



Liaison
Group

Transforming the
health economy

NHS

North West

Three-year savings and transformation opportunities

The National Savings Opportunity with Liaison Group

 **£773m**
Savings Delivered.

← Last three years



Savings Opportunity
£11.2bn

→ Next three years

From this, your
organisation's
opportunity:
£1.1b

Story of the last three years

Innovating to address national challenges, including:

- ✓ CHC spend
- ✓ Backlogs
- ✓ Use of Fast Track

- ✓ Recruitment spend freeze
- ✓ Candidate retention and engagement

- ✓ Workforce capacity
- ✓ Agency spend

- ✓ Productivity
- ✓ Transformational change



- ✓ Monopoly over NHS rostering
- ✓ Visibility and ability to triangulate data
- ✓ Existing tech capabilities

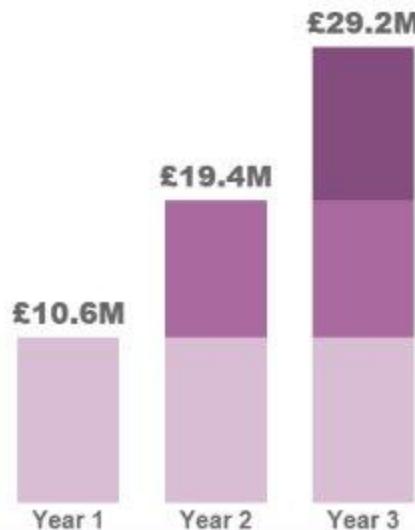
- ✓ Productivity
- ✓ Waiting Lists

- ✓ Medicines spend
- ✓ Visibility

Your Three Year Savings Opportunity Dashboard

£29M

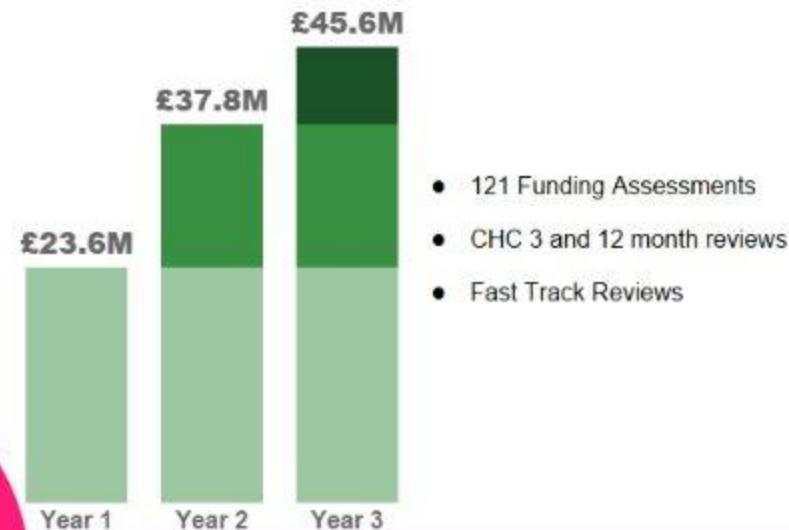
Sustainable Financial Recovery



- Duplicates
- Statements
- Non-Pay Analysis & Savings Service
- Staff Benefits
- VATplus Re-reviews
- CHC Financial Reviews
- VAT Planning and Consultancy

£46M

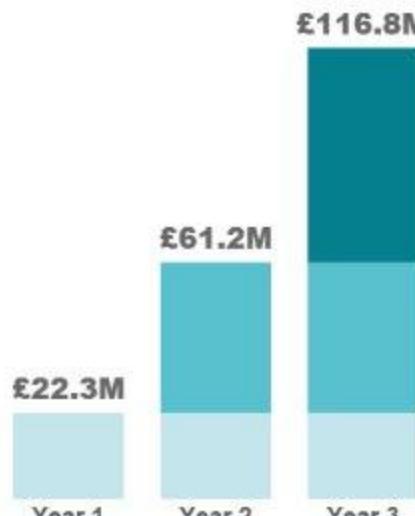
CHC Optimisation



- 121 Funding Assessments
- CHC 3 and 12 month reviews
- Fast Track Reviews

£117M

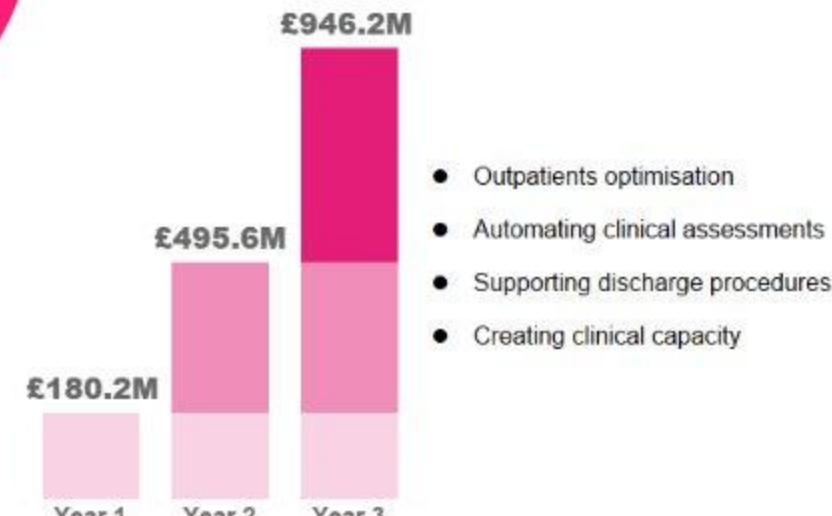
Workforce Productivity and Efficiency



- Grip & Control of Temporary Spend
- People Analytics
- People Planning
- Rota & Roster
- Waiting List Initiative

£946M

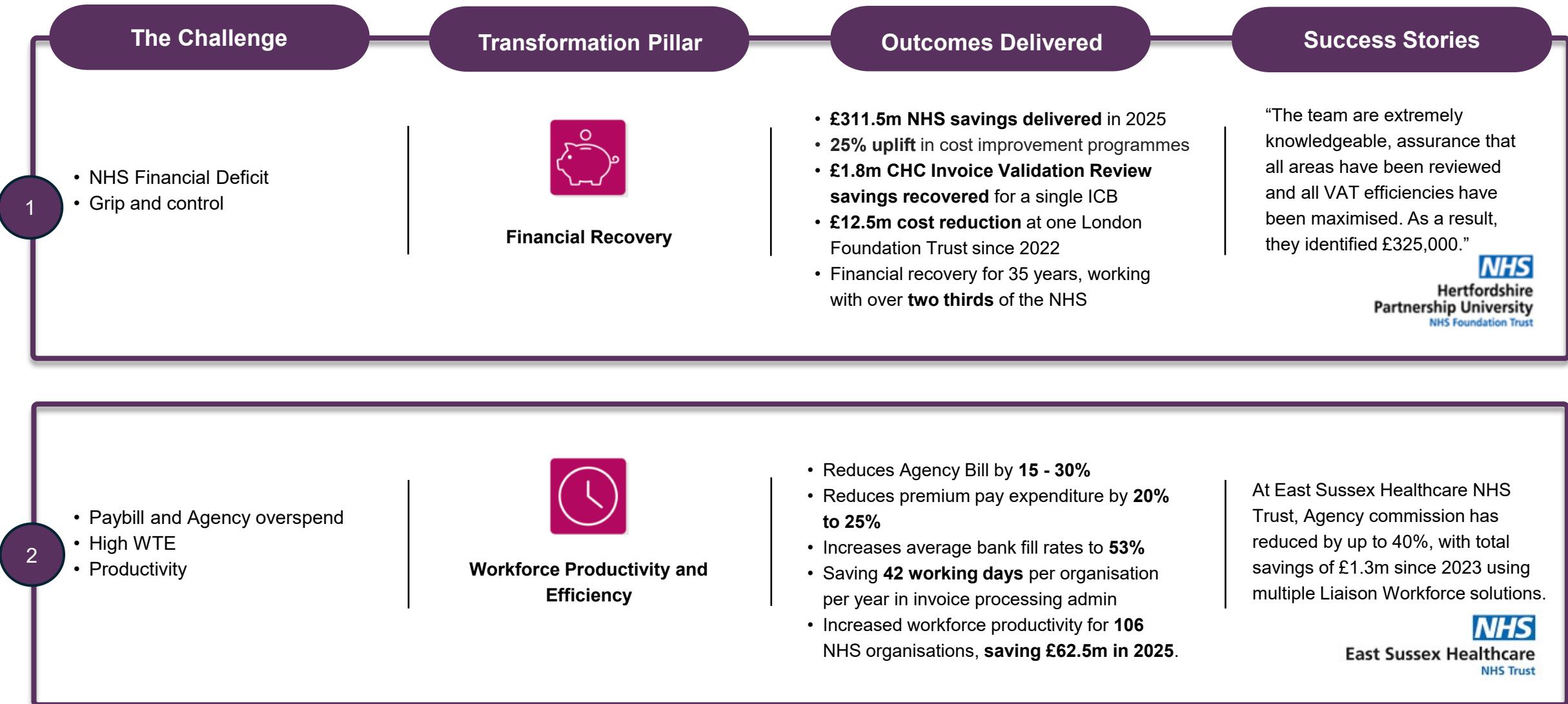
Specialty Transformation



- Outpatients optimisation
- Automating clinical assessments
- Supporting discharge procedures
- Creating clinical capacity

£1.1B

Delivering transformation across four key areas of the NHS



Delivering transformation across four key areas of the NHS

The Challenge

- Need for high quality services focused on delivering the right package of individualised care

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Transformation Pillar



CHC Optimisation

Outcomes Delivered

- Average efficiencies of **up to 40%** per case load
- Care packages rightsized through clinically-led reviews - **5,332** case reviews and **1,714 MDTs delivered** to date
- Partnering with over **a third of NHS organisations**

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
- Waiting lists
- Need for true hospital at home solution
- Increased demand from patients without bed space in hospital



Specialty Transformation

- **Productivity gains of 15%** in year one, with roadmap for further 5% improvement in years two and three
- Increases clinical capacity by **10% - 50%**
- Reducing unnecessary outpatient appointments by **92%**
- Saving **42,000 bed days** in a year
- Average LOS reduction – 7.4 days

"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 North West

		Cheshire and Merseyside Health and Care Partnership	Greater Manchester Health and Social Care Partnership	Lancashire and South Cumbria	Grand Total
Sustainable Financial Recovery	Duplicates	£605K	£275K	£55K	£935K
	Statements	£828K	£483K	£138K	£1,449K
	Non-Pay Analysis & Savings Service	£6,000K	£3,750K	£225K	£9,975K
	Staff Benefits	£1,324K	£2,022K	£950K	£4,296K
	VATplus Re-reviews	£3,416K	£8,453K	£76K	£11,944K
	CHC Financial Reviews		£158K	£158K	£315K
	ICB Duplicates		£63K	£63K	£126K
	ICB Statements		£74K	£74K	£147K
	Total	£12,173K	£15,277K	£1,737K	£29,187K
Workforce Productivity and Efficiency	Grip and Control	£6,485K	£8,275K	£4,999K	£19,759K
	People Analytics	£646K	£601K	£317K	£1,565K
	People Planning	£22,243K	£25,371K	£16,586K	£64,200K
	Rota & Roster	£11,061K	£13,529K	£6,655K	£31,246K
	Total	£40,436K	£47,777K	£28,558K	£116,770K
CHC Optimisation	121 Funding Assessments				
	CHC 3 and 12 month reviews				
	Fast Track Reviews		£45,604K		£45,604K
	Total		£45,604K		£45,604K
Specialty Transformation	Liaison Assist	£346,746K	£409,102K	£190,310K	£946,158K
Total 3 Years Savings Opportunity		£399,355K	£517,760K	£220,605K	£1,137,719K

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, Emergency Medicine



University Hospitals
Coventry and Warwickshire
NHS Trust

Our approach

Our focus is on true partnership over transactions. With Liaison Group you can expect:



Transforming the
health economy



Collaboration



Shared Vision



True Partnership



Commitment to
Improving Patient Care

Each of our 400+ 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

