

## The National Savings Opportunity with Liaison Group



Savings Opportunity £11.9bn

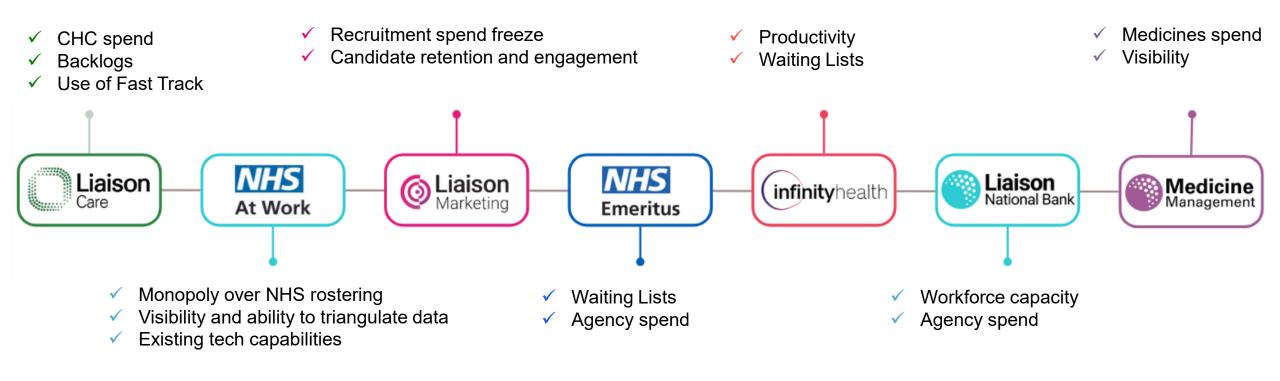
**Next three years** 

From this, your organisation's opportunity: £100.5m



### **Story of the last three years**

### Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard £21.5M Sustainable Financial Recovery **CHC Optimisation** £5.3M £5.3M £21.5M Statements Duplicates £4.0M £15.6M VATplus Re-reviews CHC 3 and 12 month reviews **CHC Financial Reviews**  Fast Track Reviews Non-Pay Analysis & Savings Service £9.7M £2.1M 121 Funding Assessments VAT Planning and Consultancy Medicine Management Activity Reviews Staff Benefits Year 2 Year 3 Year 1 Year 2 Year 3 Year 1 £100.5M Workforce Productivity and Efficiency **Clinical Transformation** £66.8M £6.9M £6.9M £66.8M Grip & Control of Temporary Spend Outpatients optimisation Rota & Roster Automating clinical assessments £3.6M People Planning £35.0M Supporting discharge procedures People Analytics Creating clinical capacity Waiting List Initiative

£12.7M

Year 1

Year 3

Year 2

£1.3M

Year 1

Year 2

Year 3

# **Our Clients...**



South Teas Hespitals

Birmingham

**Barnsley Hospital** 

Community Healthcare

**NHS Foundation Trust** 

Airedale

**Avon and Wiltshire** Mental Health Partnership

Barking, Havering and Redbridge University Hospitals

South West Alder Hey Children's Yorkshire Partnership

NHS
Birmingham and Solihull Buckinghamshire Health
Mental Health

**Barts Health** 

NHS Carattered Valle

NHS Trust

Herefordshire

North Central London

County Durham

and Darlington

East Cheshire

Black Country

The Rotherham and Worcestershire Granter Glesgue Mid and South Essex

**Hull University** 

**NHS Trust** 

Teaching Hospitals Milton Keynes

Blackpool Teaching Berkshire Healthcare Hospitals NHS Foundation Trust

**Derbyshire Healthcare** 

Lancashire Teaching

Bradford District Care



**Bradford Teaching Hospitals** 

East Midlands

Ambulance Service

Hounslow and Richmond

Community Health

Leicester, Leicestersh

Kent Community Health

and Berkshire West

and Rutland

Cambridgeshire Community Service Chesterfield Royal Hospital

NHS Dartford and Gravesham

Gloucestershire Health and Care NHS

Homerton **University Hospital** The Leeds Teaching Hospitals

Buckinghamshire, Oxfordshire Highland

Norfolk and Wavenev

Staffordshire ar Stoke-on-Trent Stoke-on-Trent
Integrated Care Board

Surrey Heartlands

Ambulance Service

Mot Readation Park

Mot Readat

Royal Berkshire

Northern Devon Healthcare NHS Foundation Trust Norfolk and Suffolk
NHS Foundation Trust
North Cumbria
Integrated Care
NHS Trust
NHS Foundation Trust Rotherham Doncaster

Nottinghamshire Healthcare

Oxford University
Nottinghamshire Healthcare

The Prince

Wye Valley

Cornwall Partnership

NHS Foundation Trust

NHS Foundation Trust

Central London Derbyshire Healthcare

Torbay and South Devon

Yorkshire Ambulance Service

Orthopaedic Hospital

The Royal

Black Country Healthcare Chelsea and Westminster Hospital

Cambridgeshire and Cheshire and NHS Foundation Trust

COVENTRY & RUGBY Dorset HealthCare

Integrated Care Board Cambridgeshire & Isles of Scilly Fife

Integrated Care Board

Sussex NHS West Yorkshire
Integrated Care Board

NHS Western Isles

Northwest
North

NHS Peterborough NHS

East London NHS

University Hospital

Coventry and

NHS

University

Hertfordshire Community Kent and Medway

Imperial College Healthcare Lancashire & The Newcastle upon Tyne Hospitals
NHS Toust Lancashire & NHS Toust Lancashire & South Cumbria
Bristol, North Somerset Chapting and

NHS Cornwall and

Eileanan Slar

**NHS Foundation Trust** 

Barnet, Enfield and Haringey Mental Health RNS Trust

Central London Community Healthcare

NHS

NHS Foundation Trust

NHS NHS

Peterborough Wirral Partnership

N-B Poundation Trust NHS Foundation Trust

Central and Warwickshire Partnership

North West London

NHS Foundation Trust

NHS

NHS Foundation Trust

Walsall Healthcare

The Princess Alexandra Royal Devon and Exeter Salisbury

Sheffield Health and Social Care

Somerset **NHS Foundation Trust** South Tyneside and Sunderland

West Midlands Ambulance Service

NHS
Great Ormond Street

Harrogate and District NHS

NHS Trust

Newham Health Collaborative Commissioning Support Unit Ayrshire

NHS Lancashire and South Cumbria

Northern Lincolnshire

NHS Foundation Trust

**George Eliot Hospital** 

**Great Western Hospitals** 

NHS Isle of Wight

University Hospitals Leeds and York Partnership NHS Foundation Trust Medway

NHS Foundation Trust Kettering General Hospital

Lewisham and Greenwich

James Paget NHS

NHS Forth Valley

North Tees and Hartlepool Norfolk Community

Oxleas

NHS Trust

East Kent

NHS Devon Partnership East Lancashire Hospitals

Countess of Dudley Integrated Epsom and St Helier Hospital for Children

NHS Foundation Trust and South Gloucestershire Cheshire and Merseyside Coventry and NHS

NHS North East & North West London Integrated Care Board

Norfolk and Norwich University Hospitals

North Bristol University Hospital NHS Trust

North Middlesex University Hospital NHS Trust

Gloucestershire

North Middlesex

Northamptonshire Healthcare

Oxford University Hospitals and Goole

NHS Trust

Chester Hospital Health and Care University Hospitals

NHS Foundation Trust

Improvement **NHS** 

Healthcare

Scotland

NHS NHS

Cumbria, Northumberland, Essex Partnership University

Tyne and Wear NHS Foundation Trust

tnership
NHS Trust
Doncaster and Bassetlaw
Doncaster and Bassetlaw

Teaching Hospitals
NHS Foundation Trust
Gateshead Health

Hospitals University East of England Ambulance Service

A University Teaching Trust

University Hospitals Birmingham

The Hillingdon Hospitals

NHS Foundation Trust Mid Yorkshire Teaching

Humber Teaching NHS

NHS Royal United Hospitals Bath Miss Warwickshire

Health and Care

NHS Foundation The Robert Jones and Agnes Hunt

South Central South Warwickshire Ambulance Servic

Stockport

NHS Foundation Trust
Southern Health NHS NHS Foundation Trust

Hampshire and Isle of Wight NHS

Northamptonshire

Northumbria Healthcare

Royal Devon NHS

Royal Cornwall Hospitals Royal Papworth Hospital University Hospital National Royal Papworth Hospital University Hospital Control of the Cont

NHS Foundation Trust Royal Surrey Sandwell and West Birmingham Surrey and Sussex Healthcare

Sussex Partnership

The Tayistock and Portman

GIG INHWATT handy aller new NHS Iniversity College NHS View Agreement University Hospitals Dorset London Hospital:

Gloucestershire Hospitals Kingston Hospital

Liverpool University Hospitals

Liverpool Women's

Mid and

Swindon and Wiltshire

**NHS Foundation Trust** 

Derby and Derbyshire

Humber and North Yorkshire

Somerset

Integrated Care Board

Portsmouth Hospitals University

Arden and Bath and North East Somerset,

& Arran NHS

Leeds Community Healthcare NHS Hertfordshire Partne

Lanarkshire GIC CYMRU Hywel Dda WALES WALES University Health Roard Leicestershire Partnership Health Services

King's College Hospital

NHS Foundation Trust

NHS NHS

Liverpool Heart and

Manchester University

Chest Hospital University Healthcare NHS Foundation Trust

Lincolnshire Community

London North West



Transforming the

health economy

Shervygod Forest Resetable

NHS Foundation Trust NHS Foundation Trust The Clatterbridge Cancer Centre

Moorfields Eye Hospital NIES

South Essex Mid Cheshire Hospitals Midlands Partnership University

Birmingham and Solihul

Bedfordshire, Luton

**Blood and Transplant** 

Devon Dumfries Hertfordshire and Grampian

& Galloway West Essex

Kent and Medway South Yorkshire Lincolnshire

Integrated Care Board Suffolk and North East Essex NHS South East London

NHS Foundation Trust
North West Anglia
NHS Foundation Trust
NHS Foundation Trust
NHS Foundation Trust NHS Foundation Trust

# 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

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# Delivering transformation across four key areas of the NHS

### The Challenge

**Our Solution** 

#### **Outcomes Delivered**

#### **Success Stories**

· Need for high quality services focussed on delivering the right package of individualised care



**CHC Optimisation Solutions** 

• 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

"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 hospital."

**London North West** University Healthcare

# Over to you





Transforming the health economy

One Gloucestershire ICS					
		Gloucestershire Hospitals NHS Foundation Trust	Gloucestershire Health and Care NHS Foundation Trust	NHS Gloucestershire ICB	Grand Total
Sustainable Financial Recovery	Duplicates				
	Statements		63K		63K
	Non-Pay Analysis & Savings Service		300 <b>K</b>		300K
	Staff Benefits	2,204K	1,170K		3,374K
	VATplus Re-reviews				
	CHC Financial Reviews			158K	158K
	Medicine Management			1,245K	1,245K
	ICB Duplicates			63K	63K
	ICB Statements			74K	74K
	Total	2,204K	1,533K	1,539K	5,276K
Workforce Productivity and Efficiency	Grip and Control	1,437K	543K		1,980K
	People Analytics	21K	12K		33K
	People Planning	1,310K	909 <b>K</b>		2,219K
	Rota & Roster	2,188K	518K		2,705K
	Total	4,956K	1,981K		6,937K
CHC Optimisation	121 Funding Assessments			8,583K	8,583K
	CHC 3 and 12 month reviews			3,443K	3,443K
	Fast Track Reviews			9,508 <b>K</b>	9,508K
	Total			21,533K	21,533K
Clinical Transformation	Infinity	47,978K	18,774K		66,753K
Total 3 Years Savings Opportunity		55,138K	22,288K	23,072K	100,499K
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)

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, Coventry &
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.