



Liaison
Group

Transforming the
health economy



London

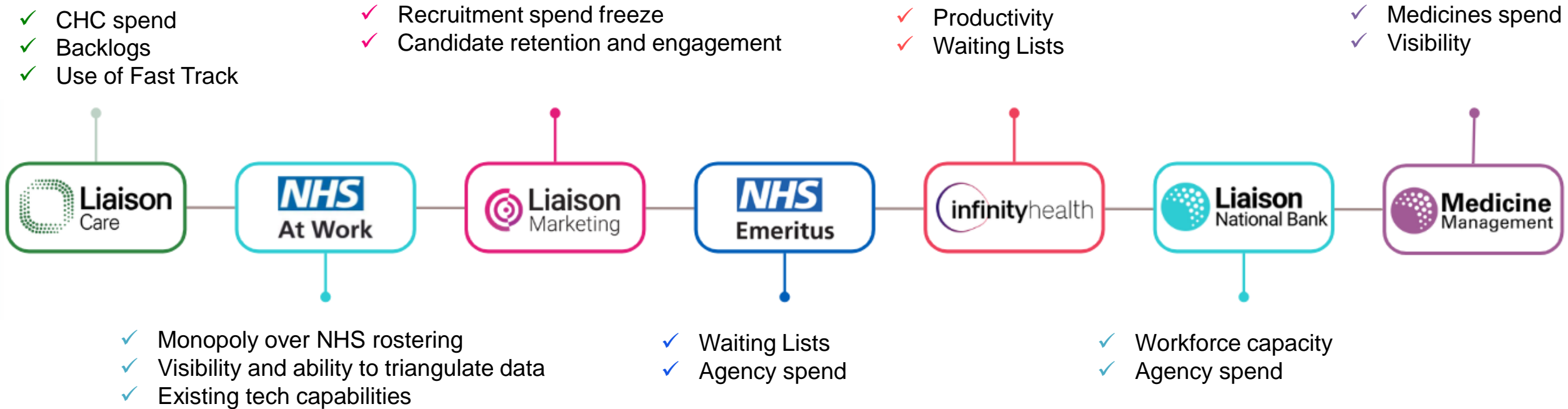
Three-year savings and transformation opportunities

The National Savings Opportunity with Liaison Group



Story of the last three years

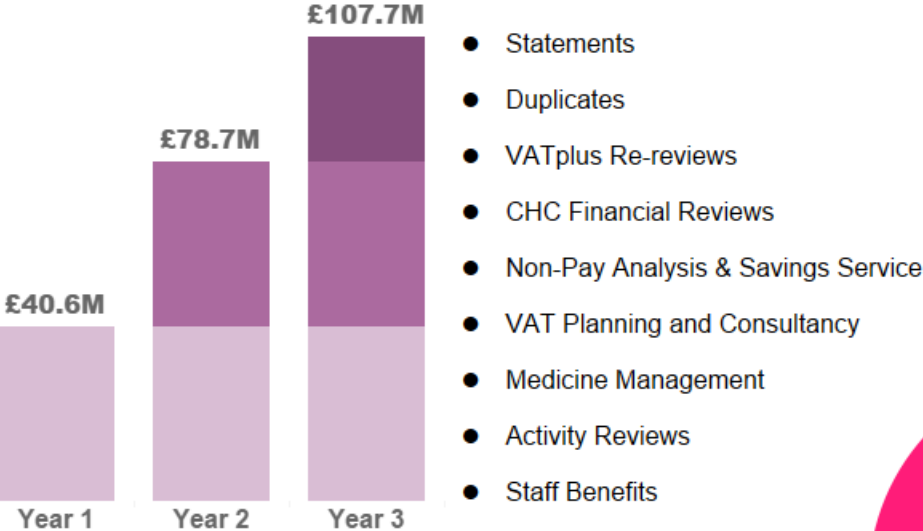
Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard

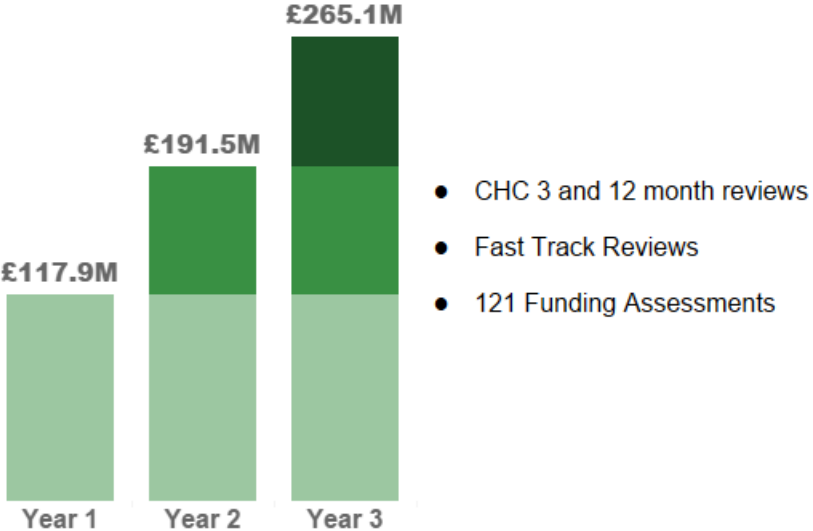
£107.7M

Sustainable Financial Recovery



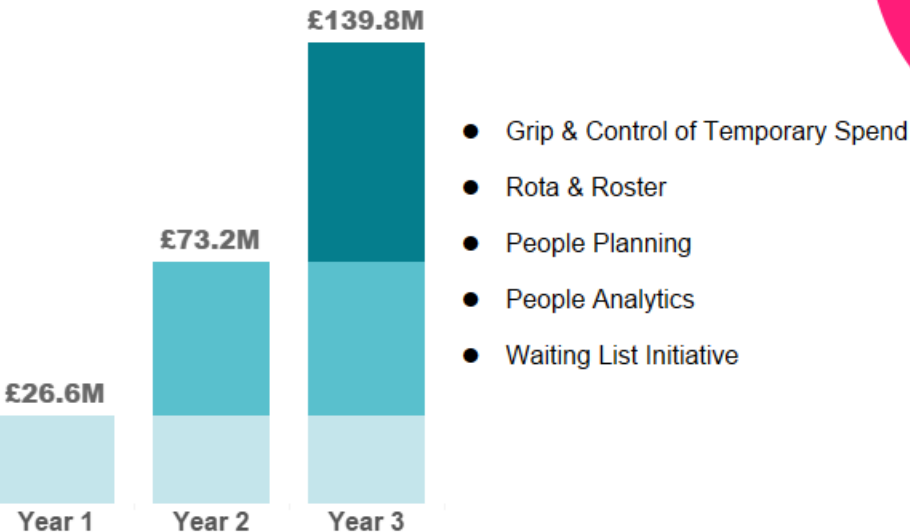
CHC Optimisation

£265.1M



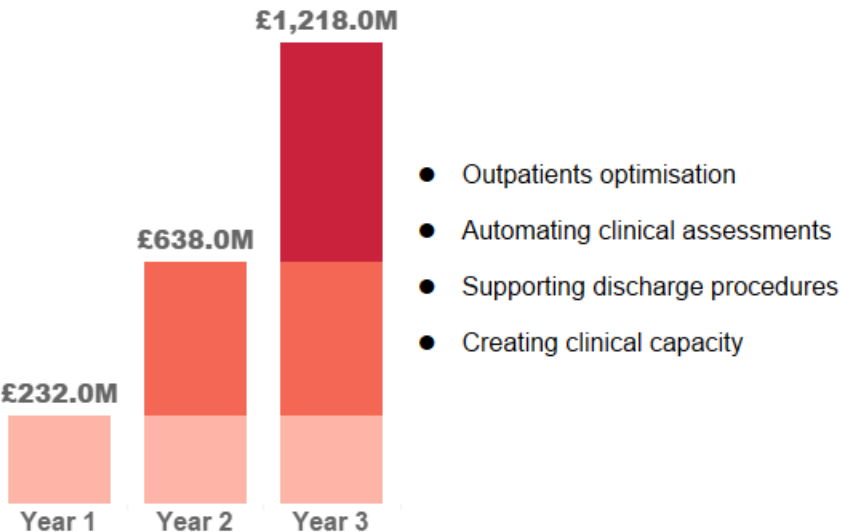
£139.8M

Workforce Productivity and Efficiency



Clinical Transformation

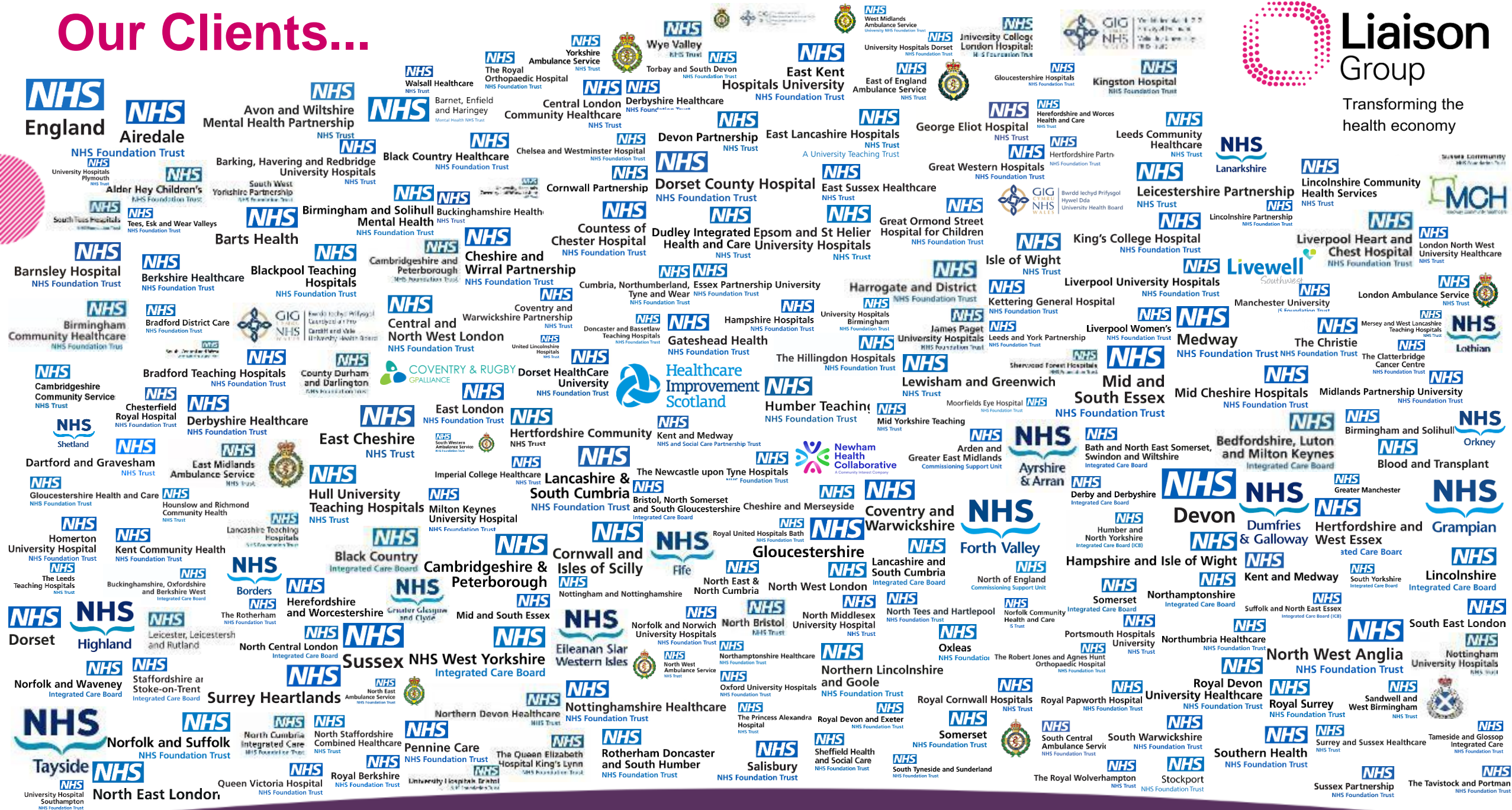
£1,218.0M



£1.7B



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



NHS London

		North Central London	North East London Health and Care Partnership	North West London	South East London	South West London	Grand Total
Sustainable Financial Recovery	Duplicates	531K	295K	295K	236K	236K	1,593K
	Statements	567K	315K	378K	252K	252K	1,764K
	Non-Pay Analysis & Savings Service	4,050K	1,950K	2,625K	1,500K	2,775K	12,900K
	Staff Benefits	10,771K	9,887K	11,654K	13,270K	8,269K	53,851K
	VATplus Re-reviews	4,284K	1,170K	2,463K	3,138K	3,951K	15,006K
	CHC Financial Reviews		158K			158K	315K
	Medicine Management	2,065K	3,290K	6,873K	3,420K	5,513K	21,162K
	ICB Duplicates		63K	63K		63K	189K
	ICB Statements		74K	74K		74K	221K
	Total	22,268K	17,201K	24,424K	21,817K	21,290K	107,001K
Workforce Productivity and Efficiency	Grip and Control	7,306K	11,480K	8,893K	7,866K	6,785K	42,330K
	People Analytics	190K	187K	188K	237K	136K	939K
	People Planning	11,045K	10,961K	11,821K	12,878K	7,386K	54,091K
	Rota & Roster	8,201K	9,969K	9,018K	9,404K	5,869K	42,460K
	Total	26,742K	32,597K	29,920K	30,384K	20,177K	139,820K
CHC Optimisation	121 Funding Assessments	18,643K	22,764K	30,182K	20,491K	17,933K	110,013K
	CHC 3 and 12 month reviews	7,478K	9,131K	12,107K		7,193K	35,910K
	Fast Track Reviews	25,376K	18,468K	55,883K		19,426K	119,152K
	Total	51,498K	50,364K	98,171K	20,491K	44,552K	265,075K
Clinical Transformation	Infinity	245,014K	250,794K	272,203K	276,342K	173,677K	1,218,029K
Total 3 Years Savings Opportunity		345,522K	350,956K	424,719K	349,033K	259,695K	1,729,925K

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