



**Liaison**  
Group

Transforming the  
health economy



**South East**

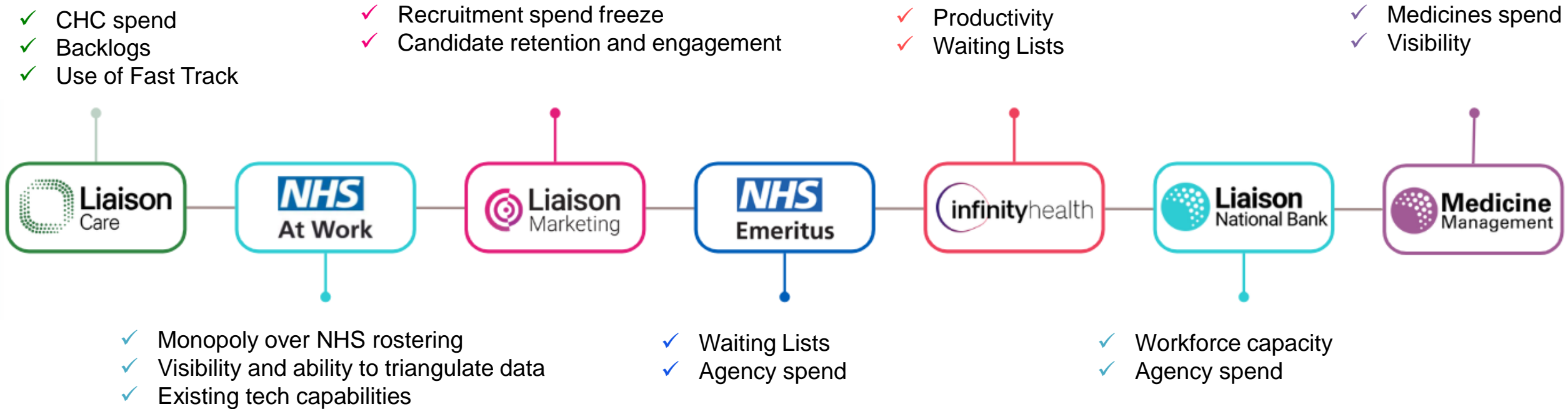
Three-year savings and transformation opportunities

# The National Savings Opportunity with Liaison Group



# Story of the last three years

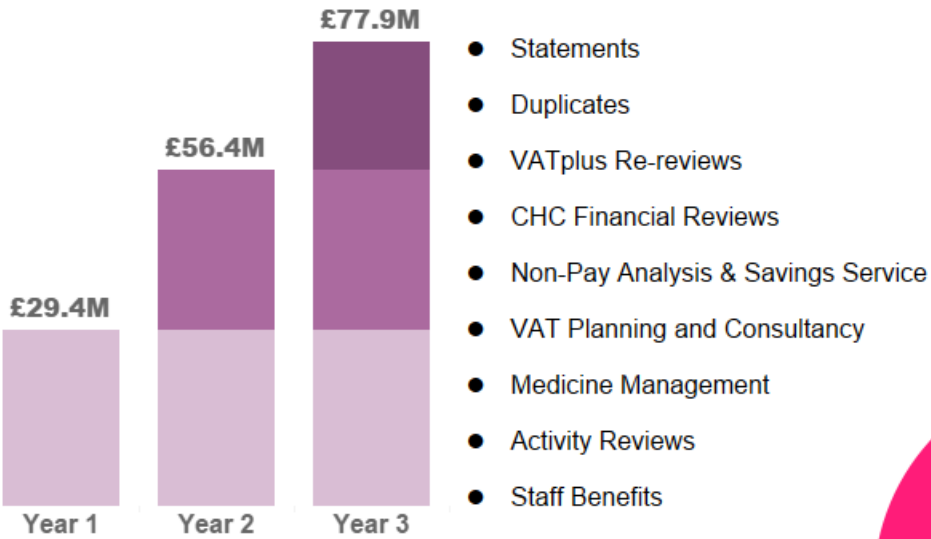
Innovating to address national challenges, including:



# Your Three Year Savings Opportunity Dashboard

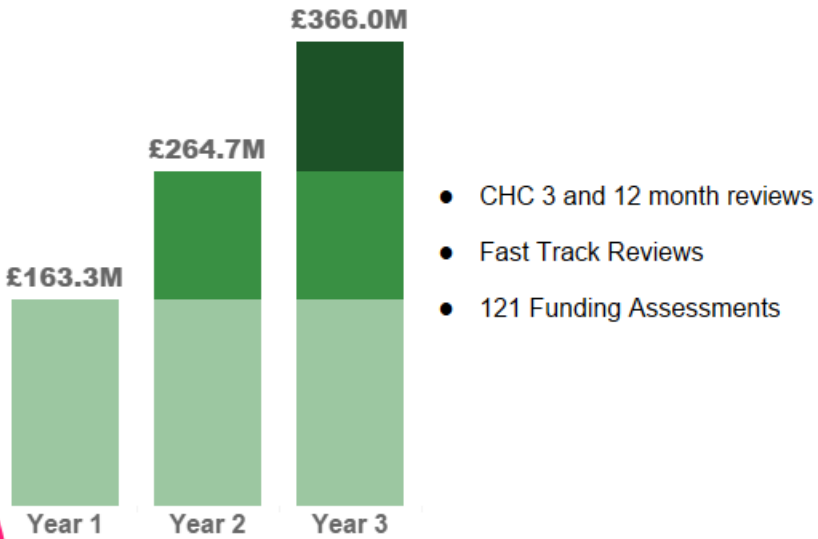
£77.9M

## Sustainable Financial Recovery



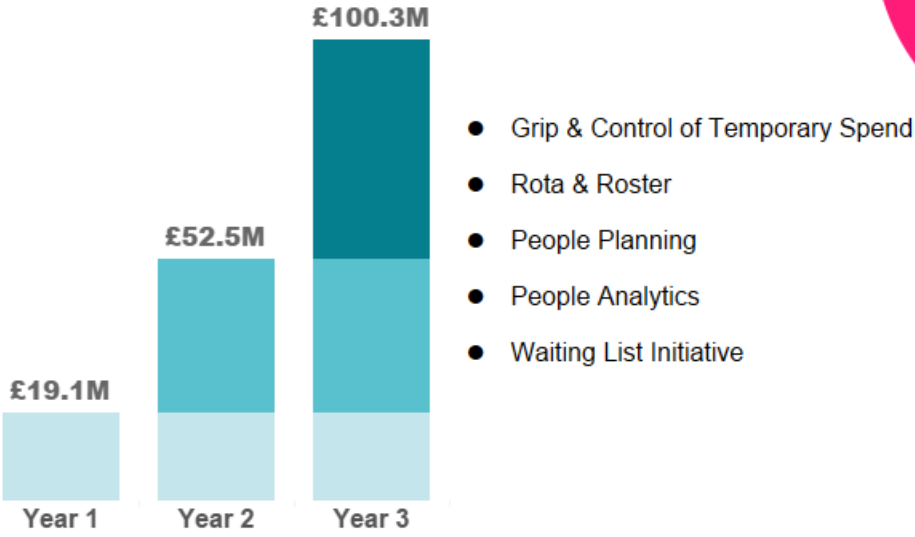
## CHC Optimisation

£366.0M



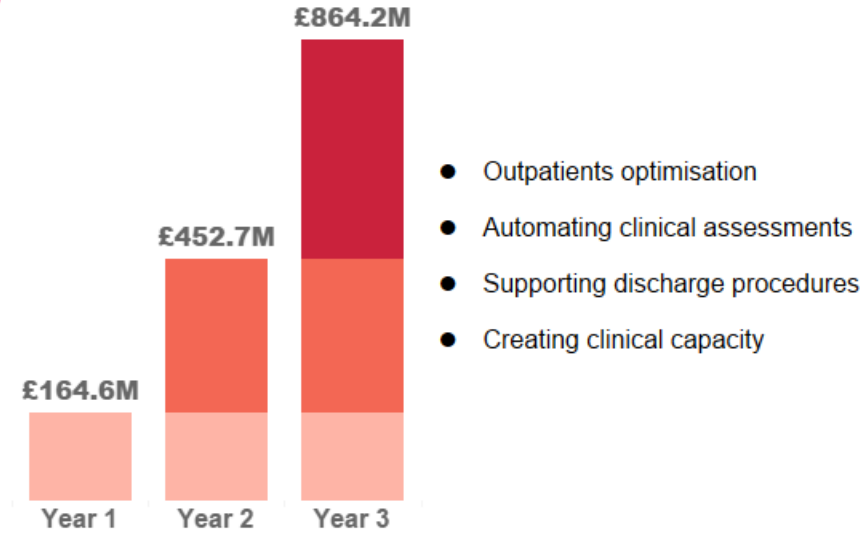
£100.3M

## Workforce Productivity and Efficiency



## Clinical Transformation

£864.2M



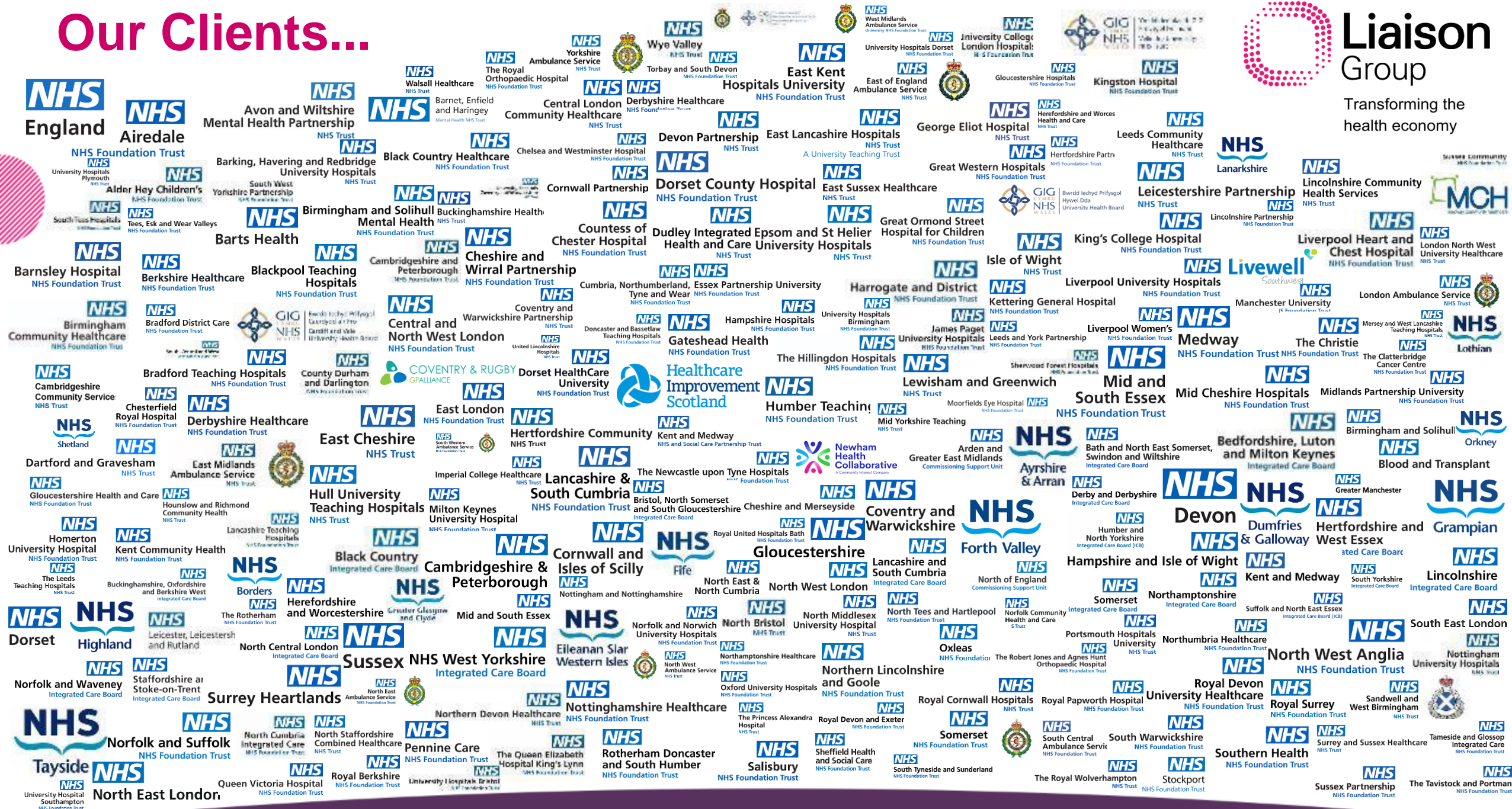
£1.4B

# Our Clients...

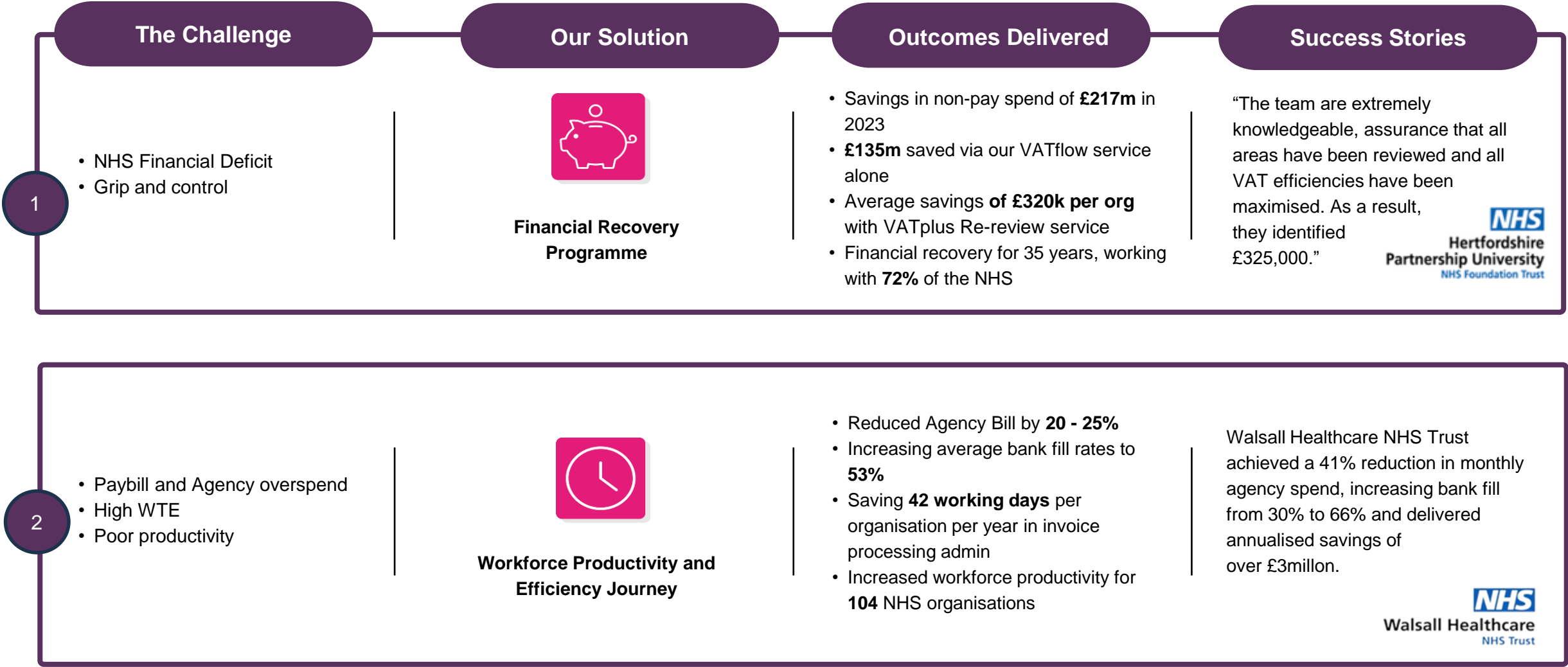


## Liaison Group

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."



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- 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."



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**Over to you**



## NHS South East

		Buckinghamshire, Oxfordshire and Berkshire West	Frimley Health and Care	Hampshire and the Isle of Wight	Kent and Medway	Surrey Heartlands Health and Care Partnership	Sussex Health and Care	Grand Total
Sustainable Financial Recovery	Duplicates	177K	59K	354K	236K	295K	59K	1,180K
	Statements	189K	63K	441K	378K	315K	252K	1,638K
	Non-Pay Analysis & Savings Service	1,500K	450K	2,325K	2,325K	1,875K	1,950K	10,425K
	Staff Benefits	9,575K	2,651K	9,086K	9,087K	5,586K	5,709K	41,694K
	VATplus Re-reviews	516K	516K	1,191K	2,577K	2,319K	774K	7,893K
	CHC Financial Reviews	158K	158K	158K	158K		158K	788K
	Medicine Management	2,356K	1,856K	2,433K	3,506K	1,148K	1,877K	13,177K
	ICB Duplicates	63K	63K	63K			63K	252K
	ICB Statements	74K	74K	74K			74K	294K
	Total	14,607K	5,889K	16,124K	18,267K	11,538K	10,915K	77,341K
Workforce Productivity and Efficiency	Grip and Control	6,266K	2,655K	5,933K	6,043K	4,355K	5,934K	31,185K
	People Analytics	138K	27K	157K	126K	55K	138K	641K
	People Planning	8,922K	2,007K	9,241K	7,193K	3,758K	7,592K	38,714K
	Rota & Roster	6,447K	1,813K	6,104K	6,054K	3,144K	6,207K	29,769K
	Total	21,774K	6,503K	21,435K	19,416K	11,311K	19,870K	100,309K
CHC Optimisation	121 Funding Assessments	23,475K	8,725K	28,875K	34,075K	11,624K	22,082K	128,855K
	CHC 3 and 12 month reviews	9,416K	3,500K	11,582K	13,669K	4,663K	8,858K	51,687K
	Fast Track Reviews	27,292K	5,814K	31,806K	53,283K	22,435K	44,870K	185,500K
	Total	60,183K	18,039K	72,263K	101,027K	38,721K	75,810K	366,043K
Clinical Transformation	Infinity	187,409K	54,101K	197,796K	169,595K	91,895K	163,420K	864,217K
Total 3 Years Savings Opportunity		283,973K	84,531K	307,618K	308,305K	153,466K	270,016K	1,407,910K

## 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)