



Liaison
Group

Transforming the
health economy



South West

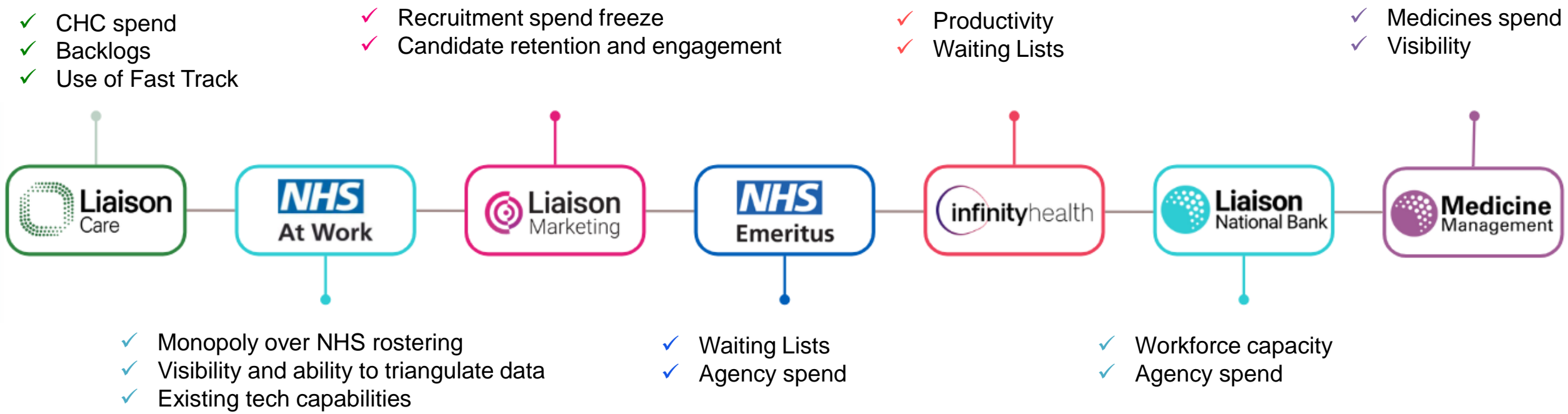
Three-year savings and transformation opportunities

The National Savings Opportunity with Liaison Group



Story of the last three years

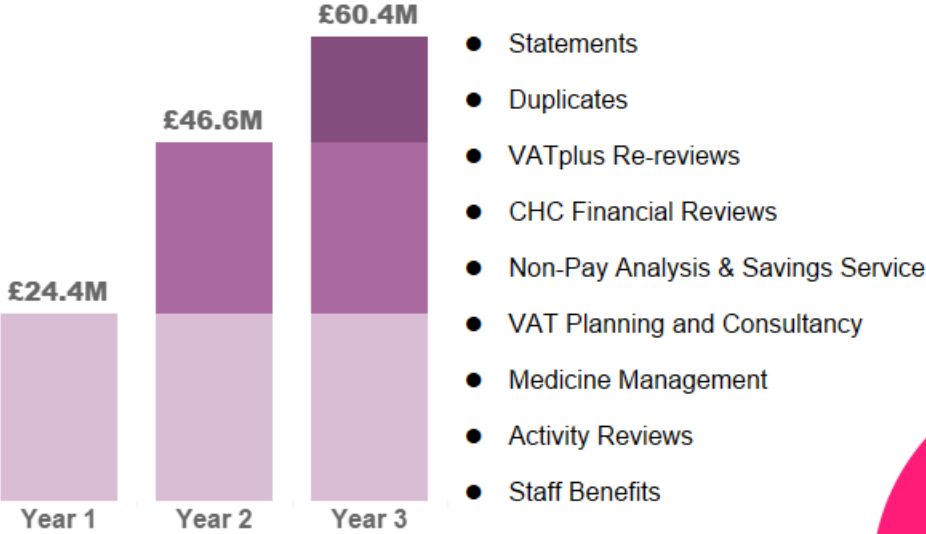
Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard

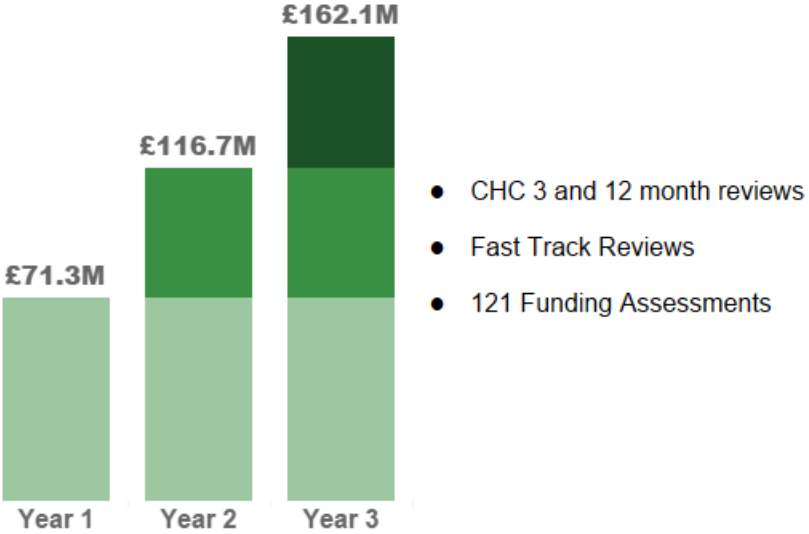
£60.4M

Sustainable Financial Recovery



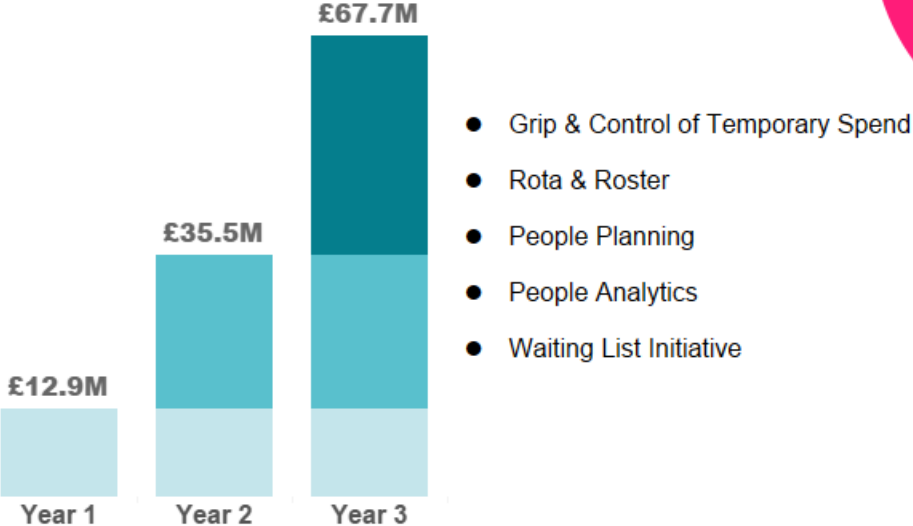
CHC Optimisation

£162.1M



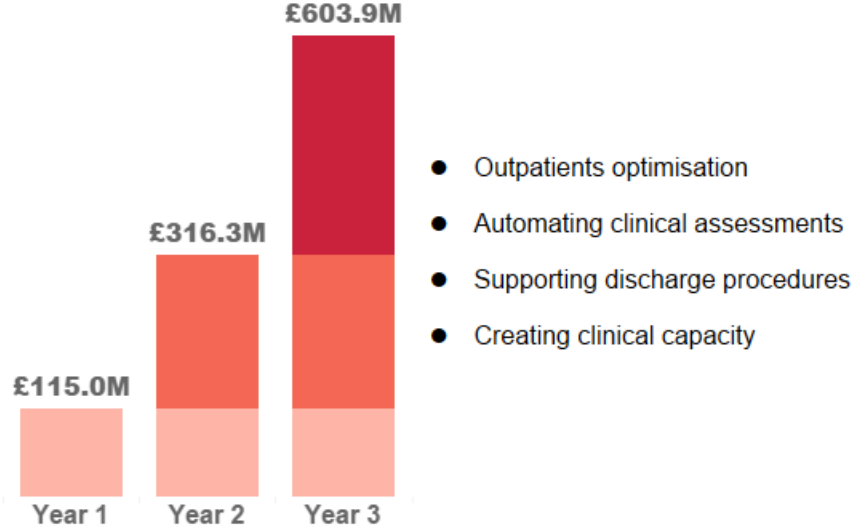
£67.7M

Workforce Productivity and Efficiency



Clinical Transformation

£603.9M



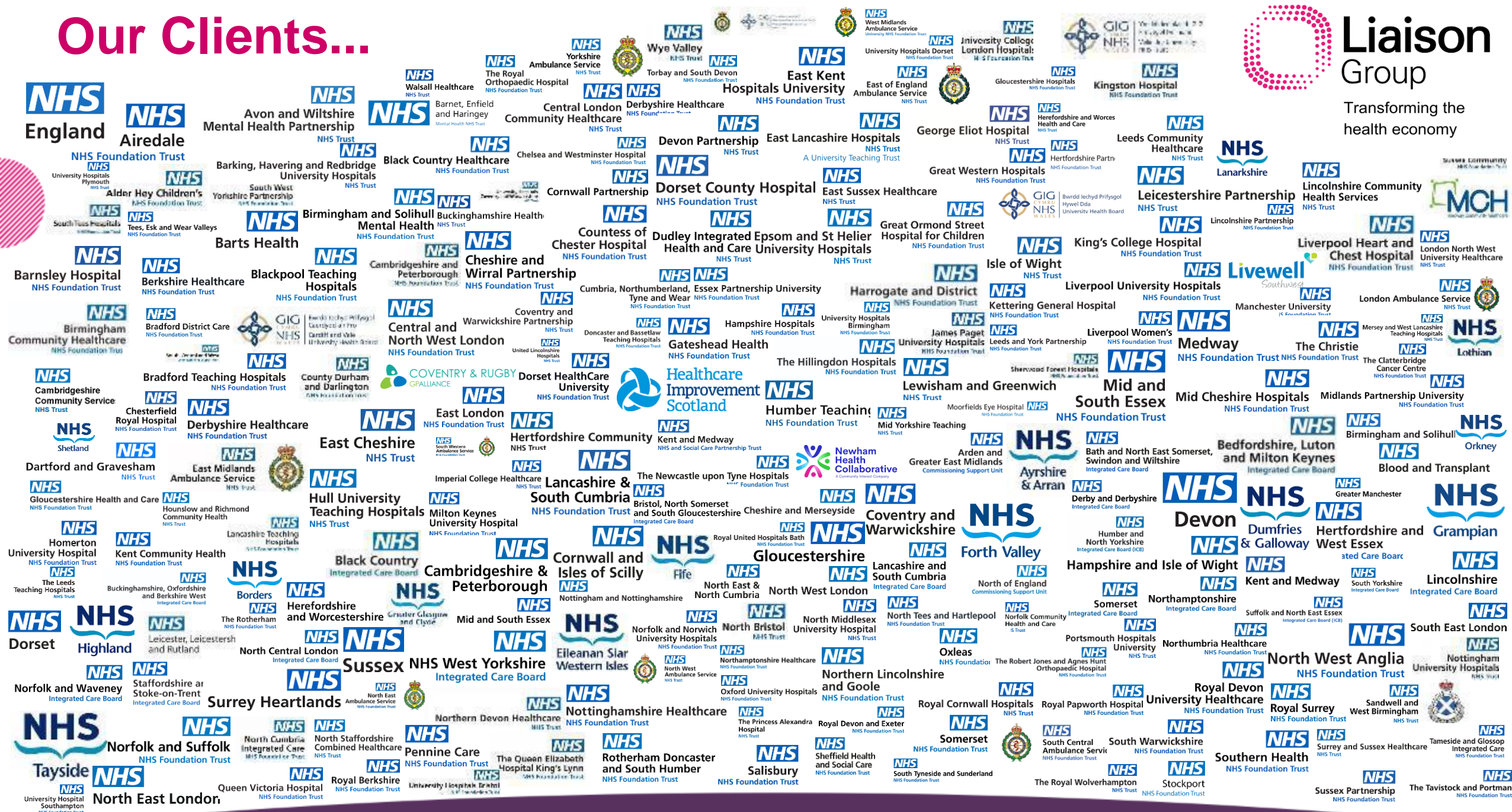
£894.1M

Our Clients...



Liaison Group

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 South West

		Bath and North East Somerset, Swindon and W...	Cornwall and the Isles of Scilly	Healthier Together Bristol, North Somerset and South...	One Devon	One Gloucestershire	Our Dorset	Somerset	Grand Total
Sustainable Financial Recovery	Duplicates	118K	59K	177K	236K		59K		649K
	Statements	126K	126K	189K	252K	63K	189K		945K
	Non-Pay Analysis & Savings Service	1,350K	750K	1,200K	2,550K	300K	1,200K	450K	7,800K
	Staff Benefits	4,045K	2,974K	6,886K	5,304K	3,374K	2,345K		24,928K
	VATplus Re-reviews	933K	756K	516K	2,226K		774K	258K	5,463K
	CHC Financial Reviews	158K	158K	158K	158K	158K	158K	158K	1,103K
	Medicine Management	2,033K	3,026K	2,045K	1,352K	1,245K	2,436K	6,404K	18,541K
	ICB Duplicates	63K	63K	63K	63K	63K	63K	63K	441K
	ICB Statements	74K	74K	74K	74K	74K	74K	74K	515K
	Total	8,900K	7,985K	11,307K	12,214K	5,276K	7,298K	7,406K	60,384K
Workforce Productivity and Efficiency	Grip and Control	2,201K	2,010K	4,559K	3,164K	1,980K	2,768K	1,420K	18,103K
	People Analytics	57K	47K	106K	149K	33K	68K	51K	511K
	People Planning	3,277K	2,604K	6,157K	7,044K	2,219K	3,949K	2,524K	27,774K
	Rota & Roster	2,426K	1,745K	4,894K	4,715K	2,705K	3,082K	1,722K	21,289K
	Total	7,962K	6,405K	15,717K	15,072K	6,937K	9,867K	5,718K	67,678K
CHC Optimisation	121 Funding Assessments	10,402K	6,053K	15,119K	22,992K	8,583K	16,029K	5,144K	84,322K
	CHC 3 and 12 month reviews	4,172K	2,428K	6,065K		3,443K		2,063K	18,172K
	Fast Track Reviews	16,074K	821K	20,110K		9,508K	8,550K	4,583K	59,645K
	Total	30,648K	9,302K	41,294K	22,992K	21,533K	24,579K	11,790K	162,138K
Clinical Transformation	Infinity	75,003K	49,221K	133,397K	140,690K	66,753K	85,412K	53,380K	603,856K
Total 3 Years Savings Opportunity		122,512K	72,914K	201,714K	190,967K	100,499K	127,155K	78,295K	894,056K

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