



**Liaison**  
Group

Transforming the  
health economy



**East of England**

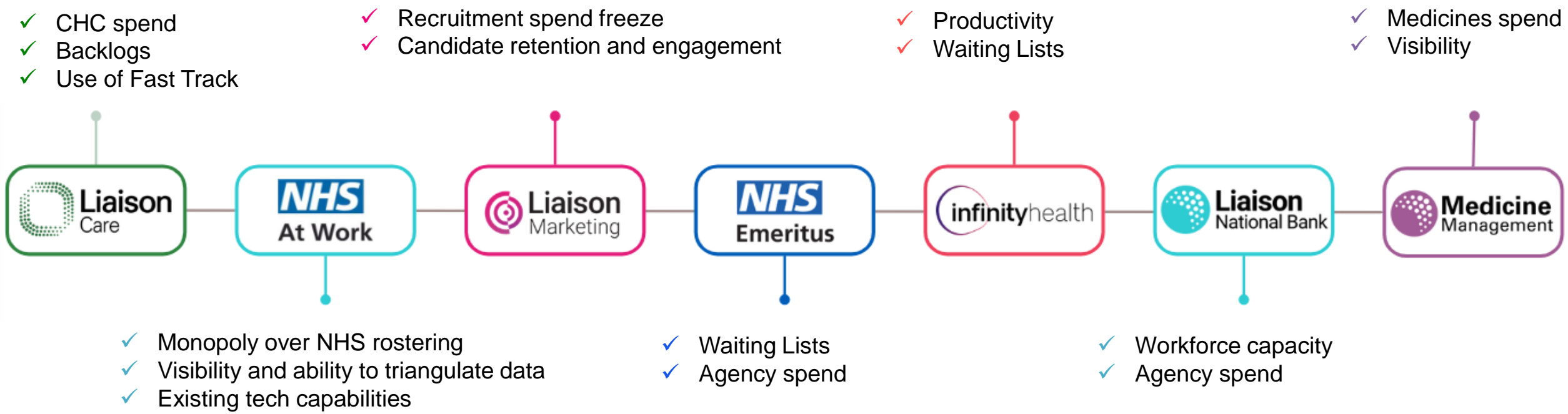
Three-year savings and transformation opportunities

# The National Savings Opportunity with Liaison Group



# Story of the last three years

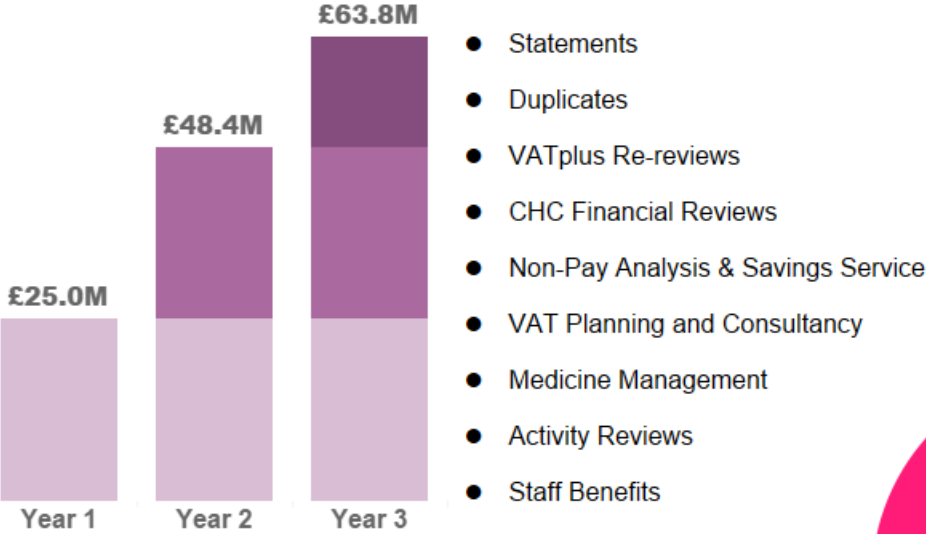
Innovating to address national challenges, including:



# Your Three Year Savings Opportunity Dashboard

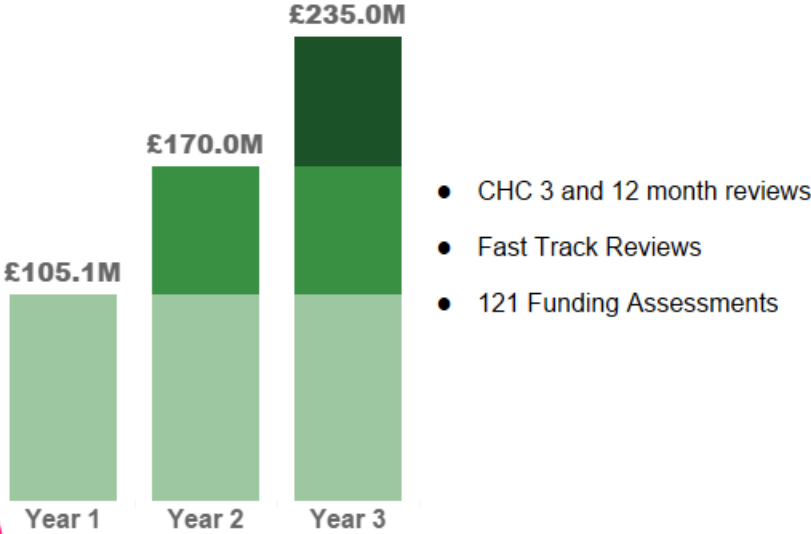
£63.8M

## Sustainable Financial Recovery



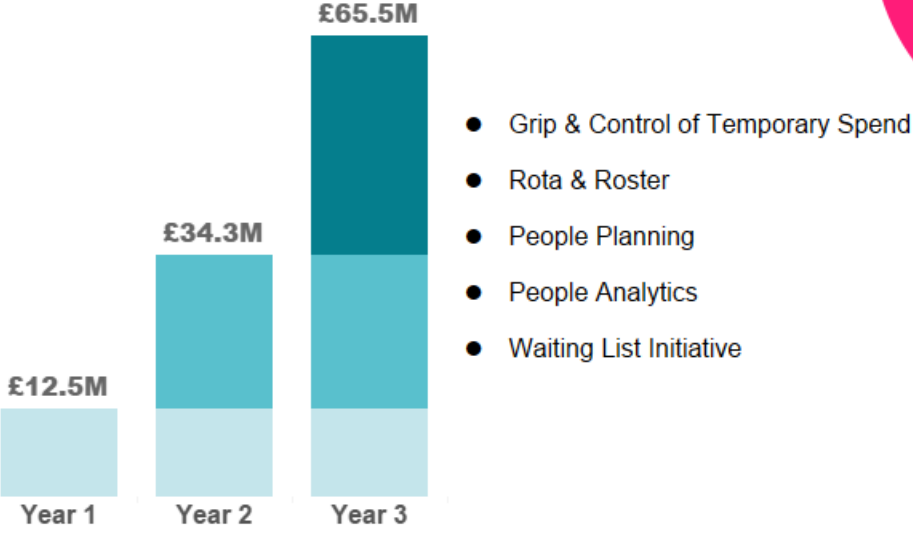
## CHC Optimisation

£235.0M



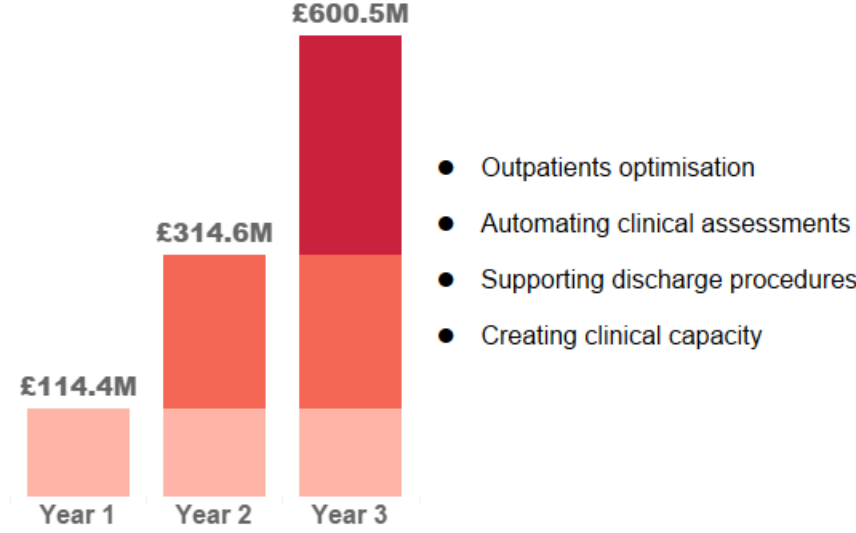
£65.5M

## Workforce Productivity and Efficiency



## Clinical Transformation

£600.5M

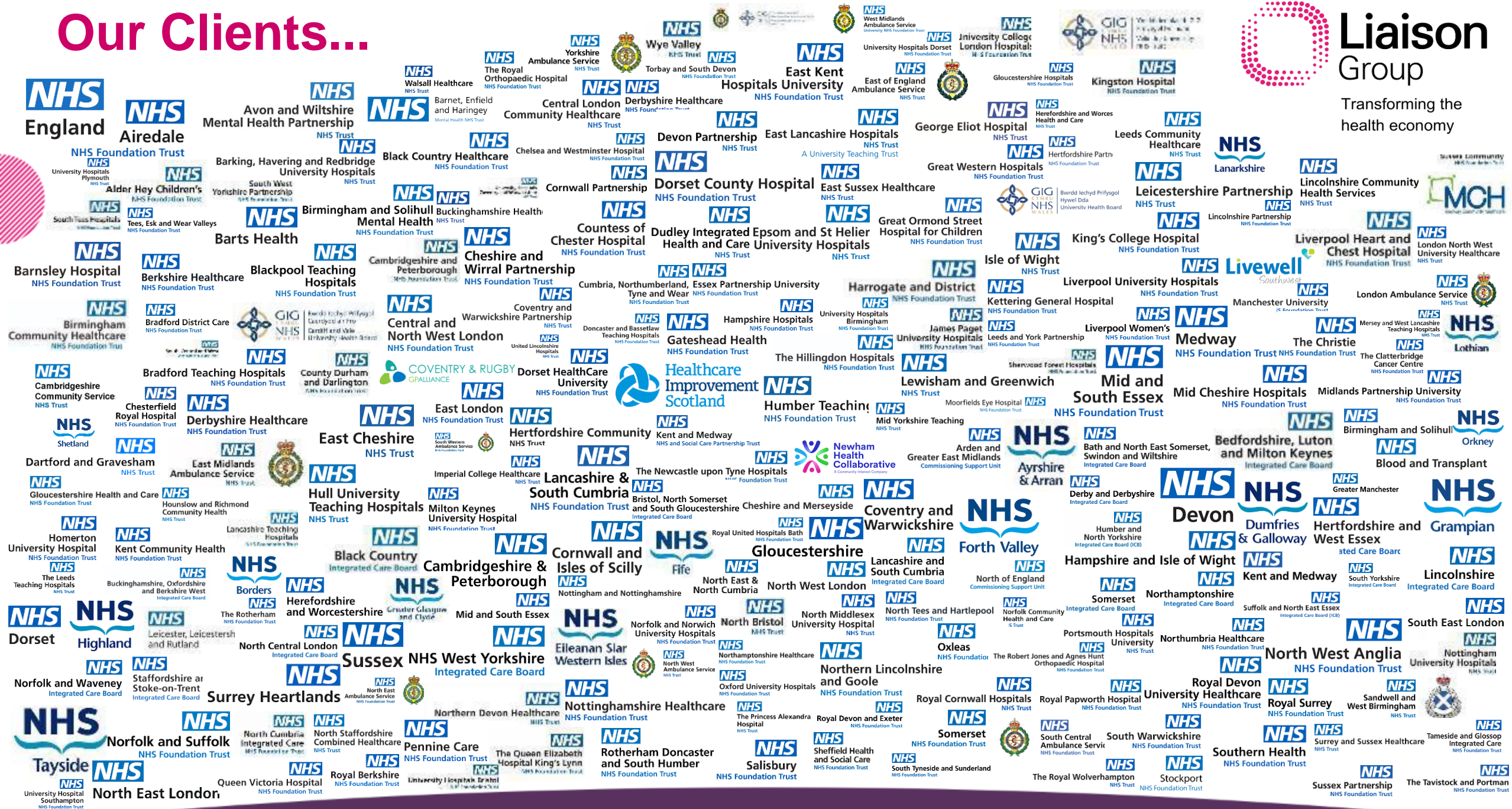


£964.8M





## 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**





## NHS East of England

		Bedfordshire, Luton and Milton Keynes (BLMK)	Cambridgeshire and Peterborough	Hertfordshire and West Essex	Mid and South Essex	Norfolk and Waveney	Suffolk and North East Essex	Grand Total
Sustainable Financial Recovery	Duplicates	59K	177K	236K	59K		177K	708K
	Statements	63K	252K	252K	63K	63K	189K	882K
	Non-Pay Analysis & Savings Service	900K	1,875K	1,875K	750K	1,875K	900K	8,175K
	Staff Benefits	4,241K	7,262K	5,580K	5,638K	6,164K	4,170K	33,054K
	VATplus Re-reviews	258K	774K	654K	258K		516K	2,460K
	CHC Financial Reviews		158K	158K		158K	158K	630K
	Medicine Management	1,848K	2,909K	4,050K	3,091K	4,146K	1,414K	17,459K
	ICB Duplicates		63K	63K			63K	189K
	ICB Statements		74K	74K			74K	221K
	Total	7,369K	13,543K	12,941K	9,859K	12,405K	7,660K	63,778K
Workforce Productivity and Efficiency	Grip and Control	2,417K	2,820K	4,061K	5,011K	3,452K	2,240K	20,002K
	People Analytics	49K	102K	80K	74K	83K	60K	447K
	People Planning	2,551K	6,169K	4,825K	4,299K	4,470K	3,394K	25,708K
	Rota & Roster	2,235K	4,403K	3,655K	3,451K	3,202K	2,410K	19,356K
	Total	7,252K	13,494K	12,621K	12,835K	11,207K	8,104K	65,513K
CHC Optimisation	121 Funding Assessments	10,089K	15,574K	21,031K	23,475K	19,325K	15,460K	104,954K
	CHC 3 and 12 month reviews	4,047K	6,247K	8,436K	9,416K		6,202K	34,348K
	Fast Track Reviews	20,452K	18,400K	38,851K	547K		17,442K	95,691K
	Total	34,588K	40,221K	68,318K	33,438K	19,325K	39,104K	234,994K
Clinical Transformation	Infinity	64,898K	135,087K	109,339K	110,190K	106,931K	74,067K	600,512K
Total 3 Years Savings Opportunity		114,106K	202,345K	203,218K	166,323K	149,869K	128,935K	964,796K

## 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)