



Liaison
Group

Transforming the
health economy



**Cheshire and
Merseyside**
Health and Care Partnership

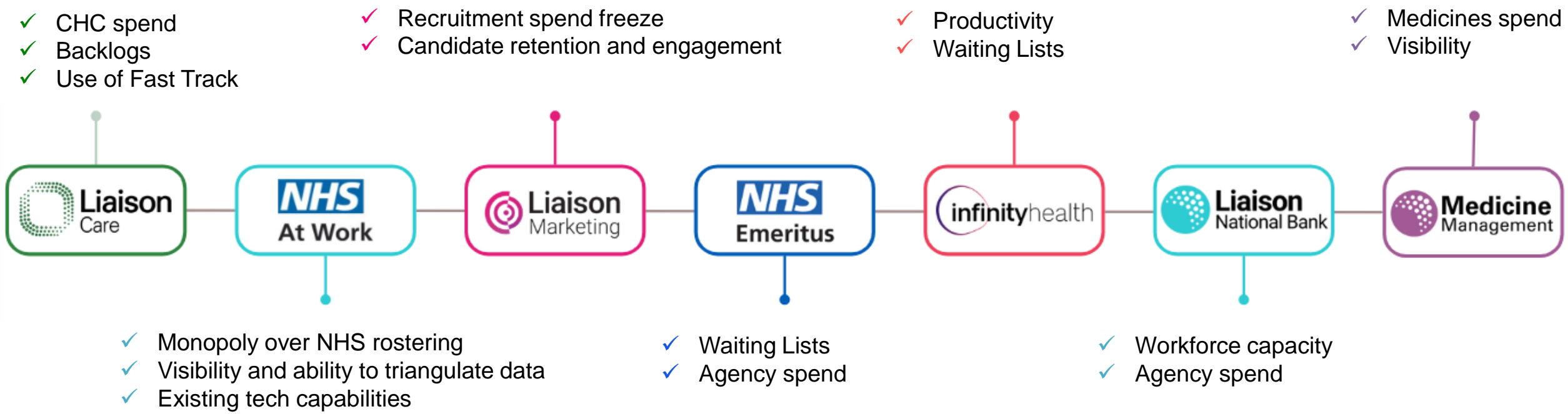
Three-year savings and transformation opportunities

The National Savings Opportunity with Liaison Group



Story of the last three years

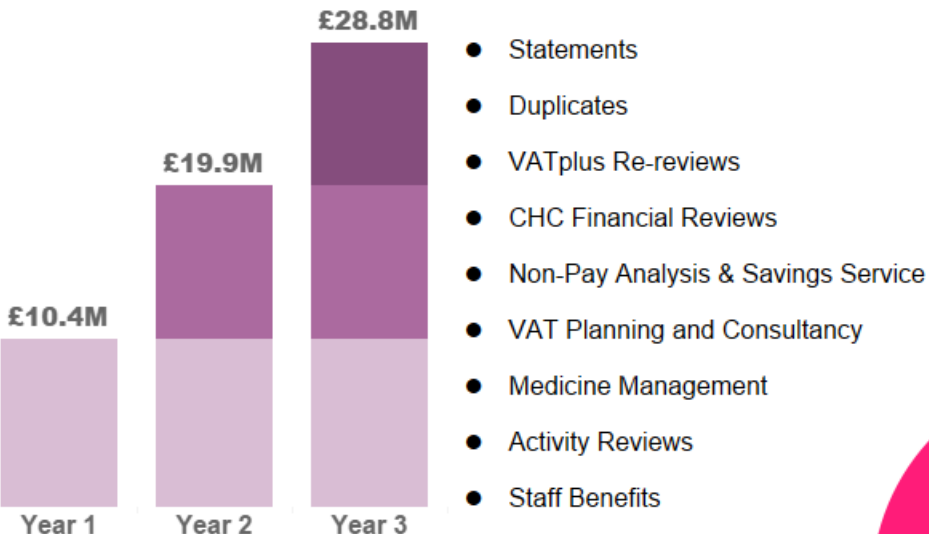
Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard

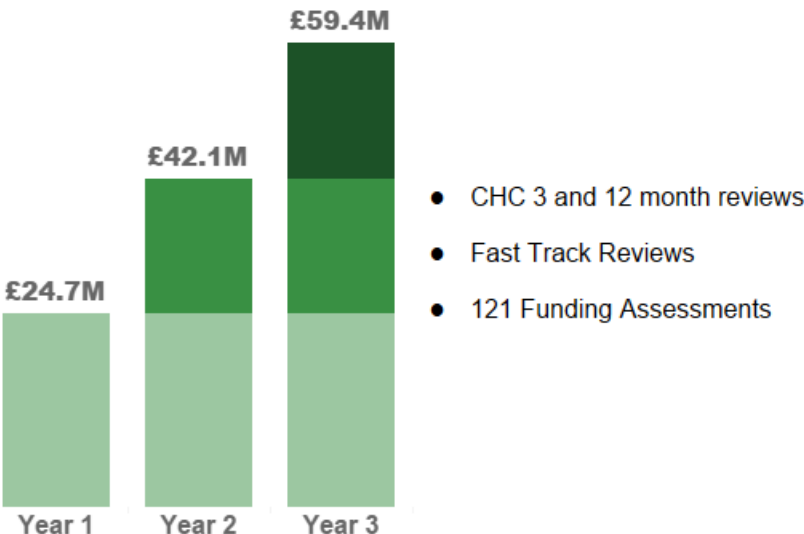
£28.8M

Sustainable Financial Recovery



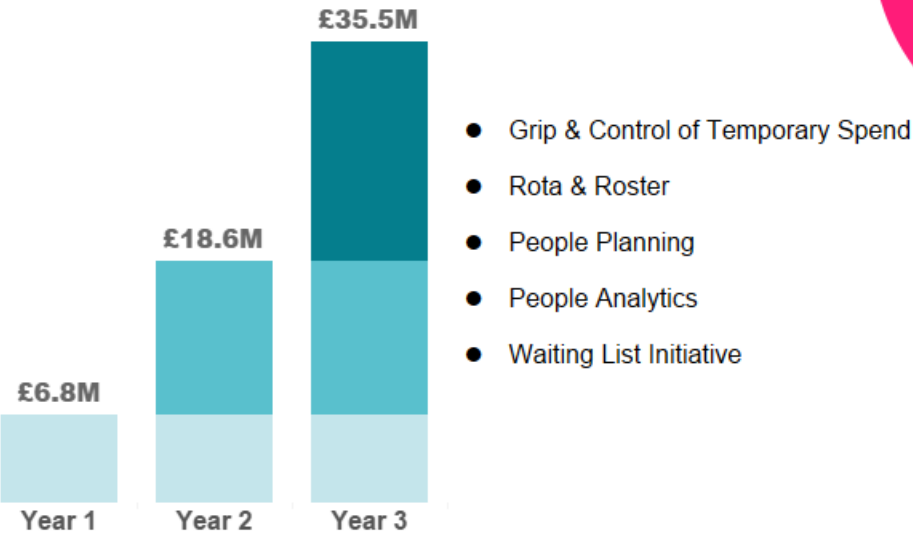
£59.4M

CHC Optimisation



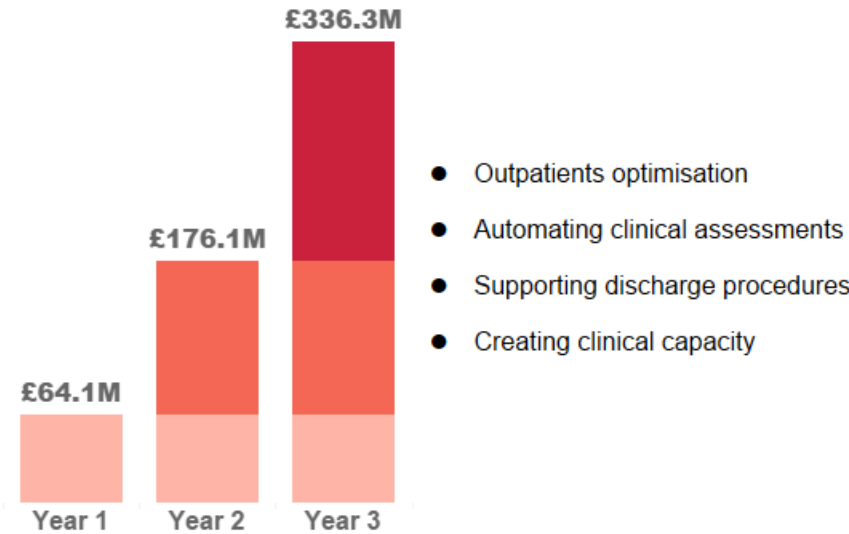
£35.5M

Workforce Productivity and Efficiency



£336.3M

Clinical Transformation



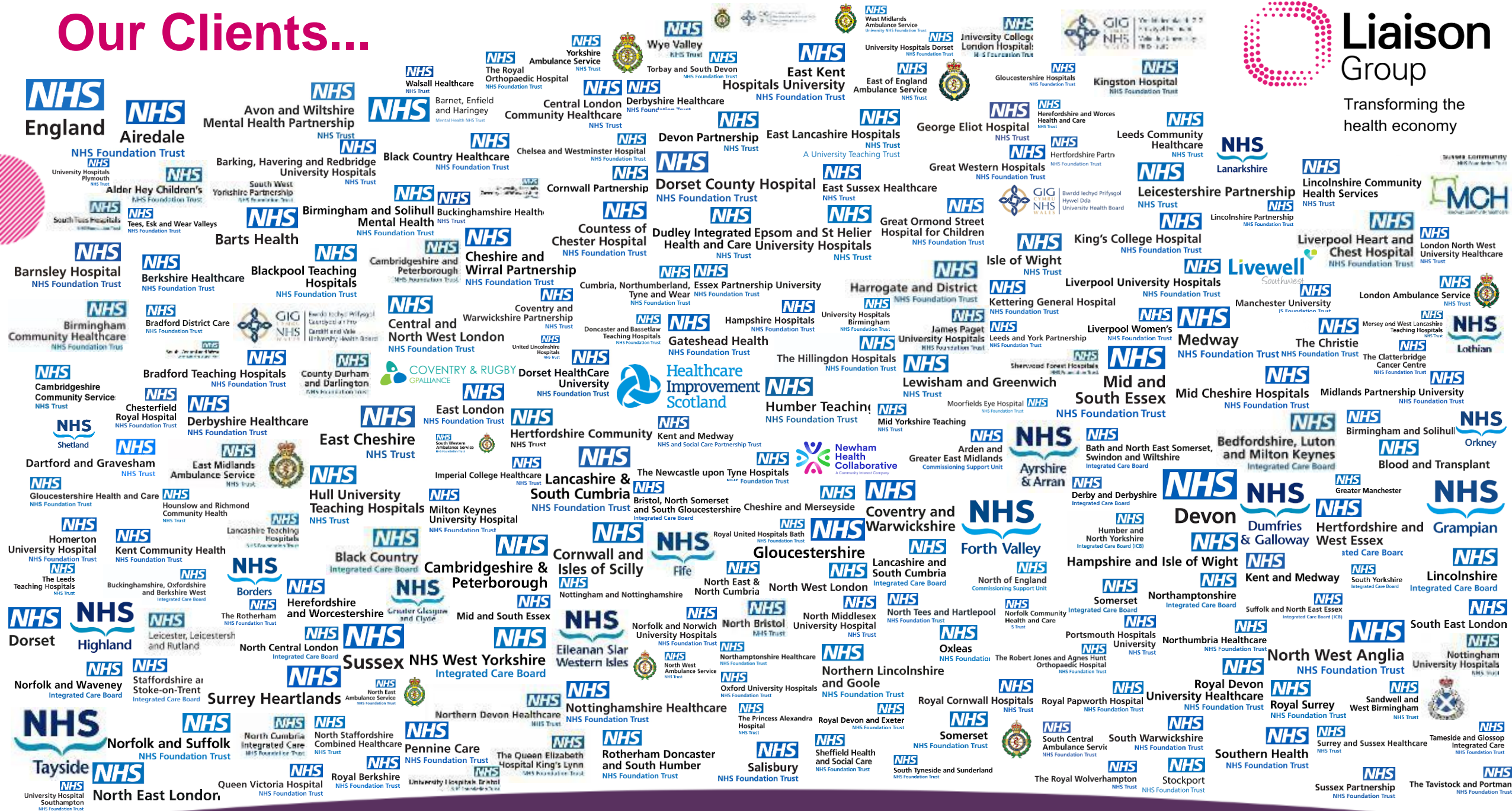
£459.9M

Our Clients...



Liaison Group

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

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."



3

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



Clinical Transformation Approach

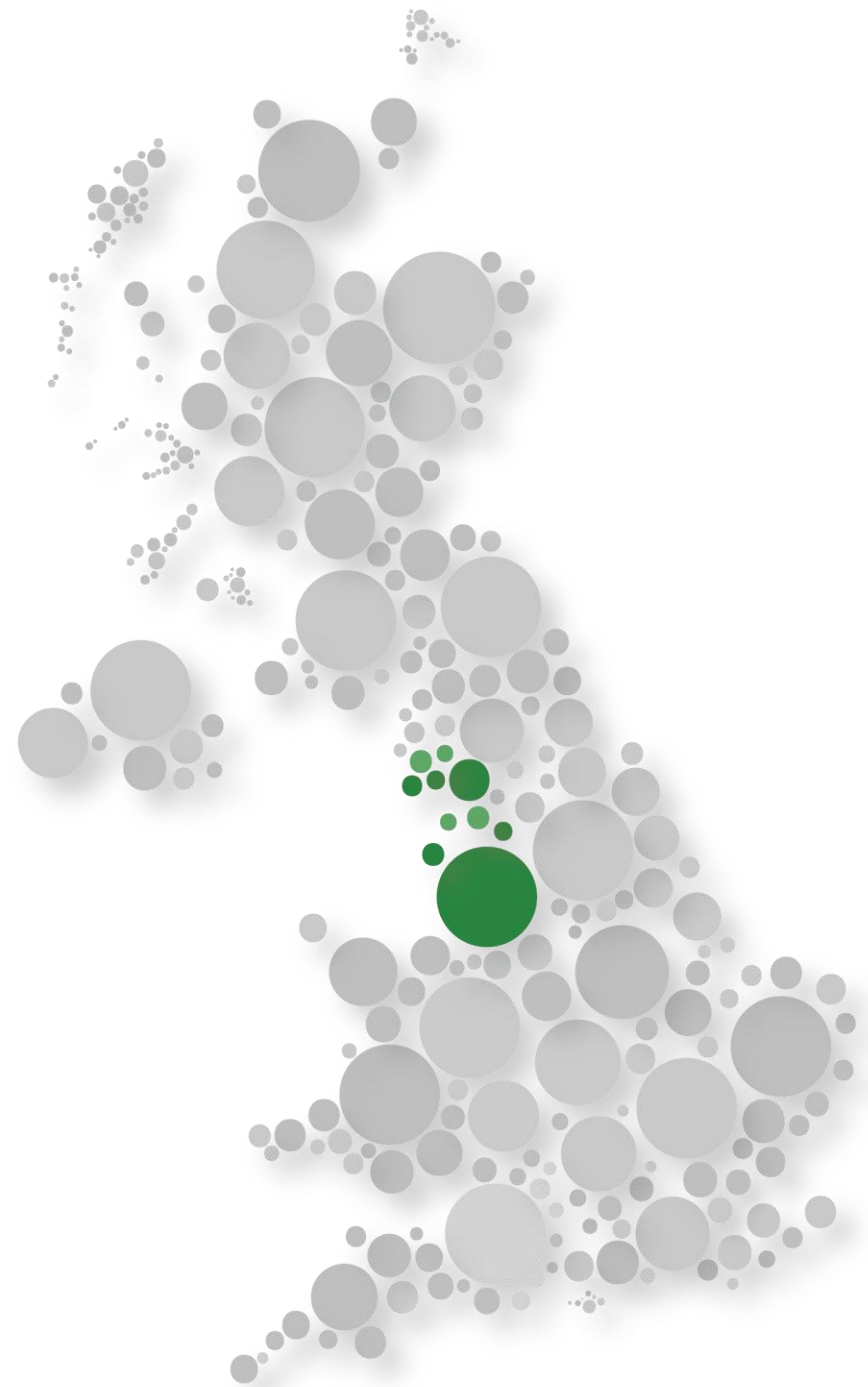
- Discharging patients **5** days sooner with over **£5m** costs saved
- **43%** capacity increase
- Saves **20,000 bed days** in a year
- **100 patients** at any one time in hospital at home
- Own bed is best bed

"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."



4

Over to you



Cheshire and Merseyside Health and Care Partnership ICS

		Alder Hey Children's NHS Foundation Trust	Countess of Chester Hospital NHS Foundation Trust	East Cheshire NHS Trust	Liverpool Heart and Chest Hospital NHS Foundation Trust	Liverpool University Hospitals NHS Foundation Trust	Liverpool Women's NHS Foundation Trust	Mersey and West Lancashire Teaching Hospitals NHS Trust	Mid Cheshire Hospitals NHS Foundation Trust	The Clatterbridge Cancer Centre NHS Foundation Trust	The Walton Centre NHS Foundation Trust	Warrington & Halton Teaching Hospitals NHS Foundation Trust	Wirral University Teaching Hospital NHS Foundation Trust	Cheshire and Wirral Partnership NHS Foundation Trust	Mersey Care NHS Foundation Trust	Bridgewater Community Healthcare NHS Foundation Trust	Wirral Community Health and Care NHS Foundation Trust	NHS Cheshire And Merseyside ICB	Grand Total
Sustainable Financial Recovery	Duplicates		59K		59K	59K		59K	59K	59K	59K		59K	59K	59K	59K	59K		708K
	Statements		63K		63K	63K	63K	63K	63K	63K	63K	63K	63K	63K	63K	63K	63K		882K
	Non-Pay Analysis & Savings Service	450K	450K		450K	450K	450K	450K	450K	450K	450K	450K	450K	300K	300K	225K			5,775K
	Staff Benefits	1,083K		672K	459K		435K	2,626K	1,376K	465K	375K	1,127K	1,635K	1,007K	2,619K	384K			14,263K
	VATplus Re-reviews		258K		258K	258K	258K		258K		258K	756K			1,728K	756K			4,788K
	CHC Financial Reviews																		
	Medicine Management																	2,411K	2,411K
	ICB Duplicates																		
	ICB Statements																		
	Total	1,533K	830K	672K	1,289K	830K	1,206K	3,198K	2,206K	1,037K	1,205K	2,396K	2,207K	1,429K	4,769K	1,487K	122K	2,411K	28,827K
Workforce Productivity and Efficiency	Grip and Control	156K	958K	614K	86K	1,255K	140K	1,044K	1,038K	95K	110K	865K	669K	386K	1,222K	242K	150K		9,032K
	People Analytics	13K	23K	12K	6K	91K	4K	33K	20K	5K	7K	22K	29K	22K	38K	8K	2K		334K
	People Planning	560K	965K	550K	257K	3,201K	213K	2,010K	1,007K	284K	327K	971K	1,221K	1,151K	1,910K	398K	165K		15,192K
	Rota & Roster	422K	854K	473K	169K	2,482K	120K	1,257K	694K	206K	225K	943K	862K	636K	1,177K	263K	121K		10,901K
	Total	1,151K	2,801K	1,648K	518K	7,029K	478K	4,344K	2,759K	590K	669K	2,801K	2,781K	2,195K	4,347K	910K	438K		35,459K
CHC Optimisation	121 Funding Assessments																	59,369K	59,369K
	CHC 3 and 12 month reviews																		
	Fast Track Reviews																		
	Total																	59,369K	59,369K
Clinical Transformation	Infinity	20,168K	21,334K	13,224K	8,058K	64,161K	8,337K	44,146K	22,717K	7,809K	6,894K	21,805K	27,711K	15,877K	40,544K	6,752K	6,734K		336,270K
Total 3 Years Savings Opportunity		22,852K	24,965K	15,544K	9,865K	72,021K	10,020K	51,688K	27,682K	9,436K	8,767K	27,002K	32,699K	19,501K	49,660K	9,150K	7,294K	61,780K	459,925K

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