



**Liaison**  
Group

Transforming the  
health economy



**England**

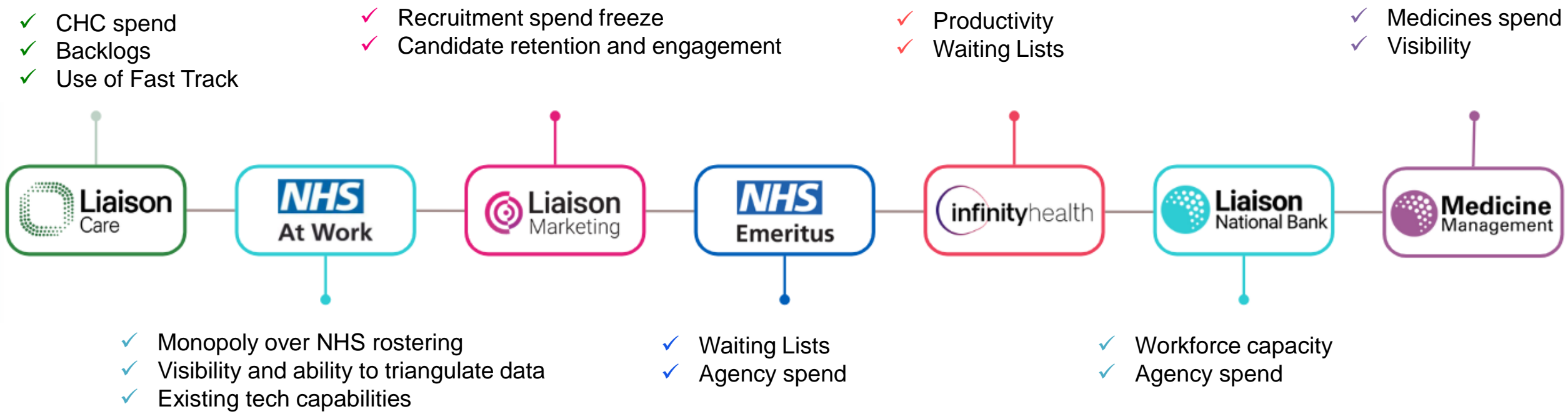
Three-year savings and transformation opportunities

# The National Savings Opportunity with Liaison Group



# Story of the last three years

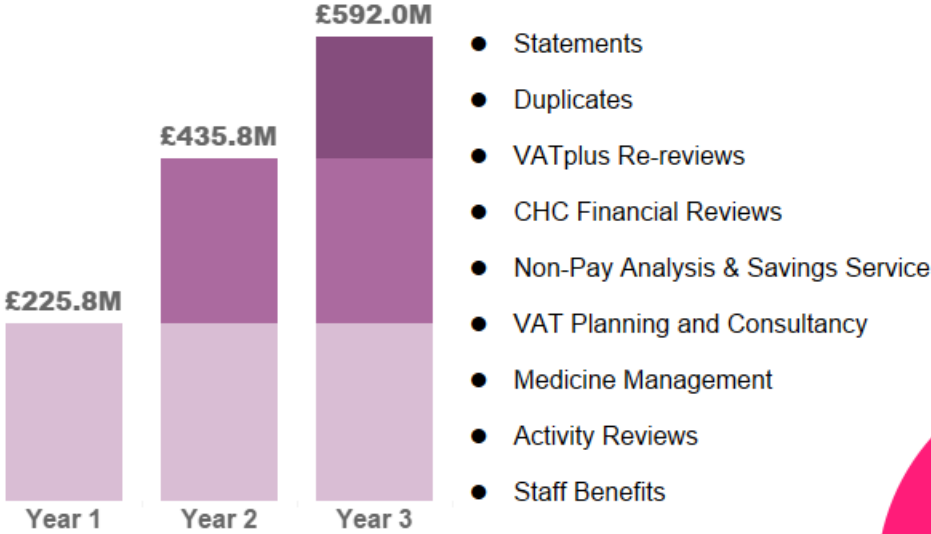
Innovating to address national challenges, including:



# Your Three Year Savings Opportunity Dashboard

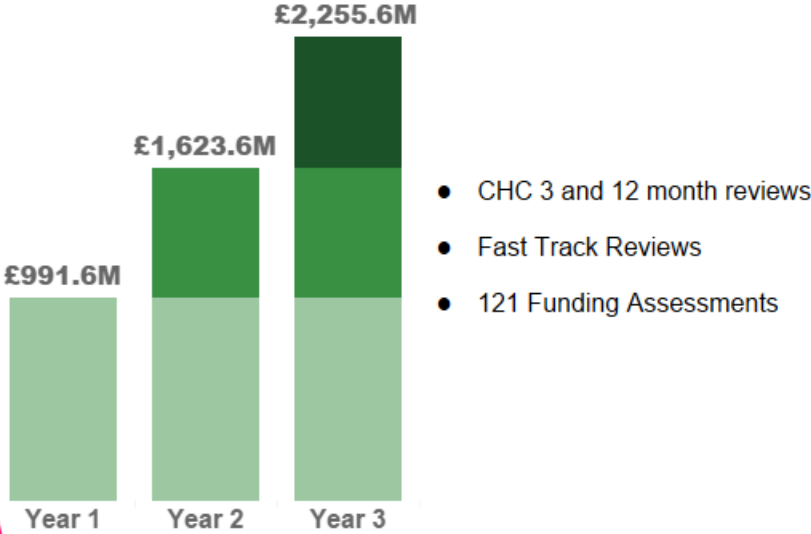
£0.6B

## Sustainable Financial Recovery



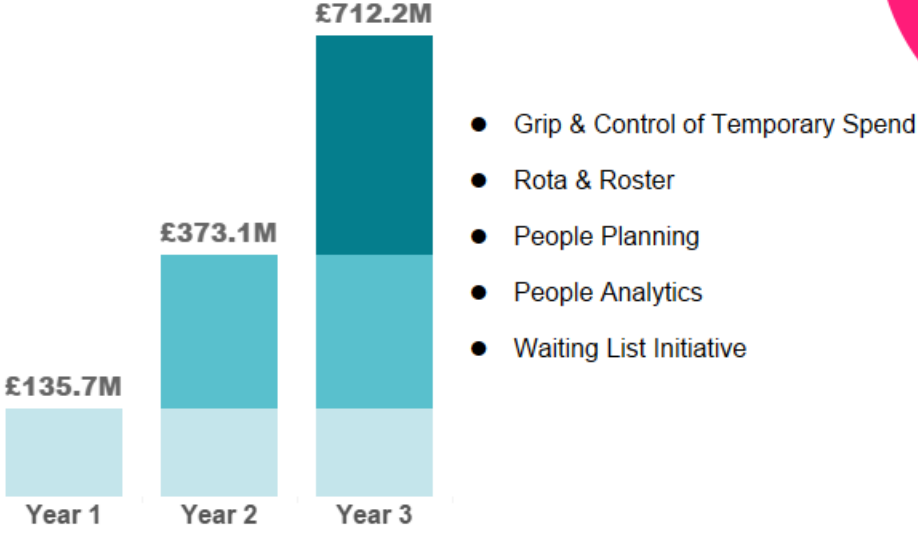
## CHC Optimisation

£2.3B



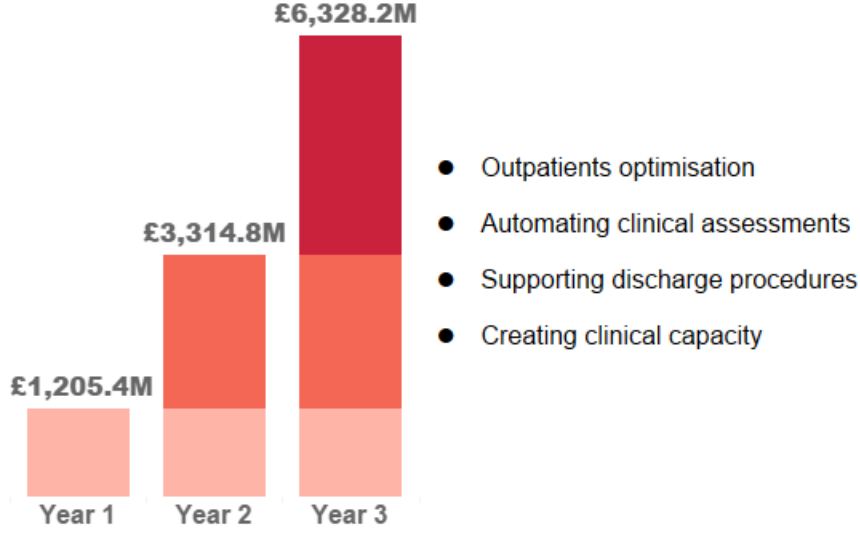
£0.7B

## Workforce Productivity and Efficiency



## Clinical Transformation

£6.3B

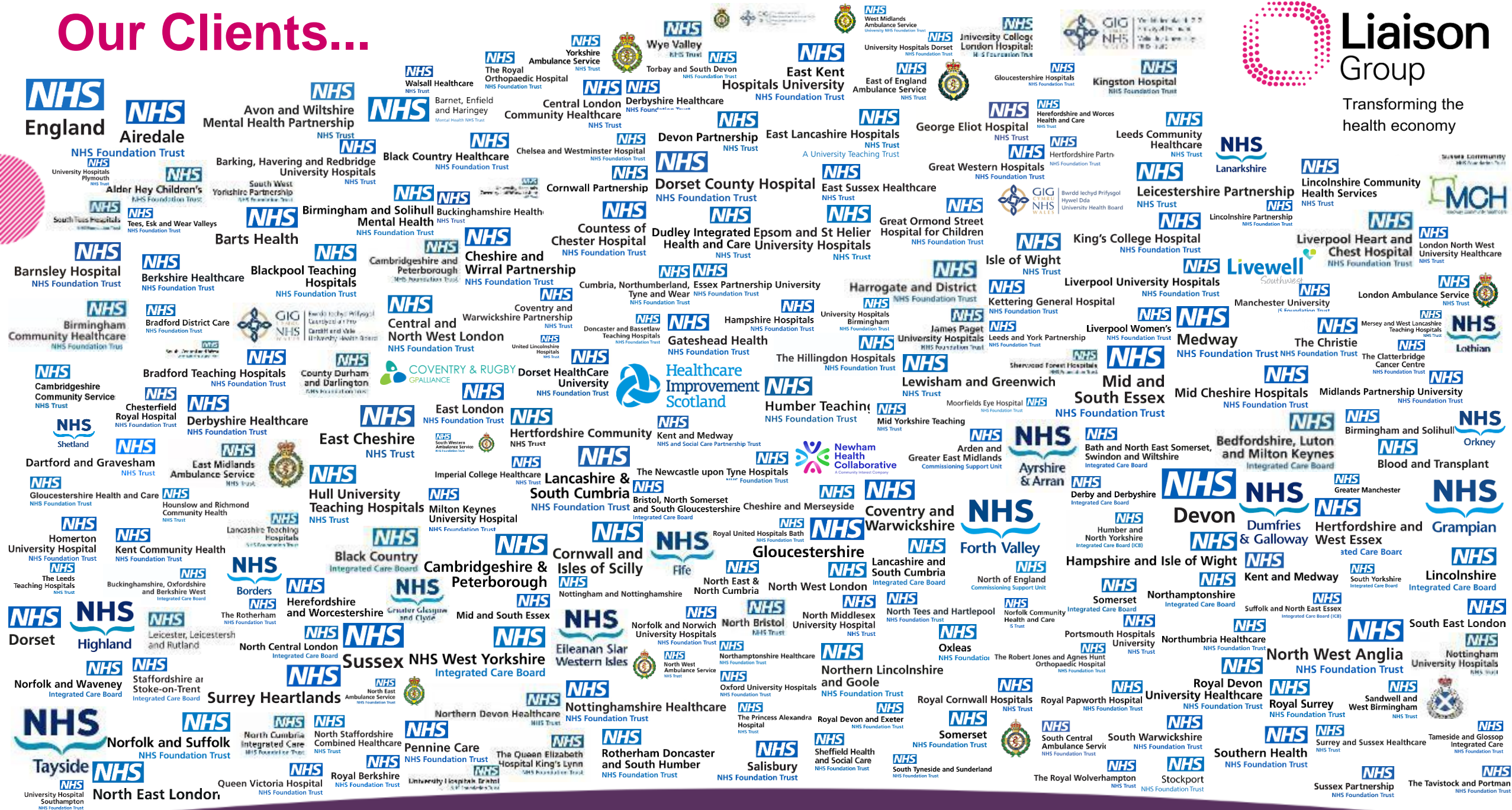


£9.9B

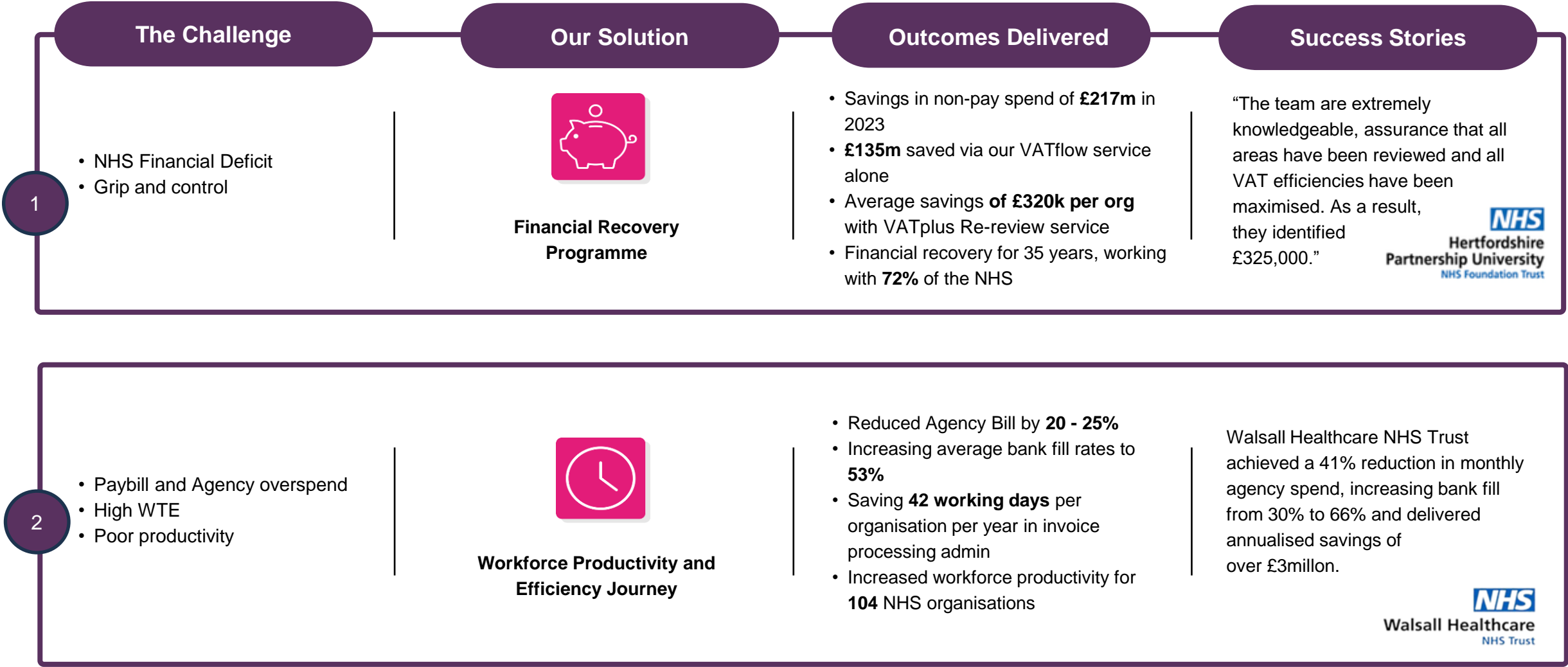




## Transforming the health economy



# Delivering transformation across four key areas of the NHS



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## 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."



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**Over to you**





## NHS England

		East of England	London	Midlands	North East and Yorkshire	North West	South East	South West	Grand Total
Sustainable Financial Recovery	Duplicates	0.7M	1.6M	1.4M	1.3M	1.1M	1.3M	0.6M	8.0M
	Statements	0.9M	1.8M	1.7M	1.7M	1.6M	1.8M	0.9M	10.4M
	Non-Pay Analysis & Savings Service	8.2M	12.9M	12.5M	11.8M	11.6M	11.1M	7.8M	75.8M
	Staff Benefits	33.1M	53.9M	59.2M	52.2M	46.7M	41.7M	24.9M	311.6M
	VATplus Re-reviews	2.5M	15.0M	8.0M	6.2M	9.6M	8.2M	5.5M	54.9M
	CHC Financial Reviews	0.6M	0.3M	1.4M	0.5M	0.3M	0.8M	1.1M	5.0M
	Medicine Management	17.5M	21.2M	33.1M	12.1M	7.1M	13.2M	18.5M	122.6M
	ICB Duplicates	0.2M	0.2M	0.4M	0.1M	0.1M	0.3M	0.4M	1.7M
	ICB Statements	0.2M	0.2M	0.5M	0.1M	0.1M	0.3M	0.5M	2.0M
	Total	63.8M	107.0M	118.2M	86.0M	78.2M	78.5M	60.4M	592.0M
		East of England	London	Midlands	North East and Yorkshire	North West	South East	South West	Grand Total
Workforce Productivity and Efficiency	Grip and Control	20.0M	42.3M	39.3M	21.4M	27.1M	31.2M	18.1M	199.3M
	People Analytics	0.4M	0.9M	1.1M	1.0M	1.0M	0.6M	0.5M	5.5M
	People Planning	25.7M	54.1M	54.3M	47.4M	41.8M	38.7M	27.8M	289.8M
	Rota & Roster	19.4M	42.5M	41.9M	31.4M	31.3M	29.8M	21.3M	217.5M
	Total	65.5M	139.8M	136.6M	101.1M	101.2M	100.3M	67.7M	712.2M
		East of England	London	Midlands	North East and Yorkshire	North West	South East	South West	Grand Total
CHC Optimisation	121 Funding Assessments	105.0M	110.0M	189.6M	193.8M	156.3M	128.9M	84.3M	967.8M
	CHC 3 and 12 month reviews	34.3M	35.9M	42.9M	65.6M		51.7M	18.2M	248.6M
	Fast Track Reviews	95.7M	119.2M	182.2M	223.2M	173.7M	185.5M	59.6M	1,039.1M
	Total	235.0M	265.1M	414.7M	482.6M	330.1M	366.0M	162.1M	2,255.6M
		East of England	London	Midlands	North East and Yorkshire	North West	South East	South West	Grand Total
Clinical Transformation	Infinity	600.5M	1,218.0M	1,167.7M	950.9M	922.9M	864.2M	603.9M	6,328.2M
Total 3 Years Savings Opportunity		East of England	London	Midlands	North East and Yorkshire	North West	South East	South West	Grand Total
		1.0B	1.7B	1.8B	1.6B	1.4B	1.4B	0.9B	9.9B

## 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)