



**Liaison**  
Group

Transforming the  
health economy



**Coventry and  
Warwickshire**

Three-year savings and transformation opportunities



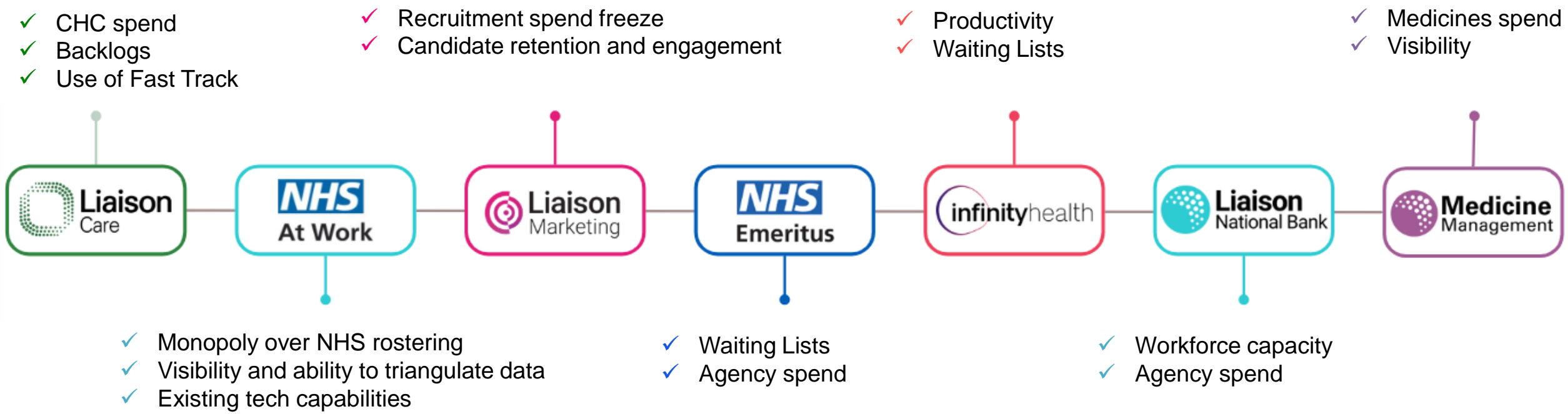
# The National Savings Opportunity with Liaison Group





# Story of the last three years

Innovating to address national challenges, including:

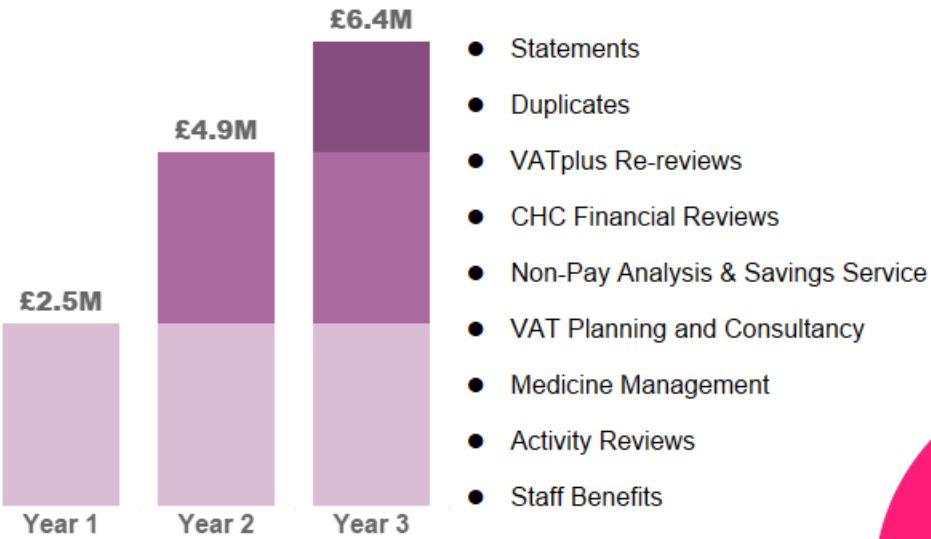




# Your Three Year Savings Opportunity Dashboard

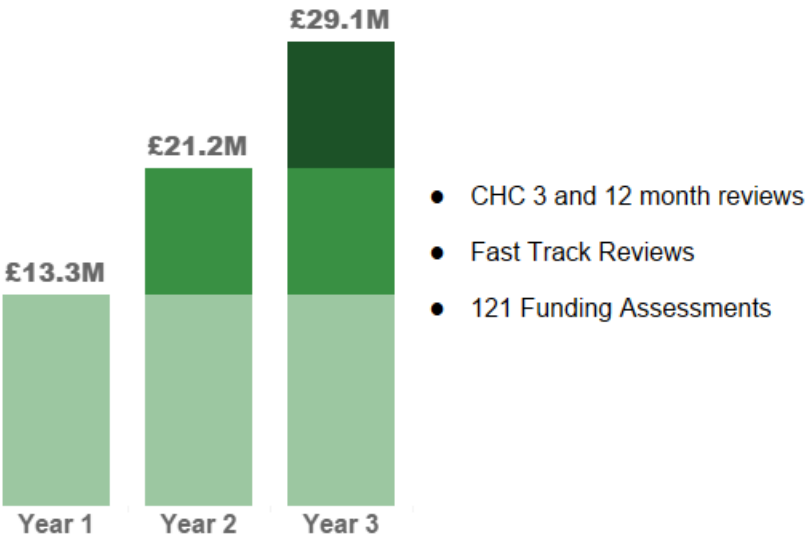
£6.4M

## Sustainable Financial Recovery



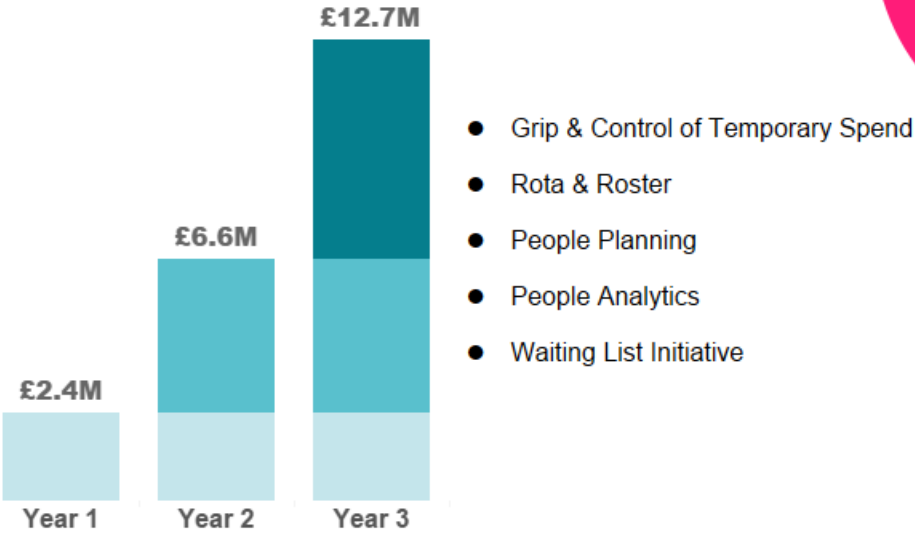
## CHC Optimisation

£29.1M



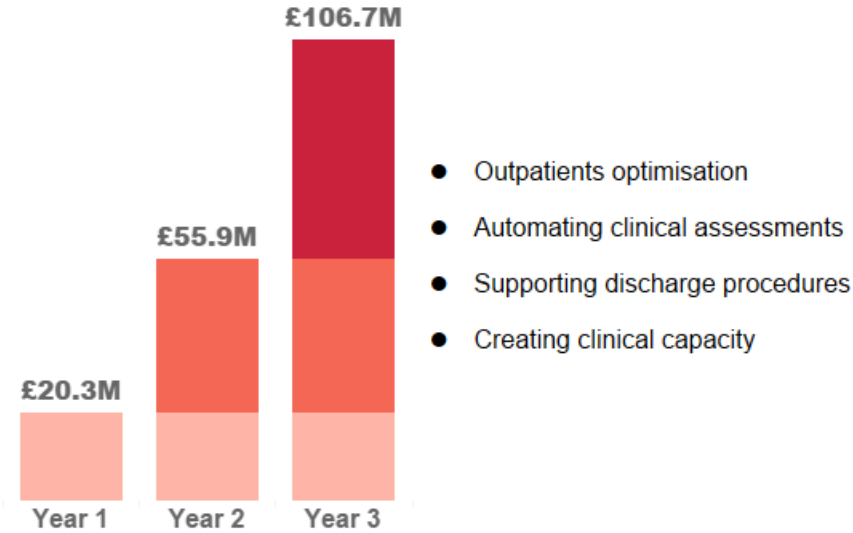
£12.7M

## Workforce Productivity and Efficiency



## Clinical Transformation

£106.7M



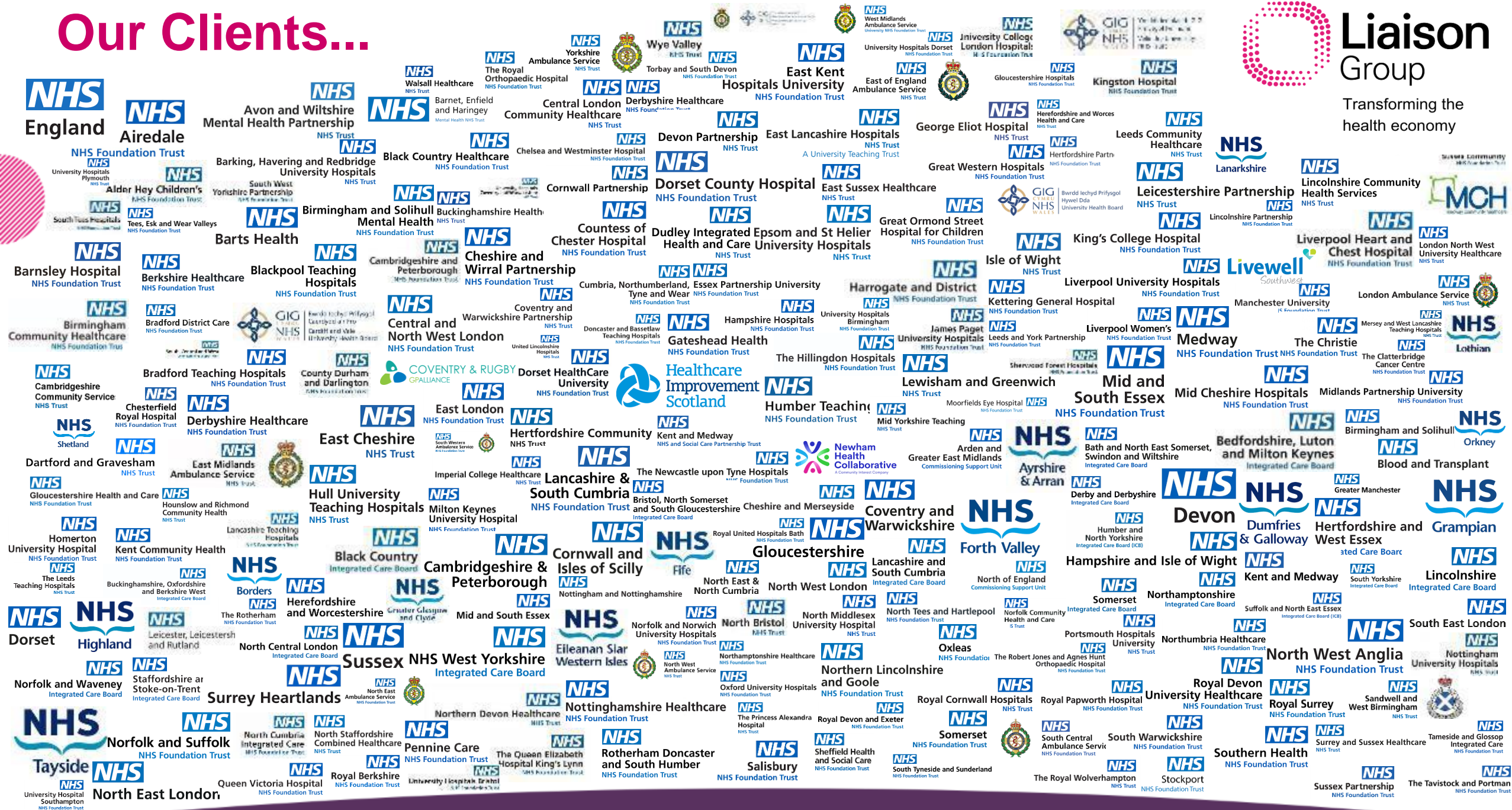
£154.8M





**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**





## Coventry and Warwickshire ICS

		George Eliot Hospital NHS Trust	South Warwickshire University NHS Foundation Trust	University Hospitals Coventry and Warwickshire NHS Trust	Coventry & Warwickshire Partnership NHS Trust	NHS Coventry And Warwickshire ICB	Grand Total
Sustainable Financial Recovery	Duplicates	59K			59K		118K
	Statements	63K			63K		126K
	Non-Pay Analysis & Savings Service	450K	450K		300K		1,200K
	Staff Benefits	750K	1,368K		926K		3,045K
	VATplus Re-reviews						
	CHC Financial Reviews						
	Medicine Management					1,880K	1,880K
	ICB Duplicates						
	ICB Statements						
	Total	1,322K	1,818K		1,348K	1,880K	6,369K
Workforce Productivity and Efficiency	Grip and Control	751K	848K	1,215K	798K		3,613K
	People Analytics	11K	24K	55K	15K		105K
	People Planning	571K	1,134K	2,414K	890K		5,009K
	Rota & Roster	521K	909K	1,887K	625K		3,941K
	Total	1,854K	2,915K	5,572K	2,329K		12,669K
CHC Optimisation	121 Funding Assessments					14,039K	14,039K
	CHC 3 and 12 month reviews					5,632K	5,632K
	Fast Track Reviews					9,439K	9,439K
	Total					29,110K	29,110K
Clinical Transformation	Infinity	15,224K	26,328K	49,729K	15,418K		106,698K
Total 3 Years Savings Opportunity		18,400K	31,062K	55,300K	19,094K	30,990K	154,846K



## 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)