



Liaison
Group

Transforming the
health economy



GIG
CYMRU
NHS
WALES

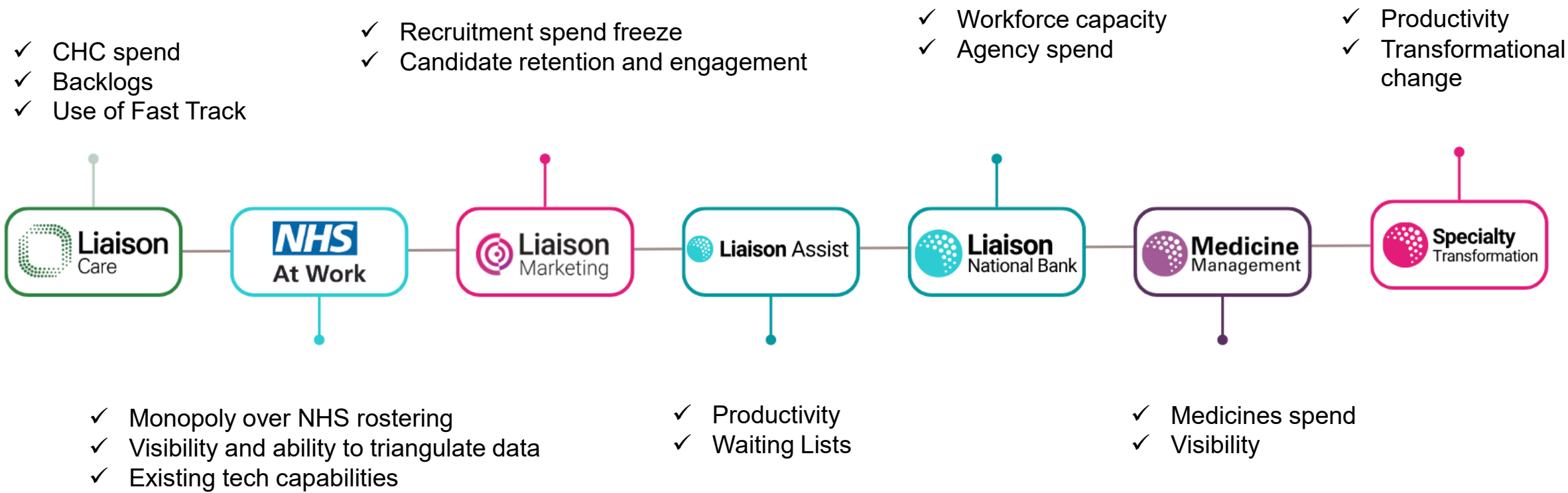
Three-year savings and transformation opportunities

The National Savings Opportunity with Liaison Group



Story of the last three years

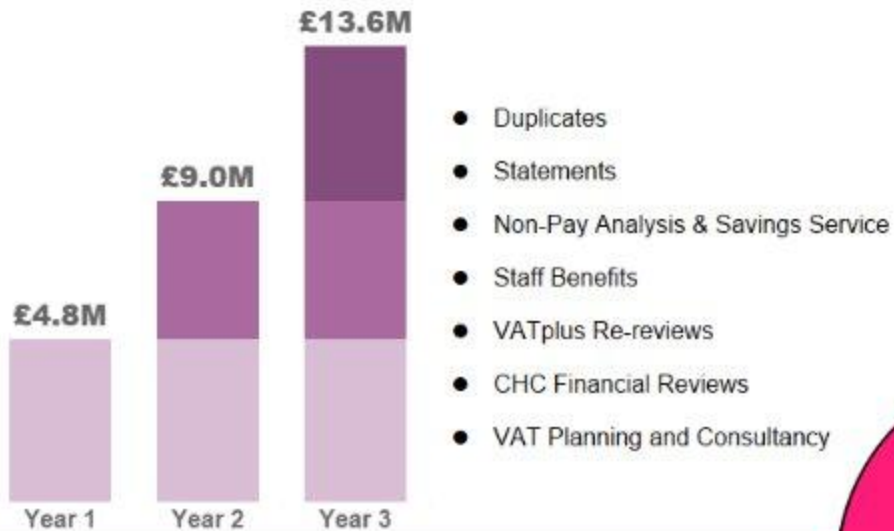
Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard

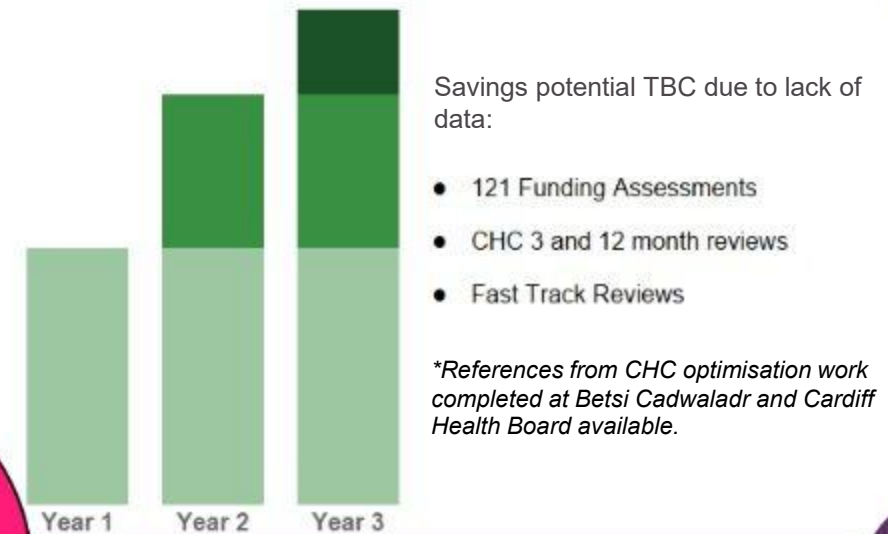
£14M

Sustainable Financial Recovery



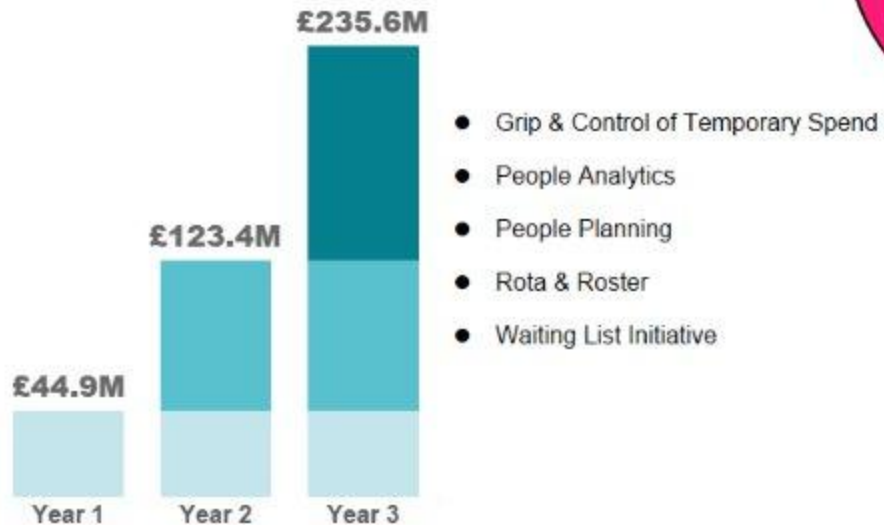
CHC Optimisation

TBC



£236M

Workforce Productivity and Efficiency



£788M

Specialty Transformation

£539M

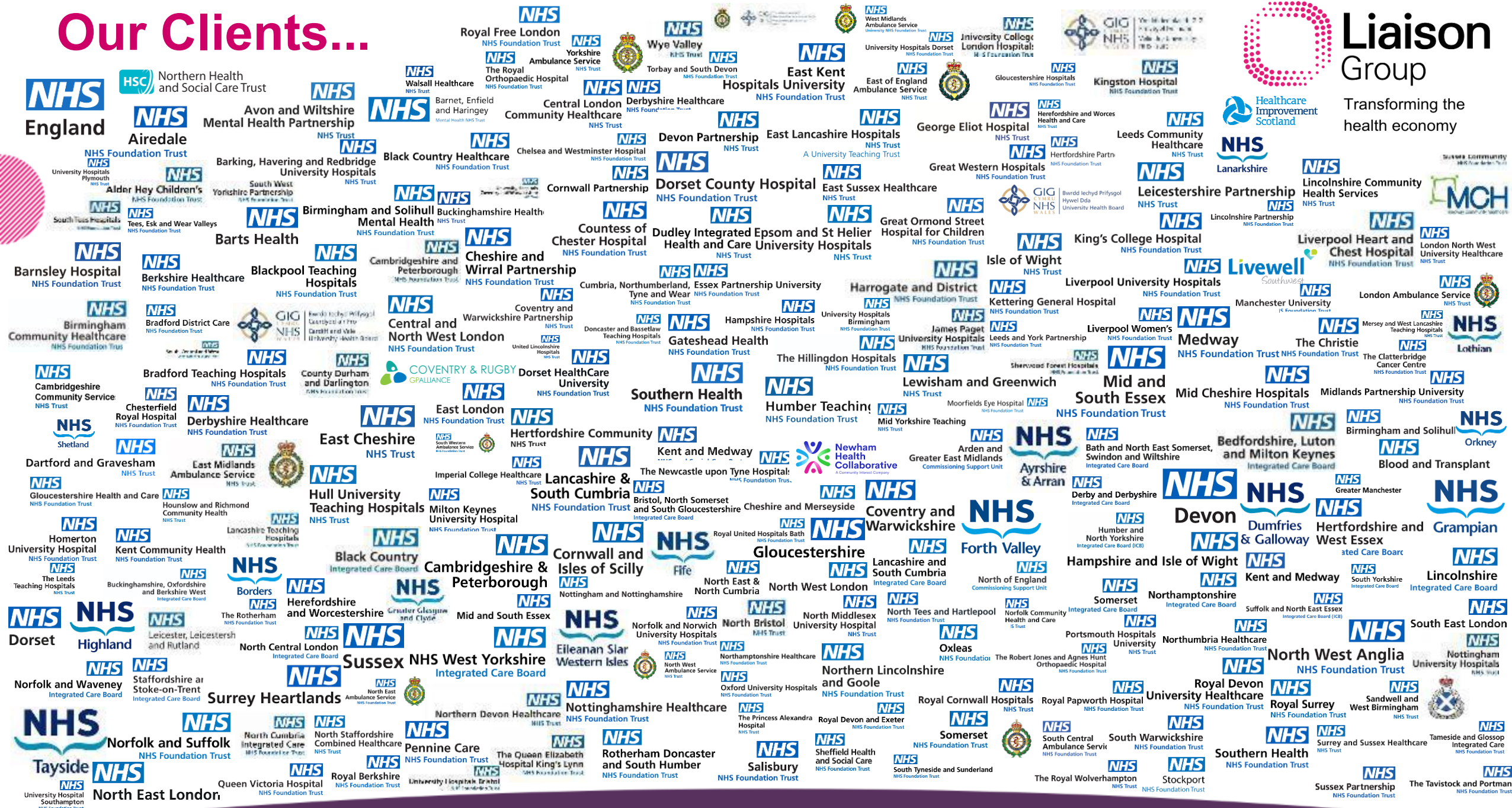


Our Clients...



Liaison Group

Transforming the health economy



Delivering transformation across four key areas of the NHS

The Challenge

- NHS Financial Deficit
- Grip and control

Transformation Pillar



Financial Recovery

Outcomes Delivered

- **£311.5m NHS savings delivered** in 2025
- **25% uplift** in cost improvement programmes
- **£1.8m CHC Invoice Validation Review savings recovered** for a single ICB
- **£12.5m cost reduction** at one London Foundation Trust since 2022
- Financial recovery for 35 years, working with over **two thirds** of the NHS

Success Stories

"The team are extremely knowledgeable, assurance that all areas have been reviewed and all VAT efficiencies have been maximised. As a result, they identified £325,000."



1



Workforce Productivity and Efficiency

- Reduces Agency Bill by **15 - 30%**
- Reduces premium pay expenditure by **20% to 25%**
- Increases average bank fill rates to **53%**
- Saving **42 working days** per organisation per year in invoice processing admin
- Increased workforce productivity for **106** NHS organisations, **saving £62.5m in 2025.**

At East Sussex Healthcare NHS Trust, Agency commission has reduced by up to 40%, with total savings of £1.3m since 2023 using multiple Liaison Workforce solutions.



2

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

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."



3

- 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."



4

Over to you



NHS Wales

		Aneurin Bevan UHB	Betsi Cadwaladr University Health Board	Cardiff and Vale University Health Board	Cwm Taf Morgannwg University Local Health Board	Hywel Dda University Health Board	Powys Teaching Health Board	Swansea Bay University Health Board	Velindre NHS Trust	Welsh Ambulance Services NHS Trust	Grand Total
Sustainable Financial Recovery	Duplicates	£55K	£55K	£55K	£55K	£55K	£55K	£55K	£55K	£55K	£495K
	Statements	£69K	£69K	£69K	£69K	£69K	£69K	£69K	£69K	£69K	£621K
	Non-Pay Analysis & Savings Service	£450K	£450K	£450K	£450K	£450K	£450K	£450K	£450K		£3,600K
	Staff Benefits	£333K	£461K	£373K	£282K	£263K	£56K	£313K	£39K		£2,120K
	VATplus Re-reviews	£974K	£974K	£0K	£974K	£706K	£974K	£974K	£258K	£974K	£6,808K
	Total	£1,881K	£2,009K	£947K	£1,830K	£1,542K	£1,605K	£1,861K	£871K	£1,098K	£13,644K
Workforce Productivity and Efficiency	Grip and Control	£2,504K	£2,824K	£1,261K	£1,975K	£1,323K	£350K	£1,501K	£69K		£11,809K
	People Analytics	£99K	£118K	£149K	£92K	£60K	£27K	£104K	£19K		£668K
	People Planning	£37,748K	£48,758K	£37,786K	£32,619K	£19,252K	£4,738K	£29,149K			£210,051K
	Rota & Roster	£2,018K	£2,789K	£3,246K	£1,728K	£927K	£272K	£2,071K			£13,050K
	Total	£42,369K	£54,489K	£42,443K	£36,414K	£21,561K	£5,388K	£32,826K	£89K		£235,578K
CHC Optimisation	121 Funding Assessments										
	CHC 3 and 12 month reviews										
	Fast Track Reviews										
	Total										
Specialty Transformation	Liaison Assist	£86,286K	£118,156K	£100,363K	£71,638K	£61,556K	£12,836K	£80,032K	£7,869K		£538,736K
Total 3 Years Savings Opportunity		£130,536K	£174,654K	£143,752K	£109,882K	£84,659K	£19,828K	£114,719K	£8,829K	£1,098K	£787,958K

■ Non Client

■ Not in Scope

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 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

