



Liaison
Group

Transforming the
health economy



Hampshire and Isle of Wight

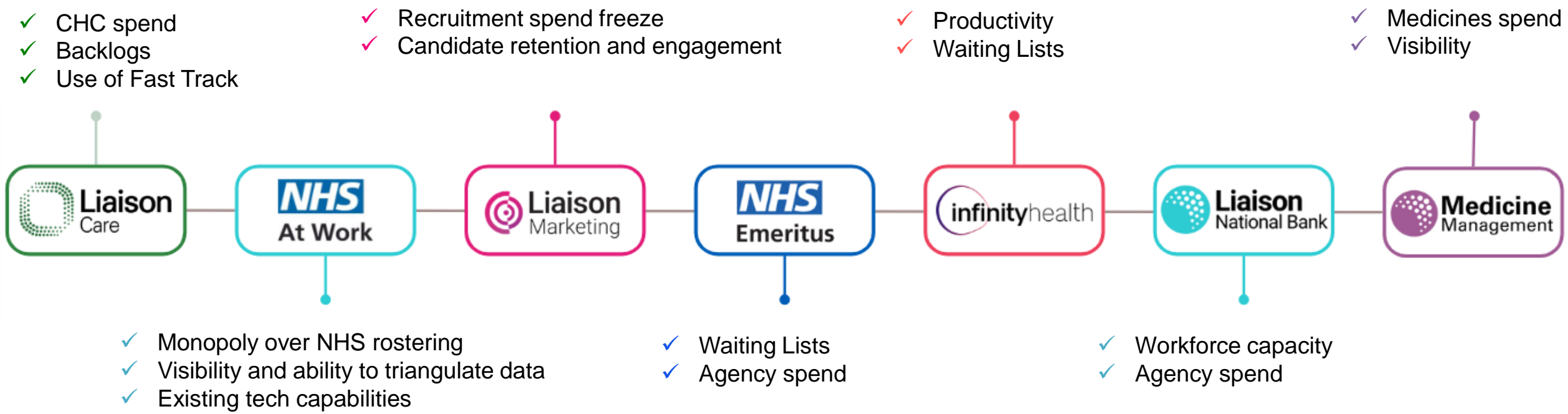
Three-year savings and transformation opportunities

The National Savings Opportunity with Liaison Group



Story of the last three years

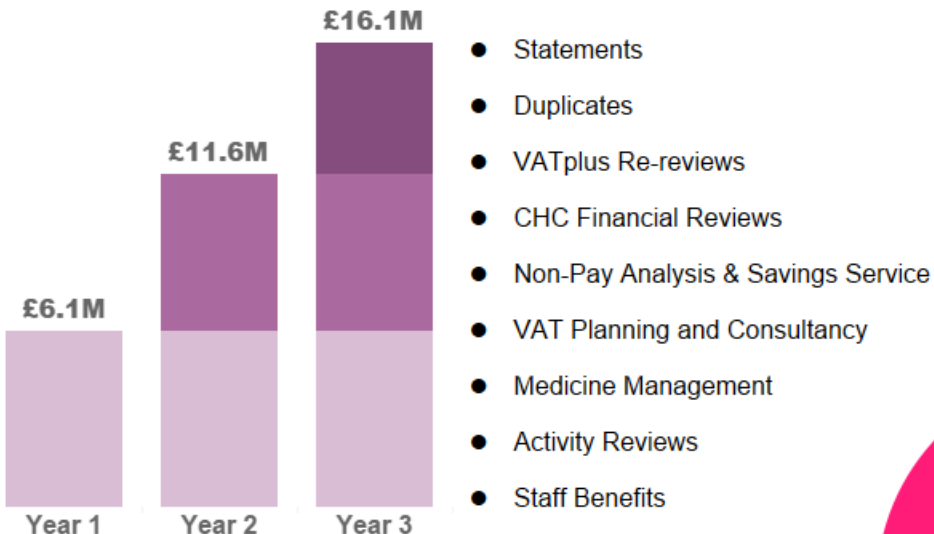
Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard

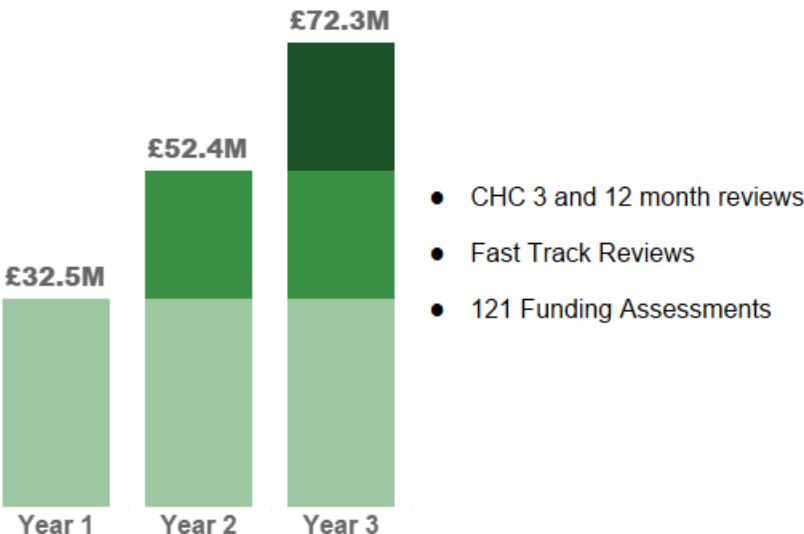
£16.1M

Sustainable Financial Recovery



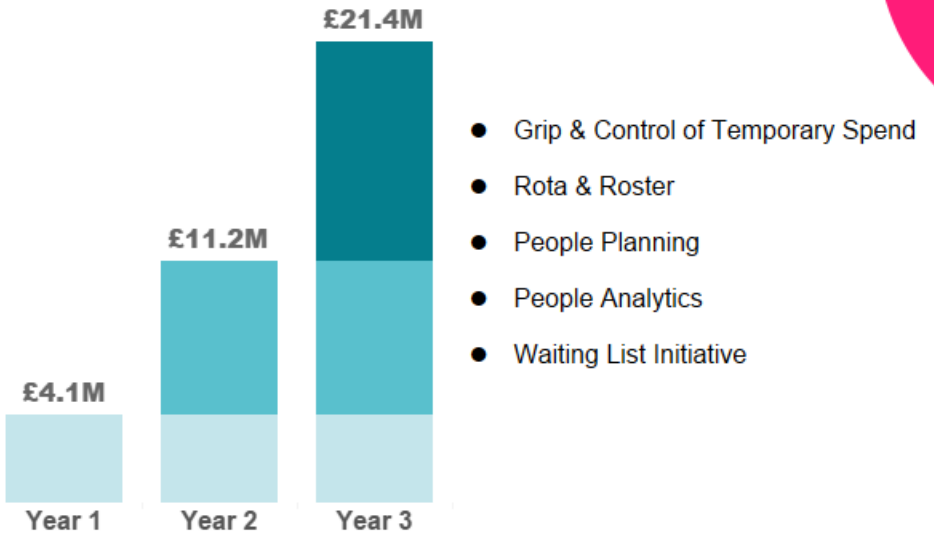
£72.3M

CHC Optimisation



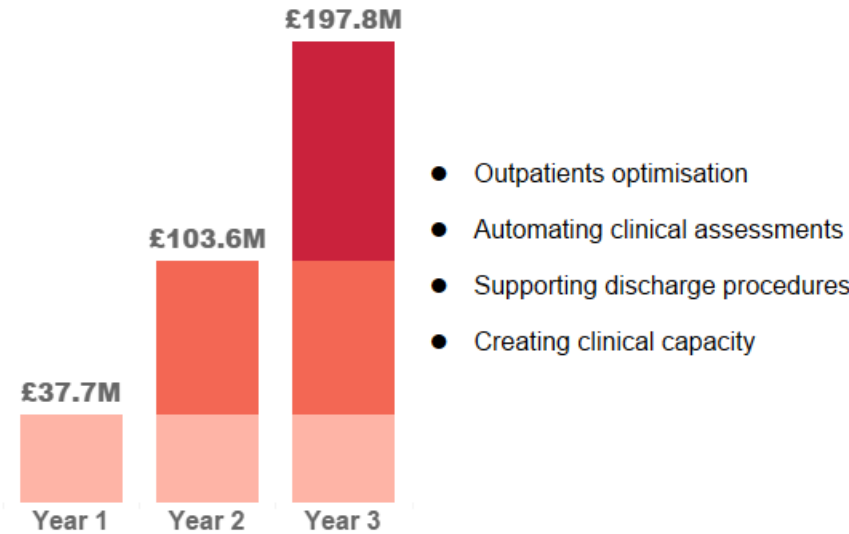
£21.4M

Workforce Productivity and Efficiency



£197.8M

Clinical Transformation

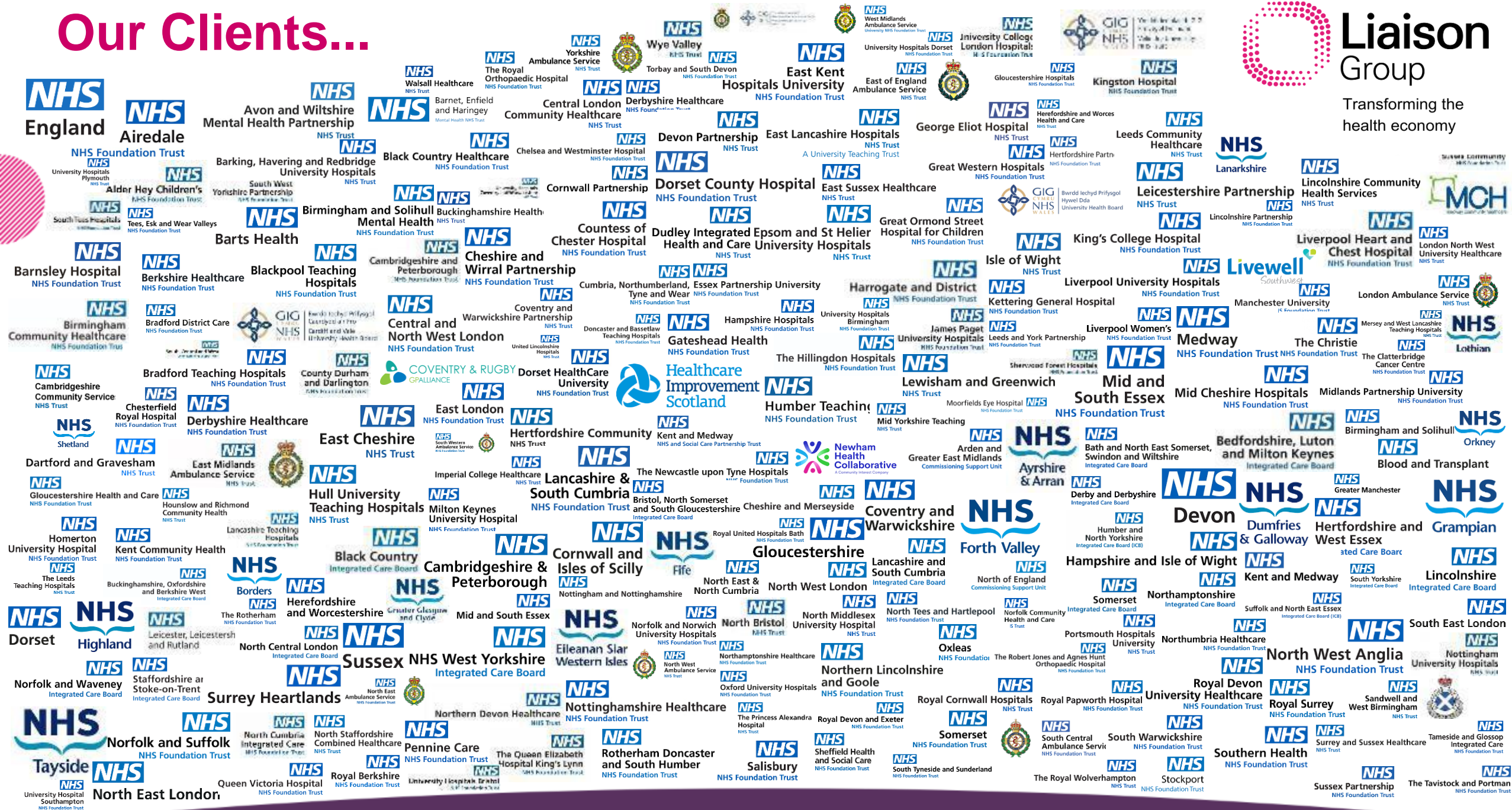


£307.6M

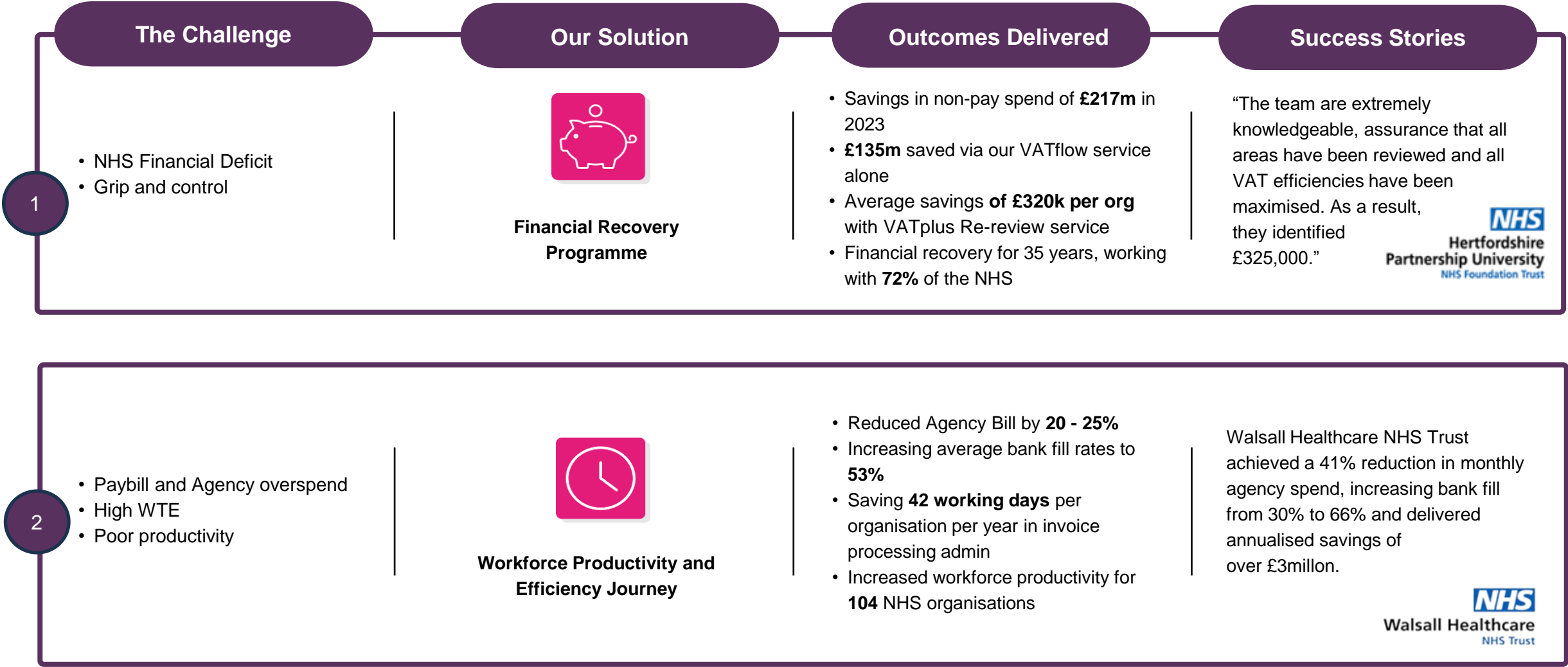


Liaison
Group

Transforming the health economy



Delivering transformation across four key areas of the NHS



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



Hampshire and the Isle of Wight ICS

		Hampshire Hospitals NHS Foundation Trust	Isle of Wight NHS Trust	Portsmouth Hospitals University NHS Trust	University Hospital Southampton NHS Foundation Trust	Hampshire & Isle of Wight Healthcare NHS Foundation Trust - SH	Hampshire & Isle of Wight Healthcare NHS Foundation Trust - SO	South Central Ambulance Service NHS Foundation Trust	NHS Hampshire And Isle Of Wight ICB	Grand Total
Sustainable Financial Recovery	Duplicates	59K		59K	59K	59K	59K	59K		354K
	Statements	63K	63K	63K	63K	63K	63K	63K		441K
	Non-Pay Analysis & Savings Service	450K	450K	450K	450K	300K	225K			2,325K
	Staff Benefits		713K	2,106K	3,234K	2,029K	1,005K			9,086K
	VATplus Re-reviews		258K		258K		675K			1,191K
	CHC Financial Reviews								158K	158K
	Medicine Management								2,433K	2,433K
	ICB Duplicates								63K	63K
	ICB Statements								74K	74K
	Total	572K	1,484K	2,678K	4,064K	2,451K	2,027K	122K	2,727K	16,124K
Workforce Productivity and Efficiency	Grip and Control	685K	1,001K	1,131K	1,121K	1,569K	426K			5,933K
	People Analytics	20K	10K	34K	43K	34K	17K			157K
	People Planning	1,084K	509K	1,742K	2,712K	2,205K	989K			9,241K
	Rota & Roster	663K	642K	1,315K	1,856K	1,028K	600K			6,104K
	Total	2,452K	2,162K	4,222K	5,732K	4,836K	2,031K			21,435K
CHC Optimisation	121 Funding Assessments								28,875K	28,875K
	CHC 3 and 12 month reviews								11,582K	11,582K
	Fast Track Reviews								31,806K	31,806K
	Total								72,263K	72,263K
Clinical Transformation	Infinity	33,324K	12,584K	44,114K	64,577K	27,959K	15,238K			197,796K
Total 3 Years Savings Opportunity		36,348K	16,229K	51,014K	74,373K	35,246K	19,296K	122K	74,990K	307,618K

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