



Liaison
Group

Transforming the
health economy



Hertfordshire and
West Essex Integrated
Care System

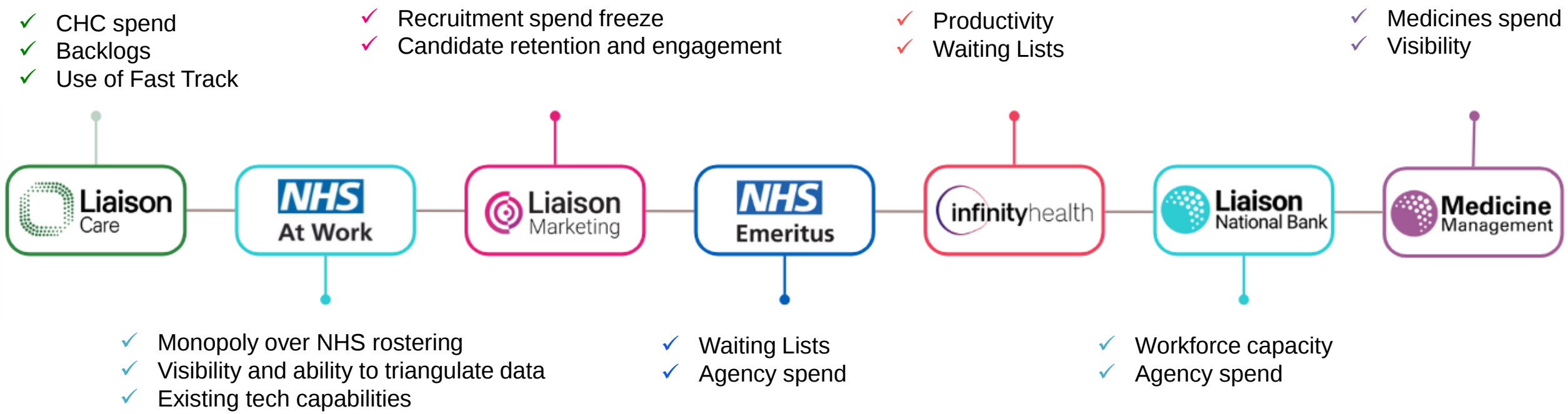
Three-year savings and transformation opportunities

The National Savings Opportunity with Liaison Group



Story of the last three years

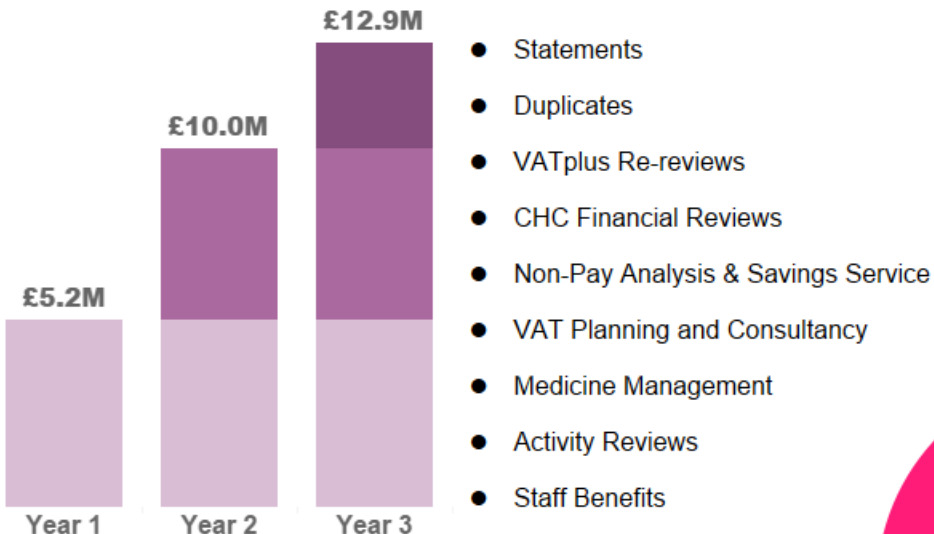
Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard

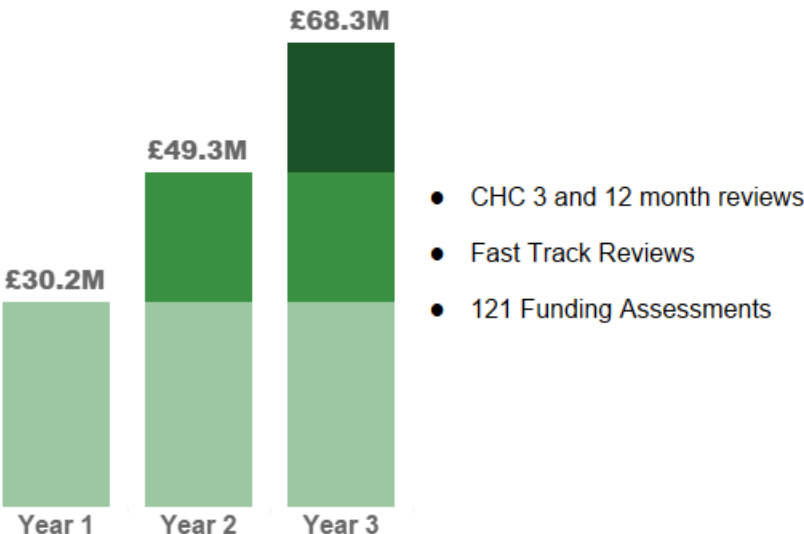
£12.9M

Sustainable Financial Recovery



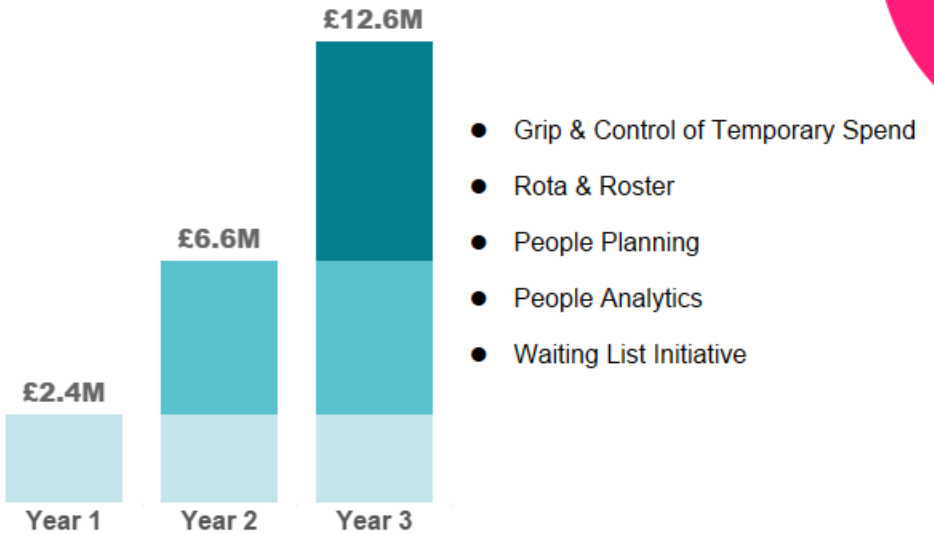
CHC Optimisation

£68.3M



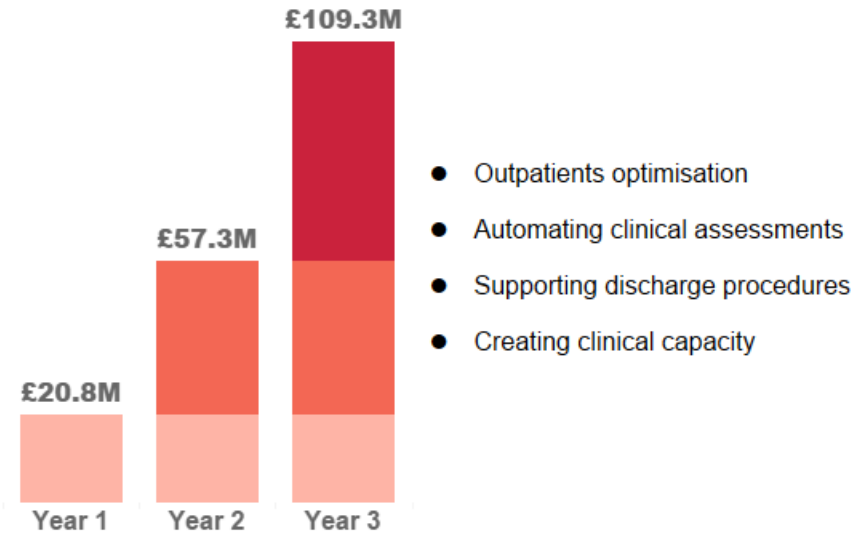
£12.6M

Workforce Productivity and Efficiency



Clinical Transformation

£109.3M



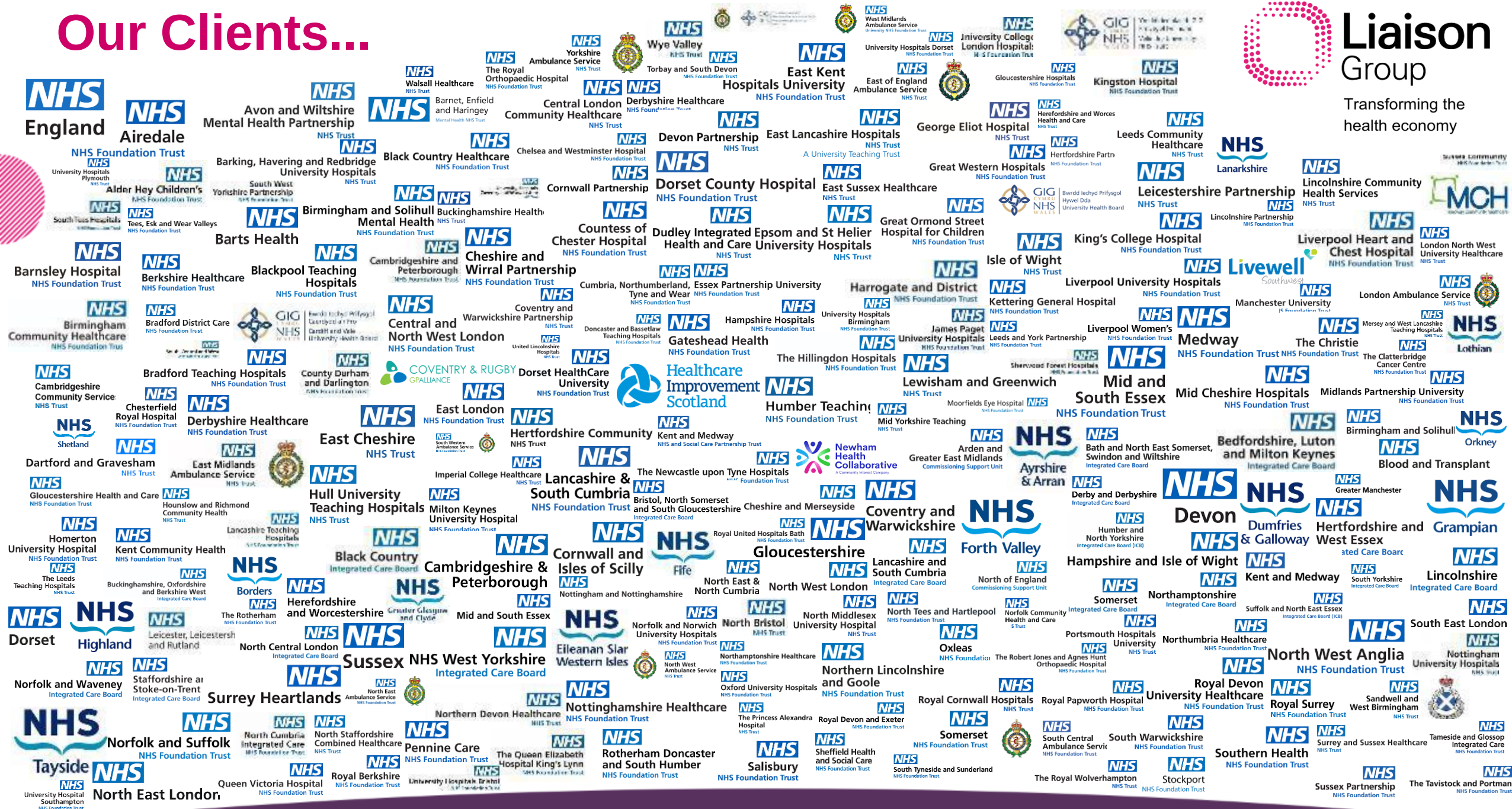
£203.2M

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."



4

- 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."



Over to you



Hertfordshire and West Essex ICS

		East & North Hertfordshire NHS Trust	Princess Alexandra Hospital NHS Trust	West Hertfordshire Hospitals NHS Trust	Hertfordshire Partnership NHS Foundation Trust	Hertfordshire Community NHS Trust	NHS Hertfordshire And West Essex 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	450K	300K	225K		1,875K
	Staff Benefits	1,610K	980K	1,353K	1,016K	621K		5,580K
	VATplus Re-reviews	138K		258K	258K			654K
	CHC Financial Reviews						158K	158K
	Medicine Management						4,050K	4,050K
	ICB Duplicates						63K	63K
	ICB Statements						74K	74K
	Total	2,320K	1,552K	2,183K	1,696K	846K	4,344K	12,941K
Workforce Productivity and Efficiency	Grip and Control	885K	975K	1,047K	899K	254K		4,061K
	People Analytics	25K	15K	16K	16K	9K		80K
	People Planning	1,338K	830K	983K	1,044K	630K		4,825K
	Rota & Roster	1,014K	912K	648K	677K	404K		3,655K
	Total	3,262K	2,731K	2,694K	2,636K	1,297K		12,621K
CHC Optimisation	121 Funding Assessments						21,031K	21,031K
	CHC 3 and 12 month reviews						8,436K	8,436K
	Fast Track Reviews						38,851K	38,851K
	Total						68,318K	68,318K
Clinical Transformation	Infinity	32,624K	21,000K	26,108K	18,896K	10,711K		109,339K
Total 3 Years Savings Opportunity		38,206K	25,283K	30,985K	23,228K	12,854K	72,662K	203,218K

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