



WHO WE ARE...

Liaison Financial helps the NHS to save millions each year, by identifying and realising savings in non-pay expenditure. These savings can then 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 freeing up more beds.

We are proud to say that our expertise, advice and in-depth investigation cuts through what can be complicated and continually changing legislation, high volume transactions, and detailed regulation. Put simply, our approach is proven to provide greater savings for our clients, allowing them to concentrate on the most important part of the NHS, patient care.

WHY LIAISON?

- In 2022, Liaison Financial saved NHS organisations a total of **£203million**, enough to fully fund the operational costs of a smaller trust.
- Our Financial services supported **236** NHS organisations in 2023.
- Our VAT compliance service, VATflow, supported 126 NHS organisations in 2023, saving them a collective **£135million**.
- Our VATplus service, our assurance service for NHS organisations that use an alternative VAT provider, found **£14.3million** which would otherwise have been lost in 2023, across 33 NHS organisations.
- 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.

MAKING AN IMPACT...

Private Patient Optimisation achieves additional income of almost £550k, and an additional annual increase of £560k

The challenge

At one NHS organisation, the Director of Finance was looking for a way to optimise Private Patient income, which at the time averaged £1.7m per annum, as well as improving processes, and ensuring room for growth and future profitability.

The solution

Our Private Patients experts reviewed processes and made hands-on and easily implemented recommendations to improve and grow the service, including:

- Six months of operational activity reviewed, and the Private Patient database audited.
- Staffing structure review completed and recommendations made to allow for future growth.
- Manual processing removed and accurate and up to date pricing resource being put in place.
- New policies written and industry standards introduced, increasing safety measures and improving efficiency.

The results

- Billing resource reduced from 20 days per month to **5 days**, saving time and resource at the Trust.
- Undercharges and missed charges identified led to additional cash of **£546,945**, plus an annual increase of **£560,772** for the organisation - cash to be reinvested into essential services.



As your organisation's partner, we take a hands-on approach and the time to become part of the Private Patients team. We advise and support the advancement of your Private Patient business as and when you need us, and by optimising Private Patients' services."

- Keeley Webber – Senior Regional Manager, Liaison Financial