



**Liaison**  
Group

Transforming the  
health economy

**NHS**

**South East**

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:  
**£1.2b**

# 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

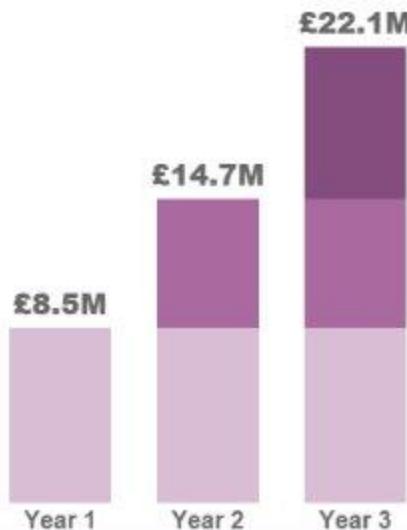
- ✓ Productivity
- ✓ Waiting Lists

- ✓ Medicines spend
- ✓ Visibility

# Your Three Year Savings Opportunity Dashboard

£22M

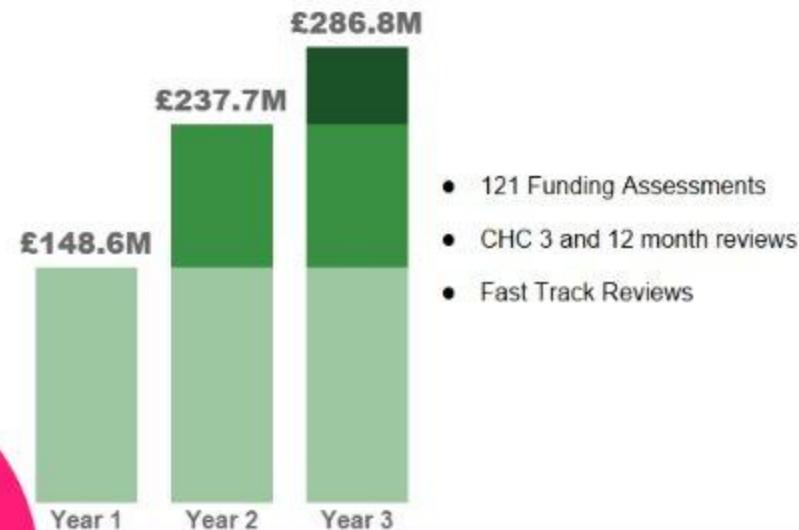
## Sustainable Financial Recovery



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

£287M

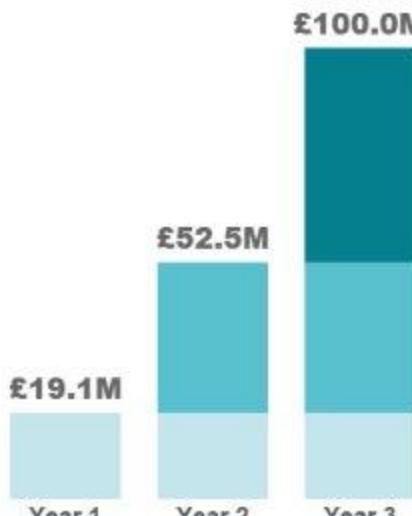
## CHC Optimisation



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

£100M

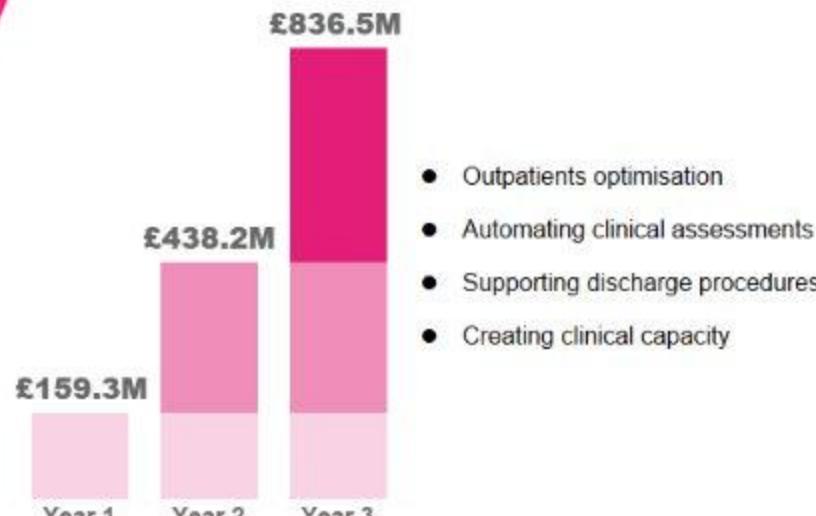
## Workforce Productivity and Efficiency



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

£837M

## Specialty Transformation



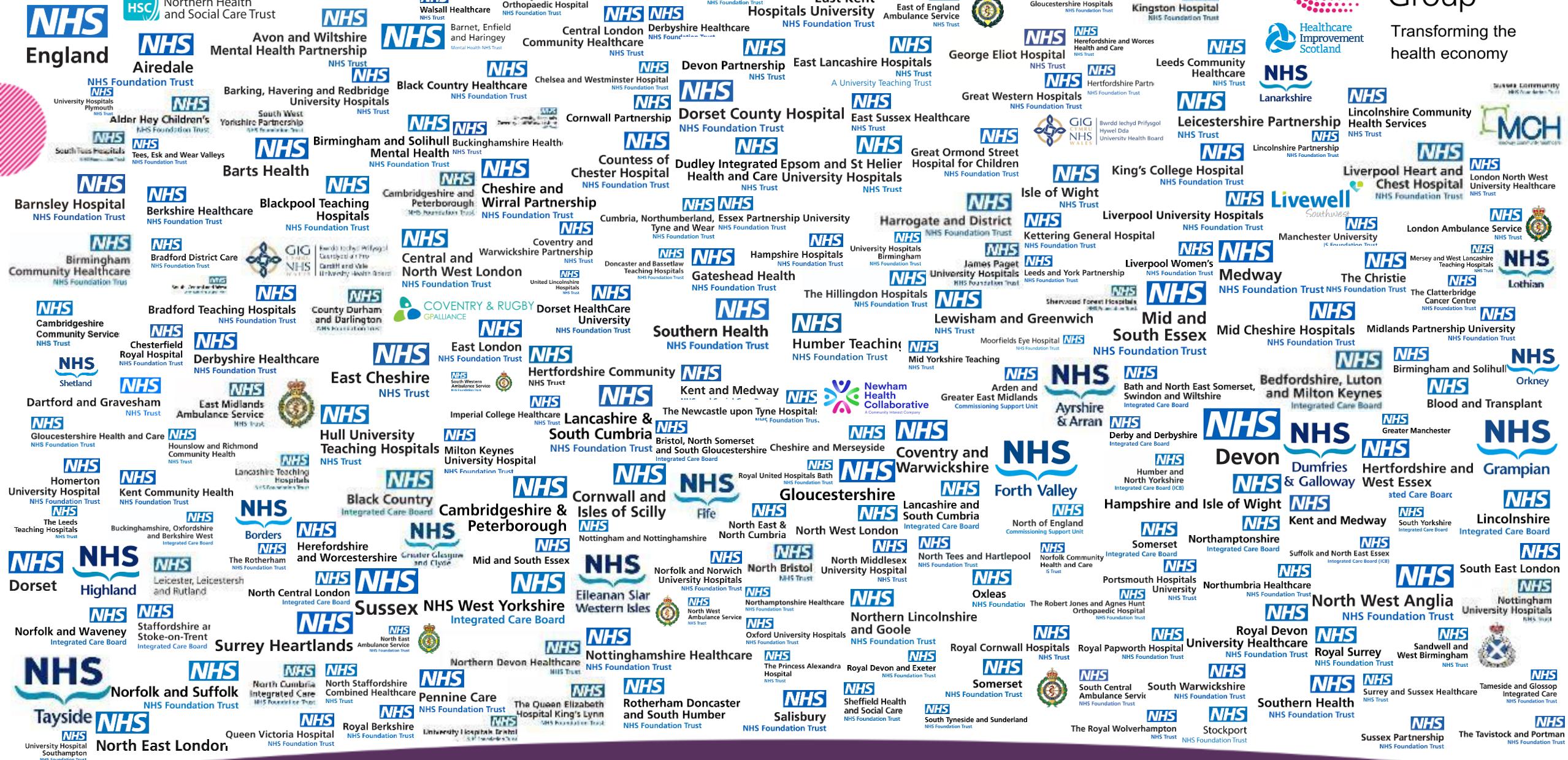
- Outpatients optimisation
- Automating clinical assessments
- Supporting discharge procedures
- Creating clinical capacity

£1.2B

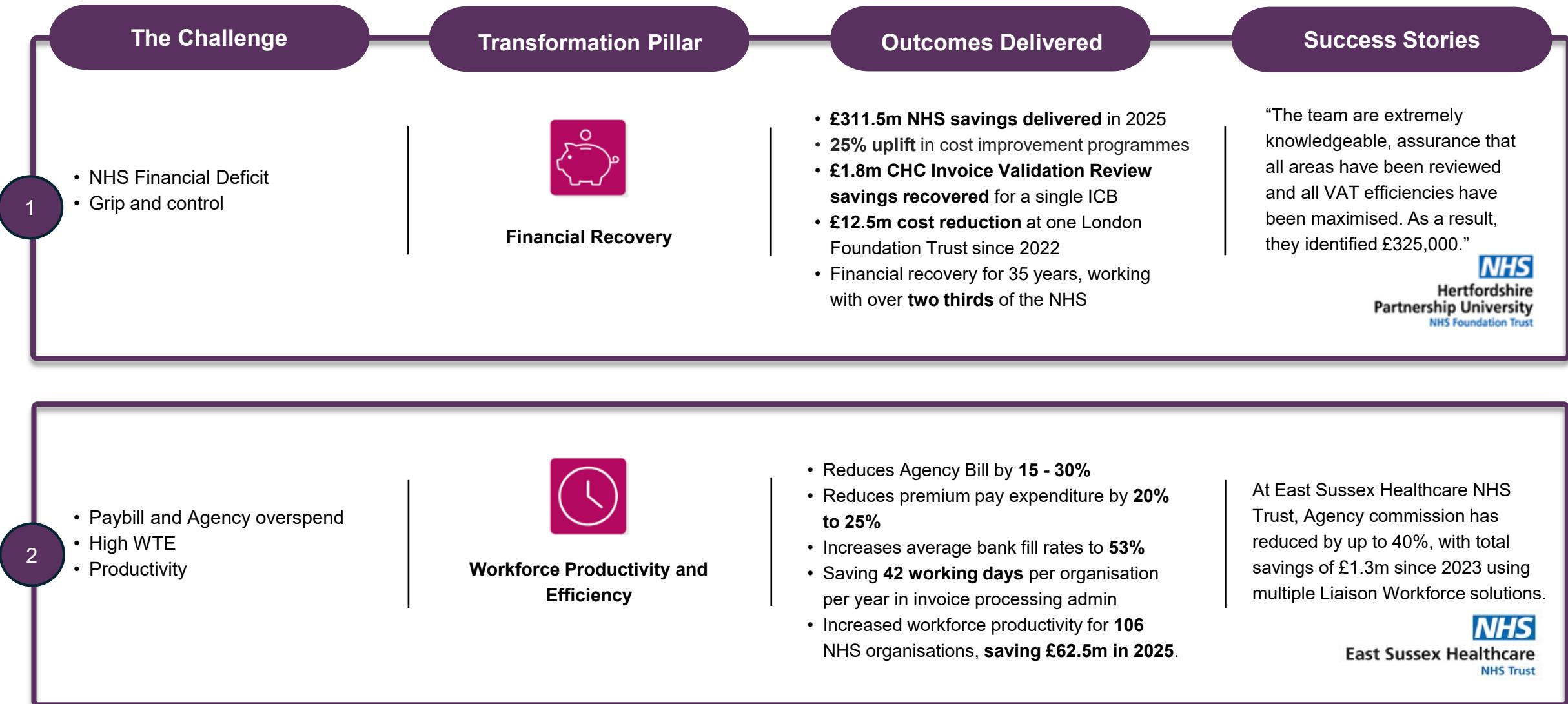
# Our Clients...



Transforming the health economy



# 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 South East

		Buckinghamshire, Oxfordshire and Berkshire West	Frimley Health and Care	Hampshire and the Isle of Wight	Kent and Medway	Surrey Heartlands Health and Care Partnership	Sussex Health and Care	Grand Total
Sustainable Financial Recovery	Duplicates	£110K		£275K	£220K	£220K	£165K	£990K
	Statements	£207K	£69K	£345K	£345K	£276K	£276K	£1,518K
	Non-Pay Analysis & Savings Service	£1,500K	£450K	£2,250K	£2,325K	£1,875K	£1,875K	£10,275K
	Staff Benefits	£892K	£249K	£554K	£846K	£523K	£532K	£3,596K
	VATplus Re-reviews	£725K	£492K	£1,044K	£1,413K	£258K	£504K	£4,436K
	CHC Financial Reviews	£158K	£158K	£158K			£158K	£630K
	ICB Duplicates	£63K	£63K	£63K	£63K		£63K	£315K
	ICB Statements	£74K	£74K	£74K	£74K		£74K	£368K
	Total	£3,728K	£1,553K	£4,762K	£5,285K	£3,152K	£3,646K	£22,127K
Workforce Productivity and Efficiency	Grip and Control	£4,255K	£1,651K	£2,652K	£4,489K	£3,028K	£4,440K	£20,516K
	People Analytics	£244K	£46K	£219K	£248K	£155K	£244K	£1,157K
	People Planning	£12,836K	£2,707K	£9,075K	£10,252K	£5,671K	£10,149K	£50,690K
	Rota & Roster	£6,581K	£1,590K	£4,268K	£5,872K	£3,066K	£6,263K	£27,640K
	Total	£23,916K	£5,995K	£16,214K	£20,861K	£11,920K	£21,096K	£100,003K
CHC Optimisation	121 Funding Assessments	£2,494K	£1,223K	£3,576K	£4,517K	£1,647K	£2,682K	£16,140K
	CHC 3 and 12 month reviews	£22,526K	£10,756K	£31,961K	£40,212K	£14,837K	£23,510K	£143,802K
	Fast Track Reviews	£22,407K	£5,182K	£20,828K	£31,143K	£15,942K	£31,340K	£126,843K
	Total	£47,427K	£17,162K	£56,365K	£75,872K	£32,426K	£57,532K	£286,784K
Specialty Transformation	Liaison Assist	£191,465K	£54,031K	£156,591K	£172,675K	£93,974K	£167,790K	£836,526K
Total 3 Years Savings Opportunity		£266,536K	£78,742K	£233,932K	£274,693K	£141,472K	£250,066K	£1,245,440K

## 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](http://LiaisonGroup.com)

