

The National Savings Opportunity with Liaison Group



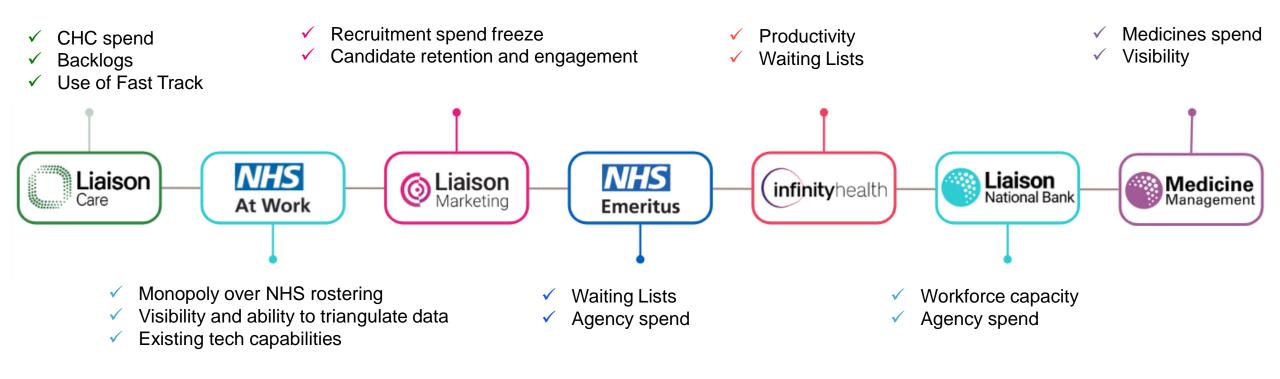
Savings Opportunity £11.9bn

Next three years

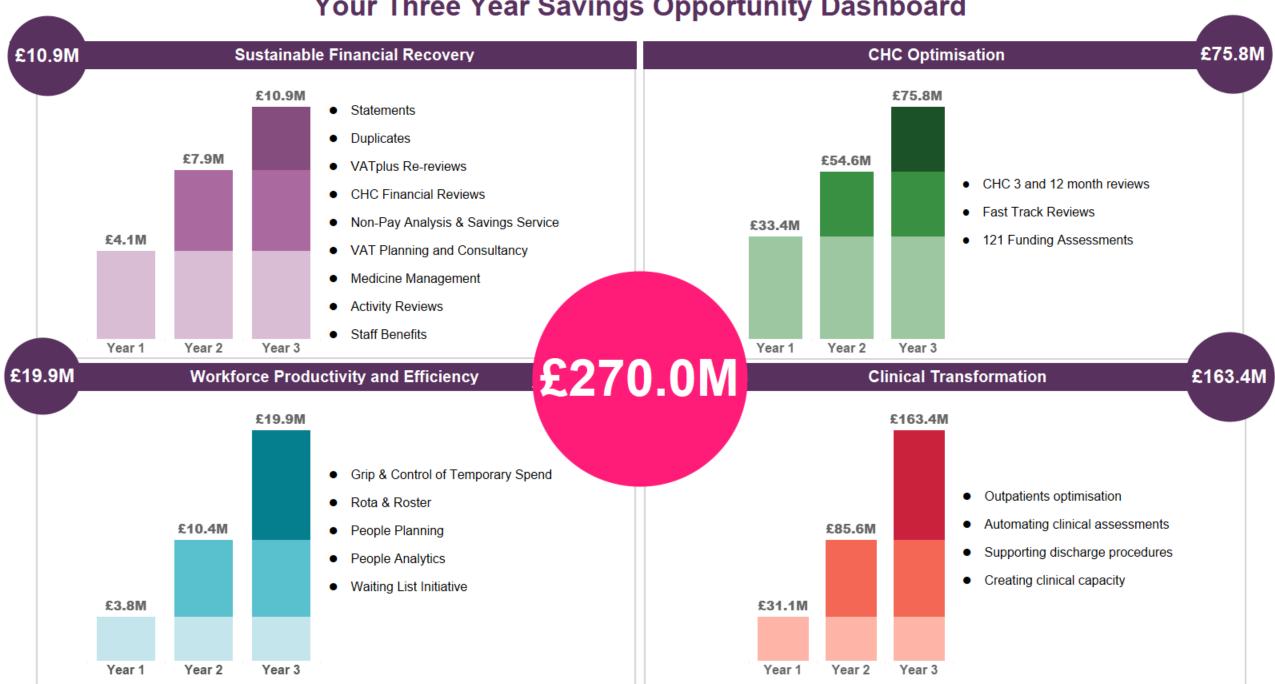
From this, your organisation's opportunity: £270m

Story of the last three years

Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard



Our Clients...

Avon and Wiltshire

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



Mental Health Partnership

NHS Foundation Trust

Alder Hey Children's Yorkshire Partnership NH5

Chesterfield

Royal Hospital

NHS

Berkshire Healthcare

Bradford Teaching Hospitals

East Midlands

Ambulance Service

Hounslow and Richmond

Community Health

Kent Community Health

and Berkshire West

and Rutland

NHS Foundation Trust

Buckinghamshire, Oxfordshire

NHS Foundation Trust

South Tees Hespitals

Barnsley Hospital

Birmingham Community Healthcare

Community Service

Dartford and Gravesham Gloucestershire Health and Care NHS

Homerton **University Hospital**

The Leeds Teaching Hospitals













Leicester, Leicestersh

The Rotherham and Worcestershire Greater Glesgue

Queen Victoria Hospital NHS Foundation Trust











Wye Valley

Cornwall Partnership

Dorset County Hospital

East Sussex Healthcare

NHS Foundation Trust

Central London Derbyshire Healthcare

KHS Trust NHS Torbay and South Devon

Chester Hospital Health and Care University Hospitals

NHS Rassetlaw
NHS Foundation Trust

Improvement **NHS**

NHS

Gateshead Health

NHS Foundation Trust

The Newcastle upon Tyne Hospitals

Healthcare

Cumbria, Northumberland, Essex Partnership University

Tyne and Wear NHS Foundation Trust

Yorkshire Ambulance Service

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

Teaching Hospitals

Hertfordshire Community Kent and Medway

Orthopaedic Hospital

The Royal

Rarnet, Enfield and Haringey Central London Community Healthcare

Cambridgeshire and Cheshire and NHS Foundation Trust

COVENTRY & RUGBY Dorset HealthCare

East London

Section Trust

NHS

University Hospital

Mid and South Essex

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

NHS

NHS
Birmingham and Solihull Buckinghamshire Health
Mental Health

Walsall Healthcare

Black Country Healthcare



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

Gloucestershire

North Middlesex

Northamptonshire Healthcare

Oxford University Hospitals and Goole





West Midlands Ambulance Service

East of England

NHS Great Ormond Street

Harrogate and District NHS

NHS Trust

East Kent

NHS Foundation Trust

NHS Devon Partnership East Lancashire Hospitals

Countess of Dudley Integrated Epsom and St Helier Hospital for Children

NHS 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

NHS Foundation Trust

Integrated Care Board

Humber Teaching NHS

NHS Royal United Hospitals Bath Wild Foundation Blots

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

Oxleas

James Paget NHS

HHS Foundation Trust NHS Foundation Trust

Gloucestershire Hospitals

NHS Hertfordshire Partn

GIG CYMRU NHS WALLS WALLS University Health Board

NHS Hywel Dda NHS Trust

NHS Trust

Isle of Wight

NHS Trust

Ayrshire

University Hospitals Dorset London Hospitals





Health and Care

NHS Foundation The Robert Jones and Agnes Hunt





NHS Trust NHS Foundation Trust











The Tayistock and Portmai





Lincolnshire Community

Liverpool Heart and

NHS Foundation Trust













Transforming the

London North West

health economy

Chest Hospital University Healthcare







Humber and

North Yorkshire

Somerset

Integrated Care Board

Royal Cornwall Hospitals Royal Papworth Hospital University Healthcare

Portsmouth Hospitals

NHS Treet

GIG | WHEN 4 177

NHS View Agreement

Kingston Hospital

King's College Hospital

Liverpool University Hospitals

Liverpool Women's

Mid and

NHS Foundation Trust

broughts are

Leeds Community

Healthcare



Northumbria Healthcare

Royal Devon NHS



Lanarkshire

Leicestershire Partnership Health Services

















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

nearth economy								
Sussex Health and Care ICS								
		East Sussex Healthcare NHS Trust	Queen Victoria Hospital NHS Foundation Trust	University Hospitals Sussex NHS Foundation Trust	Sussex Community NHS Foundation Trust	Sussex Partnership NHS Foundation Trust	NHS Sussex ICB	Grand Total
Sustainable Financial Recovery	Duplicates			59K				59K
	Statements	63K		63K	63K	63K		252K
	Non-Pay Analysis & Savings Service	450K	450K	450K	300K	300K		1,950K
	Staff Benefits		282K	4,091K	1,336K			5,709K
	VATplus Re-reviews	258K		258K	258K			774K
	CHC Financial Reviews						158K	158K
	Medicine Management						1,877K	1,877K
	ICB Duplicates						63K	63K
	ICB Statements						74K	74K
	Total	771K	732K	4,921K	1,957K	363K	2,171K	10,915K
Workforce Productivity and Efficiency	Grip and Control	875K	106K	2,697K	501K	1,755K		5,934K
	People Analytics	29K	5K	66K	18K	20K		138K
	People Planning	1,486K	262K	3,181K	1,215K	1,448K		7,592K
	Rota & Roster	1,127K	184K	3,069 K	732K	1,095K		6,207K
	Total	3,517K	556K	9,013K	2,466K	4,318K		19,870K
CHC Optimisation	121 Funding Assessments						22,082K	22,082K
	CHC 3 and 12 month reviews						8,858K	8,858K
	Fast Track Reviews						44,870K	44,870K
	Total						75,810K	75,810K
Clinical Transformation	Infinity	33,832K	5,111K	79,808K	20,116K	24,553K		163,420K
Total 3 Years Savings Opportunity		38,120K	6,400K	93,741K	24,538K	29,235K	77,981K	270,016K
■ 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, Cover
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.