

# The Savings Opportunity with Liaison Group



Savings Opportunity £11.9bn

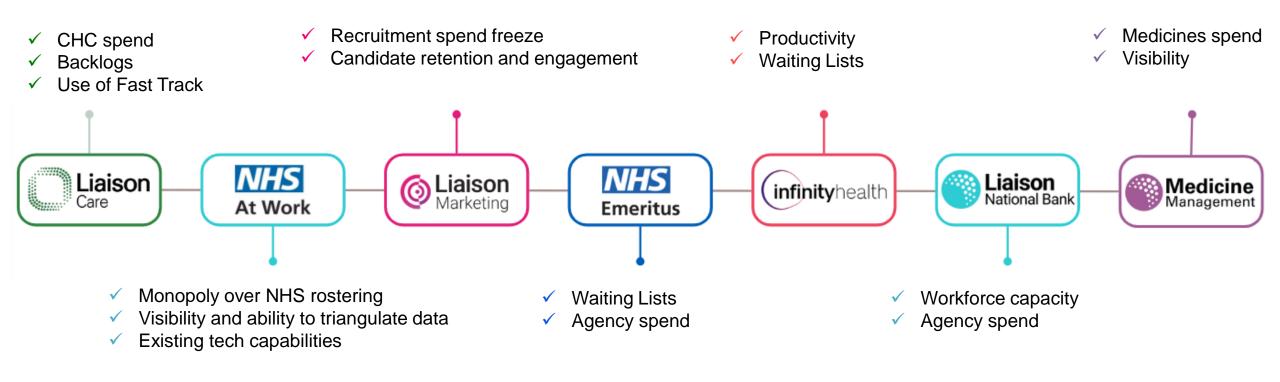
**Next three years** 

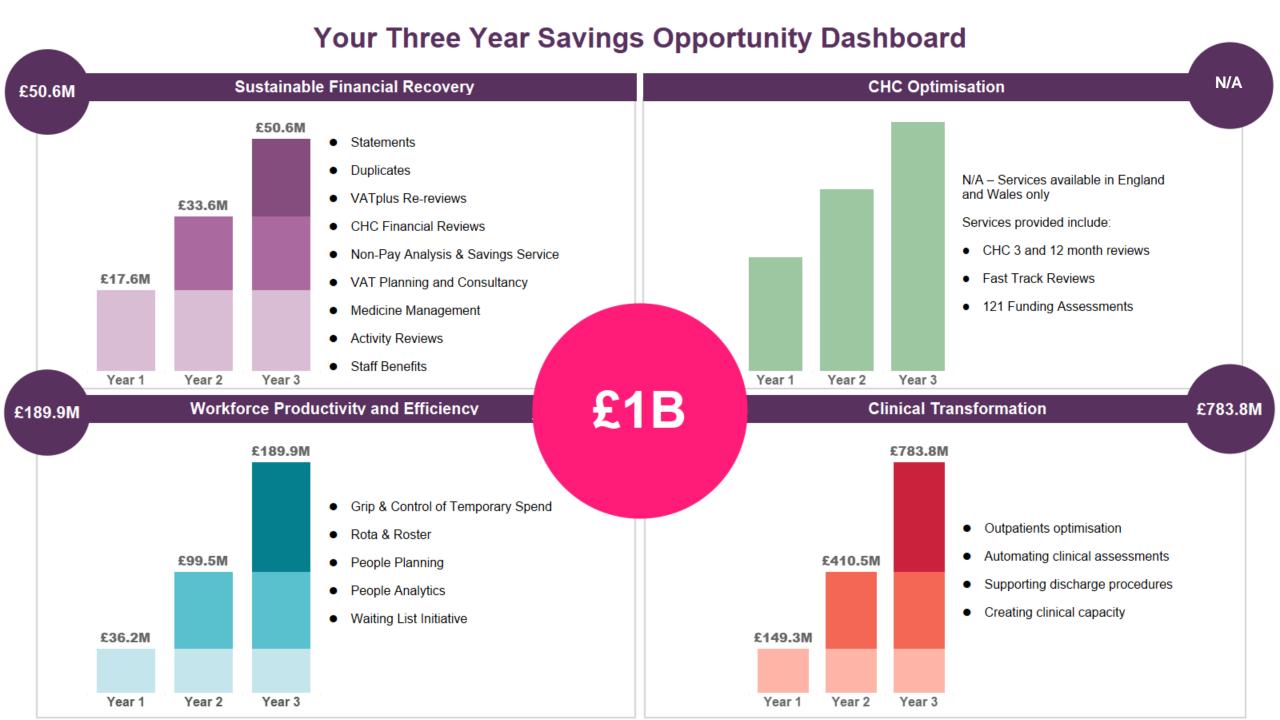
From this, your opportunity:

£1bn

# Story of the last three years

## Innovating to address national challenges, including:





# **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 Journation 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

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

WHS & 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

								nearth economy													
	NHS Scotland																				
		NHS Ayrshire & Arran	<sup>'e</sup> NHS Borders	NHS Dumfries & Galloway	NHS Fife	NHS Forth Valley	NHS Grampian	NHS Greater Glasgow & Clyde	NHS Highland	NHS Lanarkshire	NHS Lothian	NHS Orkney	, NHS Shetland	NHS Tayside	NHS Western Isles	Scottish Ambulance Service Board for Scotland	Grand Total				
Sustainable Financial Recovery	Duplicates	59 <b>K</b>	59K	59 <b>K</b>	59 <b>K</b>	59 <b>K</b>	59 <b>K</b>	59K	59 <b>K</b>	59 <b>K</b>	59 <b>K</b>	59K	59 <b>K</b>	59 <b>K</b>	59K	59 <b>K</b>	885K				
	Statements	63K	63 <b>K</b>	63K	63 <b>K</b>	63K	63 <b>K</b>	63K	63K	63 <b>K</b>	63 <b>K</b>	63K	63 <b>K</b>	63 <b>K</b>	63K	63K	945K				
	Non-Pay Analysis & Savings Service	450K	450K	450K	450K	450K	450K	450K	450K	450K	450K	450K	450K	450K	450K	450K	6,750K				
	Staff Benefits		848K	1,159K	2,438K	1,771K	4,026K	10,079K	2,716K	3,672K	6,516K			3,539K	264K		37,027K				
1	VATplus Re-reviews																<u> </u>				
!	Total	572K	1,420K	1,731K	3,010K	2,343K	4,598K	10,651K	3,288K	4,244K	7,088K	572K	572K	4,111K	836K	572K	45,607K				
	Grip and Control	892K	221K	639 <b>K</b>	1,322K	652K	1,544K	3,101K	1,331K	1,739K	1,508K	145K	193K	1,159K	101K		14,546K				
and Efficiency	People Analytics	39K	12K	17K	44K	34K	70K	183K	40K	78K	106K	3K	2K	68 <b>K</b>	3 <b>K</b>		699K				
.	People Planning	8,933K	3, <b>2</b> 53K	4,055K	9,702K	7,005K	19,959K	37,108K	9,880K	15,680K	22,863K	586K	733K	13,364K	1,029K		154,150K				
	Rota & Roster	1,244K	340K	776K	1,414K	892K	2,355K	5,095 <b>K</b>	1,400K	1,900K	2,795K	125K	116K	1,799K	224K		20,474K				
	Total	11,108K	3,825K	5,486K	12,482K	8,584K	23,928K	45,488K	12,651K	19,397K	27,272K	859K	1,044K	16,391K	1,357K		189,870K				
CHC Optimisation	121 Funding Assessments																				
.	CHC 3 and 12 month reviews																				
	Fast Track Reviews																				
	Total																				
Clinical Transformation	Infinity	52,785K	14,432K	22,775K	48,620K	36,620K	79,363K	199,867K	45,092K	72,829K	132,088K	3,088K	3,321K	68,049K	4,837K		783,766K				
Total 3 Years Savings Opportunity		64,465K	19,677K	29,992K	64,112K	47,547K	107,889K	256,005K	61,030K	96,470K	166,447K	4,519K	4,937K	88,550K	7,030K	572K	1,019,243K				
■ Client				■ N	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, Covent
Emergency Medicine

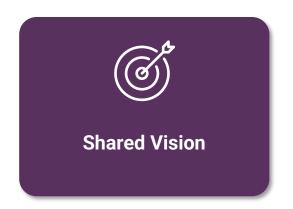


# Our approach

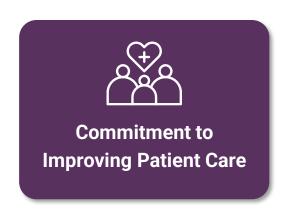


Our focus is on true partnership over transactions. With Liaison Group you can expect:









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.