

The National Savings Opportunity with Liaison Group



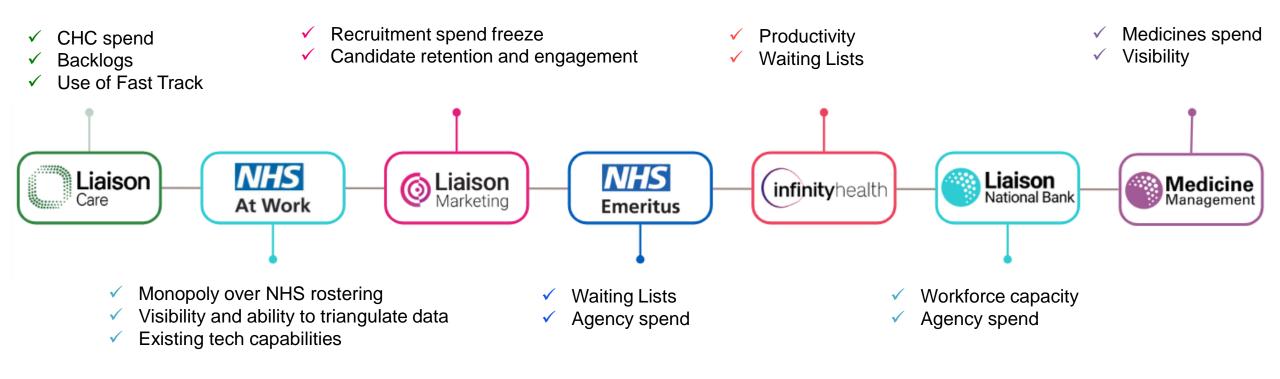
Savings Opportunity £11.9bn

Next three years

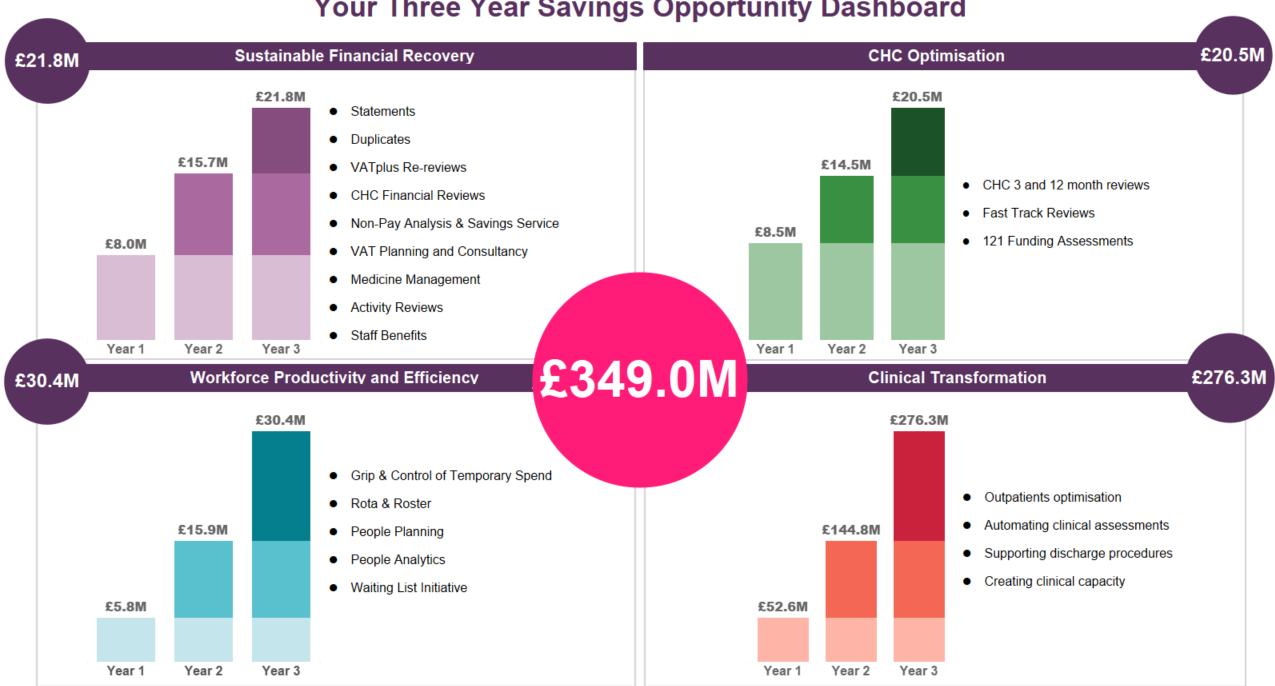
From this, your organisation's opportunity: £349m

Story of the last three years

Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard



Our Clients...



NH5

South Tees Hespitals

Barnsley Hospital

Community Healthcare

NHS Foundation Trust

Mental Health Partnership

Barking, Havering and Redbridge

Avon and Wiltshire

Hospitals

County Durham

and Darlington

East Cheshire

Black Country

Hull University

The Rotherham and Worcestershire Greater Glesgue

NHS Trust

Teaching Hospitals Milton Keynes

NHS Foundation Trust

NHS Conditions value

NHS

Walsall Healthcare

Black Country Healthcare

The Royal

Cambridgeshire and Cheshire and NHS Foundation Trust

COVENTRY & RUGBY Dorset HealthCare

Integrated Care Board Cambridgeshire & Isles of Scilly Fife

NHS Peterborough NHS

Mid and South Essex

Sussex NHS West Yorkshire Integrated Care Board

Western Isles

North West
No

East London

Section Trust

NHS

University Hospital

Coventry and

NHS

Peterborough Wirral Partnership

Net Journation Trust NHS Foundation Trust

Coventry and Warwickshire Partnership

North West London

NHS Foundation Trust

NHS

NHS Foundation Trust

Orthopaedic Hospital

University Hospitals South West Alder Hey Children's Yorkshire Partnership

NHS
Birmingham and Solihull Buckinghamshire Health
Mental Health

Derbyshire Healthcare

NHS

North Central London

Lancashire Teaching

East Midlands

Ambulance Service

Hounslow and Richmond

Community Health

Leicester, Leicestersh

Kent Community Health

and Berkshire West

and Rutland

NHS Foundation Trust

Barts Health

Blackpool Teaching Berkshire Healthcare

NHS Foundation Trust

Bradford District Care

Bradford Teaching Hospitals

Community Service Chesterfield Royal Hospital

Birmingham

NHS Dartford and Gravesham

Gloucestershire Health and Care NHS

Homerton **University Hospital** The Leeds Teaching Hospitals

Buckinghamshire, Oxfordshire Highland

Queen Victoria Hospital NHS Foundation Trust

Yorkshire Ambulance Service Central London Derbyshire Healthcare Rarnet, Enfield and Haringey Central London Community Healthcare

Chelsea and Westminster Hospital

NHS Trust Doncaster and Bassetlaw

University **NHS Foundation Trust**

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

NHS Cornwall and

Eileanan Slar

Teaching Hospitals

Hertfordshire Community Kent and Medway

Wye Valley Torbay and South Devon

KHS Trust NHS **East Kent** Hospitals University East of England Ambulance Service NHS Foundation Trust

NHS Trust

Cumbria, Northumberland, Essex Partnership University

NHS Resentland NHS Foundation Trust

Improvement **NHS**

NHS

Gateshead Health

NHS Foundation Trust

The Newcastle upon Tyne Hospitals

North East & North Cumbria North West London

Norfolk and Norwich University Hospitals North Bristol University Hospitals Norfolk and Norwich North Bristol University Hospitals

Healthcare

Tyne and Wear NHS Foundation Trust

University Hospitals Dorset London Hospitals East of England

A University Teaching Trust

NHS

West Midlands Ambulance Service

NHS Devon Partnership East Lancashire Hospitals

George Eliot Hospital NHS Trust NHS Hertfordshire Partn

NHS Iniversity College

Gloucestershire Hospitals

GIG CYMRU NHS WALLS WALLS University Health Board

NHS Trust

NHS Hywel Dda NHS Trust

Great Western Hospitals Cornwall Partnership

Dorset County Hospital

East Sussex Healthcare

NHS Foundation Trust

NHS Great Ormond Street Countess of Dudley Integrated Epsom and St Helier Hospital for Children Isle of Wight

Chester Hospital Health and Care University Hospitals Harrogate and District NHS

NHS Foundation Trust Kettering General Hospital University Hospitals Birmingham James Paget NHS

University Hospitals Leeds and York Partnership NHS Foundation Trust Medway The Hillingdon Hospitals

NHS Lancashire and South Cumbria

Northern Lincolnshire

NHS Foundation Trust

Integrated Care Board

HHS Foundation Trust NHS Foundation Trust NHS Trust Humber Teaching NHS

Lewisham and Greenwich NHS Foundation Trust Mid Yorkshire Teaching

NHS Foundation Trust

Newham Health Collaborative Commissioning Support Unit Accommissioning Support Unit Arden and Bath and North East Somerset, Ayrshire

Forth Valley

Health and Care

NHS Foundation The Robert Jones and Agnes Hunt

North Tees and Hartlepool Norfolk Community

Oxleas

South Cumbria Bristol, North Somerset NHS Foundation Trust and South Gloucestershire Cheshire and Merseyside Coventry and NHS

& Arran NHS Derby and Derbyshire NHS Royal United Hospitals Bath Wild Foundation Blots

Humber and North Yorkshire

Somerset

Integrated Care Board

Royal Cornwall Hospitals Royal Papworth Hospital University Healthcare

The Royal Wolverhampton

Portsmouth Hospitals

NHS Treet

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NHS View Agreement

Kingston Hospital

King's College Hospital

Liverpool University Hospitals

Liverpool Women's

Mid and

Swindon and Wiltshire

broughts are

Leeds Community

Healthcare

NHS Foundation Trust

NHS NHS

WHS & Galloway West Essex Hampshire and Isle of Wight NHS

NHS Kent and Medway South Yorkshire Northamptonshire

Northumbria Healthcare

Integrated Care Board Suffolk and North East Essex

Royal Devon NHS



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
NNS Foundati Royal Berkshire University Hospitals Bridge

Nottinghamshire Healthcare The Prince Northern Devon Healthcare NHS Foundation Trust and South Humber NHS Foundation Trust

Rotherham Doncaster

The Princess Alexandra Royal Devon and Exeter NHS Salisbury

Sheffield Health and Social Care

Gloucestershire

North Middlesex

Northamptonshire Healthcare

Oxford University Hospitals and Goole

Somerset **NHS Foundation Trust**

Ambulance Service

South Central South Warwickshire

NHS Foundation Trust NHS NHS Foundation Trust

Stockport

NHS Trust NHS Foundation Trust

NHS Surrey and Sussex Healthcare Southern Health

Sussex Partnership

The Tayistock and Portmai



Transforming the health economy

Lanarkshire Lincolnshire Community Leicestershire Partnership Health Services

Manchester University

Bedfordshire, Luton

NHS

Liverpool Heart and London North West Chest Hospital University Healthcare

NHS Foundation Trust





Moorfields Eye Hospital NIES

South Essex Mid Cheshire Hospitals Midlands Partnership University

Birmingham and Solihul

Blood and Transplant

























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

· 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."

Devon

- · 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

								nealth economy
South East London ICS								
		Guys & St Thomas' NHS Foundation Trust	King's College Hospital NHS Foundation Trust	Lewisham and Greenwich NHS Trust	Oxleas NHS Foundation Trust	South London & Maudsley NHS Foundation Trust	NHS South East London ICB	Grand Total
Recovery	Duplicates	59 K		59K	59 K	59 K		236K
	Statements	63K		63K	63K	63K		252K
	Non-Pay Analysis & Savings Service	450K		450K	300K	300K		1,500K
	Staff Benefits	5,481K	3,370K	1,789K	1,137K	1,493K		13,270K
	VATplus Re-reviews	1,728K		138K	756K	258K	258K	3,138K
	CHC Financial Reviews							
	Medicine Management						3,420K	3,420K
	ICB Duplicates							
	ICB Statements							
	Total	7,781K	3,370K	2,499K	2,315K	2,173K	3,678K	21,817K
Workforce Productivity and Efficiency	Grip and Control	2,409K	1,783K	1,118K	974K	1,581K		7,866K
and Efficiency	People Analytics	85K	74K	27K	15K	35K		237K
	People Planning	4,158K	3,648K	1,366K	1,065K	2,641K		12,878K
	Rota & Roster	2,882K	2,689K	1,385K	833K	1,615K		9,404K
	Total	9,534K	8,195K	3,896K	2,887K	5,872K		30,384K
CHC Optimisation	121 Funding Assessments						20,491K	20,491K
	CHC 3 and 12 month reviews							
	Fast Track Reviews							
	Total						20,491K	20,491K
Clinical Transformation	Infinity	108,555K	79,085K	39,369K	22,699K	26,634K		276,342K
Total 3 Years Savings Opportunity		125,870K	90,650K	45,764K	27,901K	34,679K	24,169K	349,033K
Client	Non Client		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,
Emergency Medicine

NHS Trust

NHS Trust

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.