



Liaison
Group

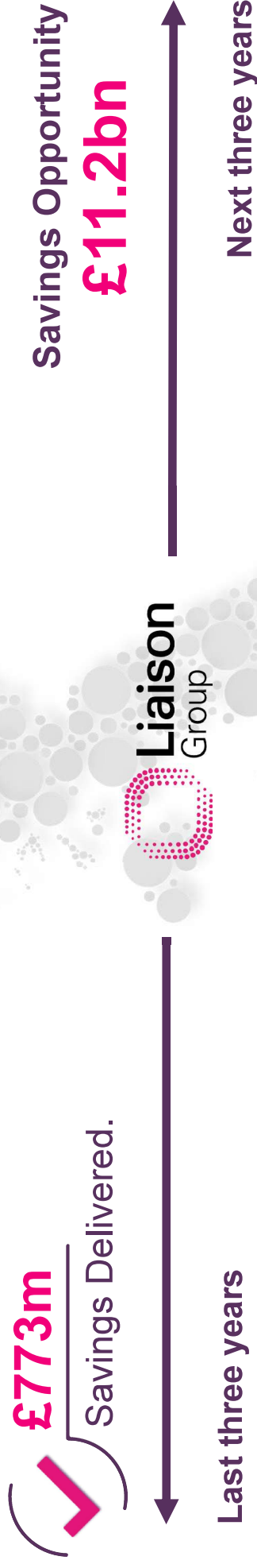
Transforming the
health economy



England

Three-year savings and transformation opportunities

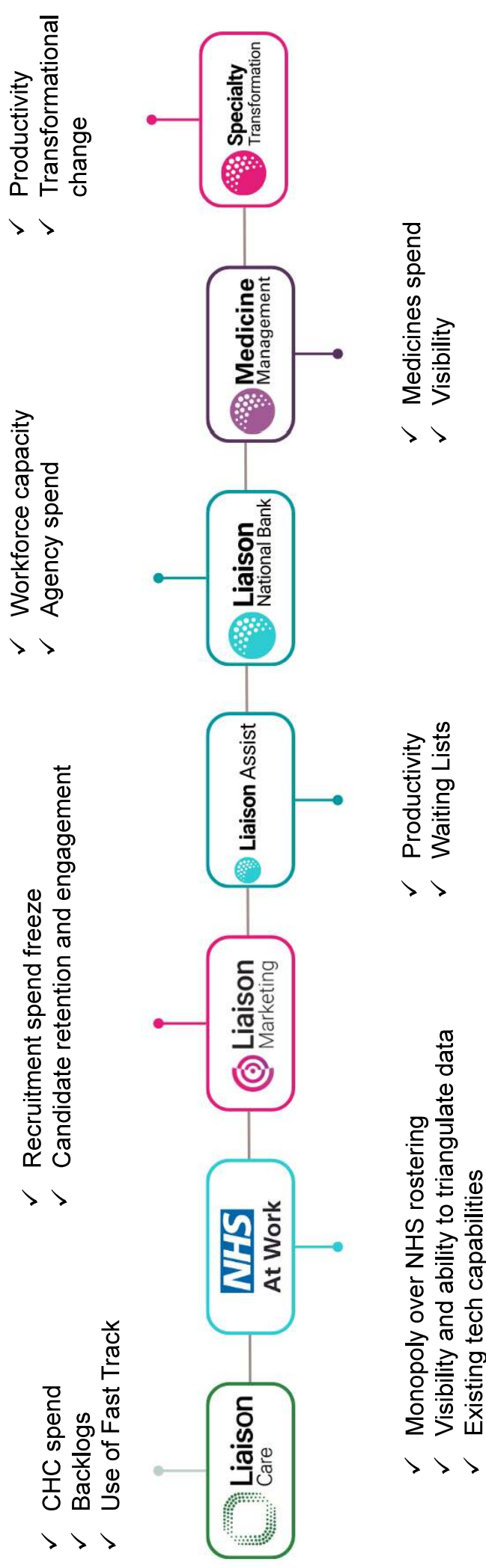
The National Savings Opportunity with Liaison Group



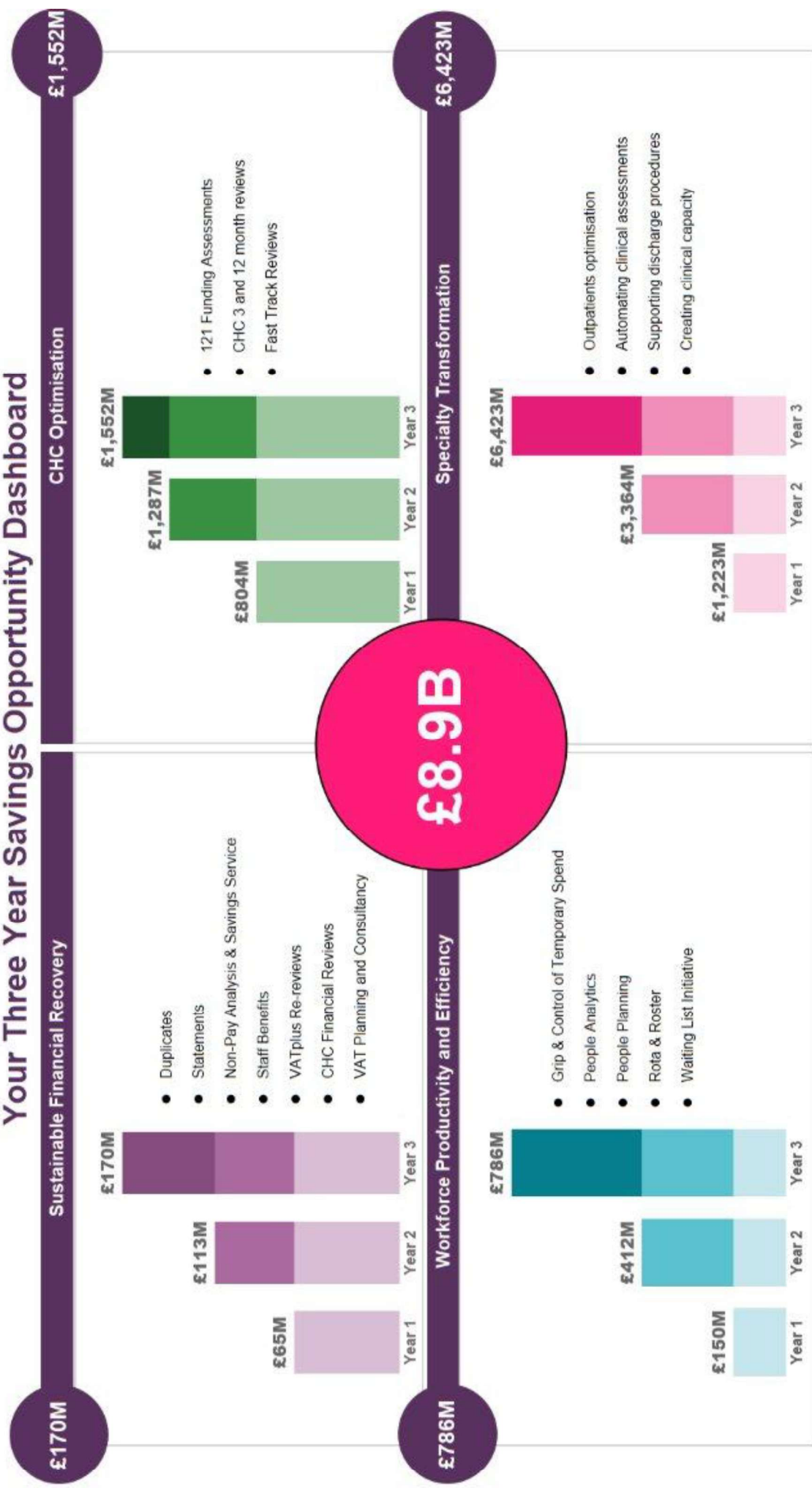
From this, your
opportunity:
£8.9b

Story of the last three years

Innovating to address national challenges, including:



Your Three Year Savings Opportunity Dashboard



Our Clients...

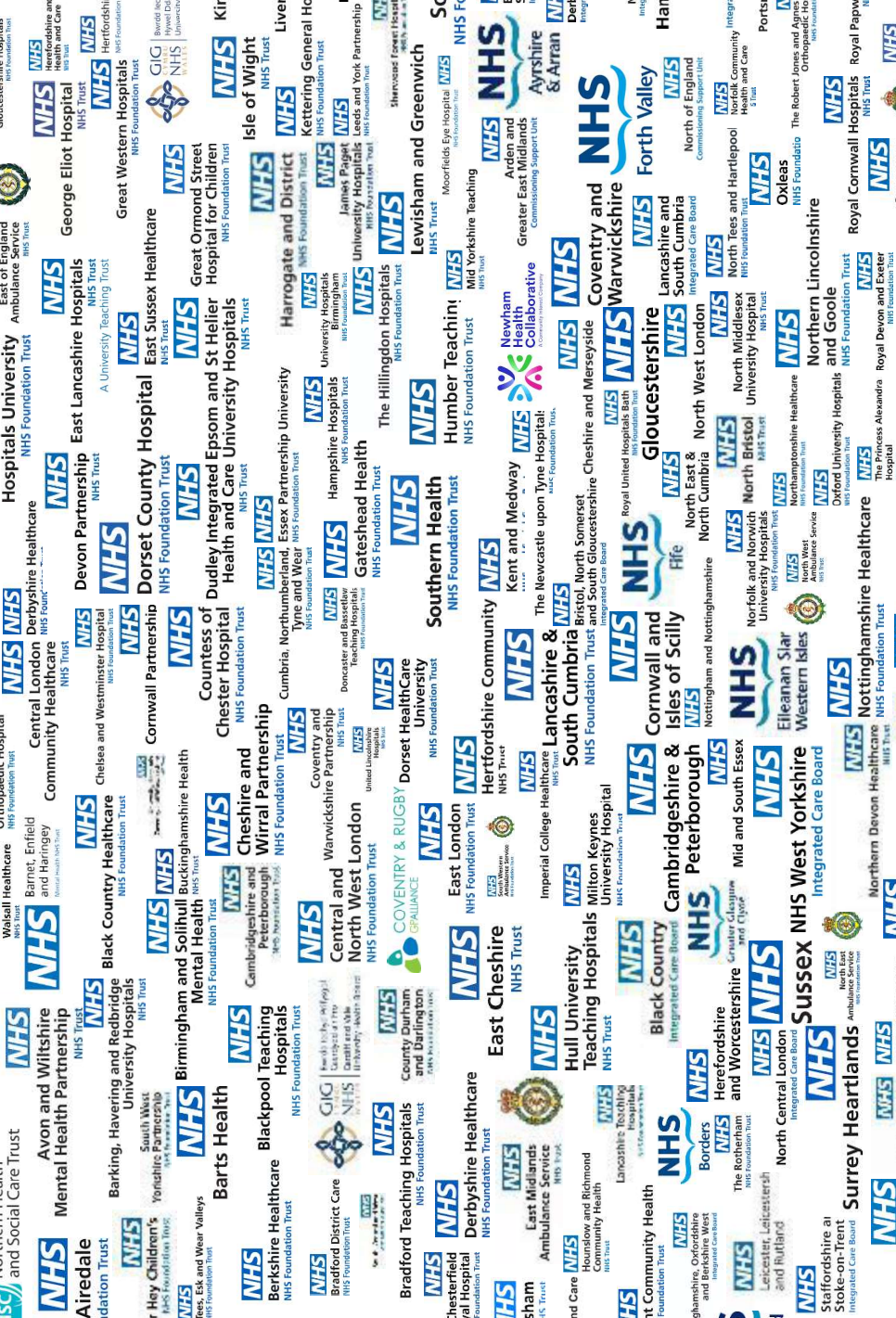


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Transforming the health economy



Our Clients...



The map displays a wide variety of NHS trusts, including:

- North East London:** NHS Trusts, North East London NHS Foundation Trust, Queen Victoria Hospital NHS Foundation Trust.
- North East:** NHS Trusts, North East NHS Foundation Trust, Queen Victoria Hospital NHS Foundation Trust.
- Yorkshire and the Humber:** NHS Trusts, Yorkshire and the Humber NHS Foundation Trust, Rotherham Doncaster and South Humber NHS Foundation Trust.
- East of England:** NHS Trusts, East of England NHS Foundation Trust, Essex Partnership University NHS Foundation Trust.
- London:** NHS Trusts, London NHS Foundation Trust, Royal Free London NHS Foundation Trust.
- South East:** NHS Trusts, South East NHS Foundation Trust, Kent Community Health NHS Foundation Trust.
- South West:** NHS Trusts, South West NHS Foundation Trust, Devon Partnership NHS Foundation Trust.
- West Midlands:** NHS Trusts, West Midlands NHS Foundation Trust, Birmingham City Council NHS Foundation Trust.
- East Midlands:** NHS Trusts, East Midlands NHS Foundation Trust, Derbyshire Healthcare NHS Foundation Trust.
- North West:** NHS Trusts, North West NHS Foundation Trust, Greater Manchester NHS Foundation Trust.
- West Yorkshire:** NHS Trusts, West Yorkshire NHS Foundation Trust, Leeds and Wakefield NHS Foundation Trust.
- North Yorkshire:** NHS Trusts, North Yorkshire NHS Foundation Trust, York Partnership NHS Foundation Trust.
- South Yorkshire:** NHS Trusts, South Yorkshire NHS Foundation Trust, Sheffield Hallam University NHS Foundation Trust.
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- West Yorkshire:** NHS Trusts, West Yorkshire NHS Foundation Trust, Leeds and Wakefield NHS Foundation Trust.
- North Yorkshire:** NHS Trusts, North Yorkshire NHS Foundation Trust, York Partnership NHS Foundation Trust.
- South Yorkshire:** NHS Trusts, South Yorkshire NHS Foundation Trust, Sheffield Hallam University NHS Foundation Trust.

Delivering transformation across four key areas of the NHS

The Challenge

- NHS Financial Deficit
- Grip and control

1

Transformation Pillar



Financial Recovery

- **£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

Outcomes Delivered

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."



Hertfordshire
Partnership University
NHS Foundation Trust

- Paybill and Agency overspend
- High WTE
- Productivity

2



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.



East Sussex Healthcare
NHS Trust

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

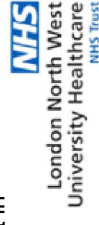
- Poor patient flow and productivity
- Waiting lists
- Need for true hospital at home solution
- Increased demand from patients without bed space in hospital

Specialty Transformation

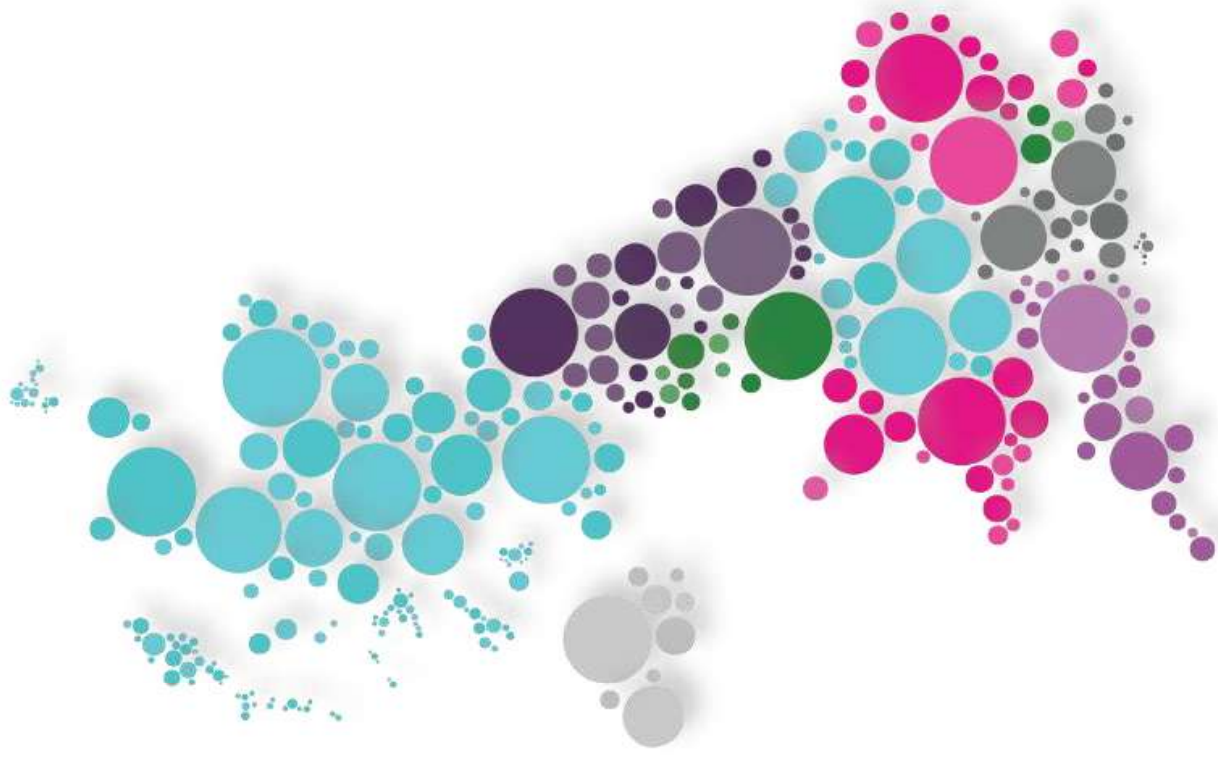


- **Productivity gains of 15%** in year one, with roadmap for further 5% improvement in years two and three
- Increases clinical capacity by **10% - 50%**
- Reducing unnecessary outpatient appointments by **92%**
- Saving **42,000 bed days** in a year
- Average LOS reduction – 7.4 days

"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 England

		East of England	London	Midlands	North East and Yorkshire	North West	South East	South West	Grand Total
Sustainable Financial Recovery	Duplicates	£660K	£1,485K	£1,430K	£1,430K	£935K	£990K	£770K	£7,700K
	Statements	£828K	£2,001K	£1,863K	£2,070K	£1,449K	£1,518K	£966K	£10,695K
	Non-Pay Analysis & Savings Service	£6,225K	£12,375K	£14,100K	£12,225K	£9,975K	£10,275K	£7,125K	£72,300K
	Staff Benefits	£2,834K	£5,039K	£5,507K	£4,810K	£4,296K	£3,596K	£2,859K	£28,941K
	VATplus Re-reviews	£3,788K	£8,897K	£5,387K	£4,815K	£11,944K	£4,436K	£2,033K	£41,300K
	CHC Financial Reviews	£473K	£473K	£1,418K	£473K	£315K	£630K	£1,103K	£4,883K
	ICB Duplicates	£189K	£189K	£441K	£63K	£126K	£315K	£441K	£1,764K
	ICB Statements	£221K	£221K	£515K	£74K	£147K	£368K	£515K	£2,058K
	Total	£15,217K	£30,679K	£30,660K	£25,960K	£29,187K	£22,127K	£15,811K	£169,641K
Workforce Productivity and Efficiency	Grip and Control	£15,841K	£31,659K	£30,355K	£15,679K	£19,759K	£20,516K	£14,013K	£147,821K
	People Analytics	£878K	£1,629K	£1,892K	£1,649K	£1,565K	£1,157K	£883K	£9,652K
	People Planning	£37,523K	£75,525K	£77,922K	£68,736K	£64,200K	£50,690K	£40,157K	£414,754K
	Rota & Roster	£19,049K	£41,637K	£41,970K	£31,481K	£31,246K	£27,640K	£21,121K	£214,144K
	Total	£73,291K	£150,449K	£152,139K	£117,546K	£116,770K	£100,003K	£76,174K	£786,372K
CHC Optimisation	121 Funding Assessments	£11,011K	£13,317K	£18,963K	£18,116K		£16,140K	£9,599K	£87,145K
	CHC 3 and 12 month reviews	£98,544K	£118,954K	£169,640K	£161,671K		£143,802K	£84,945K	£777,557K
	Fast Track Reviews	£63,273K	£109,963K	£159,071K	£124,473K	£45,604K	£126,843K	£58,042K	£687,269K
	Total	£172,828K	£242,234K	£347,674K	£304,261K	£45,604K	£286,784K	£152,586K	£1,551,972K
Specialty Transformation	Liaison Assist	£610,525K	£1,246,734K	£1,200,153K	£971,660K	£946,158K	£836,526K	£611,028K	£6,422,783K
Total 3 Years Savings Opportunity		£871,860K	£1,670,096K	£1,730,627K	£1,419,426K	£1,137,719K	£1,245,440K	£855,600K	£8,930,768K

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



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

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



Transforming the
health economy

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

