



Liaison
Group

Transforming the
health economy



GIG
CYMRU
NHS
WALES

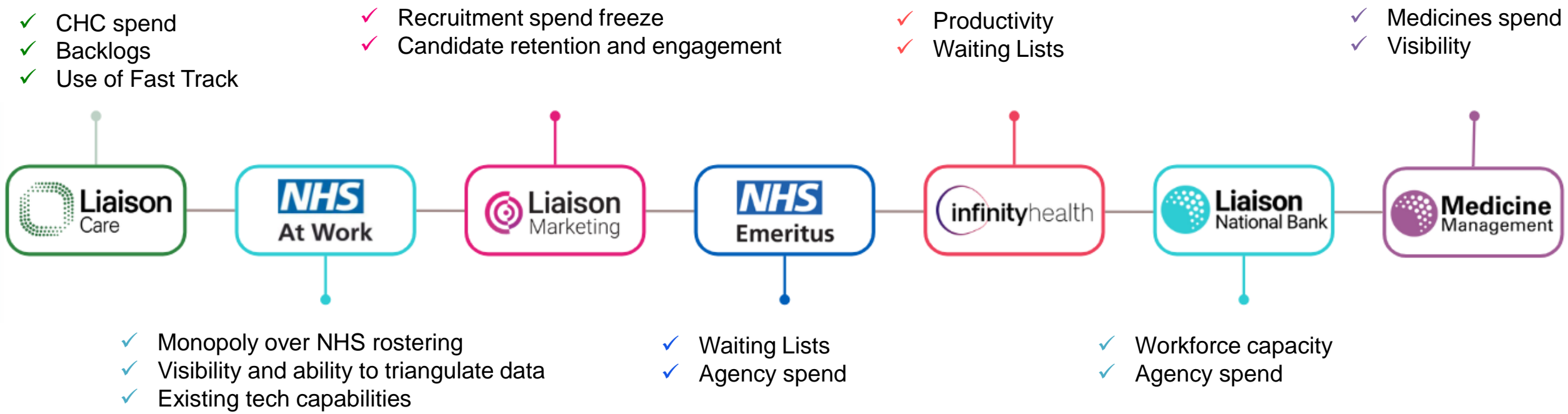
Three-year savings and transformation opportunities

The Savings Opportunity with Liaison Group



Story of the last three years

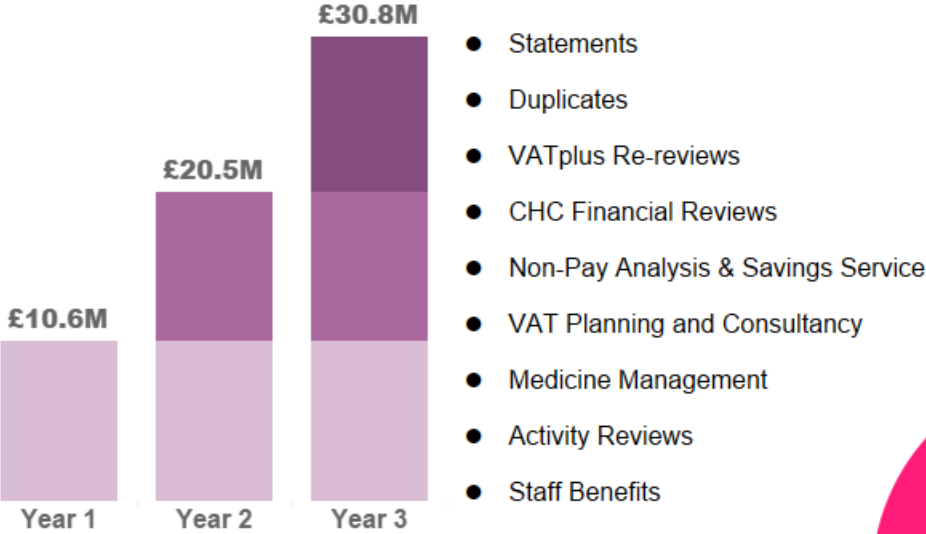
Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard

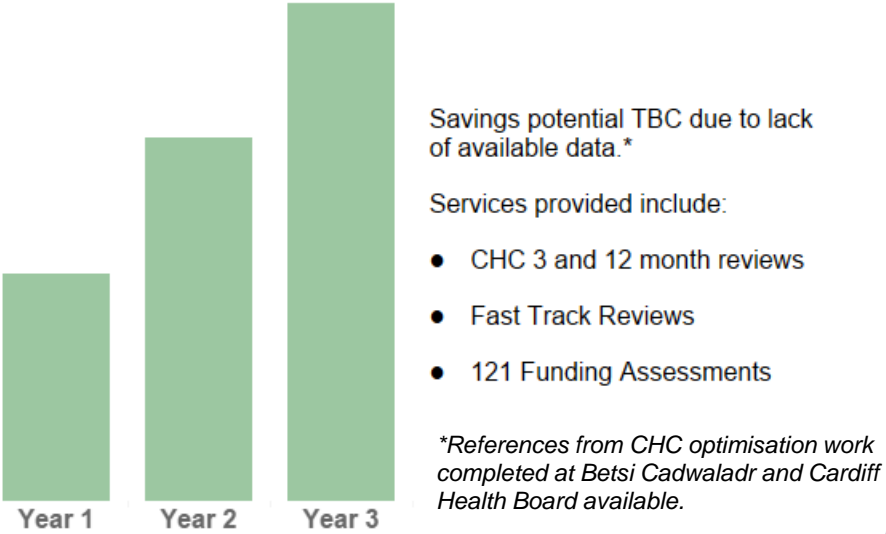
£30.8M

Sustainable Financial Recovery



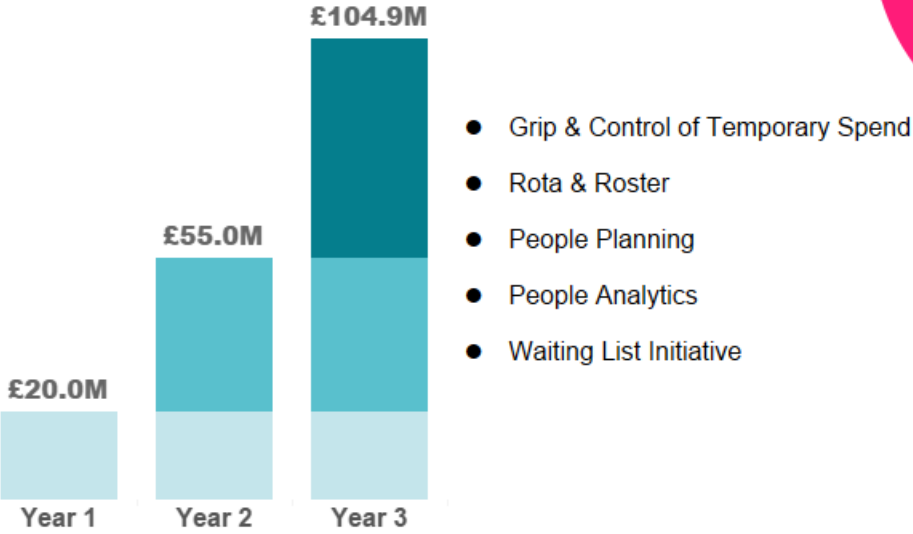
CHC Optimisation

TBC



£104.9M

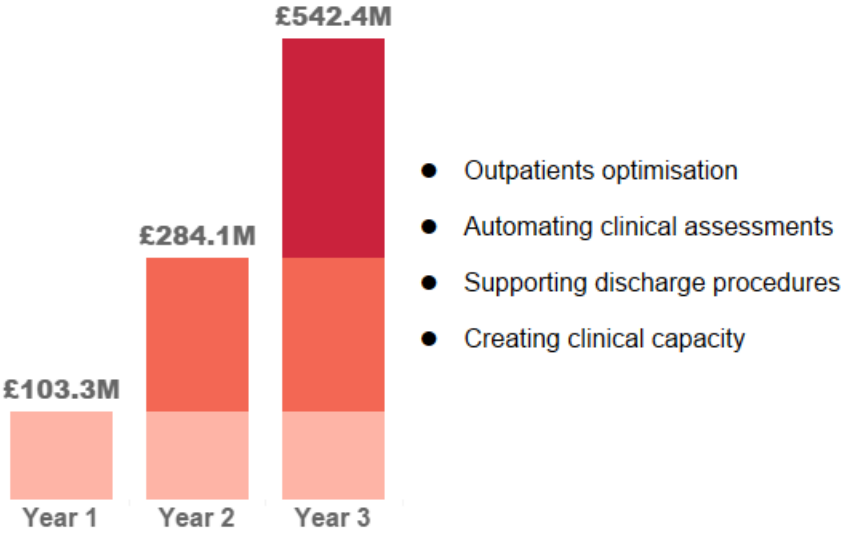
Workforce Productivity and Efficiency



£678M

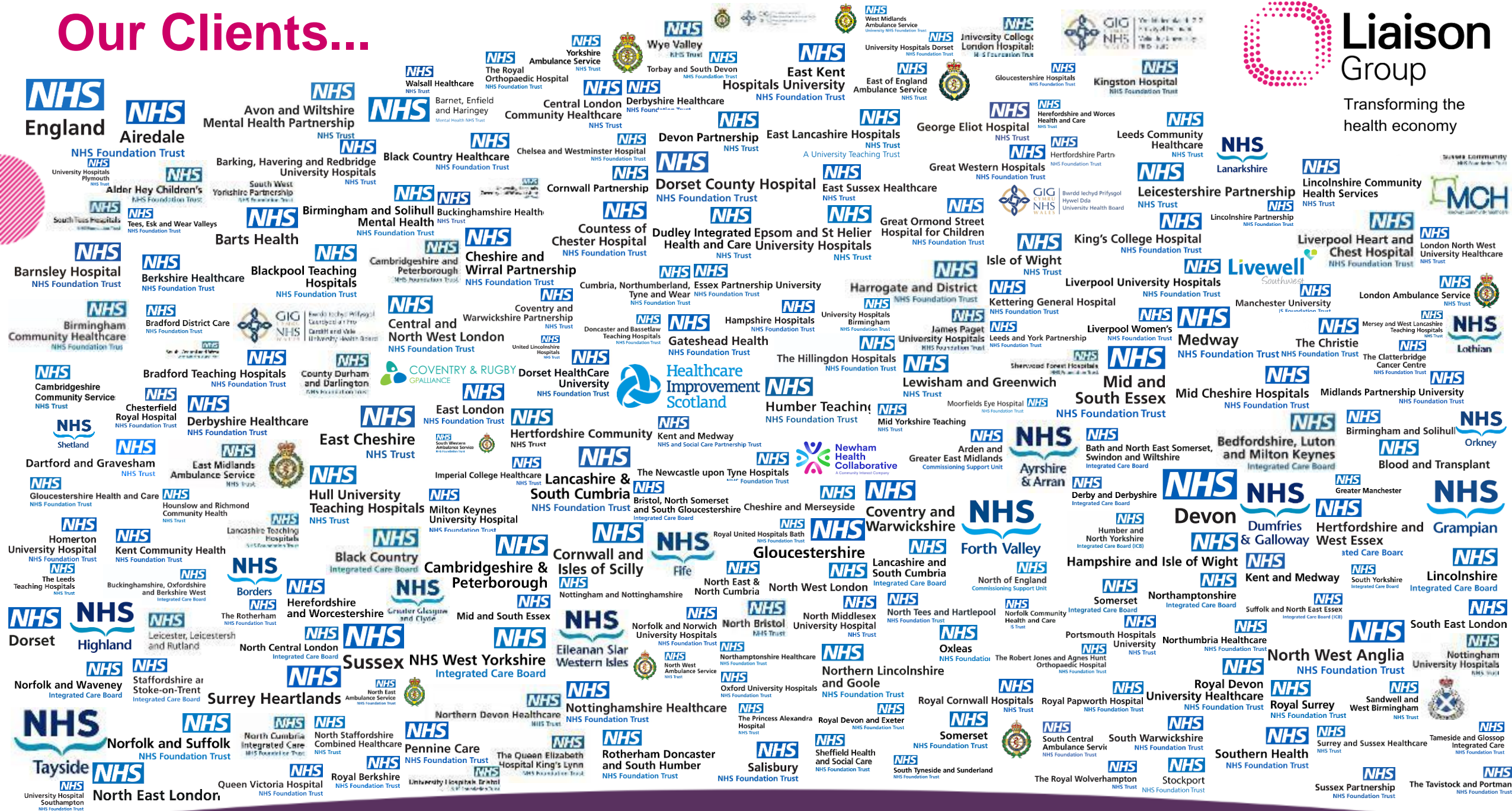
Clinical Transformation

£542.4M





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


- 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 £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."



4

- 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 Wales

		Aneurin Bevan UHB	Betsi Cadwaladr University Health Board	Cardiff and Vale University Health Board	Cwm Taf Morgannwg University Local Health Board	Hywel Dda University Health Board	Powys Teaching Health Board	Swansea Bay University Health Board	Velindre NHS Trust	Welsh Ambulance Services NHS Trust	Grand Total
Sustainable Financial Recovery	Duplicates	59K	59K	59K	59K	59K	59K	59K	59K	59K	531K
	Statements	63K	63K	63K	63K	63K	63K	63K	63K	63K	567K
	Non-Pay Analysis & Savings Service	450K	450K	450K	450K	450K	450K	450K	450K		3,600K
	Staff Benefits	3,681K	5,091K	4,119K	3,118K	2,904K	624K	3,461K	432K		23,428K
	VATplus Re-reviews	138K	138K		756K	258K	138K	756K	258K	258K	2,700K
	Total	4,391K	5,801K	4,691K	4,446K	3,734K	1,334K	4,789K	1,262K	380K	30,826K
Workforce Productivity and Efficiency	Grip and Control	3,130K	3,568K	1,556K	2,590K	1,716K	461K	1,946K	92K		15,059K
	People Analytics	80K	103K	123K	71K	44K	7K	87K			513K
	People Planning	12,817K	16,639K	15,718K	11,041K	6,625K	1,629K	11,423K			75,893K
	Rota & Roster	2,068K	2,904K	3,351K	1,784K	922K	293K	2,155K			13,477K
	Total	18,095K	23,214K	20,747K	15,486K	9,307K	2,391K	15,611K	92K		104,942K
CHC Optimisation	121 Funding Assessments										
	CHC 3 and 12 month reviews										
	Fast Track Reviews										
	Total										
Clinical Transformation	Infinity	86,727K	118,956K	101,079K	72,090K	61,606K	12,960K	81,140K	7,873K		542,432K
Total 3 Years Savings Opportunity		109,212K	147,971K	126,517K	92,021K	74,647K	16,684K	101,540K	9,228K	380K	678,200K

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