



Liaison
Workforce

Transforming the
health economy



GIG
CYMRU
NHS
WALES

Creating clinical efficiencies, improving productivity &
generating capacity to deliver more care.

Current Challenges

NHS Wales waiting lists are at historically high levels particularly in the areas of planned care, diagnostics, cancer and urgent and emergency care.

- Over **800,00 patients** waiting for treatment
- Currently **6 specialties account for over 60% of the waiting lists** (Orthopaedics, Ophthalmology, ENT, gynaecology, urology and general surgery).
- MAG identified key factors driving long waiting times:
 1. the growth in outpatient referrals.
 2. Uneven adoption of best practice in referral management
 3. Unwarranted variation in outpatient management
 4. Poor waiting list management



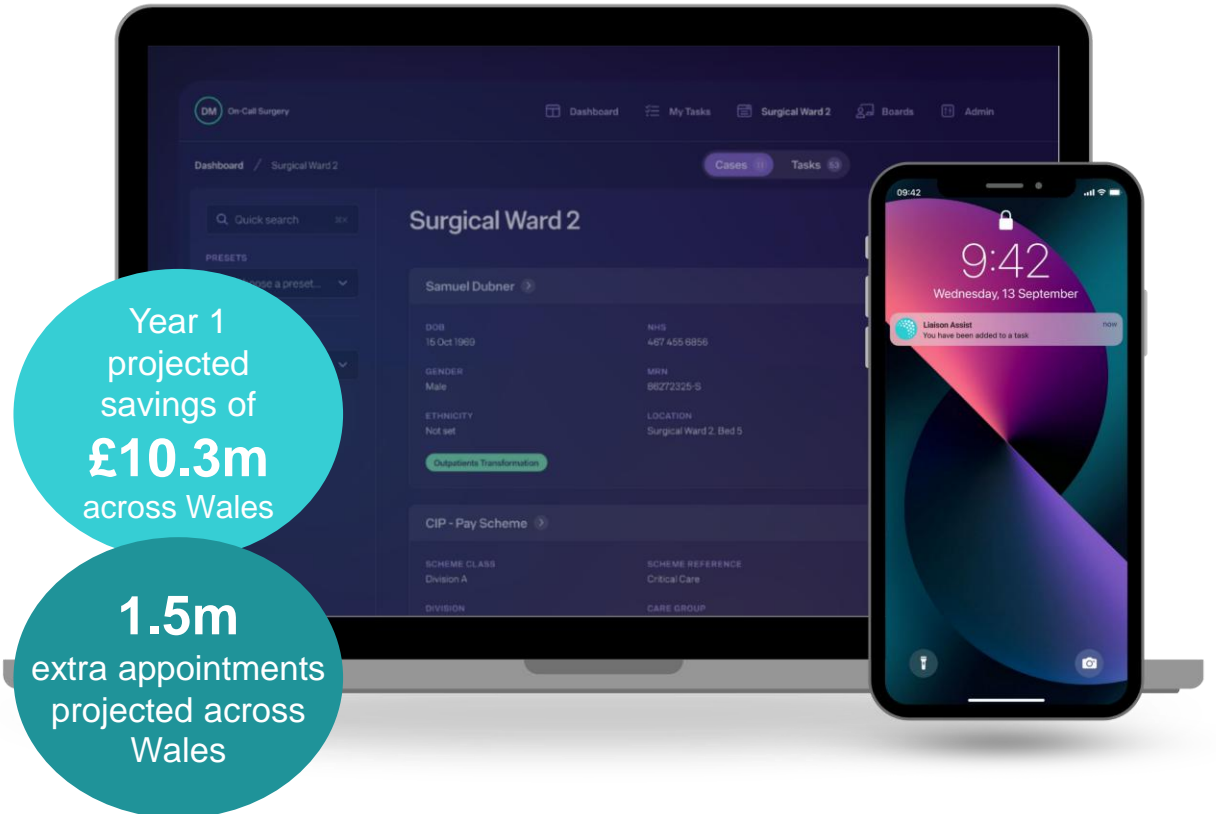
Solution: Creating clinical capacity and improving access to care every month



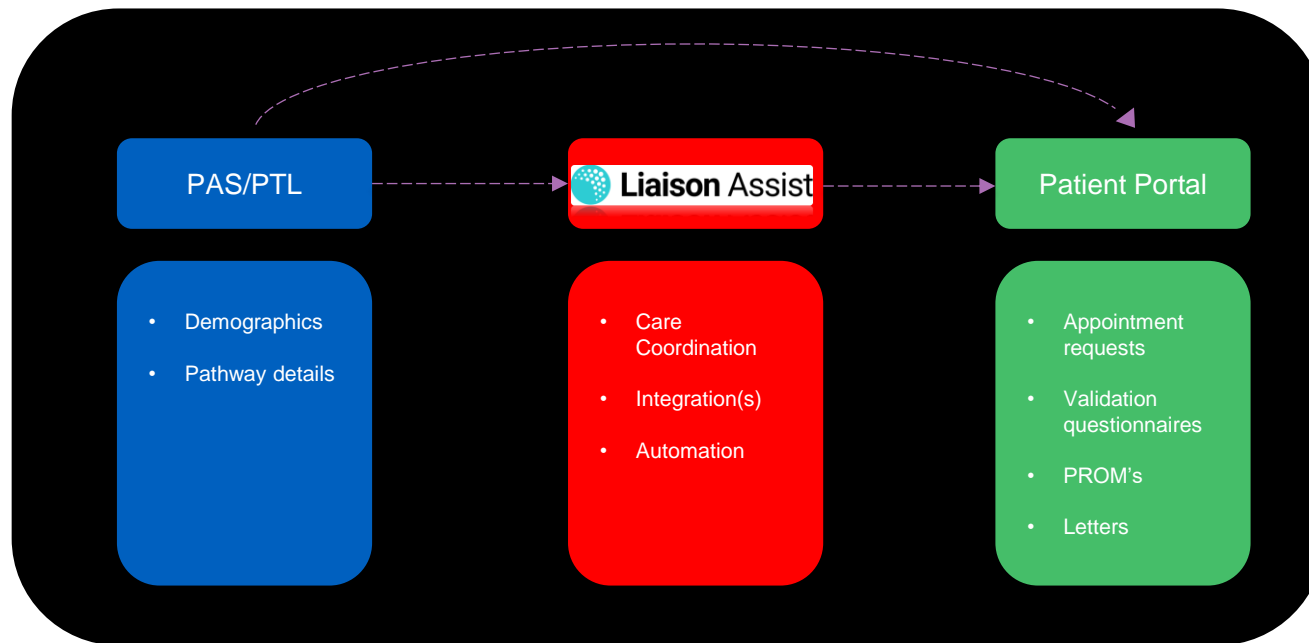
Liaison Assist has been freeing up clinical time at Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH) since May 2022.

The digital tool is being used to automate and manage long-term condition pathways, with outcomes including:

- **85,000 appointments** of unnecessary clinical activity eliminated
- Opportunity to increase capacity by 40%+
- Only **8.7%** of patients requiring F2F appointments
- **43,000 patients** managed digitally
- Cost avoidance of circa **£1.5m p/a**
- **63 specialties** and **296 active pathways** with more being added every day
- Over 100,000 patients added across all pathways since launch
- Substantial **DNA reductions**
- Patient satisfaction **score 4.2/5**



Creating clinical capacity and improving access to care every month



Creating clinical capacity and improving access to care every month



Scaling Outpatient pathways for more complex patients and long-term condition management

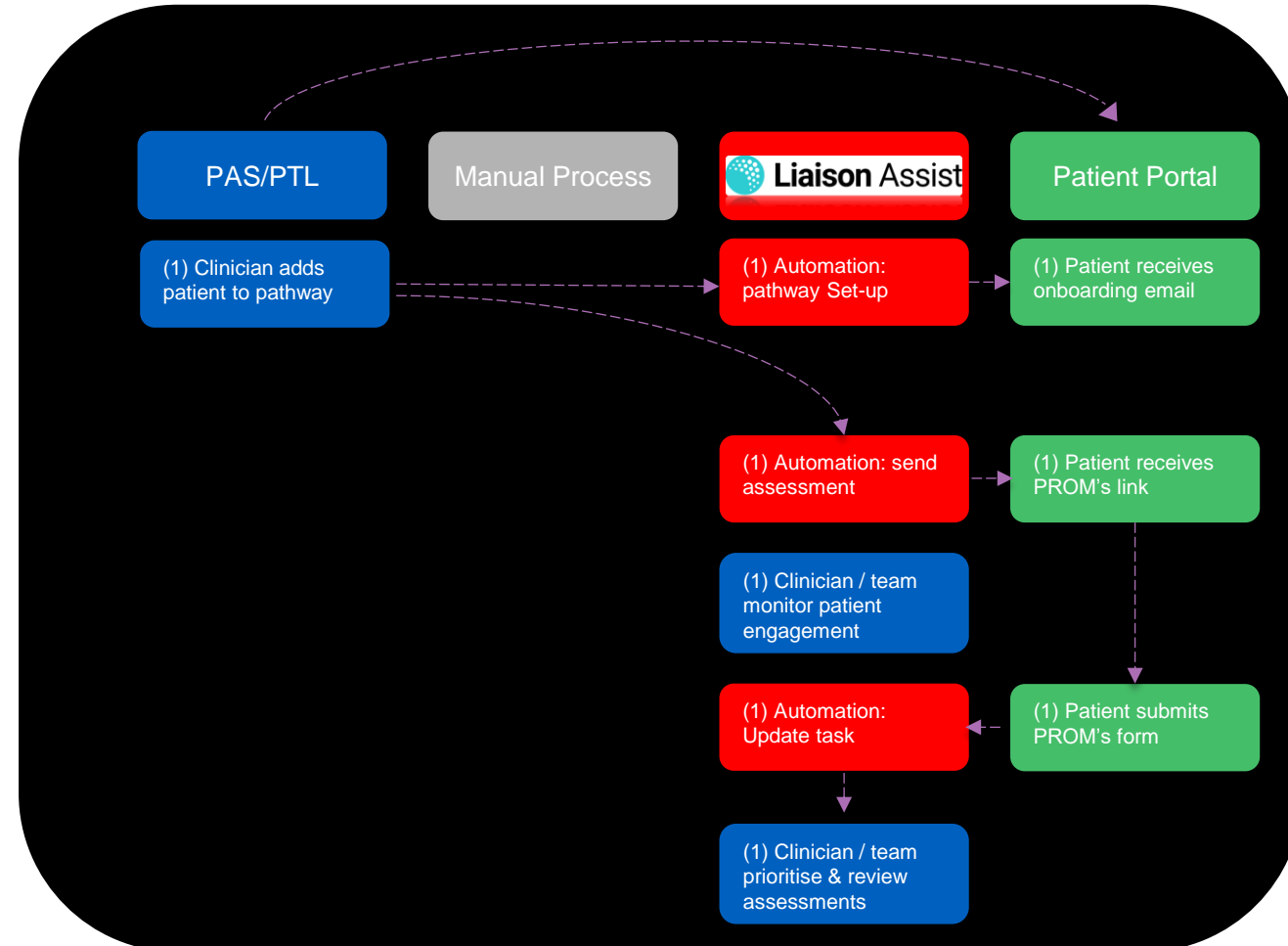
- Assess patients remotely using automated PROM's.
- Digitise Patient communications.
- Coordinate clinical reviews.
- Identify non-engagement.

Key

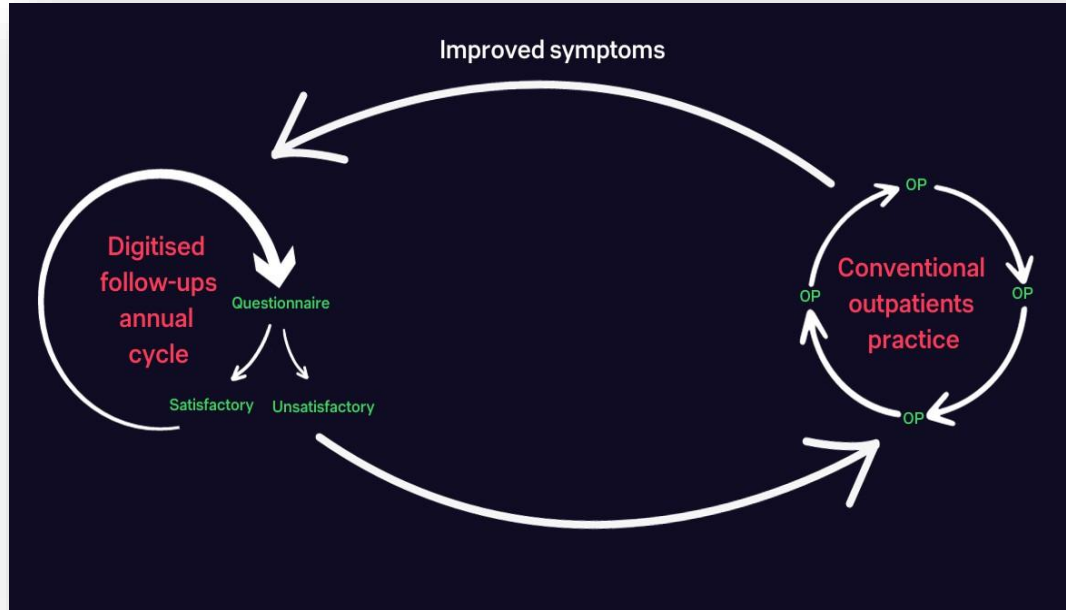
(1) Clinician

(1) Automation

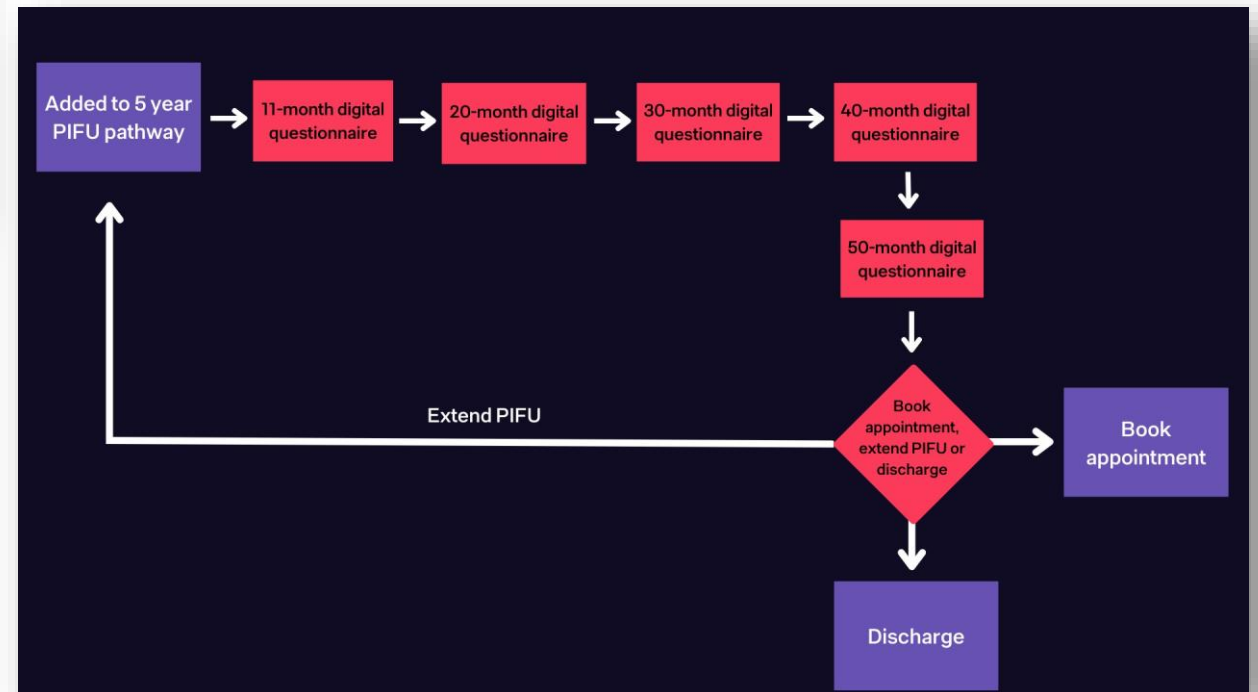
(1) Patient



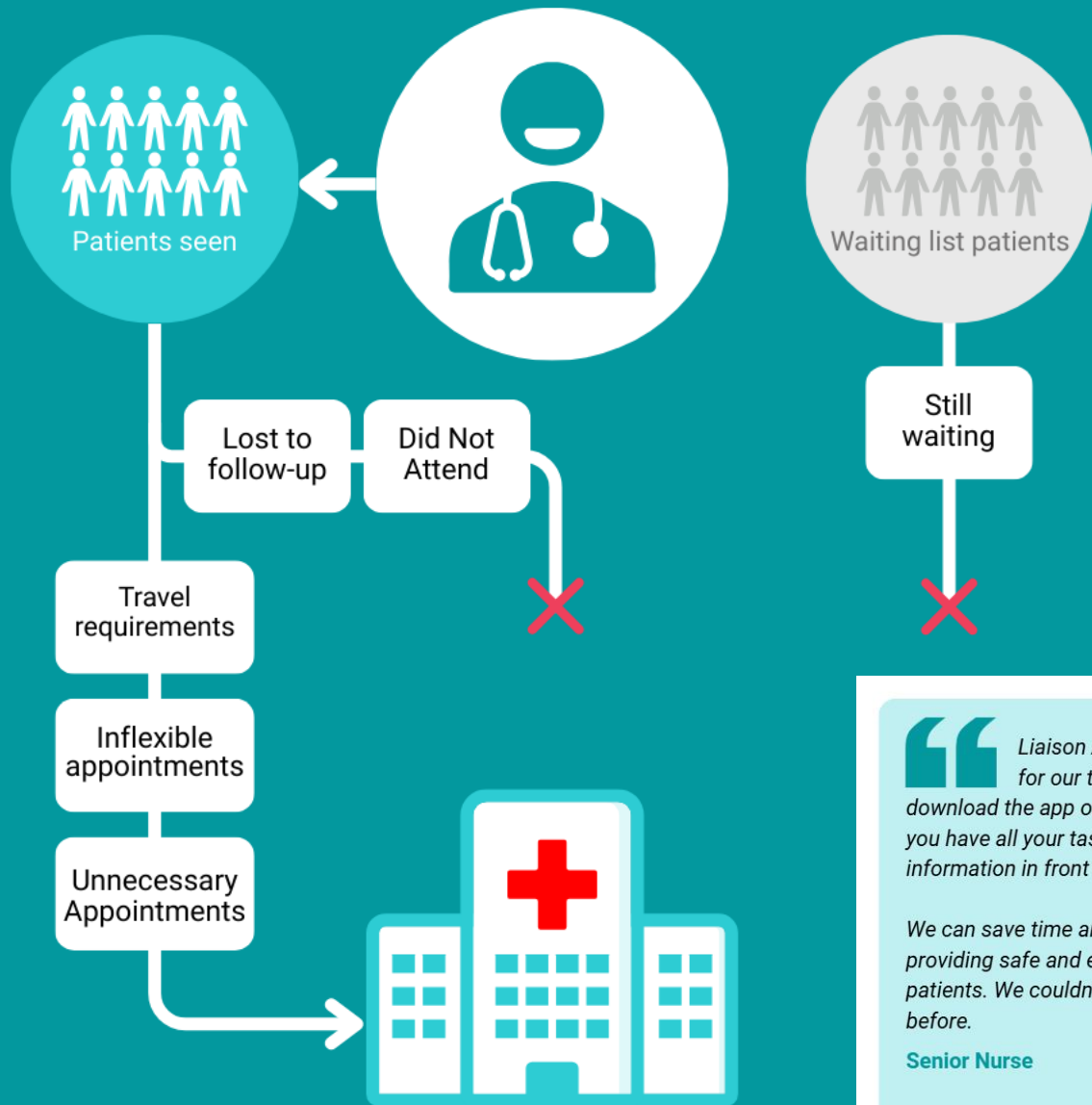
Complex condition Pathway journey



Inflammatory Bowel Disease



Current



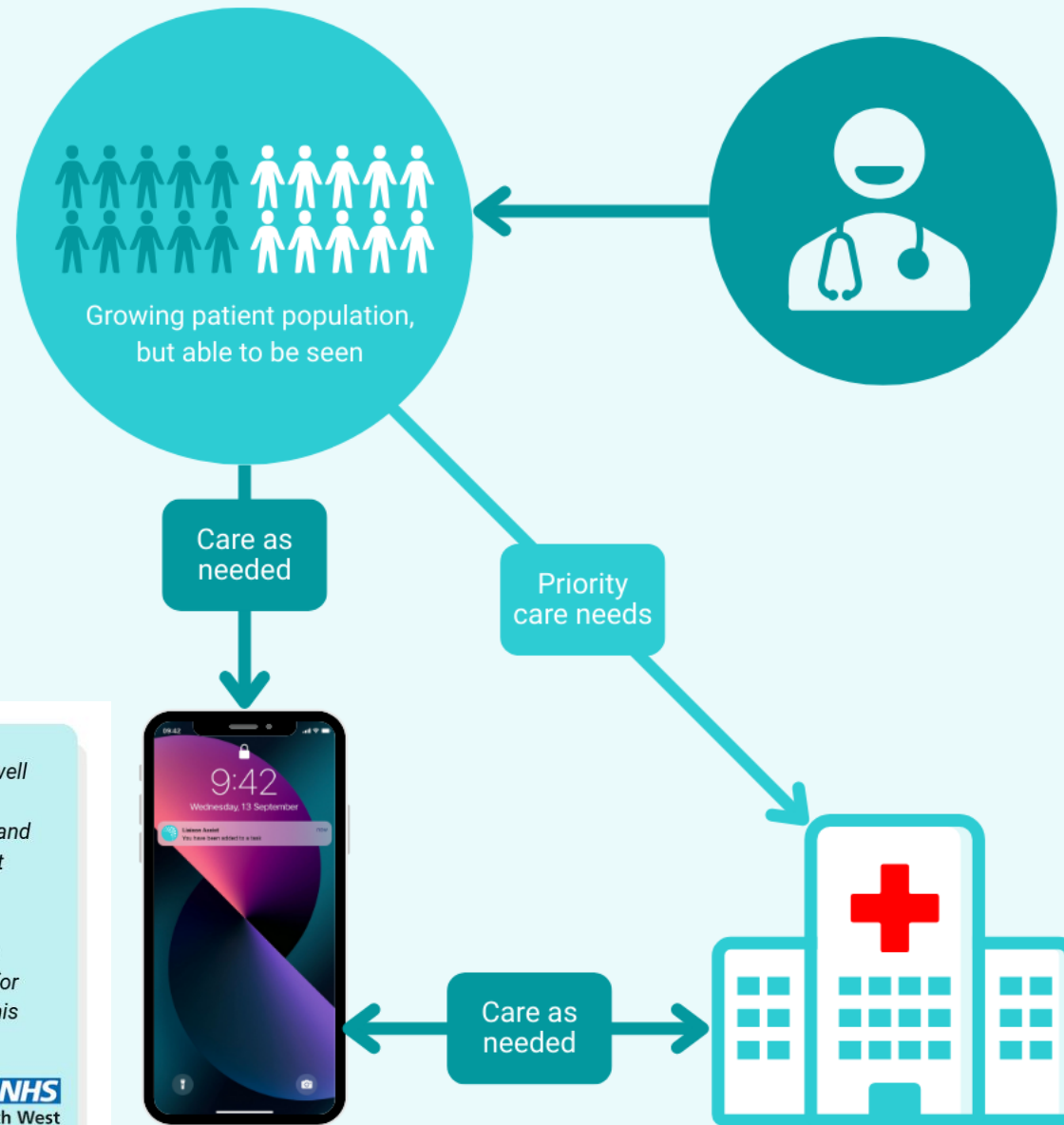
“Liaison Assist works well for our team. You can download the app on your phone, and you have all your tasks and patient information in front of you.”

We can save time and prioritise in providing safe and effective care for patients. We couldn't have done this before.

Senior Nurse

NHS
London North West
University Healthcare
NHS Trust

Future



DM On-Call Surgery

DashboardMy TasksSurgical Ward 2BoardsAdmin

Dashboard / Surgical Ward 2

Quick search

PRESETS

Choose a preset...

FILTERS

Add a filter...

Surgical Ward 2

Samuel Dubner

DOB

15 Oct 1969

MRN

407 455 6856

ARRANGE CXR

GENDER

Male

MRN

66272325-3

BLOOD TRANSFER

ETHNICITY

Not set

LOCATION

Surgical Ward 2, Bed 5

DISCHARGE PATIENT PM

Outpatients Transformation

Task

CIP - Pay Scheme

SCHEME CLASS

Division A

SCHEME REFERENCE

Critical Care

FINANCE SIGN OFF

DIVISION

Division A

CARE GROUP

Ophthalmology

RESPONSIBLE MANAGER

Alice Goodwin

SCHEME STATUS

WIP

CIP - Pay Scheme

SCHEME CLASS

Division A

SCHEME REFERENCE

Critical Care

ADD NEW TASK

DIVISION

Division A

CARE GROUP

Ophthalmology



Welcome back

Enter your details to login to Liaison Assist.

EMAIL *

PASSWORD *



Sign in

Trouble logging in?



Sign in

Email address, phone number or Skype

[Can't access your account?](#)

Next



Sign-in options



Sign in

sabrina@infinity.health

[Can't access your account?](#)

Next



Sign-in options



← sabrina@infinity.health

Enter password

.....

[Forgotten my password](#)

Sign in



Sign-in options



Welcome back, Sabrina 🖐️



All Outpatients



Cardiology



Dermatology



Ear Nose and Throat



Emergency Medicine



Endocrinology and Diabetes



Gastroenterology



Gynaecology



Haematology



Neurology



Ophthalmology



Oral and Maxillofacial Surgery



Paediatrics



Plastic Surgery



Renal Medicine



Respiratory Medicine



Rheumatology



Trauma and Orthopaedics



Urology

🔍 Quick search

🔑

PRESETS

🔖 Active cases

FILTERS

>

Gastroenterology: Active cases

☰ Start date

⌵

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Susie Dubner >

SPECIALTY

Gastroenterology

DOB

19/07/1947 (Adult)

MRN

7880029

START DATE

05/07/2023

SEX

Female

END DATE

05/07/2026

Review

Assessment form

Appointment request

Willingness to travel

+ Add New Task

1 To do

View all tasks >

Hiroshi Tanaka >

SPECIALTY

Gastroenterology

DOB

19/07/1947 (Adult)

MRN

9827343

START DATE

01/07/2023

SEX

Male

END DATE

01/07/2026

Overdue

Willingness to travel

+ Add New Task

1 To do

View all tasks >

Carlos Rodriguez >

SPECIALTY

Gastroenterology

DOB

19/07/1947 (Adult)

MRN

8484638

START DATE

24/06/2023

SEX

Male

END DATE

24/06/2026

Assessment form

Willingness to travel

+ Add New Task

Quick search

PRESETS

Active cases

Choose a preset...

Active cases

Cases to review

Assessments to review

Blood tests to review

Appointment requests

Overdue assessments

Overdue blood tests

Unallocated tasks

Gastroenterology: Active cases

Start date

Lucie Dubner

SPECIALTY

Gastroenterology

MRN

7880029

SEX

Female

DOB

19/07/1947 (Adult)

START DATE

05/07/2023

END DATE

05/07/2026

Review

Assessment form

Appointment request

Willingness to travel

Add New Task

To do

View all tasks

Yoshiroshi Tanaka

SPECIALTY

Gastroenterology

MRN

9827343

SEX

Male

DOB

19/07/1947 (Adult)

START DATE

01/07/2023

END DATE

01/07/2026

Overdue

Willingness to travel

Add New Task

To do

View all tasks

Carlos Rodriguez

SPECIALTY

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MRN

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SEX

Male

DOB

19/07/1947 (Adult)

START DATE

24/06/2023

END DATE

24/06/2026

Assessment form

Willingness to travel

Add New Task

🔍 Quick search

🔑

PRESETS

🔖 Overdue assessmentts

FILTERS

>

Gastroenterology: Overdue assessments

☰ Due date

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Hiroshi Tanaka

SPECIALTY

Gastroenterology

MRN

9827343

SEX

Male

DOB

19/07/1947 (Adult)

START DATE

01/07/2023

END DATE

01/07/2026

Overdue

Assessment form

+ Add New Task

1 To do

View all tasks

Carlos Rodriguez

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MRN

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SEX

Male

DOB

19/07/1947 (Adult)

START DATE

24/06/2023

END DATE

24/06/2026

Overdue

Assessment form

Willingness to travel

+ Add New Task

0 To do

View all tasks

🔍 Quick search

🔑

PRESETS

🔖 Overdue assessmentts

Choose a preset...

Active cases

Cases to review

Assessments to review

Blood tests to review

Appointment requests

Overdue assessments

Overdue blood tests

Unallocated tasks

Gastroenterology: Overdue assessments

☰ Due date ▾

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| | | | | | | |
|--------------------|------------|------------|--|-----------------------------|--|-----------------------------------|
| Shiroshi Tanaka > | | | | Assessment form <div></div> | | + Add New Task |
| SPECIALTY | MRN | SEX | | | | |
| Gastroenterology | 9827343 | Male | | | | |
| DOB | START DATE | END DATE | | | | |
| 19/07/1947 (Adult) | 01/07/2023 | 01/07/2026 | | | | |
| Overdue | | | | 1 To do | | View all tasks > |
| Carlos Rodriguez > | | | | Assessment form <div></div> | | Willingness to travel <div></div> |
| SPECIALTY | MRN | SEX | | | | |
| Gastroenterology | 8484638 | Male | | | | |
| DOB | START DATE | END DATE | | | | |
| 19/07/1947 (Adult) | 24/06/2023 | 24/06/2026 | | | | |
| Overdue | | | | 0 To do | | View all tasks > |

🔍 Quick search

🔍

PRESETS

🔖 Assessments to review

FILTERS

>

Gastroenterology: Assessments to review

☰ Start date

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Susie Dubner >

SPECIALTY

Gastroenterology

MRN

7880029

SEX

Female

DOB

19/07/1947 (Adult)

START DATE

05/07/2023

END DATE

05/07/2026

Review

Assessment form

Appointment request

Willingness to travel

+ Add New Task

1 To do

View all tasks >

Samuel Dubner >

SPECIALTY

Frailty (Medical)

MRN

Surgical Ward 1, Bed 2

SEX

Female

DOB

22/03/1953 (Adult)

START DATE

22/06/2023

END DATE

22/06/2026

Review

Assessment form

Willingness to travel

+ Add New Task

1 To do

View all tasks >

Samuel Dubner >

SPECIALTY

Frailty (Medical)

MRN

Surgical Ward 1, Bed 2

SEX

Male

DOB

10/02/1966 (Adult)

START DATE

13/06/2023

END

13/06/2026

Review

Assessment form

Willingness to travel

Waiting list validation

+ Add New Task

1 To do

View all tasks >



Details

Activity

Susie Dubner

SPECIALTY

19/07/1947 (Adult)

MRN

7880029

SEX

Female

DOB

19/07/1947 (Adult)

START DATE

05/07/2023

END DATE

05/07/2026

Review

Tasks

2 To do



Done

Notes

2

Assessment form



Gastroenterology

START Yesterday

END Tomorrow

Assessment

Assessment form



Gastroenterology

START 10/10/2023

END 17/10/2023

Assessment

Appointment request



Admin

START 10/10/2023

END 17/10/2023

Follow-up

Willingness to travel



Allergies



No known drug allergies

Today at 12:53

Medications



Hydrocodone

Losartan

Omeprazole

Yesterday at 12:53



Edit Case Details



Add New Task



Add New Note

Details

Activity

Tasks

2 To do

C

Susie Dubner

SPECIALTY

19/07/1947 (Adult)

MRN

7880029

SEX

Female

DOB

19/07/1947 (Adult)

START DATE

05/07/2023

END DATE

05/07/2026

Review

Assessment form

Gastroenterology

START Yesterday

END Tomorrow

Assessment

Assessment form

Gastroenterology

START 10/10/2023

END 17/10/2023

Assessment

Appointment request

Admin

START 10/10/2023

END 17/10/2023

Follow-up

Willingness to travel



Edit Case Details



Add New Task

Susie Dubner >

DUE

17/10/2023

ASSIGNEES

Gastroenterology

DESCRIPTION

Gastroenterology IBD Virtual Clinic

HOW ARE YOUR CURRENT SYMPTOMS?

No

ARE YOU HAVING LOOSE STOOLS?

No

HAVE YOU NOTICED ANY BLEEDING IN YOUR STOOLS?

No

HAVE YOU EXPERIENCED ANY WEIGHT LOSS?

Yes (Same as normal)

OWNER

Sabrina Fischer

TAGS

Assessment

Details

Activity

Tasks

2 To do

Done

Notes

2

Susie Dubner

SPECIALTY

19/07/1947 (Adult)

MRN

7880029

SEX

Female

DOB

19/07/1947 (Adult)

START DATE

05/07/2023

END DATE

05/07/2026

Review

- Assessment form

Gastroenterology

START Yesterday

END Tomorrow

Assessment
- Assessment form

Gastroenterology

START 10/10/2023

END 17/10/2023

Assessment
- Appointment request

Admin

START 10/10/2023

END 17/10/2023

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