

The National Savings Opportunity with Liaison Group



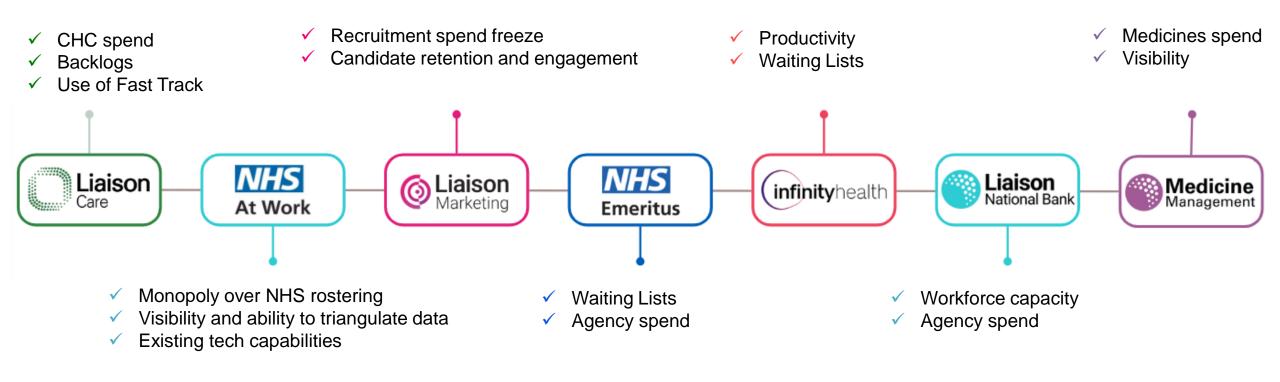
Savings Opportunity £11.9bn

Next three years

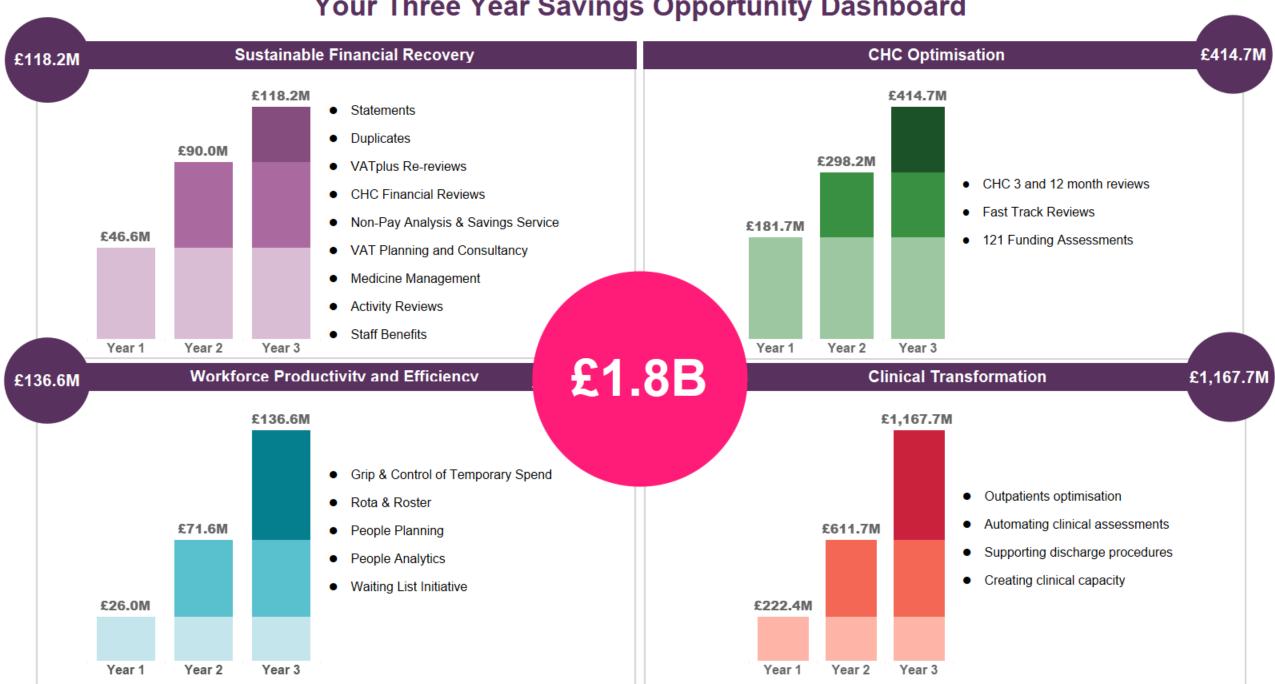
From this, your Region's opportunity: £1.8bn

Story of the last three years

Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard



Our Clients...

Avon and Wiltshire Mental Health Partnership

Barking, Havering and Redbridge

Blackpool Teaching

NHS Foundation Trust

NHS Conditions value

South West

Barts Health

Bradford District Care

Derbyshire Healthcare

NHS

North Central London

Lancashire Teaching

University Hospitals

Hospitals

County Durham

and Darlington

East Cheshire

Black Country

Hull University

NHS Trust

Teaching Hospitals Milton Keynes



NHS Foundation Trust

Alder Hey Children's Yorkshire Partnership

NH5 South Tees Hespitals

Chesterfield

Royal Hospital

NHS

NHS Foundation Trust

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

Buckinghamshire, Oxfordshire

Barnsley Hospital Berkshire Healthcare

Birmingham Community Healthcare

Community Service

Dartford and Gravesham

Gloucestershire Health and Care NHS

Homerton **University Hospital** The Leeds Teaching Hospitals

Highland

Norfolk and Waveney

Staffordshire ar Stoke-on-Trent Stoke-on-Trent
Integrated Care Board

Surrey Heartlands

Ambulance Service

MSt Raudaling Park

MST Raudal

Norfolk and Suffolk
NHS Foundation Trust
North Cumbria
Integrated Care
NNS Trust
NNS Foundation Trust
NNS Foundati

Royal Berkshire Linearity I keep talk Brahal Queen Victoria Hospital NHS Foundation Trust

The Rotherham and Worcestershire Greater Glesgue

Yorkshire Ambulance Service The Royal Orthopaedic Hospital NHS

Coventry and

NHS

NHS

NHS
Birmingham and Solihull Buckinghamshire Health
Mental Health

Walsall Healthcare

Black Country Healthcare

NHS Foundation Trust

Peterborough Wirral Partnership

Net Journation Trust NHS Foundation Trust

Coventry and Warwickshire Partnership

East London

Section Trust

NHS

University Hospital

North West London

NHS Foundation Trust

Torbay and South Devon Central London Derbyshire Healthcare Rarnet, Enfield and Haringey Central London Community Healthcare NHS Devon Partnership East Lancashire Hospitals

Chelsea and Westminster Hospital

Cornwall Partnership

Dorset County Hospital

East Sussex Healthcare

NHS Foundation Trust

Countess of Dudley Integrated Epsom and St Helier Hospital for Children Chester Hospital Health and Care University Hospitals Cambridgeshire and Cheshire and NHS Foundation Trust

Cumbria, Northumberland, Essex Partnership University Tyne and Wear NHS Foundation Trust NHS Rassetlaw
NHS Foundation Trust NHS Trust Doncaster and Bassetlaw Teaching Hospitals

Gateshead Health NHS Foundation Trust Healthcare Improvement **NHS**

Wye Valley

KHS Trust NHS

NHS Trust

COVENTRY & RUGBY Dorset HealthCare University **NHS Foundation Trust**

Hertfordshire Community Kent and Medway

Imperial College Healthcare Lancashire & The Newcastle upon 1971

South Cumbria Bristol, North Somerset Bristol, North Bristol, North Somerset Bristol, North Bristol, North Bristol, North Bristol, N The Newcastle upon Tyne Hospitals South Cumbria Bristol, North Somerset NHS Foundation Trust and South Gloucestershire Cheshire and Merseyside Coventry and NHS NHS Royal United Hospitals Bath Wils Foundation But

NHS Cornwall and Integrated Care Board Cambridgeshire & Isles of Scilly Fife

NHS Peterborough NHS North East & North Cumbria North West London Mid and South Essex

Norfolk and Norwich University Hospitals North Bristol University Hospitals Norfolk and Norwich North Bristol University Hospitals Eileanan Slar

Northamptonshire Healthcare Sussex NHS West Yorkshire Integrated Care Board

Western Isles

North West
No

Oxford University Hospitals and Goole Nottinghamshire Healthcare The Prince The Princess Alexandra Royal Devon and Exeter

Gloucestershire

North Middlesex

NHS Foundation Trust

West Midlands Ambulance Service

East of England

NHS Great Ormond Street

Harrogate and District NHS

NHS Trust

East Kent

NHS Foundation Trust

Hospitals University East of England Ambulance Service

A University Teaching Trust

University Hospitals Birmingham

The Hillingdon Hospitals

NHS Foundation Trust Mid Yorkshire Teaching

Newham Health Collaborative Commissioning Support Unit Accommissioning Support Unit

NHS Lancashire and South Cumbria

Northern Lincolnshire

Integrated Care Board

Humber Teaching NHS

NHS

NHS Iniversity College

George Eliot Hospital

Great Western Hospitals

NHS Foundation Trust Kettering General Hospital

Lewisham and Greenwich

Forth Valley

North Tees and Hartlepool Norfolk Community

James Paget NHS

HHS Foundation Trust NHS Foundation Trust

Gloucestershire Hospitals

NHS Hertfordshire Partn

University Hospitals Leeds and York Partnership NHS Foundation Trust Medway

Ayrshire

& Arran NHS

Sherwood Forest Hospitals

NHS Trust

University Hospitals Dorset London Hospitals

Somerset **NHS Foundation Trust**

Oxleas

Health and Care

NHS Foundation The Robert Jones and Agnes Hunt

Ambulance Service

South Central South Warwickshire

NHS Foundation Trust

Hampshire and Isle of Wight NHS

Northamptonshire

Integrated Care Board

Northumbria Healthcare

Southern Health

Suffolk and North East Essex

NHS

NHS Surrey and Sussex Healthcare

Transforming the health economy

Lincolnshire Community

Liverpool Heart and

NHS Foundation Trust

Leeds Community Healthcare Lanarkshire

Leicestershire Partnership Health Services NHS Hywel Dda NHS Trust

GIG CYMRU NHS WALLS WALLS University Health Board

King's College Hospital

GIG INHWATT

NHS View Agreement

Kingston Hospital

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Isle of Wight NHS Trust

Liverpool Women's

Mid and

Swindon and Wiltshire

NHS Foundation Trust

Derby and Derbyshire

Humber and

North Yorkshire

Somerset

Integrated Care Board

Portsmouth Hospitals

NHS Treet

Arden and Bath and North East Somerset,

Liverpool University Hospitals NHS Foundation Trust NHS NHS

Manchester University

Chest Hospital University Healthcare

London North West

The Christie NHS Foundation Trust NHS Foundation Trust
The Clatterbridge
Cancer Centre

Moorfields Eye Hospital NIES

South Essex Mid Cheshire Hospitals Midlands Partnership University

Bedfordshire, Luton

Birmingham and Solihul

Blood and Transplant

Devon Dumfries Hertfordshire and Grampian

MHS & Galloway West Essex

NHS Kent and Medway South Yorkshire Lincolnshire

NHS South East London

NHS Foundation Trust
North West Anglia
NHS Foundation Trust
University Hospitals NHS Foundation Trust

NHS Foundation Trust Royal Surrey Sandwell and West Birmingham

Northern Devon Healthcare NHS Foundation Trust

Rotherham Doncaster and South Humber NHS Foundation Trust

NHS Salisbury

NHS

Sheffield Health and Social Care

The Royal Wolverhampton

Royal Cornwall Hospitals Royal Papworth Hospital University Healthcare

NHS Stockport NHS Trust NHS Foundation Trust

NHS Foundation Trust

Royal Devon NHS

Sussex Partnership

The Tayistock and Portmai

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."

Partnership University
NHS Foundation Trust

• 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.



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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."



· 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

Over to you





Transforming the health economy

NHS Midlands													
		Birmingham and Solihull	Black Country	Coventry and Warwickshire		d Integrated Care Northamptonshire	Joined up care Derbyshire	Leicester, Leicestershire an	Lincolnshire	Nottingham and Nottinghamshire	Shropshire, Telford and Wrek	Staffordshire and Stoke on Trent	Grand Total
Recovery	Duplicates	236K	177K	118K	118K	177K	118K		177K	59K	177K		1,357K
	Statements	252K	189K	126K	126K	189K	189K	63K	189K	63K	189K	126K	1,701K
	Non-Pay Analysis & Savings Service	1,425K	2,100K	1,200K	1,200K	1,200K	1,425K	750K	975K		1,125K	1,050K	12,450K
	Staff Benefits	10,328K	8,246K	3,045K	3,909K	3,826K	2,924K	6,139K	3,661K	8,435K	2,767K	5,895K	59,175K
	VATplus Re-reviews	1,227K	711K		1,014K	1,422K	396K	<u> </u>	2,268K		969K		8,007K
	CHC Financial Reviews	158K	158K		158K	158K	158K	'	158K	158K	158K	158K	1,418K
	Medicine Management	2,910K	2,480K	1,880K	1,498K	4,147K	2,501K	1,877K	2,255K	3,366K	2,810K	7,368K	33,091K
	ICB Duplicates	63K	63K		63K	63K		'	63K	63K	63K		441K
	ICB Statements	74K	74K		74K	74K			74K	74K	74K		515K
	Total	16,672K	14,196K	6,369K	8,159K	11,254K	7,711K	8,829K	9,819K	12,217K	8,330K	14,596K	118,154K
Workforce Productivity	Grip and Control	5,794K	4,881K	3,613K	3,737K	2,983K	2,287K	3,145K	3,082K	4,600K	2,740K	2,417K	39,281K
and Efficiency	People Analytics	185K	140K	105K	68K	55 K	103K	99K	52K	136K	45K	100K	1,087K
	People Planning	8,716K	6,573K	5,009K	3,396K	3,008K	4,942K	5,482K	2,754K	6,753K	2,263K	5,440K	54,339K
	Rota & Roster	7,603K	4,895K	3,941K	3,022K	2,505K	3,347K	4,208K	2,259K	4,621K	1,784K	3,738K	41,923K
	Total	22,298K	16,490K	12,669K	10,224K	8,551K	10,680K	12,934K	8,147K	16,110K	6,832K	11,696K	136,630K
CHC Optimisation	121 Funding Assessments	24,953K	7,787K	14,039K	15,801K	10,800K	16,967K	20,320K	16,000K	26,800K	7,020K	29,102K	189,589K
	CHC 3 and 12 month reviews	10,009K	3,124K	5,632K	6,338K		6,806K	8,151K			2,816K		42,875K
	Fast Track Reviews	17,510K	57,114K	9,439K	18,673K		19,220K	11,491K	31,806K		16,963K		182,217K
	Total	52,472K	68,024K	29,110K	40,813K	10,800K	42,993K	39,962K	47,806K	26,800K	26,799K	29,102K	414,681K
Clinical Transformation	Infinity	192,639K	149,233K	106,698K	73,844K	70,059K	112,419K	108,889K	64,170K	147,195K	46,928K	95,636 K	1,167,709K
Total 3 Years Savings Opportunity		284,081K	247,944K	154,846K	133,040K	100,664K	173,802K	170,614K	129,942K	202,322K	88,889K	151,029K	1,837,174K

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, Covent
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.