



South West London ICS

Three-year Savings Opportunity with Liaison Group



Your Three-Year Savings Opportunity Overview

We've identified immediate cash savings for your ICS of **£17.2m.**

These savings can be used to self-fund a transformation programme with Liaison Group, generating further savings of **£123.4m.**

Our shared benefits solutions are proven to deliver more than reports and recommendations.

Take the next steps for change with Liaison Group.

Here's how...



- Accounts Payable Reviews (Statements and Duplicates)
- Non-Pay Analysis & Savings Service
- VAT Compliance & Savings
- VAT Planning & Consultancy
- Contract Management
- Private Patients
- Telecoms Review
- Staff Benefits
- CHC Invoice Validation Reviews

Savings opportunity: £17.2m



- Agency Management
- Bank & Collaborative Bank
- DiT Rota & Roster NHS At Work
- Daily & Weekly Pay
- People Analytics
- People Planning
- Liaison Release (reducing outpatient appointments)
- mii Account (app supporting our workforce platform)
- Wellbeing

Savings opportunity: £111.1m



- CHC 3 and 12 month reviews
- MDT and DST
- Complex / High Cost packages / Inter-Agency disputes
- Appeals and Retrospective reviews
- 1-2-1 funding assessments
- Joint Funding reviews
- Children's and Young People's Services
- Transformation and Consultancy support
- Audit and Assurance

Savings opportunity: £12.3m

Total ICS saving opportunity with Liaison Group: £140.6m

Potential Transformation Credits & Savings

Step 1: Transformation credits (3 year)

Service	Saving
Duplicates	£354,000
Statements	£384,000
Non-Pay Analysis & Savings Service	£4,790,000
VATplus Re-review	£4,368,000
Staff Benefits	£7,248,000
CHC Invoice Validation Reviews	£80,000
Total	£17,224,000

Step 2: Transformation Savings (3 year)

Service	Saving
Agency Management	£20,807,450
DiT Rota & Roster	£27,977,155
People Analytics	£1,293,678
People Planning	£4,250,000
Liaison Release	£56,771,584
CHC Quality Reviews	£12,299,040
Total	£123,398,908

Potential Transformation Credits

Step 1 - Transformation Credits (3 year)

Savings Opportunity
 Existing Client
 N/A

	Croydon Health Services NHS Trust	Epsom & St Helier University Hospitals NHS Trust	Kingston Hospital NHS Foundation Trust	St George's University Hospitals NHS Foundation Trust	The Royal Marsden NHS Foundation Trust	South West London & St Georges Mental Health NHS Trust	Hounslow and Richmond Community Healthcare NHS Trust	NHS South West London ICB	Total
Duplicates	£59,000	£59,000	£59,000	£59,000	£0	£59,000	£59,000	£0	£354,000
Statements	£64,000	£64,000	£64,000	£64,000	£0	£64,000	£64,000	£0	£384,000
Non-Pay Analysis & Savings Service	£770,000	£770,000	£770,000	£770,000	£770,000	£520,000	£420,000	£0	£4,790,000
VATplus Re-review	£810,000	£423,000	£423,000	£1,446,000	£60,000	£231,000	£810,000	£165,000	£4,368,000
Staff Benefits	£936,000	£1,560,000	£792,000	£2,088,000	£984,000	£600,000	£288,000	£0	£7,248,000
CHC Invoice Validation Reviews	£0	£0	£0	£0	£0	£0	£0	£80,000	£80,000
Total	£2,639,000	£2,876,000	£2,108,000	£4,427,000	£1,814,000	£1,474,000	£1,641,000	£245,000	£17,224,000

Potential Transformation Savings

Step 2 - Transformation Savings (3 year)

Savings Opportunity
 Existing Client
 N/A

	Croydon Health Services NHS Trust	Epsom & St Helier University Hospitals NHS Trust	Kingston Hospital NHS Foundation Trust	St George's University Hospitals NHS Foundation Trust	The Royal Marsden NHS Foundation Trust	South West London & St Georges Mental Health NHS Trust	Hounslow and Richmond Community Healthcare NHS Trust	NHS South West London ICB	Total
Agency Management	£2,282,156	£6,400,000	£2,182,562	£5,022,418	£1,444,000	£2,856,019	£620,295	£0	£20,807,450
DiT Rota & Roster	£4,952,550	£7,803,197	£4,374,405	£7,510,661	£895,874	£1,978,071	£462,396	£0	£27,977,155
People Analytics	£187,673	£307,572	£125,190	£357,899	£166,376	£106,237	£42,730	£0	£1,293,678
People Planning	£500,000	£1,000,000	£500,000	£1,000,000	£500,000	£500,000	£250,000	£0	£4,250,000
Liaison Release	£9,822,536	£16,746,467	£7,931,418	£11,286,627	£10,984,535	£0	£0	£0	£56,771,584
CHC Quality Reviews	£0	£0	£0	£0	£0	£0	£0	£12,299,040	£12,299,040
Total	£17,744,916	£32,257,237	£15,113,576	£25,177,605	£13,990,786	£5,440,327	£1,375,422	£12,299,040	£123,398,908

Delivering real savings

In the last decade we've saved the NHS over

£1.3bn.





- ✓ Our VATplus service **recovered £14.3million**, which would otherwise have been lost, across 33 NHS organisations.
- ✓ Our VATflow service supported 126 NHS organisations, **saving them a collective £135million**.
- ✓ Our Private Patient Optimisation Service achieved **additional income of almost £550k**, and an additional annual increase of **£560k** for one Trust.

- ✓ We identified 41 flight risks, 72 critical succession gaps and a **cost-saving opportunity of over £1.4m**, in 3 weeks at one Trust in the North West using our People Planning solution.
- ✓ We helped one Trust **save £1.6million in first 6 months** of their TempRE implementation.
- ✓ Liaison Release **saved 29,000 outpatient appointments** in the first 12 months, with estimated cost savings of **£1.5m**.

- ✓ Our CHC reviews **identified a £8.6m** reduction in unnecessary spend at one ICB in 11 months.
- ✓ Our Assessment Review Services have proven **efficiencies of 15-30%** against case load.
- ✓ We are partners with over **30% of ICBs** in England.

The work undertaken by Liaison has been a key corporate collaboration for the organisation. Throughout 2022, these reviews have been progressing and continue to deliver savings for both the Trusts and ICS.

Lancashire & South Cumbria ICS



Working with Liaison has revolutionised the way we manage and book our agency staff. The TempRE technology and dedicated support have transformed our processes, bringing us transparency, control, and efficiency.

Temporary Staffing Booking & Transformation Manager, North East London NHS Foundation Trust



I have found it to be a great experience working with Liaison Care. I have felt very confident in their ability to manage the project. I have found them to be knowledgeable, responsive and capable.

Senior Commissioning Manager in the South East



Who we are

We're a **trusted partner** to the NHS, specialising in recovering cash for reinvestment and freeing up time and resource to deliver more care.

Driving this vision is our mission to **deliver direct savings** and efficiencies, **freeing up vital resources** to be channelled to where they are needed the most - whether that be recruiting more frontline staff, improving retention of existing staff, funding additional equipment, or helping to free up more beds.

Why Liaison Group?

- ✓ As a Group, we partner with **72% of all NHS Trusts, Health Boards and Health & Social Care Trusts** in the UK.
- ✓ We saved the NHS **£318m in 2023**.
- ✓ Our 350 employees have a shared passion - to help **create the best NHS** for themselves and their loved ones.
- ✓ All our services can be **direct awarded from an NHS framework**.
- ✓ **There's no risk** – most of our solutions are implemented using a shared benefits model.



Start your savings journey with Liaison Group today
Contact your Account Manager or get in touch at LiaisonGroup.com

Glossary of Services

Product/Services	Description
Agency Management	A single, app-enabled workforce platform that manages all agency supply, from roster and auto vacancy release, to supply chain, onboarding, timesheeting and payment of workers and agencies.
Bank	A platform designed to promote and attract staff to join the trust/health board bank that manages all bank staff onboarding and payments, and releases additional bank shifts to all workers based on their clinical specialty/grade/band.
Collaborative Bank	Enables collaborative working and the sharing of workforce resources in a controlled manner. Workers can apply online and NHS providers are able to release additional shifts to other participating NHS providers who can decide whether to release additional capacity.
Liaison Release	Liaison Release is a task management and care coordination solution, proven to increase capacity for the NHS by releasing valuable clinical time on a shared benefit basis.
People Planning	A software solution designed to release extra workforce capacity by enabling digital conversations to highlight flight risks, vacancies, wellbeing, and learning and development requirements on a continuous basis.
People Analytics	Intelligently combining multiple workforce data sources, making sense of the information and ultimately delivering HR insights in plain English.
mii Account	A single sign-on app entry point to the Workforce Platform, where workers manage all aspects of their working day such as logging availability, applying for shifts, completing timesheets, reviewing payslips, managing patient tasks, depending on the modules the Trust subscribes to.

Glossary of Services

Product/Services	Description
Wellbeing	A range of solutions to support employee emotional and financial wellbeing, including EAP, salary sacrifice options, daily pay, financial wellbeing advice, and flexible working.
Benefits	Offers a wide range of employee benefits including home technology, EAP, family holidays, car leasing, cycle to work, and discount vouchers at no cost to the organisation.
Daily & Weekly Pay	Weekly payroll and pensions administration service with comprehensive helpdesk and service support, managing the frequent onboarding and offboarding of temporary workers to ensure accurate and timely payments. mii Pay also delivers agency disbursement services.
NHS At Work Rota and Roster	An integrated, and app-enabled, rota and roster solution designed and owned by the NHS, built to NHSEI specifications with advanced technology, and available for all staff groups.

Liaison Financial

Glossary of Services

Product/Services	Description
VATplus Re-review	Our VATplus service provides a light-touch secondary VAT re-review ahead of the annual HMRC deadline, for NHS organisations that use an alternative VAT provider. Our experts find additional VAT that would otherwise have been lost, as well as identifying and correcting any compliance issues.
VATflow	With our regular monthly VAT recovery and compliance service, we review all financial transactions and ensure VAT adjustments are made in the correct period for maximum recovery whilst remaining fully compliant with HMRC guidance.
AP Reviews	Our AP audit offers a risk-free, end-to-end service to identify and recover savings by interrogating AP-related transactional information. Irregularities can be present in many forms including duplicate payments, charges, and unallocated credit notes. Our recovery specialists liaise directly with suppliers to resolve each anomaly effectively and efficiently on your behalf.
CHC Invoice Validation Reviews	Our bespoke invoice validation reviews focus on interrogating Continuing Healthcare (CHC) expenditure for overpayments. Errors can occur in a number of areas including deceased patients, hospital admissions, care package reductions, and duplicated funding streams. We work with providers to recover these on behalf of CCGs.
Telecoms Reviews	A review of current telecoms spend across infrastructure covering; mobiles, sim cards, desk phones, conferencing, manages services etc to identify overlapping technology, new data bundles and frameworks available, and advice on new technologies to the market.
Private Patients	A retrospective review of private patient cases to identify missed income, areas of missed billing opportunities to insurance companies, and compliance with Acute Data Alignment Programme (ADAPt). Followed by recovery of monies owed and negotiation of new contracts with insurance companies. Part of the NPASS service.
Non-Pay Analysis and Savings Service (NPASS)	A comprehensive analysis and benchmarking review of your organisation's entire non-pay spend – not just those typically covered by procurement or individual departments. We identify, validate, and help deliver saving opportunities based on true current costs.

Glossary of Services

Product/Services	Description
CHC 3 and 12 Month Reviews	Review of individuals 3 months after they have received eligibility, then again every 12 months to make sure the package of care sufficiently meets the ongoing health need.
MDT and DST	An evidence-based approach to review care and support needs to consider eligibility for NHS continuing healthcare ensuring the individual/family member is informed of the decision-making process.
Complex/High Cost Packages/Inter-Agency Disputes	Health funded packages of Care requiring an enhanced evidence-based review of the package of care.
Joint Funding Reviews	Where an individual has been determined as not having a Primary Health Need, but some needs might be legitimately met through Health funding. The ICB and LA agree to jointly fund a care package.
CHC Appeals	Cases where the individual/family rep wants to appeal the CHC eligibility decision.
Retrospective Reviews	A person pursuing a CHC consideration for an individual who is still in care, or previously received care, but who has not been assessed for CHC eligibility.
121 Funding Assessments	Where an individual has been determined as not having a Primary Health Need, but some needs might be legitimately met through Health funding. The ICB and LA agree to jointly fund a care package.

Glossary of Services

Product/Services	Description
Audit and Assurance	Assurance of CHC Assessment activity and Recommendations for eligibility. Identifies variance and inconsistency. Looks to aid robust decision making. Monitored decisions of CHC. Additional over lay of existing teams to support new ways of working and sustainable change, including improved cost control. Can be supported by transformation work.
Children's and Young People's Services	Assessment and Review of Continuing Care arrangements. Recommendations for consistency and improvement. Coaching support where required. Revised local practice and policy frameworks.
Transformation and Consultancy support	Transformation support offers a range of skills and experience to an ICS to support improved practice, reduce costs, identify variation and unnecessary expenditure. This includes but is not limited to revised commissioning responses to market management, market development, best practice and revised policy and protocols. Applied to multiple areas/issues.
D2A	Examination of the cause of activity pressures and unwarranted variation in D2A pathways . Improvement recommendations. Revised pathway support.