



Liaison
Group

Transforming the
health economy



Surrey Heartlands

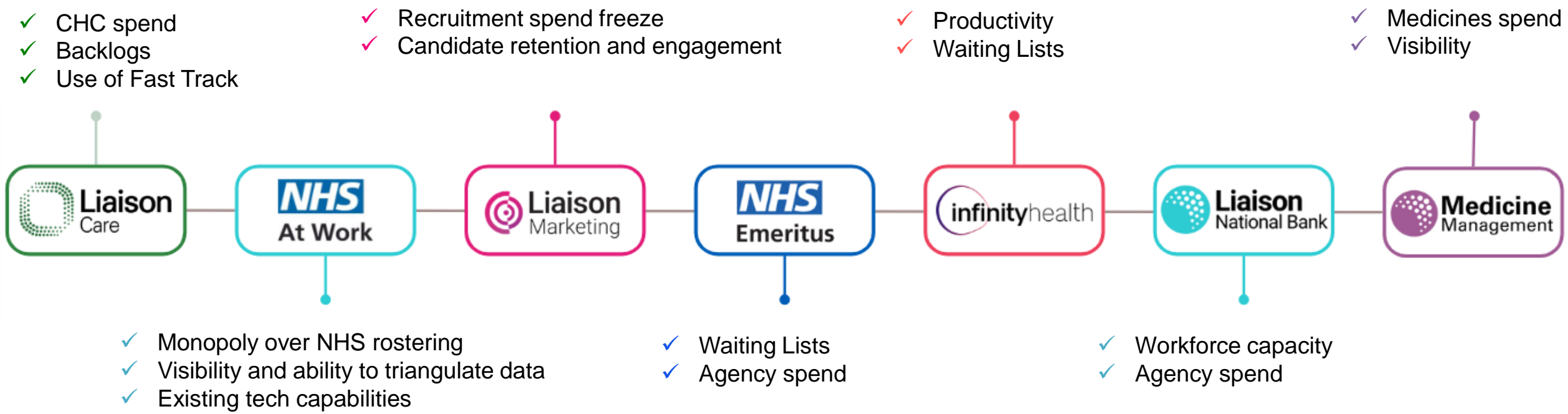
Three-year savings and transformation opportunities

The National Savings Opportunity with Liaison Group



Story of the last three years

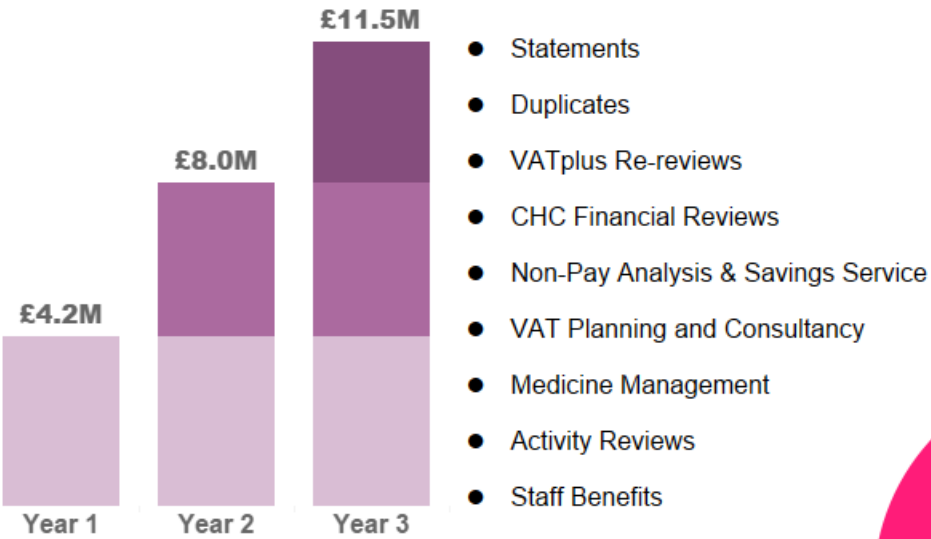
Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard

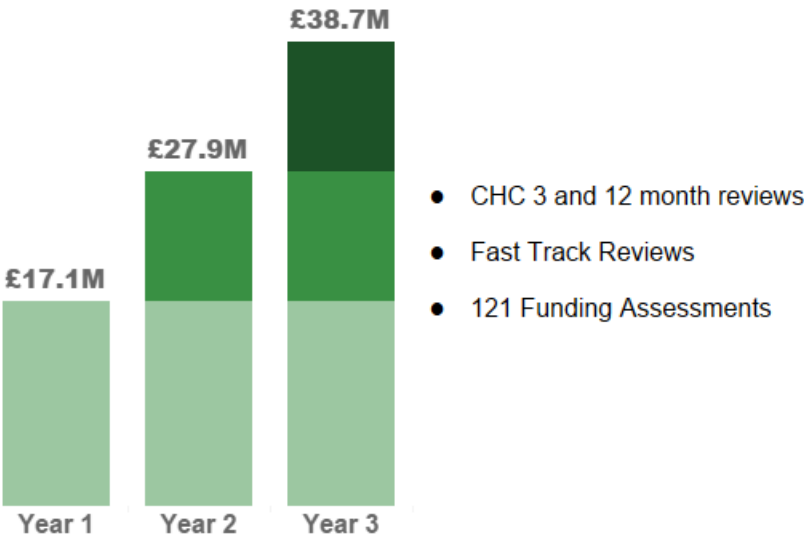
£11.5M

Sustainable Financial Recovery



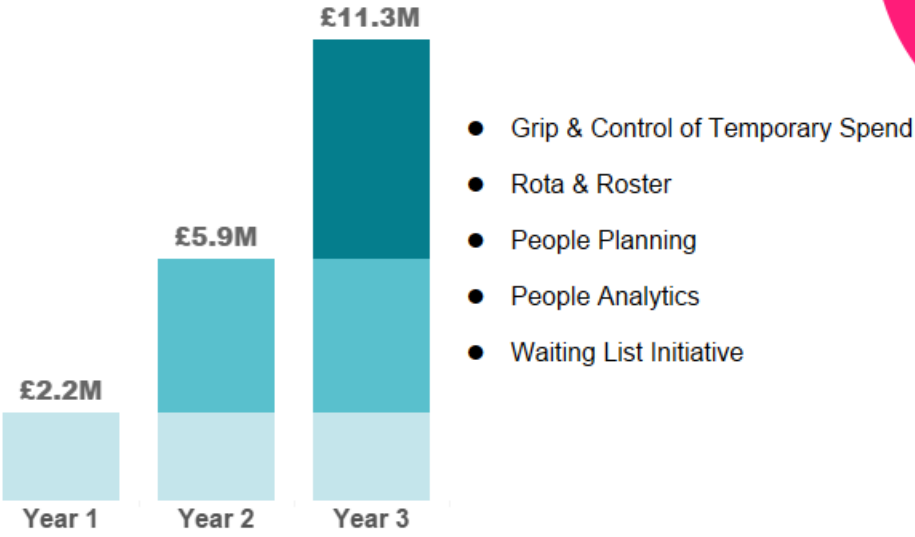
CHC Optimisation

£38.7M



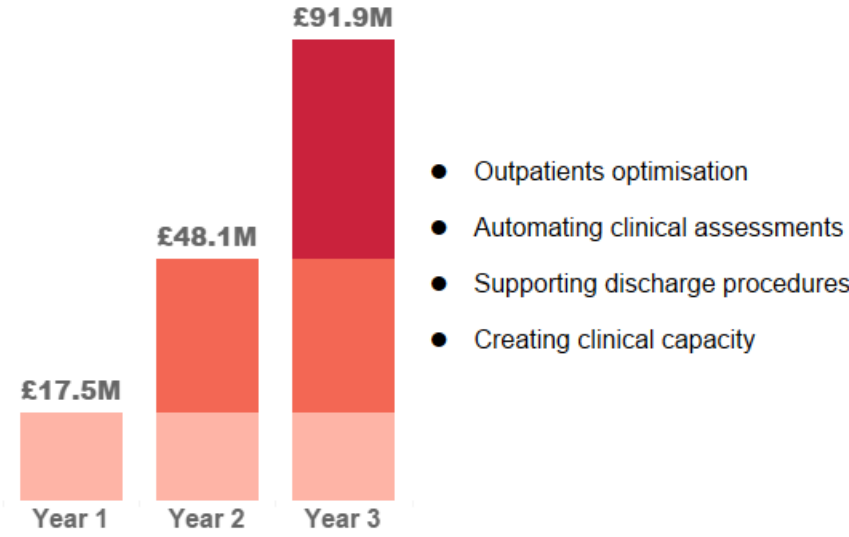
£11.3M

Workforce Productivity and Efficiency



Clinical Transformation

£91.9M

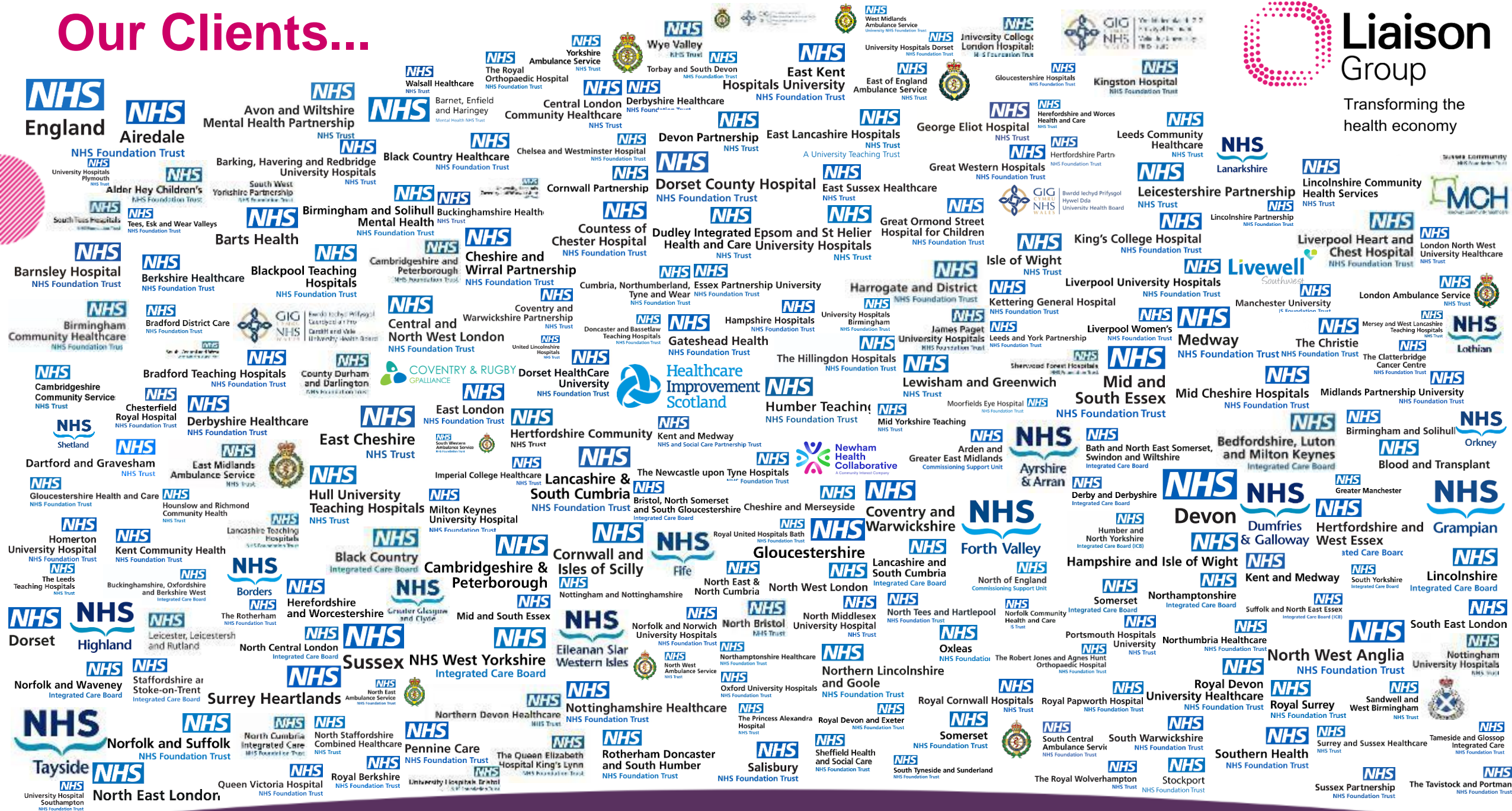


£153.5M



Liaison
Group

Transforming the health economy




Delivering transformation across four key areas of the NHS

1

The Challenge

- NHS Financial Deficit
- Grip and control

Our Solution




Financial Recovery Programme

Outcomes Delivered

- 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

Success Stories

“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.”




2

The Challenge

- Paybill and Agency overspend
- High WTE
- Poor productivity

Our Solution




Workforce Productivity and Efficiency Journey

Outcomes Delivered

- 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

Success Stories

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 £3million.



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."



3

- 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."



4

Over to you



Surrey Heartlands Health and Care Partnership ICS

		Ashford & St Peter's Hospital NHS Trust	Royal Surrey NHS Foundation Trust	Surrey & Sussex Healthcare NHS Trust	Surrey & Borders Partnership NHS Foundation Trust	South East Coast Ambulance Service NHS Trust	NHS Surrey Heartlands ICB	Grand Total
Sustainable Financial Recovery	Duplicates	59K	59K	59K	59K	59K		295K
	Statements	63K	63K	63K	63K	63K		315K
	Non-Pay Analysis & Savings Service	450K	450K	450K	300K	225K		1,875K
	Staff Benefits	1,170K	1,238K	1,214K	798K	1,166K		5,586K
	VATplus Re-reviews	675K	711K		258K	675K		2,319K
	CHC Financial Reviews							
	Medicine Management						1,148K	1,148K
	ICB Duplicates							
	ICB Statements							
	Total	2,417K	2,521K	1,786K	1,478K	2,188K	1,148K	11,538K
Workforce Productivity and Efficiency	Grip and Control	932K	809K	1,308K	1,306K			4,355K
	People Analytics	15K	14K	14K	12K			55K
	People Planning	970K	1,002K	913K	874K			3,758K
	Rota & Roster	809K	958K	864K	513K			3,144K
	Total	2,725K	2,782K	3,099K	2,705K			11,311K
CHC Optimisation	121 Funding Assessments						11,624K	11,624K
	CHC 3 and 12 month reviews						4,663K	4,663K
	Fast Track Reviews						22,435K	22,435K
	Total						38,721K	38,721K
Clinical Transformation	Infinity	23,943K	27,802K	25,836K	14,315K			91,895K
Total 3 Years Savings Opportunity		29,086K	33,105K	30,720K	18,497K	2,188K	39,870K	153,466K

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