



**Liaison**  
Group

Transforming the  
health economy



**Lancashire and  
South Cumbria**  
Health and Care Partnership

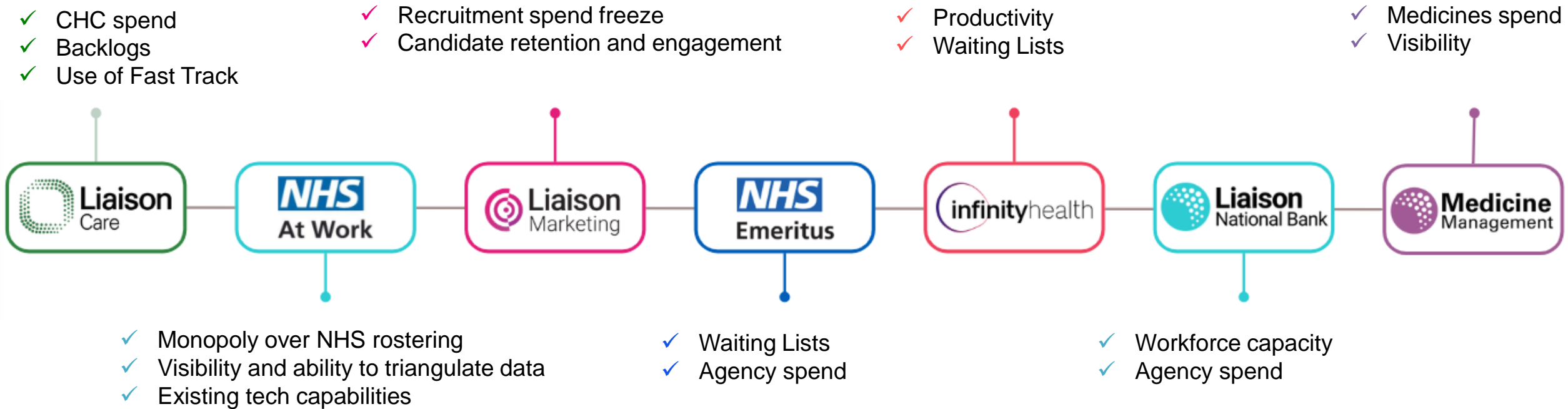
Three-year savings and transformation opportunities

# The National Savings Opportunity with Liaison Group



# Story of the last three years

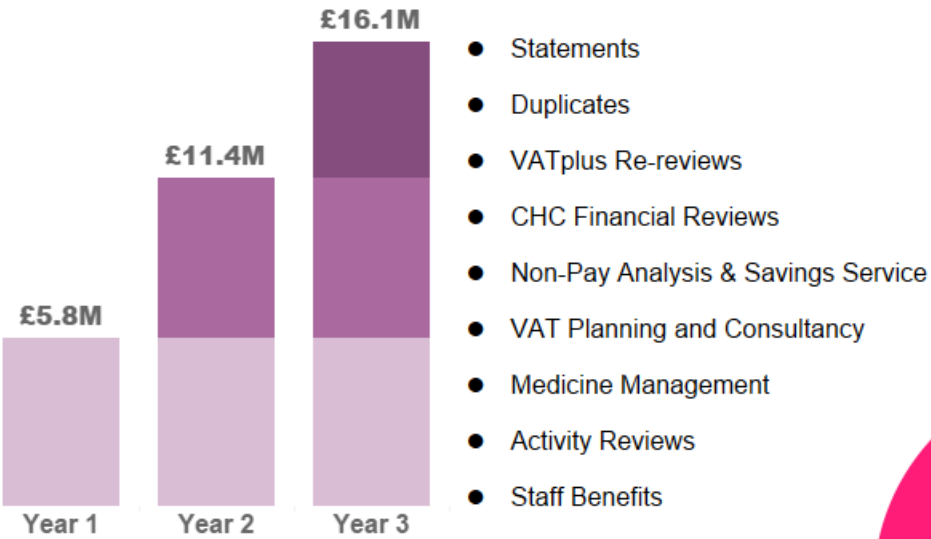
## Innovating to address national challenges, including:



# Your Three Year Savings Opportunity Dashboard

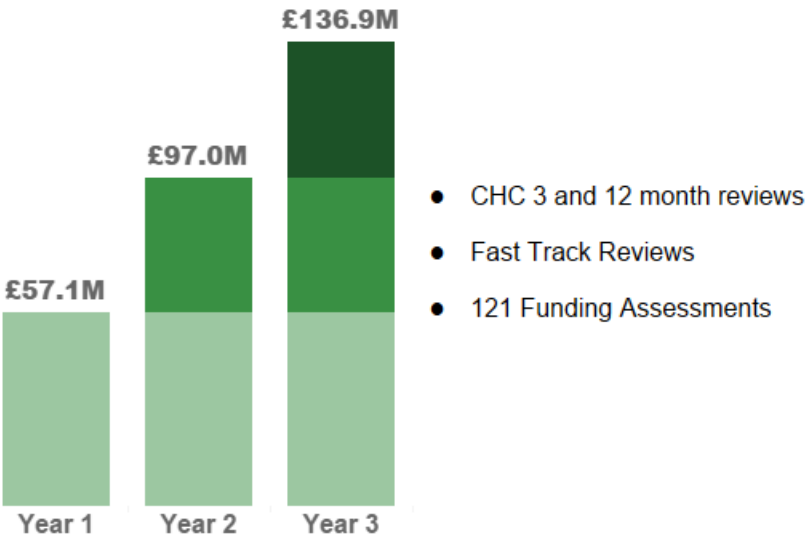
£16.1M

## Sustainable Financial Recovery



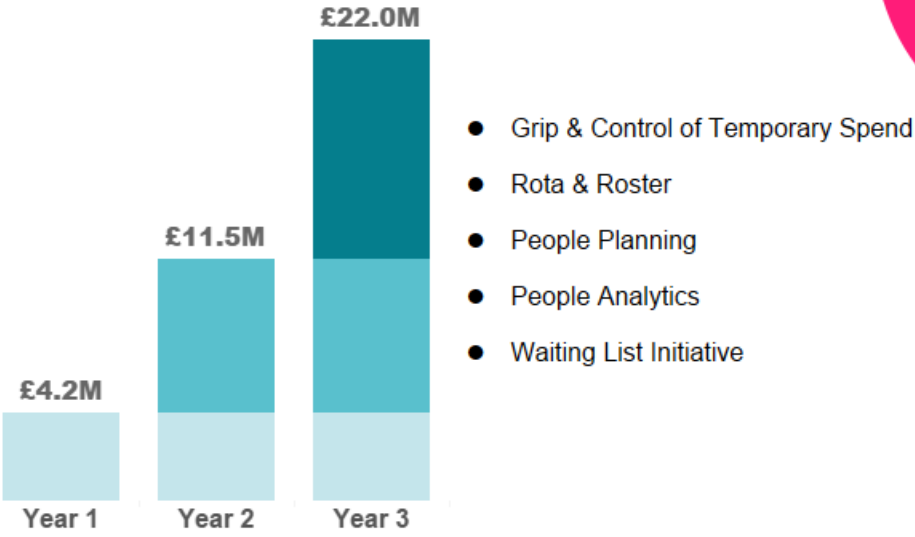
## CHC Optimisation

£136.9M



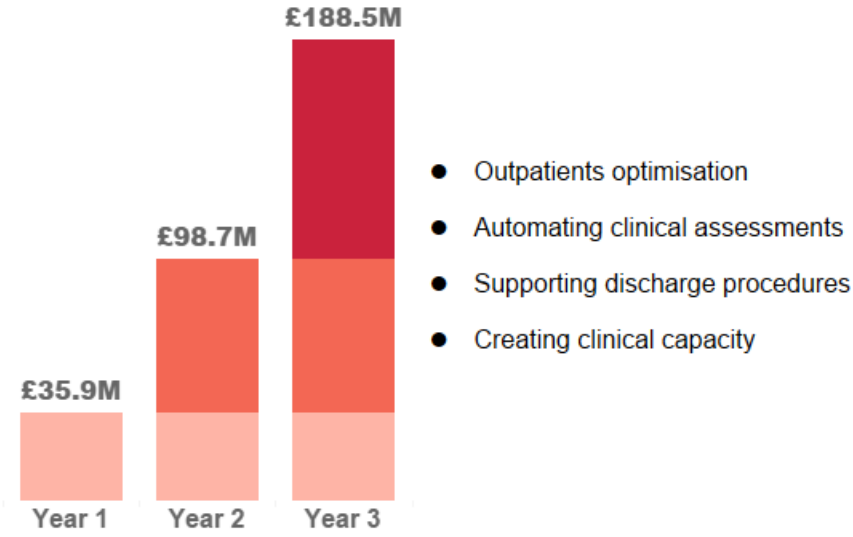
£22.0M

## Workforce Productivity and Efficiency



## Clinical Transformation

£188.5M

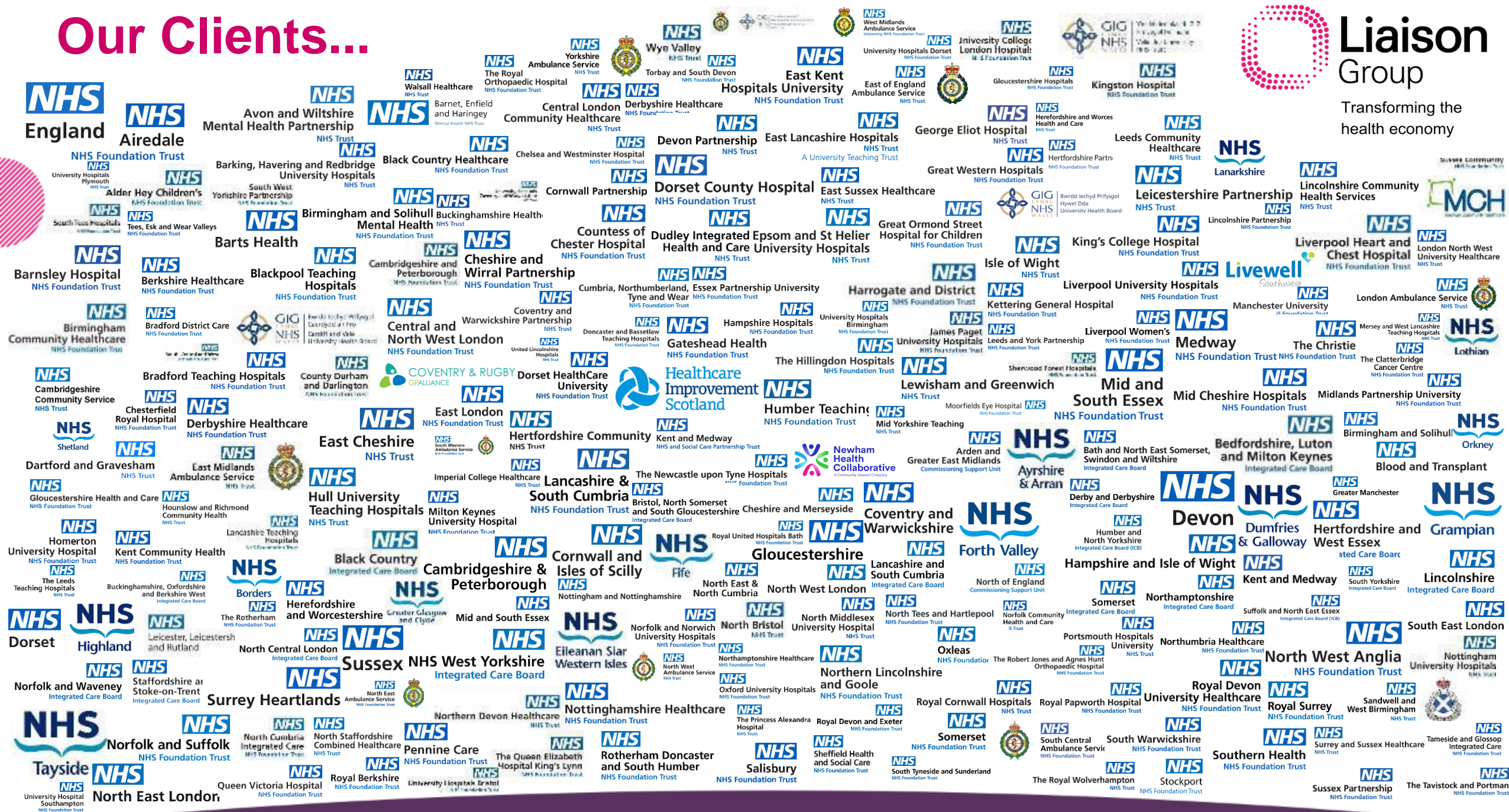


£363.5M

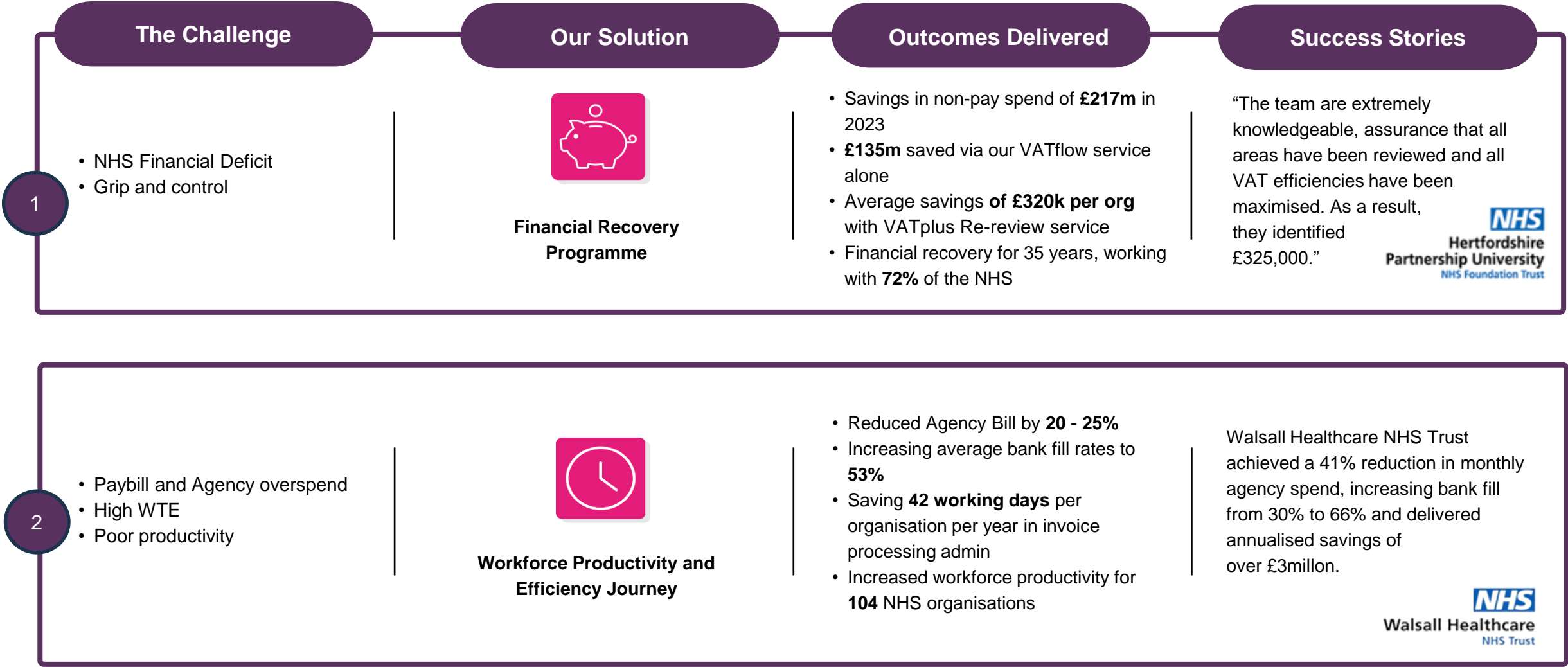
# Our Clients...



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

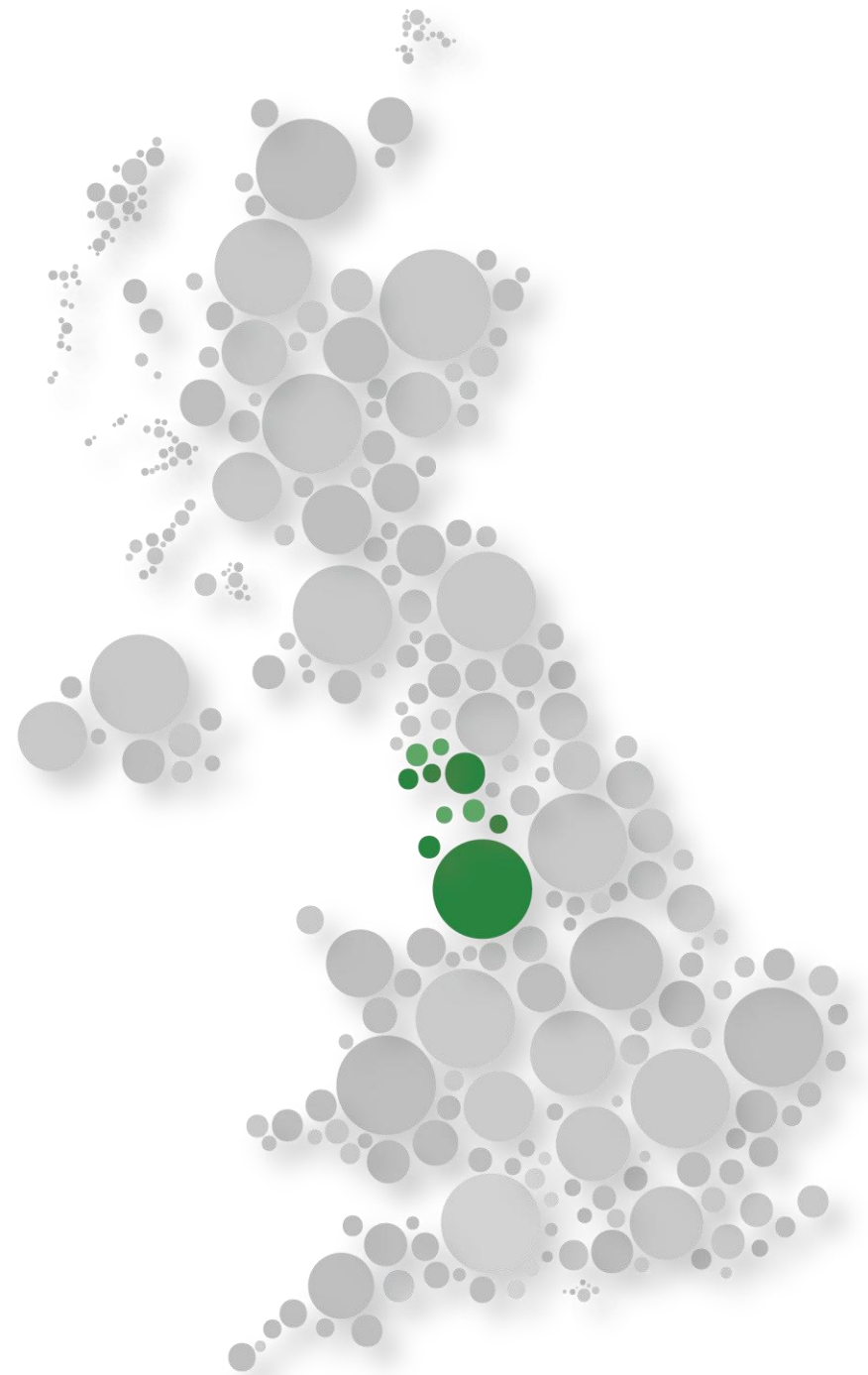
- Discharging patients **5** days sooner with over **£5m** costs saved
- **43%** capacity increase
- Saves **20,000 bed days** in a year
- **100 patients** at any one time in hospital at home
- Own bed is best bed

"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**



## Lancashire and South Cumbria ICS

		Blackpool Teaching Hospitals NHS Foundation Trust	East Lancashire Hospitals NHS Trust	Lancashire Teaching Hospitals NHS Foundation Trust	University Hospitals of Morecambe Bay NHS Foundation Trust	Lancashire and South Cumbria NHS Foundation Trust	North West Ambulance Service NHS Trust	NHS Lancashire And South Cumbria ICB	Grand Total
Sustainable Financial Recovery	Duplicates								
	Statements	63K			63K	63K	63K		252K
	Non-Pay Analysis & Savings Service	450K	450K	450K	450K	300K			2,100K
	Staff Benefits	2,022K	2,500K	2,444K	1,796K	1,857K			10,620K
	VATplus Re-reviews		258K		756K				1,014K
	CHC Financial Reviews							158K	158K
	Medicine Management							1,833K	1,833K
	ICB Duplicates							63K	63K
	ICB Statements							74K	74K
	Total	2,535K	3,208K	2,894K	3,065K	2,220K	63K	2,127K	16,113K
Workforce Productivity and Efficiency	Grip and Control	1,962K	1,269K	1,336K	931K	781K			6,279K
	People Analytics	36K	44K	46K	30K	41K			197K
	People Planning	1,548K	1,901K	1,896K	1,442K	2,000K			8,786K
	Rota & Roster	1,373K	1,392K	1,516K	1,230K	1,188K			6,698K
	Total	4,919K	4,606K	4,794K	3,633K	4,010K			21,961K
CHC Optimisation	121 Funding Assessments							54,111K	54,111K
	CHC 3 and 12 month reviews								
	Fast Track Reviews							82,832K	82,832K
	Total							136,943K	136,943K
Clinical Transformation	Infinity	38,604K	43,428K	43,126K	32,065K	31,290K			188,513K
Total 3 Years Savings Opportunity		46,057K	51,242K	50,814K	38,763K	37,520K	63K	139,071K	363,531K

## 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)