

The National Savings Opportunity with Liaison Group



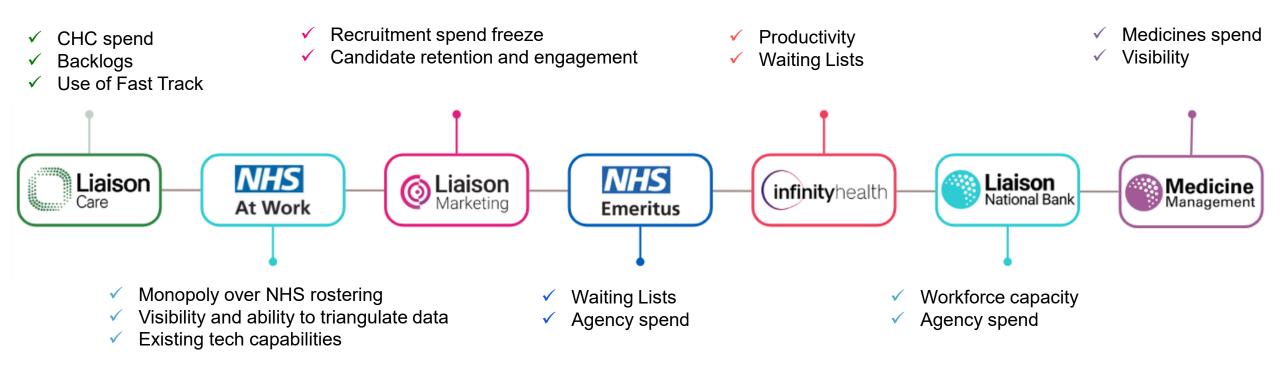
Savings Opportunity £11.9bn

Next three years

From this, your organisation's opportunity: £127.2m

Story of the last three years

Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard £24.6M Sustainable Financial Recovery **CHC Optimisation** £7.3M £7.3M £24.6M Statements Duplicates £5.7M £17.4M VATplus Re-reviews CHC 3 and 12 month reviews **CHC Financial Reviews** Fast Track Reviews Non-Pay Analysis & Savings Service £10.2M £3.0M 121 Funding Assessments VAT Planning and Consultancy Medicine Management Activity Reviews Staff Benefits Year 1 Year 2 Year 3 Year 1 Year 2 Year 3 £127.2M £85.4M Workforce Productivity and Efficiency **Clinical Transformation** £9.9M £9.9M £85.4M Grip & Control of Temporary Spend Outpatients optimisation Rota & Roster Automating clinical assessments £5.2M People Planning £44.7M Supporting discharge procedures People Analytics Creating clinical capacity Waiting List Initiative £1.9M £16.3M Year 3 Year 2 Year 3 Year 2 Year 1 Year 1

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

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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

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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

2

Delivering transformation across four key areas of the NHS

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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

							nearth economy
Our Dorset ICS							
		Dorset County Hospital NHS Foundation Trust	University Hospitals Dorset NHS Foundation Trust	Dorset Healthcare University NHS Foundation Trust	South Western Ambulance Service NHS Foundation Trust	NHS Dorset ICB	Grand Total
Recovery	Duplicates			59 K			59K
	Statements		63K	63K	63K		189K
	Non-Pay Analysis & Savings Service	450K	450K	300K			1,200K
	Staff Benefits		2,345K				2,345K
	VATplus Re-reviews	258K	258K	258K			774K
	CHC Financial Reviews					158K	158K
	Medicine Management					2,436K	2,436K
	ICB Duplicates					63K	63K
	ICB Statements					74K	74K
	Total	708K	3,116K	680K	63K	2,730K	7, 2 98K
Workforce Productivity and Efficiency	Grip and Control	665 K	1,381K	722K			2,768K
	People Analytics	11K	36K	21K			68K
	People Planning	689K	1,831K	1,429K			3,949K
	Rota & Roster	531 K	1,623K	928K			3,082K
	Total	1,896K	4,870K	3,101K			9,867 K
CHC Optimisation	121 Funding Assessments					16,029K	16,029K
	CHC 3 and 12 month reviews						
	Fast Track Reviews					8,550K	8,550K
	Total					24,579K	24,579K
Clinical Transformation	Infinity	16,036K	45,713K	23,662K			85,412K
Total 3 Years Savings Opportunity		18,640K	53,700K	27,443K	63K	27,309K	127,155K
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.