



Liaison
Group

Transforming the
health economy

One  **Devon**

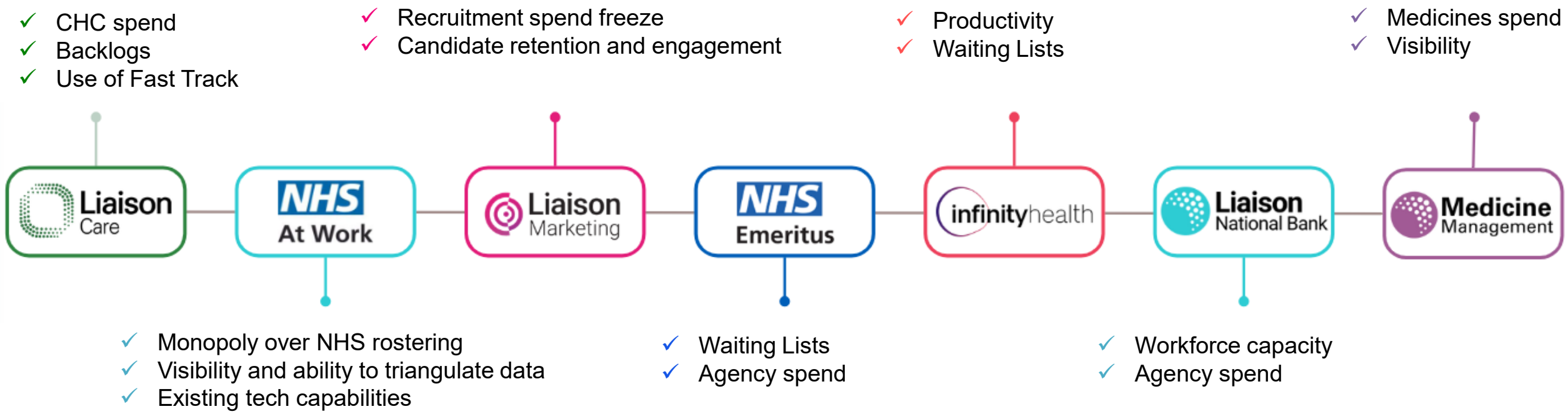
Three-year savings and transformation opportunities

The National Savings Opportunity with Liaison Group



Story of the last three years

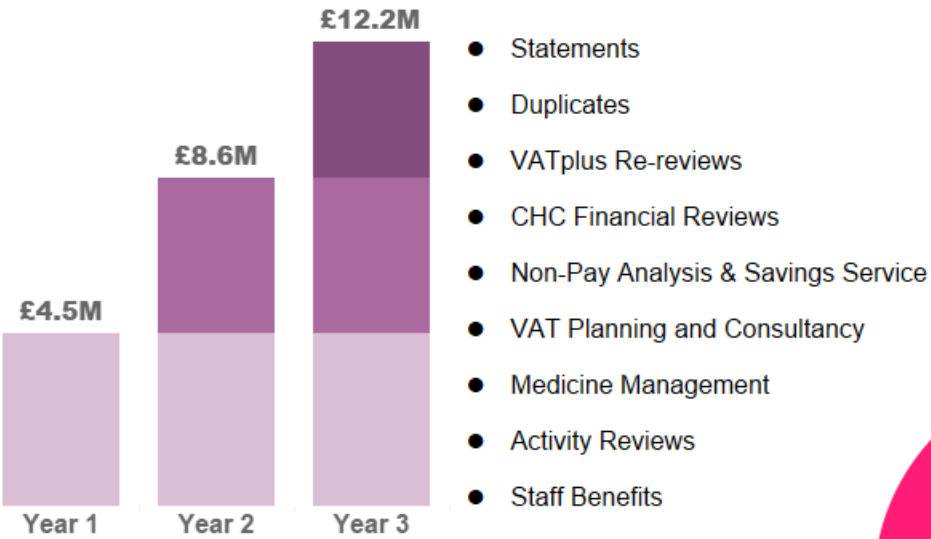
Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard

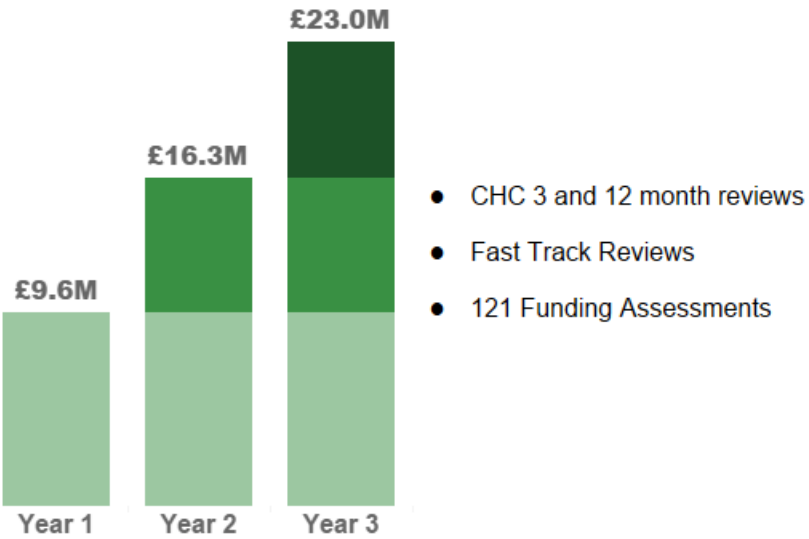
£12.2M

Sustainable Financial Recovery



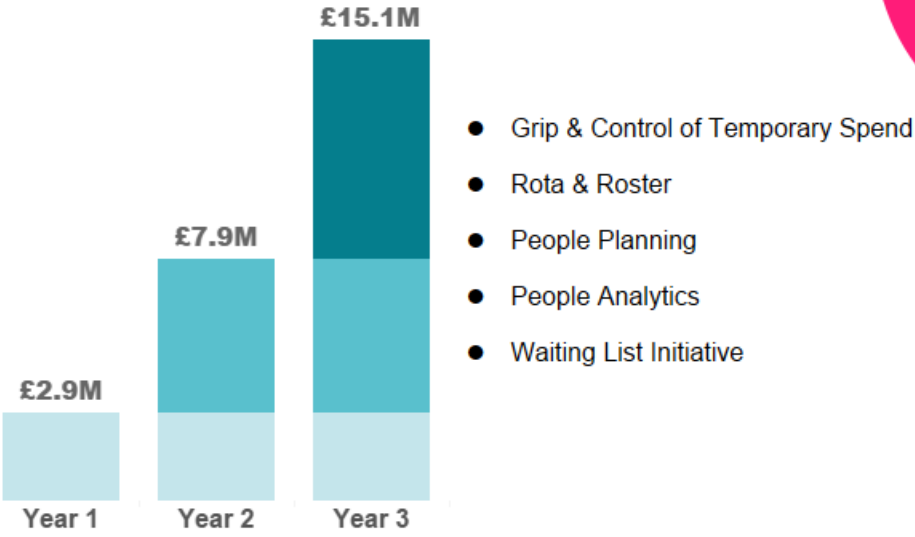
CHC Optimisation

£23.0M



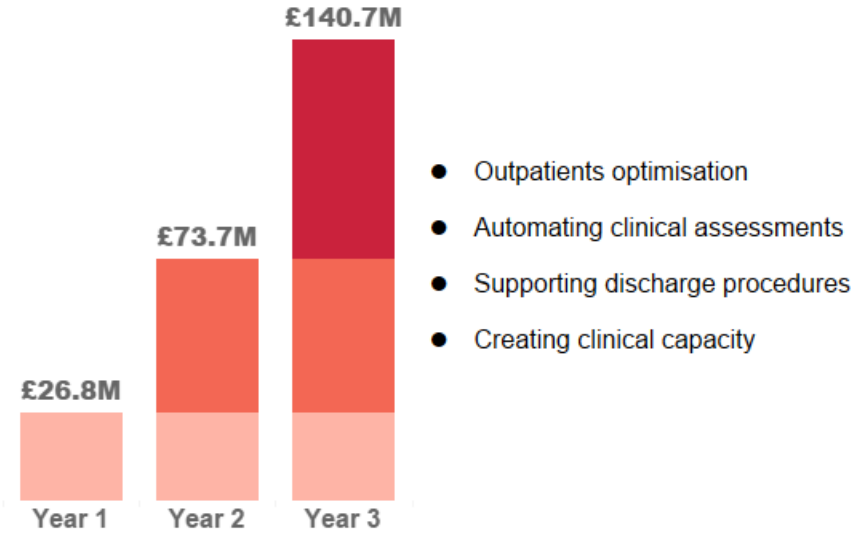
£15.1M

Workforce Productivity and Efficiency



Clinical Transformation

£140.7M



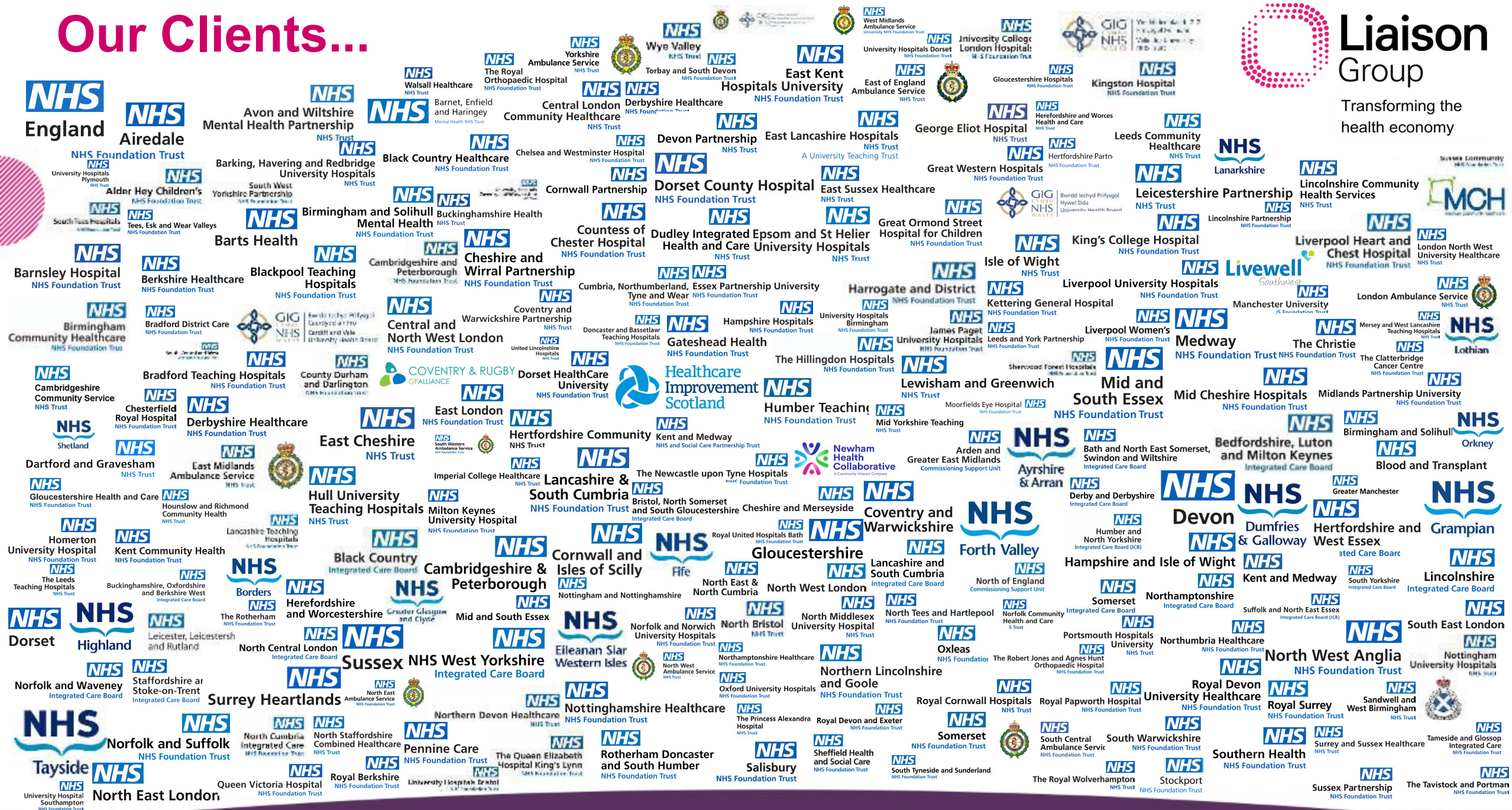
£191.0M

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

The Challenge

- Paybill and Agency overspend
- High WTE
- Poor productivity

Our Solution




Workforce Productivity and Efficiency Journey

Outcomes Delivered

- 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

Success Stories

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."



3

- 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."



4

Over to you



One Devon ICS

		Northern Devon Healthcare NHS Trust	Royal Devon and Exeter NHS Foundation Trust	Royal Devon University Healthcare NHS Foundation Trust	Torbay & South Devon NHS Foundation Trust	University Hospitals Plymouth NHS Trust	Devon Partnership NHS Trust	NHS Devon ICB	Grand Total
Sustainable Financial Recovery	Duplicates	59K	59K	59K		59K			236K
	Statements	63K	63K	63K		63K			252K
	Non-Pay Analysis & Savings Service	450K	450K	450K	450K	450K	300K		2,550K
	Staff Benefits				1,771K	2,613K	920K		5,304K
	VATplus Re-reviews	258K	258K	258K		1,452K			2,226K
	CHC Financial Reviews							158K	158K
	Medicine Management							1,352K	1,352K
	ICB Duplicates							63K	63K
	ICB Statements							74K	74K
	Total	830K	830K	830K	2,221K	4,637K	1,220K	1,646K	12,214K
Workforce Productivity and Efficiency	Grip and Control			1,324K	758K	570K	512K		3,164K
	People Analytics			51K	28K	51K	19K		149K
	People Planning			2,507K	1,424K	2,133K	980K		7,044K
	Rota & Roster			1,728K	1,000K	1,388K	599K		4,715K
	Total			5,610K	3,211K	4,141K	2,110K		15,072K
CHC Optimisation	121 Funding Assessments							22,992K	22,992K
	CHC 3 and 12 month reviews								
	Fast Track Reviews								
	Total							22,992K	22,992K
Clinical Transformation	Infinity	0K		53,765K	27,891K	44,761K	14,273K		140,690K
Total 3 Years Savings Opportunity		830K	830K	60,204K	33,322K	53,539K	17,604K	24,638K	190,967K

■ Client ■ Non Client ■ Not in Scope □ Total

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