

# The National Savings Opportunity with Liaison Group



Savings Opportunity £11.9bn

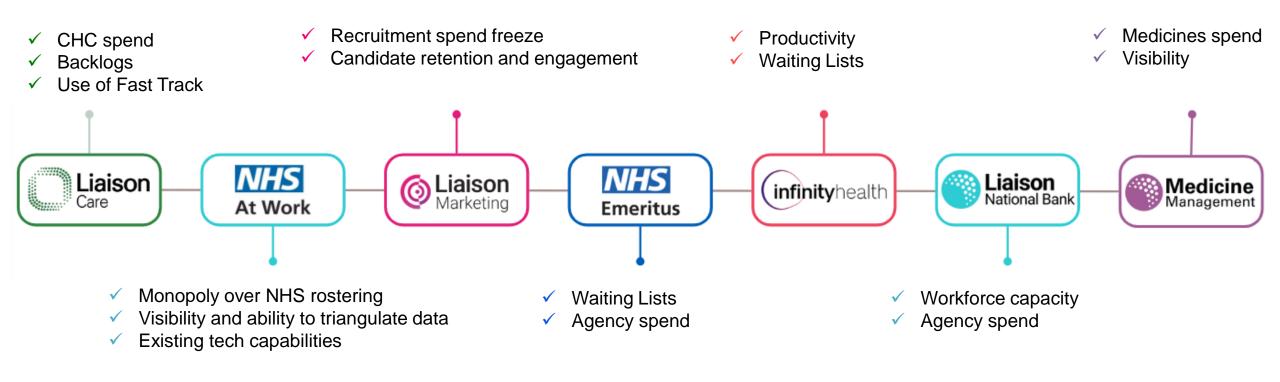
**Next three years** 

From this, your Region's opportunity: £894.1m

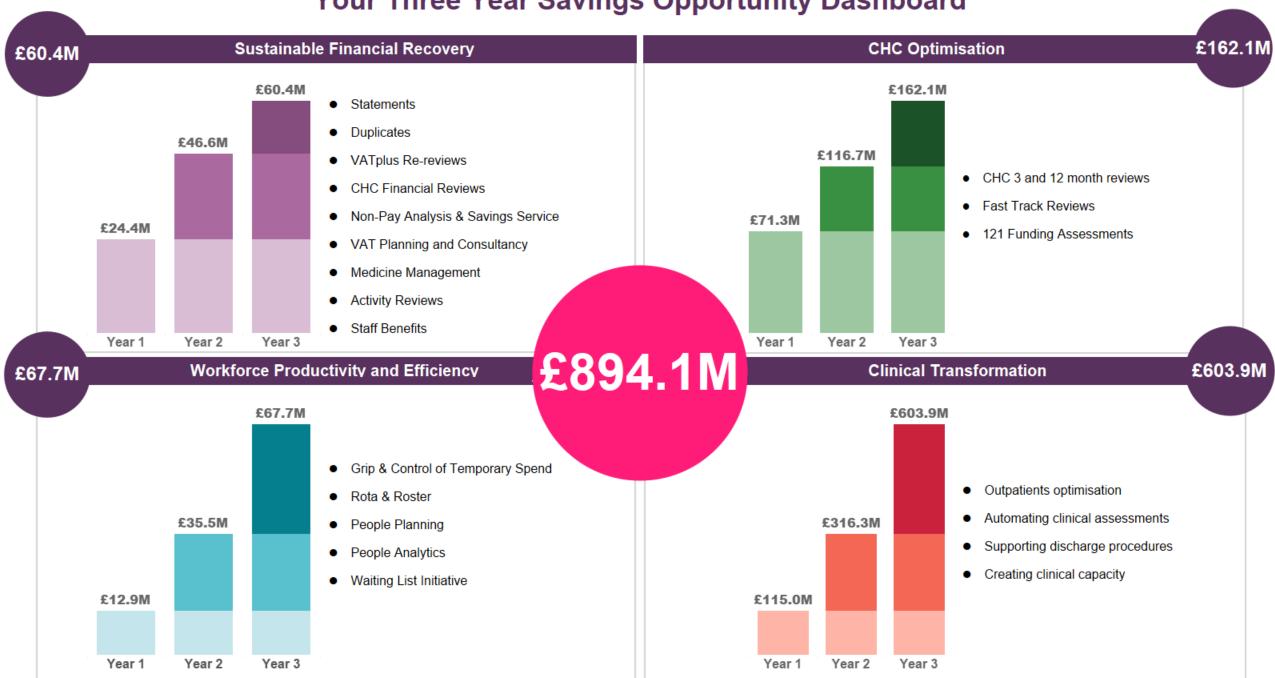


# Story of the last three years

## 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
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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 Pourselier 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 South W	Vest				
		Bath and North East Somerset, Swindon and W	Cornwall and the Isles of Scilly	f Healthier Together Bristol, North Somerset and South	One Devon	One Gloucestershire	Our Dorset	Somerset	Grand Total
Sustainable Financial	Duplicates	118K	59K	177K	236K		59 <b>K</b>		649K
Recovery	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, <b>4</b> 04K	18,541K
'	ICB Duplicates	63K	63K	63K	63 <b>K</b>	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, <b>2</b> 98K	7,406K	60,384K
	Grip and Control	2,201K	2,010K	4,559K	3,164K	1,980K	2,768K	1,420K	18,103K
and Efficiency	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
1	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)

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.