



**Liaison**  
Group

Transforming the  
health economy



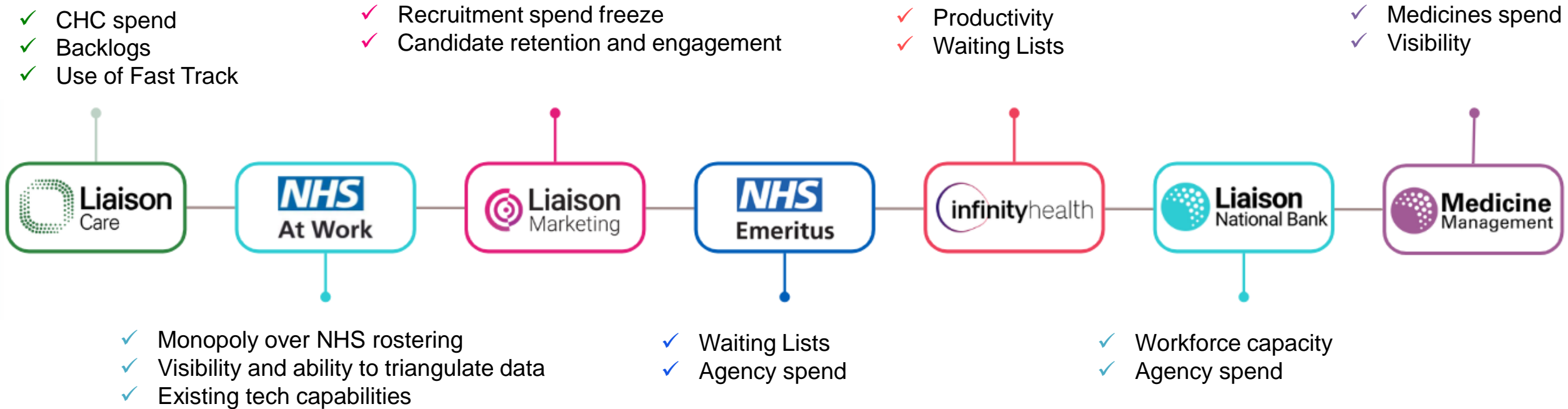
Three-year savings and transformation opportunities

# The Savings Opportunity with Liaison Group



# Story of the last three years

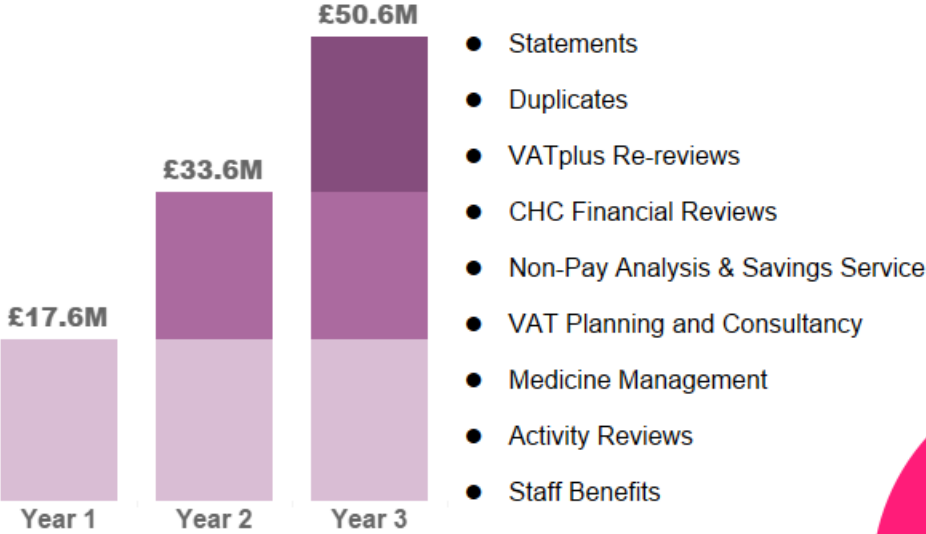
## Innovating to address national challenges, including:



# Your Three Year Savings Opportunity Dashboard

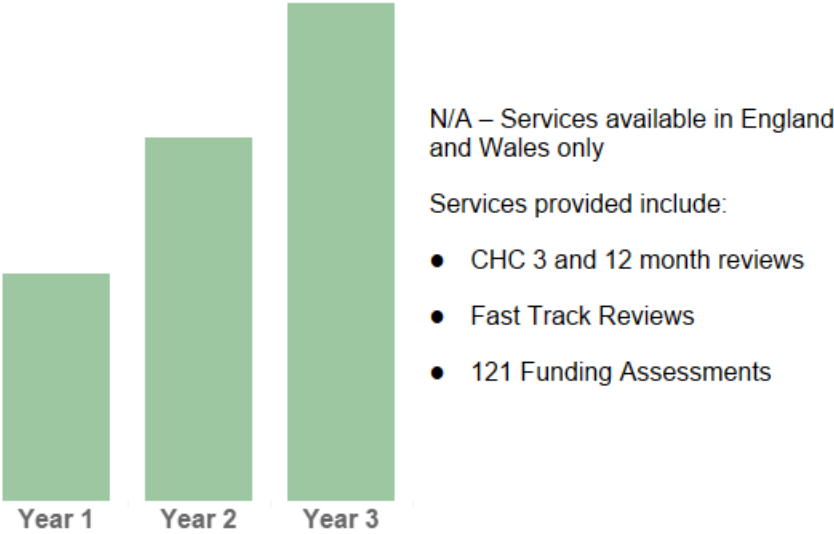
£50.6M

## Sustainable Financial Recovery



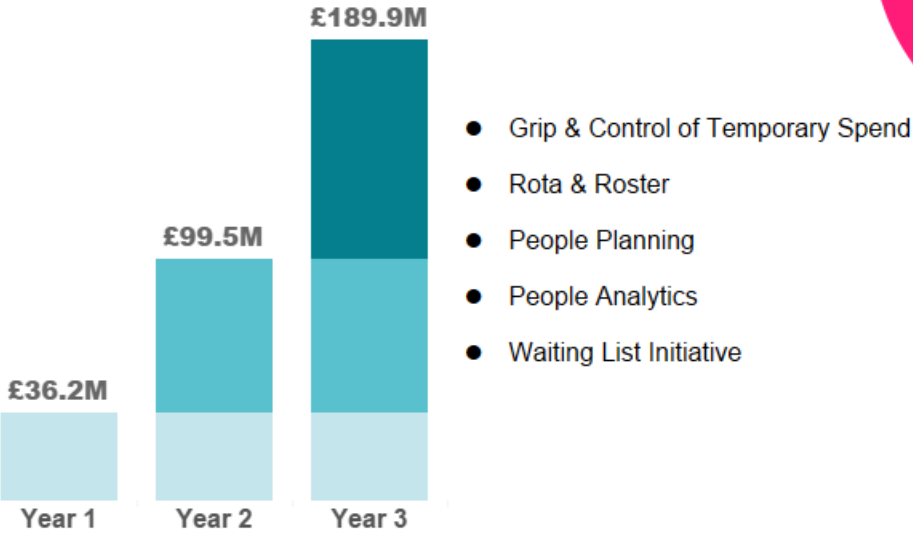
## CHC Optimisation

N/A



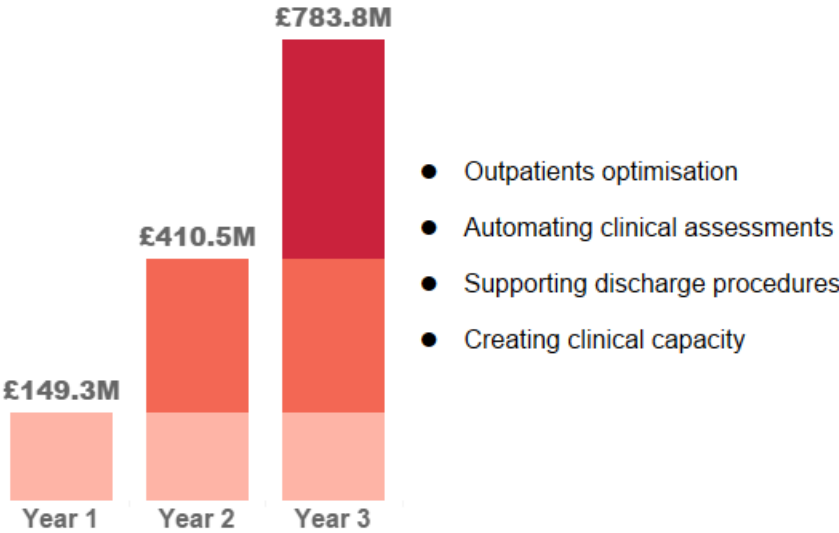
£189.9M

## Workforce Productivity and Efficiency



## Clinical Transformation

£783.8M



£1B

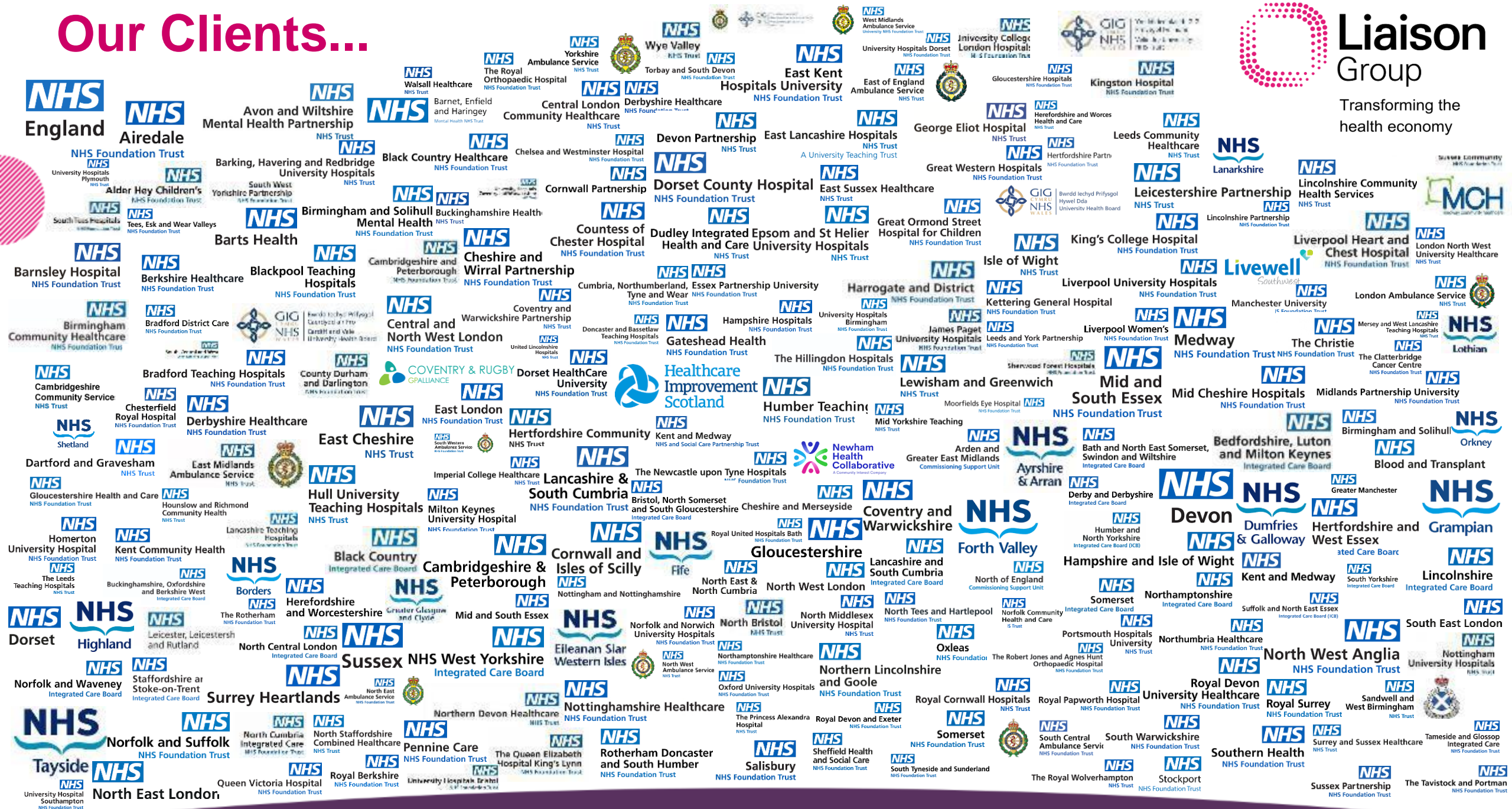


# Our Clients...

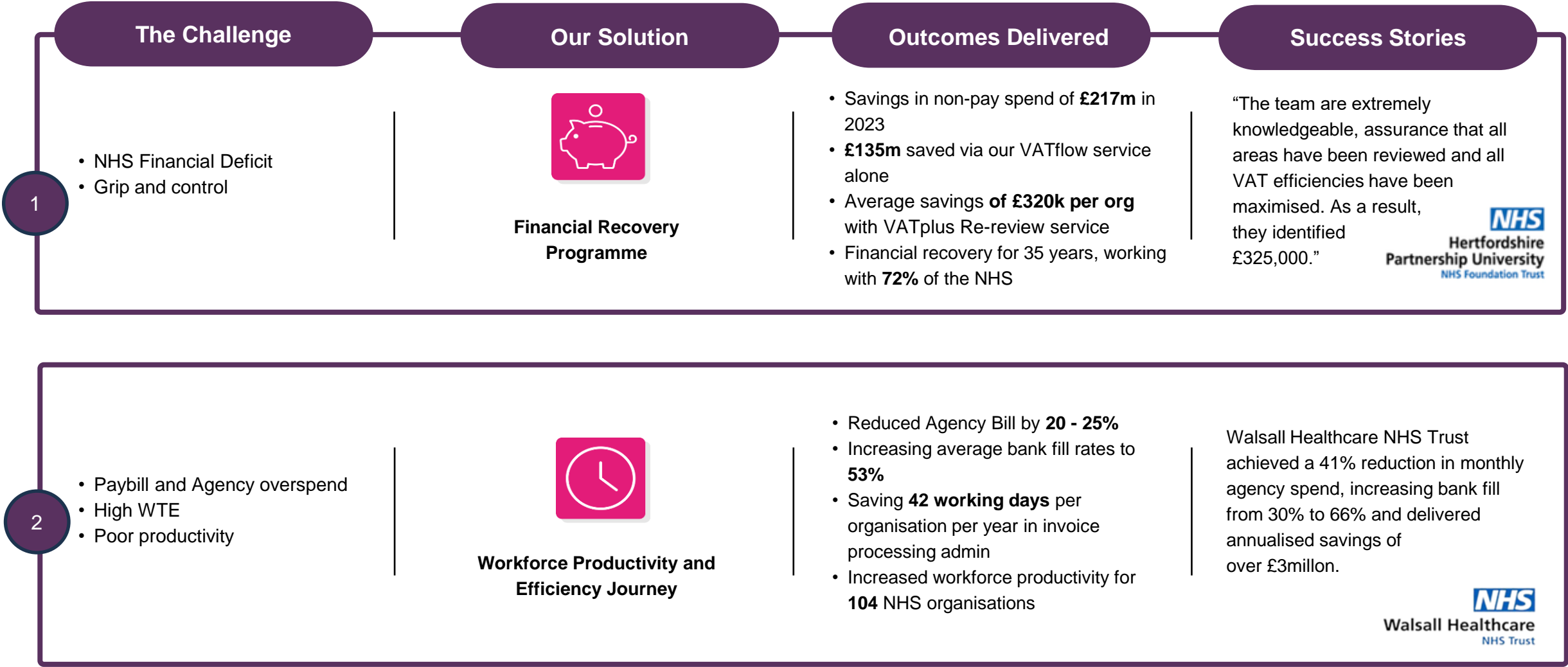


## Liaison Group

Transforming the health economy



# Delivering transformation across four key areas of the NHS



# 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."



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- 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."





**Over to you**





## NHS Scotland

		NHS Ayrshire & Arran	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	59K	59K	59K	59K	59K	59K	59K	59K	59K	59K	59K	59K	59K	59K	59K	885K
	Statements	63K	63K	63K	63K	63K	63K	63K	63K	63K	63K	63K	63K	63K	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
	VATplus Re-reviews																
	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
Workforce Productivity and Efficiency	Grip and Control	892K	221K	639K	1,322K	652K	1,544K	3,101K	1,331K	1,739K	1,508K	145K	193K	1,159K	101K		14,546K
	People Analytics	39K	12K	17K	44K	34K	70K	183K	40K	78K	106K	3K	2K	68K	3K		699K
	People Planning	8,933K	3,253K	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	5,095K	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

## 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](https://LiaisonGroup.com)