catered our recovery process to provide monthly calls as per their request to keep them fully informed on our progress and to assist with any provider queries.

Visibility to hospital admissions in local acutes was an area of interest to the CCG. Liaison's CAG S251 accreditation and approval as a Controlled Environment for Finance (CEff) ensured full IG compliance. This allowed us to access the CCG's inpatient activity enabling a full reconciliation of acute admissions to CHC transactions to ensure payments were made in line with local policy. This proved to be fruitful with the CCG realising savings of just over £97,000 from the Hospital Admissions Review alone, a significant proportion of the total savings.

Key Insights and Deliverables

- ✓ Working hand in hand with CCG management and the CHC team throughout the project.
- ✓ Full visibility available by way of regular progress reports and meetings.
- ✓ Bespoke approach adopted in communicating with sensitive providers.
- ✓ CCG realised savings in excess of £305,000 to date.

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The work conducted by the team has helped us to understand our processes better, provided an opportunity to develop these and provide additional assurance around payments. Liaison's team have always been very approachable and flexible to our requirements especially with the pressures of the pandemic felt across the CCG. We found Liaison to be a useful partner for the CCG.”

James Limehouse

Senior CHC
Commissioning Manager,
NHS Buckinghamshire CCG

To find out more
please get in touch
on 0845 603 9000
or email info@liaisongroup.com

Liaison Financial Liaison Court, Vincent Road, Worcester WR5 1BW
T +44 (0)845 603 9000 E info@liaisongroup.com
www.liaisongroup.com

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