

# The National Savings Opportunity with Liaison Group



Savings Opportunity £11.9bn

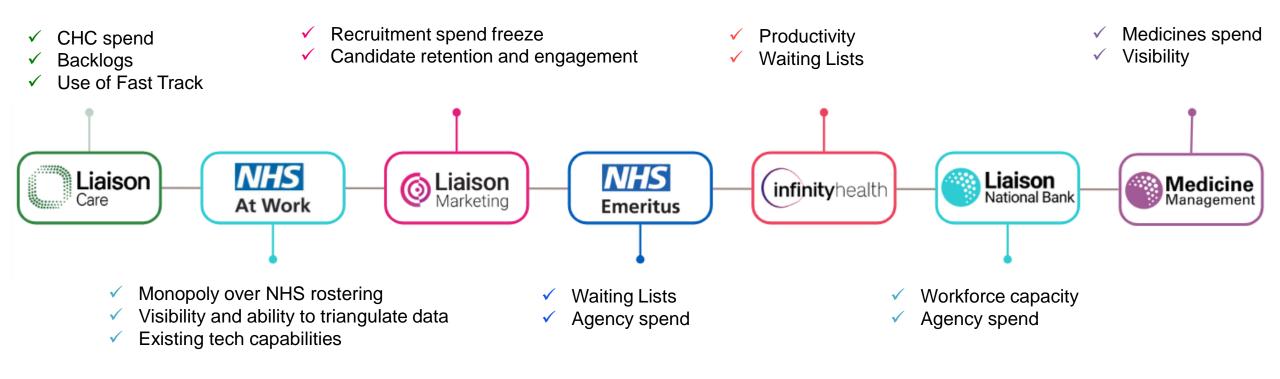
**Next three years** 

From this, your organisation's opportunity: £351m

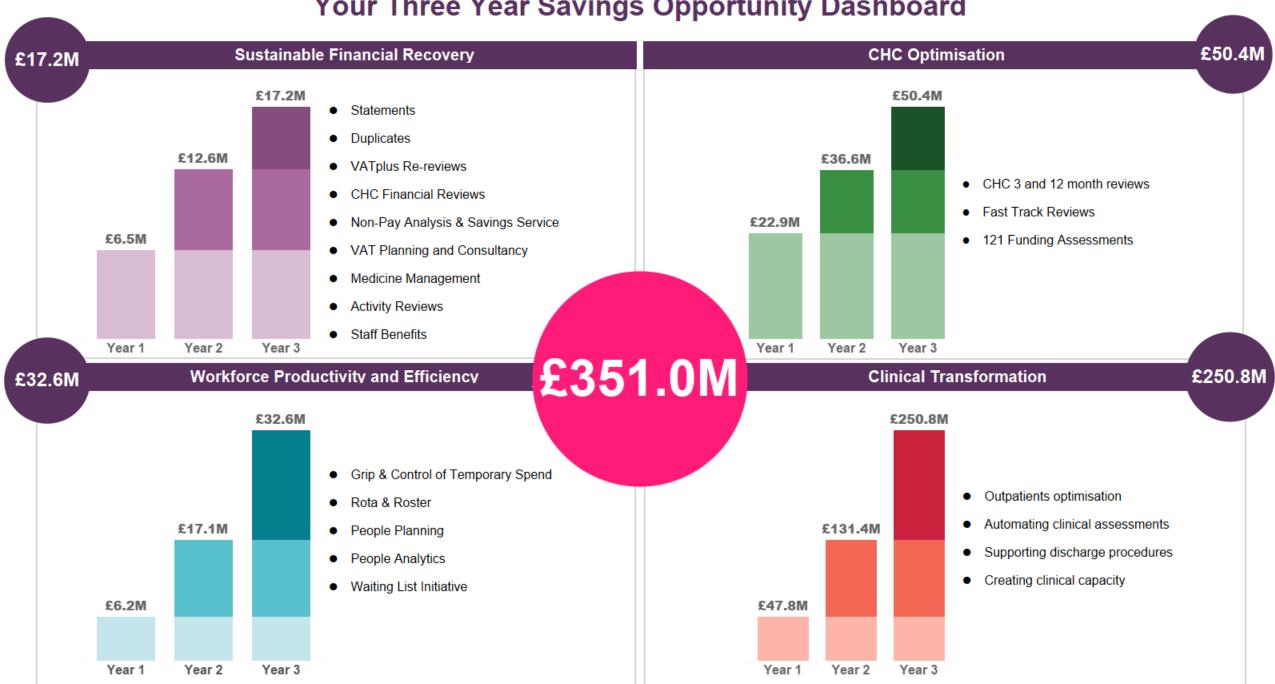


# Story of the last three years

## Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard



# **Our Clients...**



NH5

South Tees Hespitals

**Barnsley Hospital** 

Community Healthcare

**NHS Foundation Trust** 

Mental Health Partnership

Barking, Havering and Redbridge

Avon and Wiltshire

Hospitals

County Durham

and Darlington

**East Cheshire** 

Black Country

**Hull University** 

The Rotherham and Worcestershire Greater Glesgue

**NHS Trust** 

Teaching Hospitals Milton Keynes

**NHS Foundation Trust** 

NHS Conditions value

NHS

Walsall Healthcare

**Black Country Healthcare** 

The Royal

Cambridgeshire and Cheshire and NHS Foundation Trust

COVENTRY & RUGBY Dorset HealthCare

Integrated Care Board Cambridgeshire & Isles of Scilly Fife

NHS Peterborough NHS

Mid and South Essex

Sussex NHS West Yorkshire Integrated Care Board

Western Isles

North West
No

East London

Section Trust

NHS

University Hospital

Coventry and

NHS

Peterborough Wirral Partnership

Net Journation Trust NHS Foundation Trust

Coventry and Warwickshire Partnership

North West London

NHS Foundation Trust

NHS

NHS Foundation Trust

Orthopaedic Hospital

University Hospitals South West Alder Hey Children's Yorkshire Partnership

NHS
Birmingham and Solihull Buckinghamshire Health
Mental Health

**Derbyshire Healthcare** 

NHS

North Central London

Lancashire Teaching

East Midlands

Ambulance Service

Hounslow and Richmond

Community Health

Leicester, Leicestersh

Kent Community Health

and Berkshire West

and Rutland

NHS Foundation Trust

**Barts Health** 

Blackpool Teaching Berkshire Healthcare

NHS Foundation Trust

Bradford District Care

**Bradford Teaching Hospitals** 

Community Service Chesterfield Royal Hospital

Birmingham

NHS Dartford and Gravesham

Gloucestershire Health and Care NHS

Homerton **University Hospital** The Leeds Teaching Hospitals

Buckinghamshire, Oxfordshire Highland

Queen Victoria Hospital NHS Foundation Trust

Yorkshire Ambulance Service Central London Derbyshire Healthcare Rarnet, Enfield and Haringey Central London Community Healthcare

**Chelsea and Westminster Hospital** 

NHS Trust Doncaster and Bassetlaw

University **NHS Foundation Trust** 

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

NHS Cornwall and

Eileanan Slar

Teaching Hospitals

Hertfordshire Community Kent and Medway

Wye Valley Torbay and South Devon

KHS Trust NHS **East Kent** Hospitals University East of England Ambulance Service NHS Foundation Trust

NHS Trust

Cumbria, Northumberland, Essex Partnership University

NHS Resentland NHS Foundation Trust

Improvement **NHS** 

NHS

**Gateshead Health** 

NHS Foundation Trust

The Newcastle upon Tyne Hospitals

North East & North Cumbria North West London

Norfolk and Norwich University Hospitals North Bristol University Hospitals Norfolk and Norwich North Bristol University Hospitals

Healthcare

Tyne and Wear NHS Foundation Trust

University Hospitals Dorset London Hospitals East of England

A University Teaching Trust

NHS

West Midlands Ambulance Service

NHS Devon Partnership East Lancashire Hospitals

**George Eliot Hospital** NHS Trust NHS Hertfordshire Partn

NHS Iniversity College

Gloucestershire Hospitals

GIG CYMRU NHS WALLS WALLS University Health Board

NHS Trust

NHS Hywel Dda NHS Trust

**Great Western Hospitals** Cornwall Partnership

Dorset County Hospital

East Sussex Healthcare

NHS Foundation Trust

NHS Great Ormond Street Countess of Dudley Integrated Epsom and St Helier Hospital for Children Isle of Wight

Chester Hospital Health and Care University Hospitals Harrogate and District NHS

NHS Foundation Trust Kettering General Hospital University Hospitals Birmingham James Paget NHS

University Hospitals Leeds and York Partnership NHS Foundation Trust Medway The Hillingdon Hospitals

NHS Lancashire and South Cumbria

Northern Lincolnshire

NHS Foundation Trust

Integrated Care Board

HHS Foundation Trust NHS Foundation Trust NHS Trust Humber Teaching NHS

Lewisham and Greenwich NHS Foundation Trust Mid Yorkshire Teaching

**NHS Foundation Trust** 

Newham Health Collaborative Commissioning Support Unit Accommissioning Support Unit Arden and Bath and North East Somerset, Ayrshire

Forth Valley

Health and Care

NHS Foundation The Robert Jones and Agnes Hunt

North Tees and Hartlepool Norfolk Community

Oxleas

South Cumbria Bristol, North Somerset NHS Foundation Trust and South Gloucestershire Cheshire and Merseyside Coventry and NHS

& Arran NHS Derby and Derbyshire NHS Royal United Hospitals Bath Wild Foundation Blots

Humber and North Yorkshire

Somerset

Integrated Care Board

Royal Cornwall Hospitals Royal Papworth Hospital University Healthcare

The Royal Wolverhampton

Portsmouth Hospitals

NHS Treet

GIG | WHEN 4 177

NHS View Agreement

Kingston Hospital

King's College Hospital

**Liverpool University Hospitals** 

Liverpool Women's

Mid and

Swindon and Wiltshire

broughts are

Leeds Community

Healthcare

**NHS Foundation Trust** 

NHS NHS

WHS & Galloway West Essex Hampshire and Isle of Wight NHS

NHS Kent and Medway South Yorkshire Northamptonshire

Northumbria Healthcare

Integrated Care Board Suffolk and North East Essex

Royal Devon NHS



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 University Hospitals Bridge

Nottinghamshire Healthcare The Prince Northern Devon Healthcare NHS Foundation Trust and South Humber NHS Foundation Trust

Rotherham Doncaster

The Princess Alexandra Royal Devon and Exeter NHS Salisbury

Sheffield Health and Social Care

Gloucestershire

North Middlesex

Northamptonshire Healthcare

Oxford University Hospitals and Goole

Somerset **NHS Foundation Trust** 

Ambulance Service

South Central South Warwickshire

NHS Foundation Trust NHS NHS Foundation Trust

Stockport

NHS Trust NHS Foundation Trust

NHS Surrey and Sussex Healthcare Southern Health

Sussex Partnership

The Tayistock and Portmai



Transforming the health economy

Lanarkshire Lincolnshire Community Leicestershire Partnership Health Services

Manchester University

Bedfordshire, Luton

NHS

Liverpool Heart and London North West Chest Hospital University Healthcare

**NHS Foundation Trust** 





Moorfields Eye Hospital NIES

South Essex Mid Cheshire Hospitals Midlands Partnership University

Birmingham and Solihul

**Blood and Transplant** 

























# 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."

• 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.



Partnership University

2

# 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."

Devon

- · 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

neatti ecoloniy								
North East London Health and Care Partnership ICS								
		Barking, Havering and Redbridge University Hospitals NHS Trust	Barts Health NHS Trust	Homerton Healthcare NHS Foundation Trust	East London NHS Foundation Trust	North East London NHS Foundation Trust	NHS North East London ICB	Grand Total
Sustainable Financial Recovery	Duplicates	59K	59K	59 <b>K</b>	59K	59 <b>K</b>		295K
	Statements	63K	63K	63 <b>K</b>	63K	63K		315K
	Non-Pay Analysis & Savings Service	450K	450K	450K	300K	300K		1,950K
	Staff Benefits	2,034K	4,905K	1,083K		1,866K		9,887K
	VATplus Re-reviews	138K	258K	258K		258K	258K	1,170K
	CHC Financial Reviews						158K	158K
	Medicine Management						3,290K	3,290K
	ICB Duplicates						63K	63K
	ICB Statements						74K	74K
	Total	2,744K	5,735K	1,913K	422K	2,546K	3,842K	17,201K
Workforce Productivity and Efficiency	Grip and Control	1,863K	4,152K	1,441K	1,714K	2,310K		11,480K
	People Analytics	32K	72K	18K	34K	31 <b>K</b>		187K
	People Planning	1,755K	3,835 <b>K</b>	975K	2,375K	2,021K		10,961K
	Rota & Roster	1,517K	3,733K	1,067K	1,759K	1,893K		9,969K
	Total	5,167K	11,793K	3,501K	5,882K	6,255K		32,597K
CHC Optimisation	121 Funding Assessments						22,764K	22,764K
	CHC 3 and 12 month reviews						9,131K	9,131K
	Fast Track Reviews						18,468K	18,468K
	Total						50,364K	50,364K
Clinical Transformation	Infinity	45,014K	105,338K	25,396K	36,569K	38,477K		250,794K
Total 3 Years Savings Opportunity		52,925K	122,865K	30,810K	42,874K	47,277K	54,206K	350,956 <b>K</b>
Client	Non Client		Not in Scope					

# **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,
Emergency Medicine

NHS Trust

NHS Trust

# 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.