

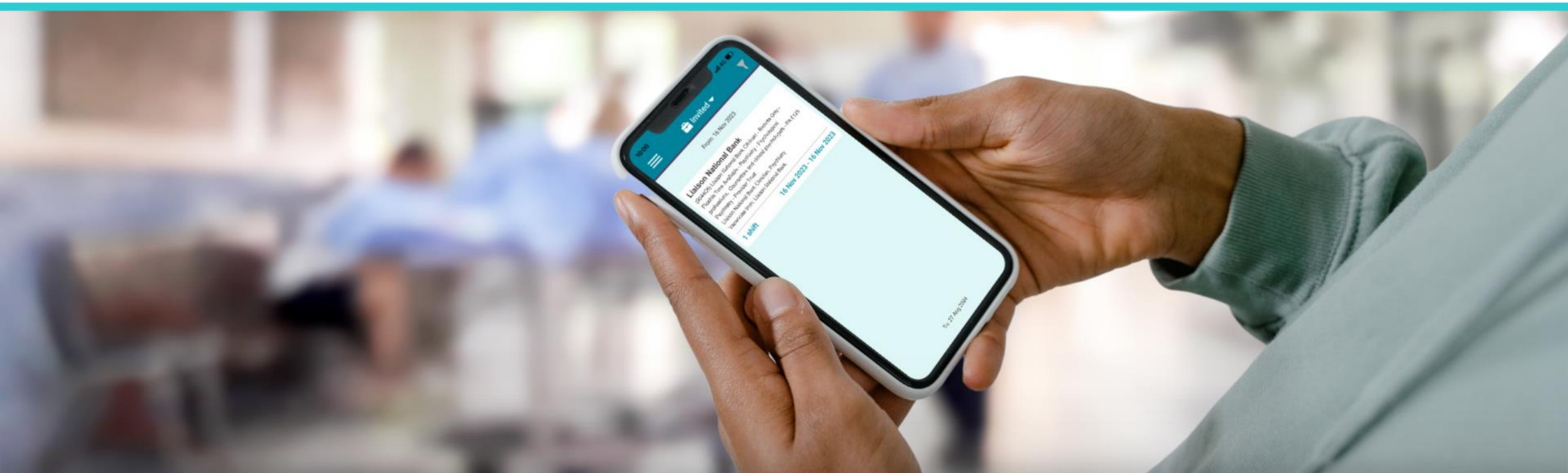


**Emeritus 2.0**



**Liaison**  
National Bank

Increasing capacity, improving care



## Emeritus 2.0

Initiative Overview and Provider Benefits

# Introducing Emeritus 2.0

## Increasing capacity, improving care

We are delighted to announce the next phase of the Emeritus initiative - Emeritus 2.0. Building on the success of our Liaison National Bank service, we're expanding our efforts to increase capacity, improve patient care, and create more opportunities to strengthen our NHS.

Since its launch, Emeritus has played a vital role in reducing waiting lists by 80% at one NHS trust by unlocking additional resource from our community of experienced clinicians.

Now, with Emeritus 2.0, we're taking this success even further. By collaborating closely with NHS providers, we're filling gaps in critical specialisms, accelerating care delivery, and improving patient outcomes.

### Achievements to date:

**40+**

provider expressions of interest

**300+**

clinician expressions of interest

**140+**

shifts worked since September 2024

**80%**

waiting list reduction for one trust



**Emeritus 2.0**



**Liaison**  
National Bank



*Since implementing the Emeritus project, our patient waiting list for triage in Ophthalmology has reduced drastically. At the start, there were over 1,000 patients waiting to be triaged. With the help of NHS Emeritus, the number of patients now waiting for triage is regularly down to below 200 and is improving consistently. We look forward to expanding this work across the Trust during the year ahead and improving our position further.*

Jonny Goodman

**Milton Keynes University Hospital NHS FT**



**Milton Keynes  
University Hospital**  
NHS Foundation Trust



By extending this initiative, it allows us to make an even greater impact on patient care and ensure that vital specialisms are filled, strengthening the NHS for all.

**Judith Shaw,**  
**Liaison Workforce, Managing Partner**



Increasing capacity, improving care

# Why Register as a Provider?



**More control** – get clear reporting and access to regional rates, putting you in the driver's seat.



**Support in the right areas** – bespoke strategies to attract specialisms, giving you more access to the staff you need.



**Unlocking more resource** – connect with the largest pool of retired clinicians, expanding your staffing options.



**Affordable solution** – offering unmatched value for this enhanced service.



**Quick onboarding** and training for your teams on the TempRE platform, making it easy to track and manage bookings.





# Building the Largest Bank of Retirees

**297** clinicians joined and approved so far...

**Unlock the largest pool of retired clinicians, expanding your staffing options**

Adult Mental Illness	Obstetrics & Gynaecology
Allergy	Occupational Health
Anaesthesia	Old Age Psychiatry
Audiology	Oncology
Cardiology	Ophthalmology
Cardiothoracic Surgery	Oral & Maxillofacial Surgery
Child & Adolescent Psychiatry	Otorhinolaryngology
Clinical Genetics	Paediatric Cardiology
Clinical Neurophysiology	Paediatric Surgery
Dermatology	Paediatrics
Diagnostic Neuropathology	Palliative Medicine
Elderly Care	Plastic Surgery
Emergency Medicine	Please select
Endocrinology & Diabetes	Psychiatrist
Gastroenterology	Public Health
General Internal Medicine	Psychologist
General Medical Practice	Radiology
General Surgery	Rehabilitation
Genitourinary Medicine	Renal Medicine
Haematology	Respiratory Medicine
Histopathology	Rheumatology
Infectious Diseases	Sexual & Reproductive Healthcare
Neurology	Trauma & Orthopaedic Surgery
Neurosurgery	Urology
Nuclear Medicine	Vascular Surgery





I'm excited about the launch of our ground-breaking National Bank service, tailored specifically for the NHS. This innovative solution will provide NHS Organisations with immediate access to a diverse pool of skilled professionals, ensuring optimal staffing levels and seamless patient care.

Our proven implementation strategy, delivered via an established method, alongside dedicated support and award-winning payroll services, guarantees that healthcare providers can focus on what they do best - caring for patients.

With this service, we will empower organisations to enhance operational efficiency and respond swiftly to workforce demands, ultimately transforming healthcare delivery nationwide.

**David Jones-Stanley,**  
**Customer Operations Director, Liaison Workforce**



Increasing capacity, improving care

# Our Technology



Whilst recognising that much activity will be in-person, our initiative aims to make optimal use of technology, enabling clinicians to also deliver care remotely, when clinically appropriate.

TempRE is Liaison Workforce's temporary workforce management platform that Liaison National Bank uses to match clinicians to clinical assignments, for booking and timesheet submission and authorisation.

## Our TempRE technology in focus...

**£118,000**

daily saving for the NHS

**240**

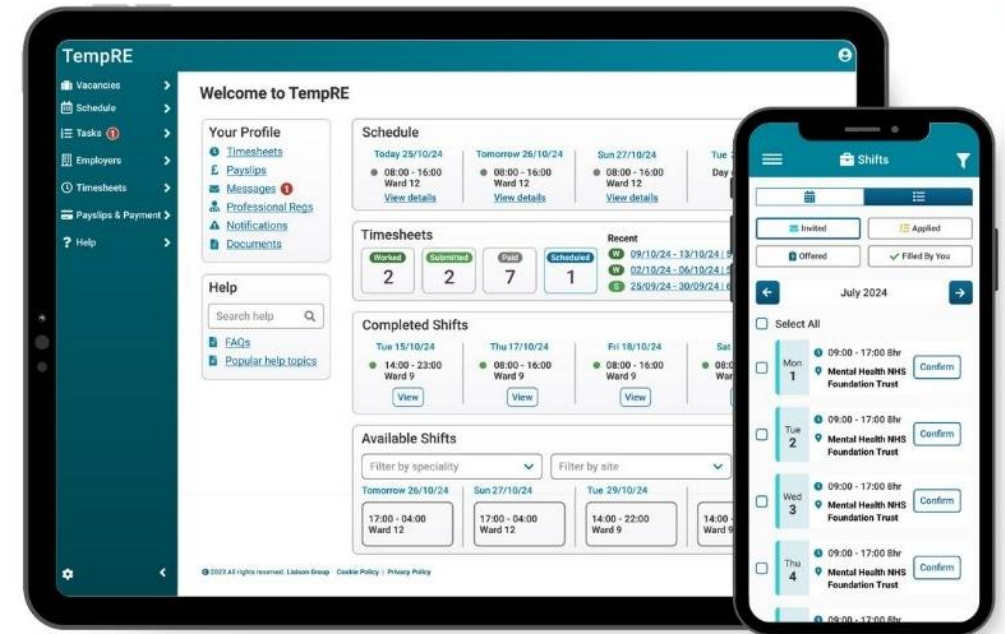
hours in admin time saved per organisation per month

**4,000**

shifts filled per week

**90%**

customer satisfaction rating by our Support team

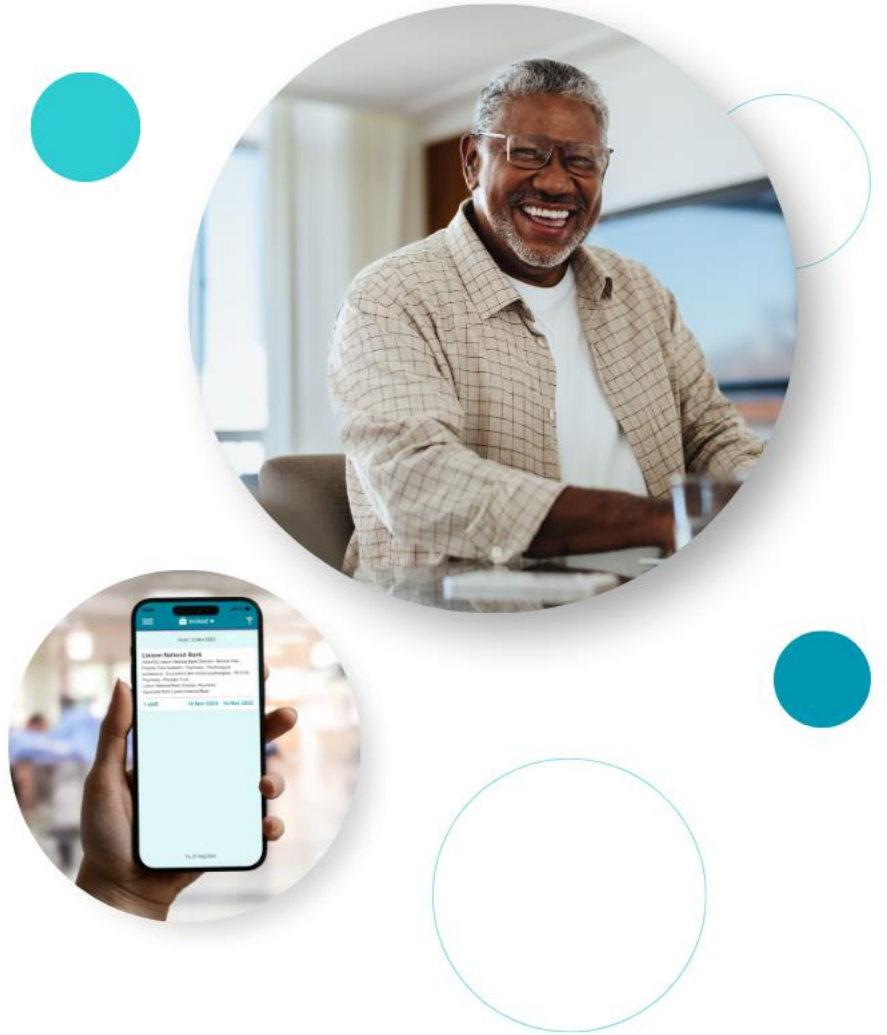


# Register Your Interest

We are excited to announce that registration is now open.

Book a quick run through, it only takes 30 minutes, and we can show you the booking process done via the TempRE system.

For more information ask one our Liaison Workforce experts' team or visit the [website](#).

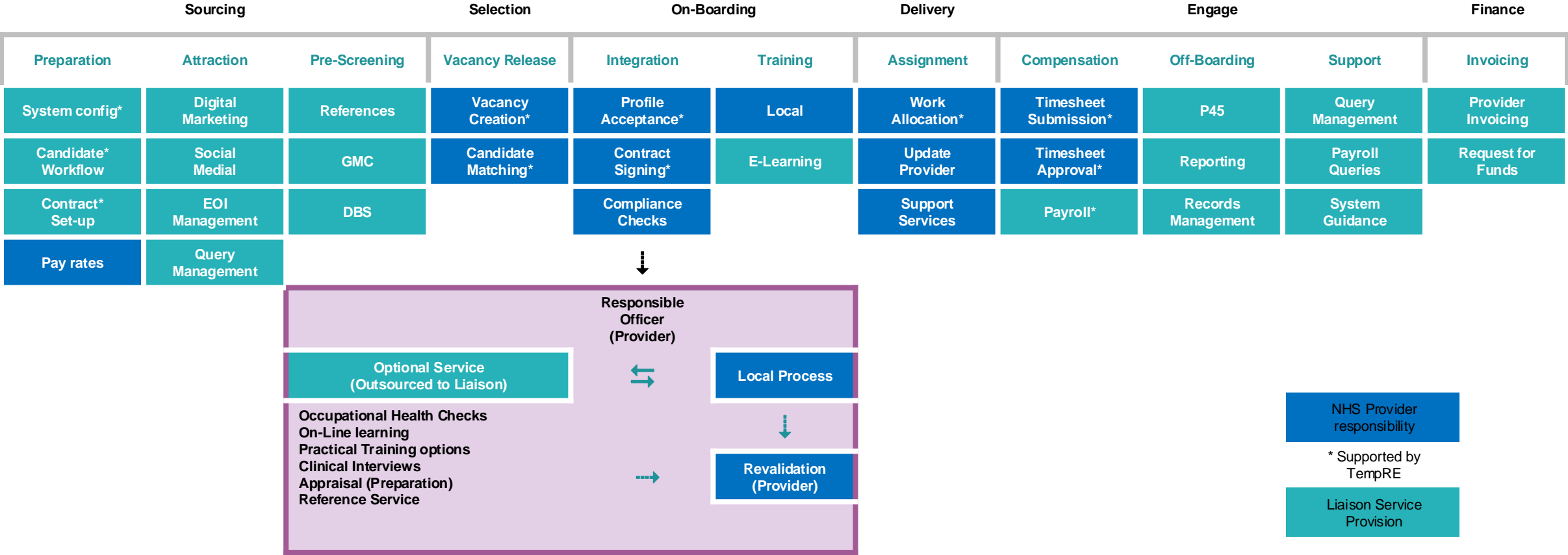




## Appendices



# Recruitment and Responsible Officer flow diagram



**Recruitment Service:** A service that provides sourcing, screening, and placement of candidates to NHS Organisations. The Recruitment Service may also offer additional services, such as access to training, compliance checks and interviews. The key focus is on sourcing candidates and attracting candidates.



**Employment Business:** An NHS supplier that provides goods and services, this may also include staffing. Employment businesses must comply with agency regulations and are typically accessed by the NHS via an agreed Framework.

# Stage, task and activity

Explanation of each of the key elements within the process

- **Sourcing: Configure and implement systems to attract, screen, and manage candidates effectively through digital marketing and compliance checks.**
  - Preparation: Establish foundational processes to initiate the management of candidates and vacancies.
  - System config: Set up and customise the software solution for managing candidate workflows and payments.
  - Candidate: Identify and define the target candidate pool for recruitment.
  - Workflow: Design efficient workflows to streamline candidate management from sourcing to onboarding.
  - Contract: Prepare standard contracts to outline terms for worker engagement.
  - Setup: Configure the required systems and tools to facilitate sourcing operations.
  - Pay rates: Determine and establish competitive pay rates for various roles.
  - Attraction: Create strategies to enhance visibility and appeal of job opportunities.
  - Digital Marketing: Implement online marketing campaigns to reach potential candidates.
  - Social Media: Utilise social media platforms to engage and attract candidates actively.
  - EOI Management: Manage Expressions of Interest from potential candidates systematically.
  - Query Management: Address candidate inquiries efficiently to maintain engagement.
  - Screening: Conduct initial screenings to assess candidate eligibility and fit.
  - References request: Gather and verify references from candidates to ensure credibility.
  - GMC checks: Conduct General Medical Council checks to verify candidate qualifications.
  - DBS checks: Execute Disclosure and Barring Service checks for background verification.
- **Selection: Create and release vacancies, leveraging an integrated system for candidate matching to identify suitable workers.**
  - Vacancy Release: Officially announce available positions to attract qualified candidates.
  - Vacancy Creation (In solution): Create job vacancies within the system for streamlined processing.
  - Candidate Matching (In solution): Utilise system algorithms to match candidates to the appropriate vacancies.
- **On-boarding: Facilitate seamless integration and contract signing for candidates, ensuring all compliance checks and training are completed before they begin work.**
  - Integration: Seamlessly integrate candidate information into the system for easy access.
  - Profile Acceptance (In solution): Validate and accept candidate profiles in the system.
  - Contract Signing (In solution): Facilitate digital signing of contracts for efficient onboarding.
  - Compliance Checks (In house or optional outsourcing): Ensure candidates meet compliance requirements internally or through external resources.
  - Training: Provide necessary training for candidates, both locally and via eLearning.

# Stage, task and activity

Explanation of each of the key elements within the process

- **Delivery of work: Allocate assignments and provide ongoing support services while keeping providers updated on worker status.**
  - Assignment: Allocate specific work assignments to onboarded candidates.
  - Work Allocation: Distribute jobs based on candidate skills and availability effectively.
  - Update Provider: Keep the service provider informed of worker assignments and progress.
  - Support Services: Offer ongoing support to candidates while they are in assignments.
- **Engage: Manage payroll processes including timesheet submission, approval, and off-boarding, while maintaining records and supporting queries.**
  - Compensation: Ensure proper compensation structures are communicated and maintained.
  - Timesheet Submission: Enable candidates to submit timesheets for work hours logged.
  - Timesheet Approval: Review and approve submitted timesheets for payroll processing.
  - Payroll: Process payroll efficiently to compensate workers accurately and on time.
  - Off-Boarding: Manage the transition process when workers leave assignments, including exit processes.
  - P45: Prepare and distribute P45 forms for tax purposes following offboarding.
  - Reporting: Generate reports to track worker engagement and financials.
  - Records Management: Maintain accurate records of candidate documentation and financial transactions.
  - Support: Provide assistance and information to resolve any candidate related issues.
  - Query Management: Address any queries regarding the engagement process.
  - Matrix (Config for solution) Support: Assist in using the configuration matrix for ongoing support needs.
  - System Guidance: Offer guidance for using the system effectively throughout the engagement lifecycle.
  - Payroll Queries: Resolve any questions related to payroll from candidates or staff.
- **Finance: Oversee invoicing and financial requests related to payroll, ensuring timely and accurate financial management.**
  - Invoicing: Create and send invoices for services rendered to clients.
  - Provider Invoicing: Manage invoicing processes for service providers involved in the staffing solution.
  - Request for Funds (for payroll): Submit requests for funds to cover payroll expenses efficiently.



# Healthier Business Partnership

We are proud to partner with Healthier Business (HB) Group, a leading provider of compliance solutions for the healthcare recruitment market. Their mission is to collaborate with key stakeholders to streamline compliance requirements under one trusted brand.

With a proven track record and deep expertise in temporary staffing frameworks and DOH Guidelines, HB Group ensures the highest standards of service, helping organisations stay fully compliant. Their commitment to quality means our partners can trust in a service where compliance and excellence go hand in hand.

Through their comprehensive compliance services, HB Group helps organisations identify and minimise risk, reduce unnecessary costs, and enhance overall performance. Their key compliance divisions include:

- Occupational Health
- Online Training
- Practical Training
- Clinical Interviews
- Appraisals
- Revalidation
- References

With a quality-driven approach, HB Group delivers compliance solutions that are cost-effective, reliable, and seamless. Their expertise supports organisations in creating a safer, more compliant, and efficient working environment for both staff and employers

Find out more by  
[clicking here.](#)



## Liaison National Bank and Healthier Business Group

April 2025



# Clinician Speciality Breakdown

Specialities	Volume
Ophthalmology	36
General Surgery	26
Anaesthesia	20
Paediatrics	18
Trauma & Orthopaedic Surgery	18
Obstetrics & Gynaecology	16
Elderly Care	11
Endocrinology & Diabetes	11
Cardiology	10
Vascular Surgery	10
Dermatology	9
General Internal Medicine	9
Plastic Surgery	9
Haematology	7
Gastroenterology	6
Urology	6
Otorhinolaryngology (Ear Nose & Throat Surgery ENT)	5
Radiology	5
Neurology	4
Rehabilitation	4
Renal Medicine	4
Adult Mental Illness	3
Cardiothoracic Surgery	3
Clinical Genetics	3
Occupational Health	3
Oral & Maxillofacial Surgery	3
Psychiatry	3

Specialities	Volume
Rheumatology	3
Allergy	2
Child & Adolescent Psychiatry	2
Clinical Neurophysiology	2
Histopathology	2
Oncology	2
Paediatric Cardiology	2
Paediatric Surgery	2
Respiratory Medicine	2
Audiology	1
Diagnostic Neuropathology	1
Emergency Medicine	1
General Medical Practice	1
Genitourinary Medicine	1
Infectious Diseases	1
Neurosurgery	1
Nuclear Medicine	1
Old Age Psychiatry	1
Palliative Medicine	1
Psychiatrist	1
Public Health	1
Psychologist	1
Sexual & Reproductive Healthcare	1

Last updated 09.04.25

# Cross-Linking Strategy

Cohesively link **Bank** and **National Bank** to shape and strengthen your NHS Workforce

- **Seamless integration** – Our bank and national bank work together to provide a flexible, scalable workforce solution
- **Prioritising Trust's workforce** – The staff bank fills shifts first, ensuring trusts maximise their internal workforce
- **National Bank as a safety net** – When local staff are unavailable or there are gap specialism shortages, the national bank steps in, reducing reliance on agencies
- **Largest retiree workforce** – Our national bank is the UK's largest pool of retired clinicians, offering experienced staff ready to return
- **Cost efficiency** – By combining both banks, trusts can significantly cut agency spend while maintaining safe staffing levels and improving patient care

