

## The National Savings Opportunity with Liaison Group



Savings Opportunity £11.9bn

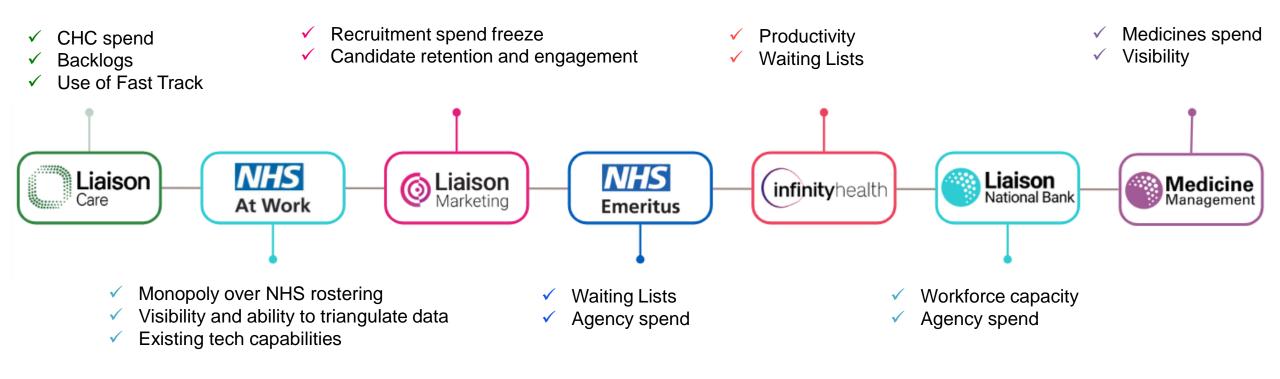
**Next three years** 

From this, your organisation's opportunity: £173.8m



### Story of the last three years

### Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard £43.0M £7.7M Sustainable Financial Recovery **CHC Optimisation** £7.7M £43.0M Statements Duplicates £6.0M £31.2M VATplus Re-reviews CHC 3 and 12 month reviews **CHC Financial Reviews**  Fast Track Reviews Non-Pay Analysis & Savings Service £19.3M £3.1M 121 Funding Assessments VAT Planning and Consultancy Medicine Management Activity Reviews Staff Benefits Year 2 Year 3 Year 3 Year 1 Year 1 Year 2 £173.8M £10.7M £112.4M Workforce Productivity and Efficiency **Clinical Transformation** £10.7M £112.4M Grip & Control of Temporary Spend Outpatients optimisation Rota & Roster Automating clinical assessments £5.6M £58.9M People Planning Supporting discharge procedures People Analytics Creating clinical capacity Waiting List Initiative £2.0M £21.4M

Year 2

Year 1

Year 3

Year 3

Year 2

Year 1

# **Our Clients...**

Avon and Wiltshire

Blackpool Teaching

NHS Foundation Trust

NHS Conditions value

NHS Trust

North Central London

South West

**Barts Health** 

Bradford District Care

**Derbyshire Healthcare** 

Lancashire Teaching

University Hospitals

Hospitals

County Durham

and Darlington

**East Cheshire** 

Black Country

The Rotherham and Worcestershire Greater Glesgue Mid and South Essex

**Hull University** 

NHS Trust

Teaching Hospitals Milton Keynes



Mental Health Partnership

Berkshire Healthcare

**Bradford Teaching Hospitals** 

East Midlands

Ambulance Service

Hounslow and Richmond

Community Health

Leicester, Leicestersh

Kent Community Health

and Berkshire West

and Rutland

NHS Foundation Trust

**NHS Foundation Trust** Barking, Havering and Redbridge Alder Hey Children's Yorkshire Partnership

NH5 South Tees Hespitals

Chesterfield

Royal Hospital

**Barnsley Hospital** 

Birmingham Community Healthcare

Community Service

NHS Dartford and Gravesham

Gloucestershire Health and Care NHS

Homerton **University Hospital** The Leeds Teaching Hospitals

Buckinghamshire, Oxfordshire

Highland

Staffordshire ar Norfolk and Waveney Stoke-on-Trent

Integrated Care Board Surrey Heartlands Ambulance Service Norfolk and Suffolk
NHS Foundation Trust
NHS Founda

NHS

NHS
Birmingham and Solihull Buckinghamshire Health
Mental Health

Walsall Healthcare

Black Country Healthcare

The Royal

Cambridgeshire and Cheshire and NHS Foundation Trust

COVENTRY & RUGBY Dorset HealthCare

Integrated Care Board Cambridgeshire & Isles of Scilly Fife

Sussex NHS West Yorkshire Integrated Care Board

Western Isles

North west
No

NHS Peterborough NHS

East London

Instan Trust

University Hospital

Coventry and

NHS

Barnet, Enfield and Haringey and Haringey London Community Healthcare

NHS

NHS Foundation Trust

NHS NHS

Peterborough Wirral Partnership

N-B Poundation Trust NHS Foundation Trust

Central and Warwickshire Partnership

North West London

NHS Foundation Trust

Orthopaedic Hospital

Queen Victoria Hospital

Royal Berkshire
NHS Foundation Trust
Inheredty I kepital. Erabal

Northern Devon Healthcare NHS Foundation Trust

and South Humber NHS Foundation Trust

Nottinghamshire Healthcare

Oxford University Tourist Rotherham Doncaster

NHS Salisbury

The Princess Alexandra Royal Devon and Exeter

Sheffield Health and Social Care

**NHS Foundation Trust** 

Somerset

Health and Care

NHS Foundation The Robert Jones and Agnes Hunt

Ambulance Service Stockport

South Central South Warwickshire NHS Foundation Trust
Southern Health NHS

NHS Trust NHS Foundation Trust

Royal Cornwall Hospitals Royal Papworth Hospital University Hospital National Royal Papworth Hospital University Hospital National Royal Papworth Hospital University Hospital Royal Papworth Hospital Royal Papworth Hospital University Hospital Royal Papworth Hospital Roy

NHS Foundation Trust



Sussex Partnership

Suffolk and North East Essex





The Tayistock and Portmai



Chester Hospital Health and Care University Hospitals

NHS Raccellaw Hampshire Hospitals

Improvement **NHS** 

NHS

North East & North Cumbria North West London

Norfolk and Norwich University Hospitals North Bristol University Hospital NHS Trust

**Gateshead Health** 

NHS Foundation Trust

Healthcare

Cumbria, Northumberland, Essex Partnership University

Tyne and Wear NHS Foundation Trust

Devon Partnership East Lancashire Hospitals

Countess of Dudley Integrated Epsom and St Helier Hospital for Children

NHS Foundation Trust and South Gloucestershire Cheshire and Merseyside Coventry and NHS

Gloucestershire

North Middlesex

Northamptonshire Healthcare

Oxford University Hospitals and Goole

NHS Trust

Torbay and South Devon

Cornwall Partnership

Dorset County Hospital

East Sussex Healthcare

NHS Foundation Trust

Central London Derbyshire Healthcare

**Chelsea and Westminster Hospital** 

NHS Trust Doncaster and Bassetlaw Teaching Hospitals

Hertfordshire Community Kent and Medway

Imperial College Healthcare Lancashire & The Newcastle upon Tyne Hospitals
NHS
South Cumbria
Bristol, North Somerset
Chashire on

NHS Cornwall and

Eileanan Slar

University **NHS Foundation Trust** 

East Kent Hospitals University East of England Ambulance Service

Great Ormond Street

Harrogate and District NHS

NHS Trust

A University Teaching Trust

University Hospitals Birmingham

The Hillingdon Hospitals

NHS Foundation Trust Mid Yorkshire Teaching

Newham Health Collaborative Commissioning Support Unit

NHS Lancashire and South Cumbria

Northern Lincolnshire

**NHS Foundation Trust** 

Integrated Care Board

Humber Teaching NHS

NHS Royal United Hospitals Bath Not Coventry and Warwickshire

WHS West Midlands Ambulance Service

University Hospitals Dorset London Hospitals

NHS Iniversity College

Gloucestershire Hospitals

Isle of Wight

NHS Foundation Trust Kettering General Hospital

Lewisham and Greenwich

James Paget NHS

HHS Foundation Trust NHS Foundation Trust

**NHS** Forth Valley

North Tees and Hartlepool Norfolk Community

Oxleas

NHS Trust

University Hospitals Leeds and York Partnership NHS Foundation Trust Medway

Ayrshire

& Arran NHS

**George Eliot Hospital** NHS Trust

Leeds Community

NHS Hertfordshire Partne **Great Western Hospitals** 

Lanarkshire GIG CYMRU NHS WALLS University Health Board Leicestershire Partnership Health Services NHS Hywel Dda NHS Trust

Healthcare

**NHS Foundation Trust** 

Hampshire and Isle of Wight NHS

Northamptonshire

Integrated Care Board

Northumbria Healthcare

NHS NHS

King's College Hospital

Liverpool Women's

Mid and

Swindon and Wiltshire

**NHS Foundation Trust** 

Derby and Derbyshire

Humber and

North Yorkshire

Somerset

Integrated Care Board

Portsmouth Hospitals

WHS True

Arden and Bath and North East Somerset,

GIG INHWATT

NHS View Agreement

Kingston Hospital

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**Liverpool University Hospitals** 

**NHS Foundation Trust** Manchester University

Chest Hospital University Healthcare

London North West

Transforming the

health economy

Lincolnshire Community

Liverpool Heart and











Birmingham and Solihul Bedfordshire, Luton



**Blood and Transplant** 





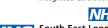




































# Delivering transformation across four key areas of the NHS

#### The Challenge

#### **Our Solution**

#### **Outcomes Delivered**

#### **Success Stories**

· NHS Financial Deficit

Grip and control



Financial Recovery Programme

- 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

"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."

· 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 £3millon.



Partnership University

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# Delivering transformation across four key areas of the NHS

### The Challenge

**Our Solution** 

#### **Outcomes Delivered**

#### **Success Stories**

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



**CHC Optimisation Solutions** 

- 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

"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."

- · 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 NHS hospital."

**London North West University Healthcare** 

Devon

# Over to you





Transforming the health economy

								nealth economy
Joined up care Derbyshire ICS								
		Chesterfield Royal Hospital NHS Foundation Trust	University Hospitals of Derby and Burton NHS Foundation Trust	Derbyshire Healthcare NHS Foundation Trust	Derbyshire Community Health Services NHS Foundation Trust	East Midlands Ambulance Service NHS Trust	NHS Derby And Derbyshire ICB	Grand Total
Recovery	Duplicates			59K		59K		118K
	Statements		63K	63K		63K		189K
	Non-Pay Analysis & Savings Service	450K	450K	300K	225K			1,425K
	Staff Benefits	1,055K		783K	1,086K			2,924K
	VATplus Re-reviews	258K		138K				396K
	CHC Financial Reviews						158K	158K
	Medicine Management						2,501K	2,501K
	ICB Duplicates							
	ICB Statements							
	Total	1,763K	513K	1,343K	1,311K	122K	2,658K	7,711K
and Efficiency	Grip and Control	782K	963K	387K	106K	49K		2,287K
	People Analytics	21K	57K	15K	10K			103K
	People Planning	931K	2,473K	875K	663K			4,942K
	Rota & Roster	745K	1,799K	481K	322K			3,347K
	Total	2,478K	5, <b>2</b> 93K	1,758K	1,101K	49K		10,680K
CHC Optimisation	121 Funding Assessments						16,967K	16,967K
	CHC 3 and 12 month reviews						6,806K	6,806K
	Fast Track Reviews						19,220K	19,220K
	Total						42,993K	42,993K
Clinical Transformation	Infinity	20,805K	63,374K	13,729K	14,512K			112,419K
Total 3 Years Savings Opportunity		25,046K	69,180K	16,830K	16,924K	171K	45,651K	173,802K
Client	Non Client		Not in Scope					

### **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)

Nottinghamshire Healthcare
NHS Foundation Trust

### **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, Coventry
Emergency Medicine

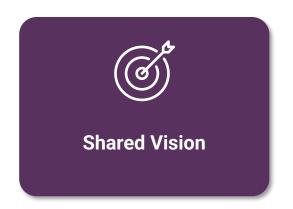


### Our approach



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









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.