



**Liaison**  
Group

Transforming the  
health economy



**Birmingham and Solihull**

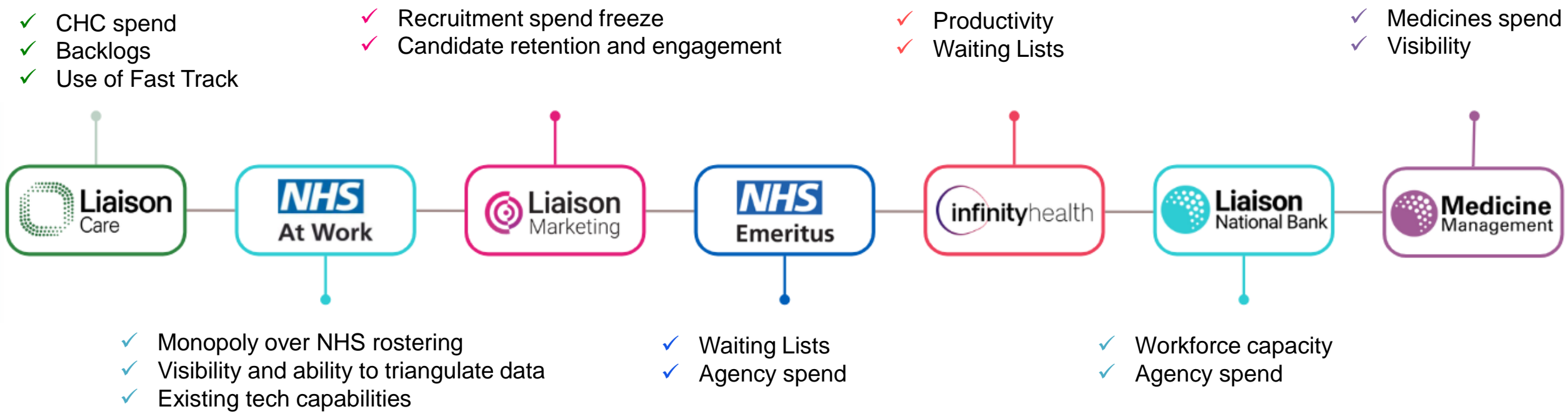
Three-year savings and transformation opportunities

# The National Savings Opportunity with Liaison Group



# Story of the last three years

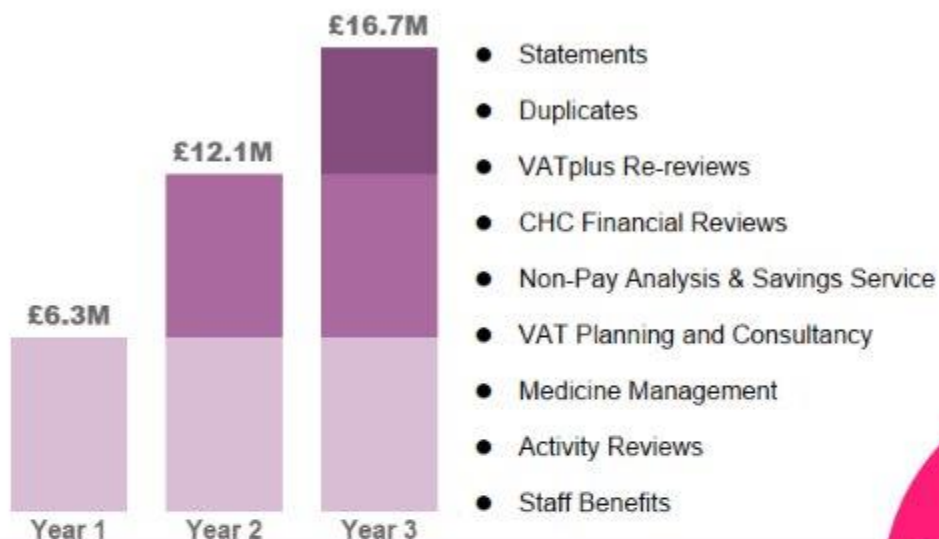
## Innovating to address national challenges, including:



# Your Three Year Savings Opportunity Dashboard

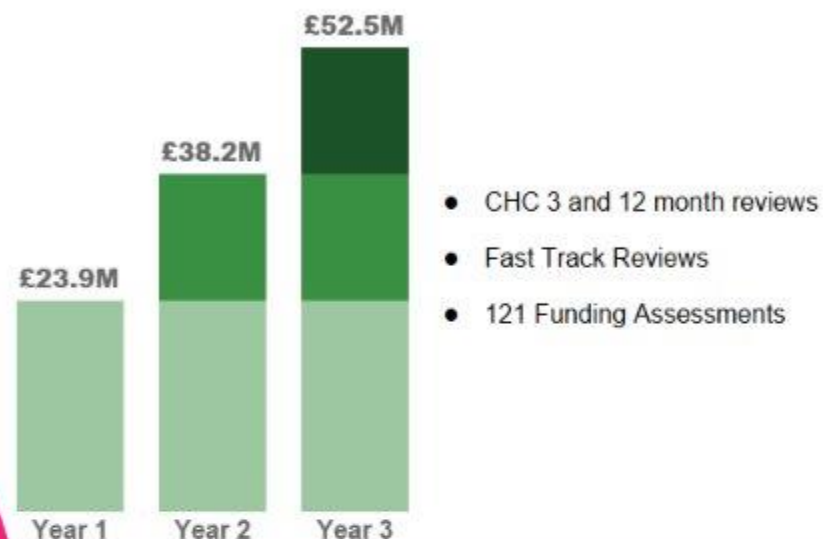
£16.7M

## Sustainable Financial Recovery



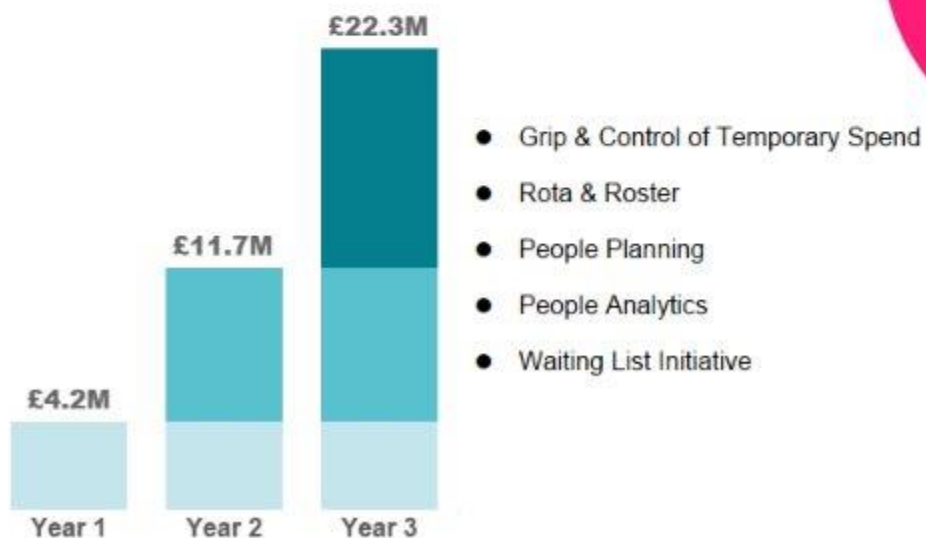
## CHC Optimisation

£52.5M



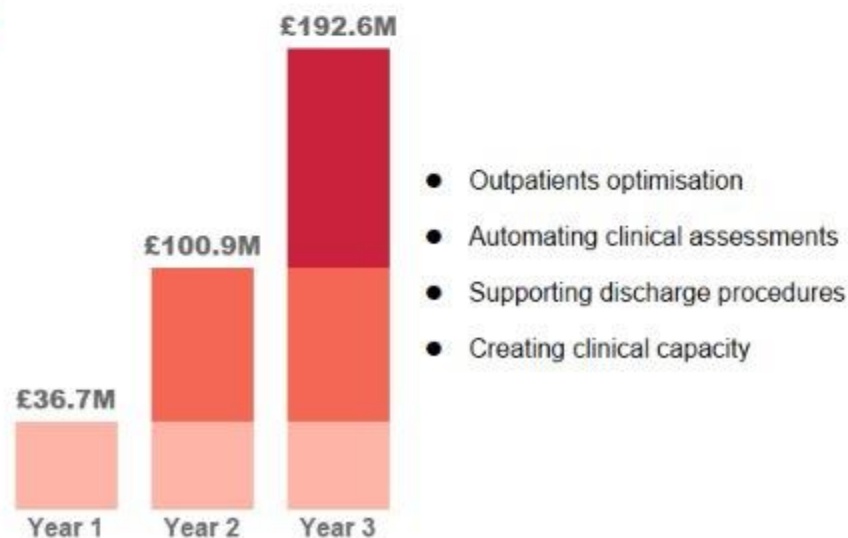
£22.3M

## Workforce Productivity and Efficiency



## Clinical Transformation

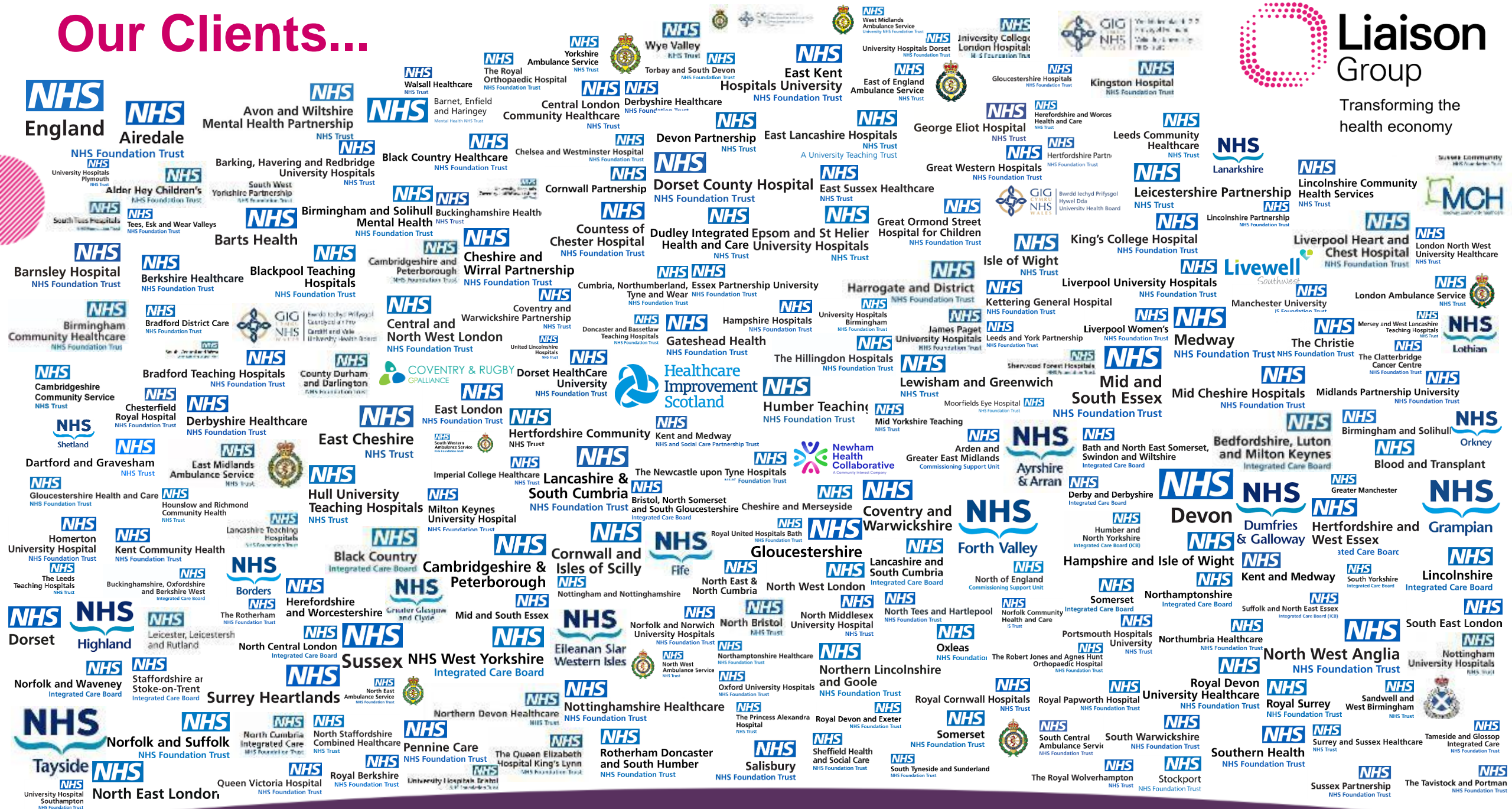
£192.6M



£284.1M



## Transforming the health economy




# Delivering transformation across four key areas of the NHS

1

The Challenge

- NHS Financial Deficit
- Grip and control

Our Solution




Financial Recovery Programme

Outcomes Delivered

- Savings in non-pay spend of **£217m** in 2023
- £135m** saved via our VATflow service alone
- Average savings of **£320k per org** with VATplus Re-review service
- Financial recovery for 35 years, working with **72%** of the NHS


Success Stories

“The team are extremely knowledgeable, assurance that all areas have been reviewed and all VAT efficiencies have been maximised. As a result, they identified £325,000.”



2


- Paybill and Agency overspend
- High WTE
- Poor productivity



Workforce Productivity and Efficiency Journey

- Reduced Agency Bill by **20 - 25%**
- Increasing average bank fill rates to **53%**
- Saving **42 working days** per organisation per year in invoice processing admin
- Increased workforce productivity for **104** NHS organisations

Walsall Healthcare NHS Trust achieved a 41% reduction in monthly agency spend, increasing bank fill from 30% to 66% and delivered annualised savings of over £3million.




# Delivering transformation across four key areas of the NHS

3

The Challenge

- Need for high quality services focussed on delivering the right package of individualised care

Our Solution




CHC Optimisation Solutions

Outcomes Delivered

- Average efficiencies of **15 - 30%** per case load
- Care packages rightsized through clinical-led reviews - **4,800** case reviews to date, with **£46m** savings delivered
- Partnering with over **30%** of ICBs

Success Stories

“I’ve found it to be a great experience working with Liaison Care, who clinically reviewed our backlog of CHC cases. I have found them to be knowledgeable, responsive and capable.”




4

The Challenge

- Poor patient flow and productivity
- Need for true hospital at home solution
- Increased demand from patients without bed space in hospital

Our Solution




Clinical Transformation Approach

Outcomes Delivered

- Discharging patients **5** days sooner with over **£5m** costs saved
- **43%** capacity increase
- Saves **20,000 bed days** in a year
- **100 patients** at any one time in hospital at home
- Own bed is best bed

Success Stories

“It has helped us to manage our caseload safely and efficiently and support more patients to recover in their own home. This helps to free up beds for patients who need to receive treatment in hospital.”



**Over to you**



## Birmingham and Solihull ICS

		Birmingham Women's and Children's NHS Foundation Trust	The Royal Orthopaedic Hospital NHS Foundation Trust	University Hospitals Birmingham NHS Foundation Trust	Birmingham & Solihull Mental Health NHS Foundation Trust	Birmingham Community Healthcare NHS Foundation Trust	NHS Birmingham And Solihull ICB	Grand Total
Sustainable Financial Recovery	Duplicates	59K	59K		59K	59K		236K
	Statements	63K	63K		63K	63K		252K
	Non-Pay Analysis & Savings Service	450K	450K		300K	225K		1,425K
	Staff Benefits	1,621K	338K	5,907K	1,199K	1,264K		10,328K
	VATplus Re-reviews	258K	711K			258K		1,227K
	CHC Financial Reviews						158K	158K
	Medicine Management						2,910K	2,910K
	ICB Duplicates						63K	63K
	ICB Statements						74K	74K
	Total	2,451K	1,621K	5,907K	1,621K	1,869K	3,204K	16,672K
Workforce Productivity and Efficiency	Grip and Control	560K	331K	3,438K	672K	794K		5,794K
	People Analytics	23K	5K	113K	20K	24K		185K
	People Planning	1,253K	219K	4,735K	1,287K	1,221K		8,716K
	Rota & Roster	900K	223K	4,894K	708K	878K		7,603K
	Total	2,735K	779K	13,181K	2,687K	2,917K		22,298K
CHC Optimisation	121 Funding Assessments						24,953K	24,953K
	CHC 3 and 12 month reviews						10,009K	10,009K
	Fast Track Reviews						17,510K	17,510K
	Total						52,472K	52,472K
Clinical Transformation	Infinity	31,511K	5,690K	113,941K	19,707K	21,791K		192,639K
Total 3 Years Savings Opportunity		36,697K	8,090K	133,028K	24,014K	26,576K	55,677K	284,081K

## Our People



I would just like to provide some feedback on Natalie Tudor during the DE implementation process:

Natalie's energy and enthusiasm has driven this project – without her I don't think we would be anywhere near starting up with DE so quickly. Nothing is too much trouble for Nat; she always volunteers for those difficult jobs and goes above and beyond what could reasonably be expected. Natalie has been extremely supportive during this time and is always available for a call at very short notice. Natalie shows great initiative and a “can-do” attitude that is a credit to her and Liaison as her employer.

Richard Williamson  
Senior Procurement  
Category Manager  
(Workforce)



## Our Processes



There was some organisational nervousness about outsourcing reviews, but the quality of services and ability to flex to meet Welsh requirements has been outstanding with a focus at all times on clinical quality not finances.

The Liaison processes are efficient, comprehensive and well documented with several families taking time to comment on their caring approach in remote reviews to ensure the patient/ family voice is heard and recorded fully.

When dealing with complex clinical cases clinical grey areas are inevitable in a few cases: I have been really pleased and impressed with how individual cases and partnership working with us has been undertaken to ensure the individual is fairly and equitable at the centre of all decisions.

Head of CHC  
Commissioning



## Our Tech



As a department, we can see the full benefits of the new system. Through fully utilising the outsourcing function, we now have better oversight and understanding of our rota gaps and locum spend. This, paired with our new safe staffing level guide, has resulted in a reduction of our locum use from 10.4 WTE to 5.2 WTE in just 8 weeks – an overall saving of around £30,000 per month.

The main driving factor for this improvement is the visibility that NHS at Work offers, with the outsourcing function allowing it to interact with TempRE. As the system has allowed us to reduce our need for locums, we have also seen a quicker uptake of shifts, more than halving the average time it takes to fill a locum shift to 52 hours.

Catrin Fear  
Operations and  
Performance Manager,  
Emergency Medicine



# Our approach



Our focus is on true partnership over transactions. With Liaison Group you can expect:



**Collaboration**



**Shared Vision**



**True Partnership**



**Commitment to  
Improving Patient Care**

Each of our 385 NHS experts has a shared passion – to help create the best NHS for themselves and their loved ones.

That's just one of the reasons we take the risk of offering our services on a savings-contingent arrangement.

Start your savings journey with Liaison Group today.  
Contact your Account Manager or get in touch at [LiaisonGroup.com](https://LiaisonGroup.com)