

NHS Strategic Playbook 2026

Delivering the NHS Medium and Long-Term Plan without additional cost

Unlocking Workforce Productivity and Hidden Capacity

 **£1.5bn saved for the NHS.**
Delivered.

Three Year Saving
Opportunity

£528m



 **Liaison**
Group
Transforming the
health economy

NHS

The National Agenda

Current Landscape

The NHS is being asked to deliver workforce productivity improvements at a time of sustained pressure across the system. Demand continues to rise, staff vacancies remain significant in many areas, and reliance on temporary staffing continues to place pressure on both cost and continuity of care.

National direction is clear that the NHS must do more with the workforce it already has. The NHS Long Term Workforce Plan sets out a need for major productivity gains alongside expansion, with a focus on retention, new roles, and better use of skills across multidisciplinary teams.

At the same time, systems are expected to reduce unwarranted variation in workforce deployment, improve flow across pathways, and release time currently lost to avoidable activity, duplication, and administrative burden.



The Ask | Medium and Long Term Plans

- ✓ **Deliver more care with existing workforce:** Improving productivity and delivering 2% annual gains.
- ✓ **Reduce reliance on agency and improve workforce stability:** Radically reduce spend by 30% this financial year whilst reducing sickness from 5.1% to 4.1%.
- ✓ **Strengthen retention and staff experience:** Through better workload balance and role design.
- ✓ **Grow and deploy workforce where it's needed most:** Expanding specialist roles, delivering 1,000 additional training posts in priority areas.
- ✓ **Make better use of skills across teams:** Reducing duplication and releasing time for patient care.

The Shift Required



How Can we Help?

Achieve Grip & Control of your Workforce

We work with you to...

Retain staff and improving workforce experience

Reducing workload and friction through streamlined, digitised workforce processes.

Reduce sickness rates by 10% while strengthening workforce experience.

Improving staff experience using intuitive workforce platforms that simplify day-to-day activity.

Reduce reliance on agency spend by 15-20%

Using platforms such as TempRE to gain real-time control of workforce demand, deployment and spend;

Convert up to 25-75% of agency demand into bank fill.

Prioritising internal and collaborative staff banks to fill shifts with known clinicians.

Improve workforce productivity

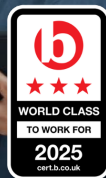
Improving deployment through real-time visibility of demand and capacity via digitised workforce platforms.

Reduce wasted time by streamlining coordination, booking and workforce processes.

Grow specialist workforce capacity

Enabling rapid deployment of experienced clinicians while scaling workforce capacity in priority areas.

Expand access to hard-to-fill roles via national and collaborative banks.



Why Us?

Liaison Group is the only **proven, scalable delivery partner** that allows systems to fund 10 Year Plan delivery, without additional cost.

£1.5bn saved for the NHS. **400+** NHS experts with 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.

How do we do it?

Our Workforce Platform

A fully integrated digital platform for NHS workforce transformation, designed and built to reduce agency spend, boost productivity, and support staff retention.

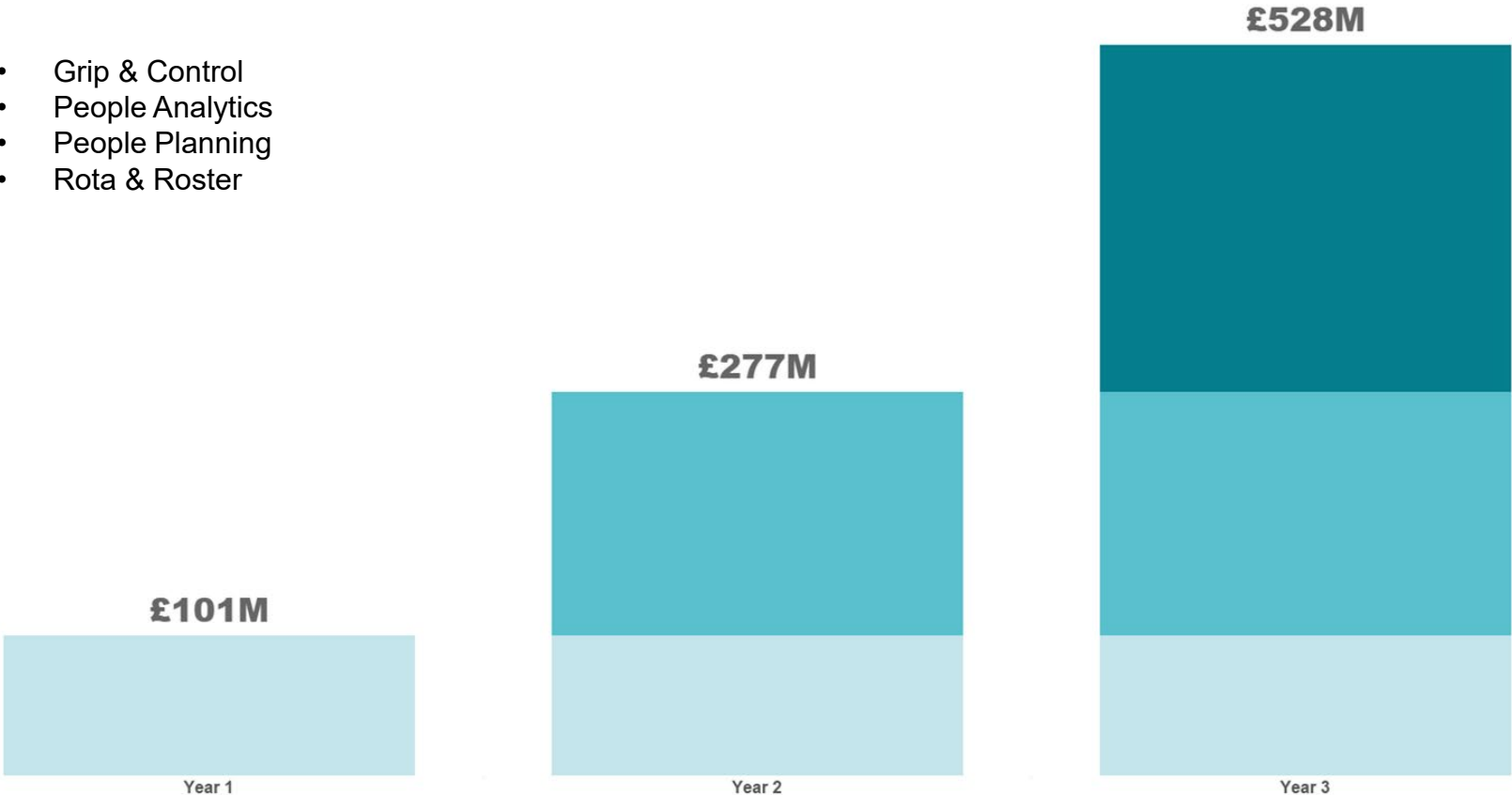
We delivered £62.5m in savings in 2025.



National Three-Year Saving Opportunity



- Grip & Control
- People Analytics
- People Planning
- Rota & Roster



Total Opportunity
£528m

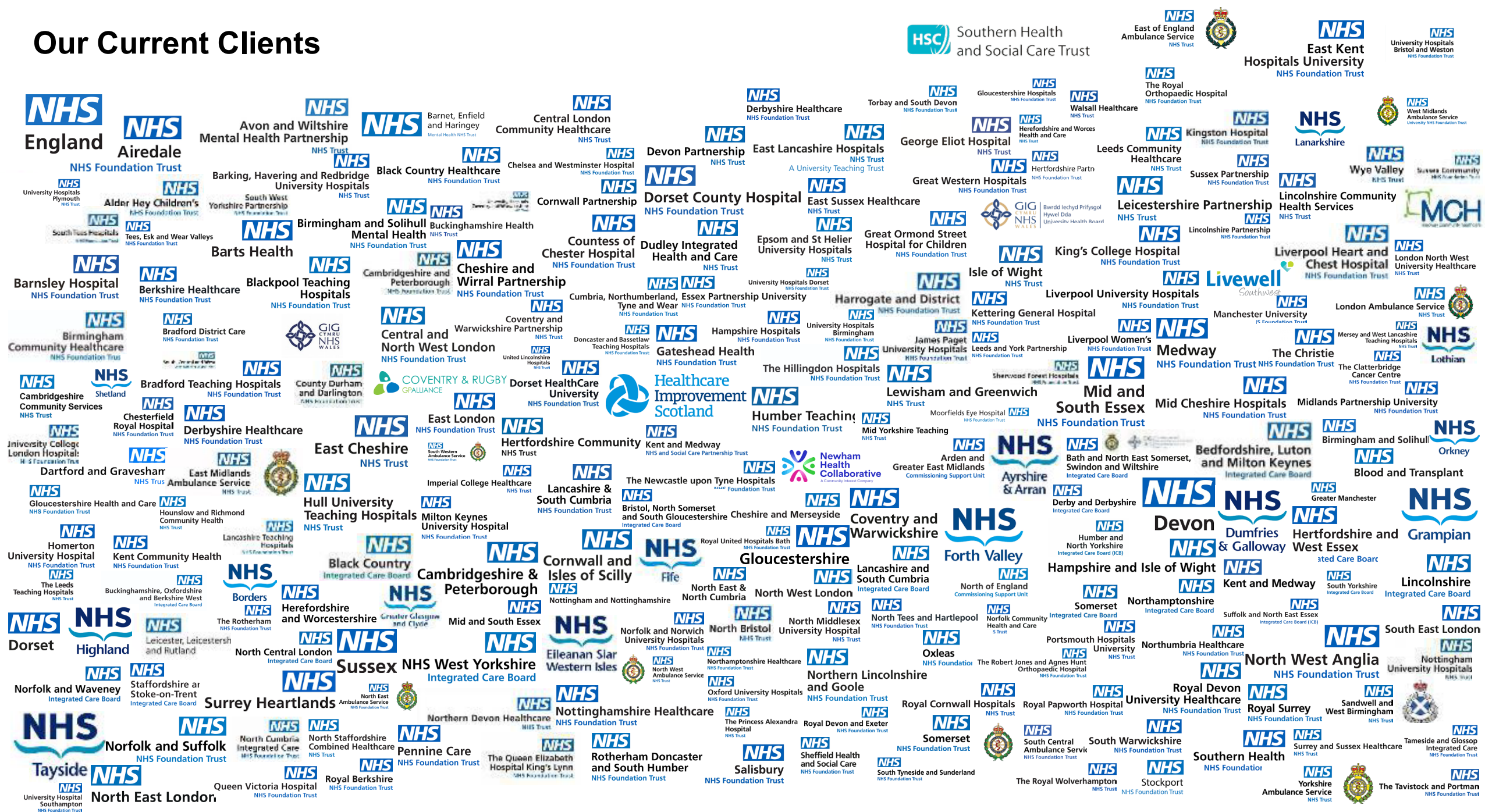
National Three-Year Saving Opportunity




NHS England

Workforce Productivity and Efficiency	Grip and Control	12,246K	22,244K	24,455K	14,200K	15,525K	18,249K	9,599K	116,518K
	People Analytics	697K	1,263K	1,562K	1,360K	1,272K	932K	743K	7,829K
	People Planning	21,023K	41,151K	39,443K	38,613K	30,607K	26,795K	21,421K	219,052K
	Rota & Roster	16,279K	35,747K	36,123K	26,985K	27,589K	23,535K	18,720K	184,979K
	Total	50,245K	100,406K	101,582K	81,158K	74,993K	69,512K	50,483K	528,379K

Our Current Clients




A Proven NHS Delivery Partner...



Agency Management Solution. Delivered.

Gaining Grip, Control & Compliance of staffing and spend for Norfolk and Suffolk NHS Foundation Trust.


- ✓ **£408,000** in savings made since go-live in March 2025.
- ✓ **99%** of medical agency workers onboarded to ADE by Oct 2025.
- ✓ **95%** overall fill rate for shifts created to date.



Workforce Planning. Delivered.

Developing a flexible digital platform in order to deliver learning and development innovation, as well as people support at Stockport NHS Foundation Trust.

- ✓ **£1m** cost saving opportunity identified.
- ✓ **2,343** HR admin tasks performed.
- ✓ **156 hours** of manual saved.



Collaborative Staff Bank. Delivered.

Growing a medical collaborative bank for Doctors in Training.

- ✓ **£11.5m** saved since 2019, with an average annual saving of **£2.3m**.
- ✓ Over **2,148 active DiTs** registered on the bank.
- ✓ **32,000 shifts** covering **137,619** hours booked in one year.

Outcomes Delivered Across the NHS



Total savings of over **£11.5m**. Average annual saving of **£2.3m vs** agency use in the last 3 years.



£78.1m of savings delivered via the trusts Cost Improvement Programme in FY 24/25.



91 minutes saved per user, per shift. **13,400** fewer non-emergency bleeps per year with our clinical productivity task management tool.



Saved **£5m** in costs and discharging patients sooner. Reduced readmission and A&E attendance with a **55% increase** in activity.



Saving the NHS **£118k** per day through TempRE Staff Bank. We average a total of **4,000** shifts filled per week.



NHS
University Hospital
Southampton
NHS Foundation Trust

NHS
Somerset
NHS Foundation Trust

NHS
London North West
University Healthcare
NHS Trust



Grip and Control. Delivered.

Transforming temporary staffing spend with TempRE Bank.



Hull University Teaching Hospitals, the largest employer in East Yorkshire, faced rising demand, funding pressures, and longstanding recruitment challenges that drove high agency spending.

Implementing TempRE Bank enabled the Trust to centralise booking management, improve visibility and control, and achieve significant cost efficiencies through streamlined processes, comprehensive training, and stronger compliance.

Delivered Outcomes

✓ **£5.3m** in ADE savings achieved since go live.

✓ ADE spend reduction of **5.5%** between 2022/23 and 2023/24.

✓ Overall shift fill rate of **87%** in 2023.

✓ **22,000** ADE and **7,500** Bank timesheets processed, equating to more than **640,000** hours.



We are delighted by the savings achieved. Liaison Workforce has been able to provide us with complete transparency, control, visibility and real-time data which enables us to make decisions quickly. We have also been able to build our medical bank which continues to grow month on month.

Simon Nearney

Director of OD & Workforce

North East Collaborative Bank. Delivered.

Reducing agency reliance and improving workforce utilisation at scale for Walsall Healthcare NHS Trust.



In 2017, Liaison Workforce was tasked with developing and implementing a collaborative bank across North East England and North Cumbria for Doctors in Training (DiT), to bring extra rigour and transparency in the area of compliance.

The bank was required to reduce the overall expenditure associated with medical temporary workforce, benefitting from workforce intelligence detailing hours worked by DiT, and being able to passport workers across the region to facilitate true collaboration.

Delivered Outcomes

✓ Total savings of over **£11.5m**. Average annual saving of **£2.3m vs** agency use in the last 3 years.

✓ More than **2,148 active DiTs** registered on the bank, covering 80 specialities (including 9 difficult).

✓ **76% increase** in internal bank utilisation.

✓ **32,000** shifts covering **137,619** hours were booked in one year.



The Flexishift collaborative bank has fundamentally changed how we manage and support our resident doctor workforce across the North East and North Cumbria.

Safe passporting across 9 Trusts, consistent compliance processes and clear workforce visibility have contributed to a more flexible, transparent and well-run system, enabling us to respond confidently to the NHS England 10 Point Plan for Improving Resident Doctors' Working Lives.

Linsey Richards, Head of HR, NE LET

Agency Management Solution. Delivered.

Gaining Grip, Control & Compliance of staffing and spend.



Norfolk and Suffolk NHS Foundation Trust faced the challenge of achieving enhanced grip and control of their agency workforce and expenditure by the end of October 2025.

The Approach

Targeted training, hands-on guidance and TempRE controls to enforce compliant bookings, optimise processes and provide full financial visibility and tighter governance.

Delivered Outcomes

✓ **£408,000** in savings made since go-live.

✓ **99%** of medical agency workers onboarded to ADE.

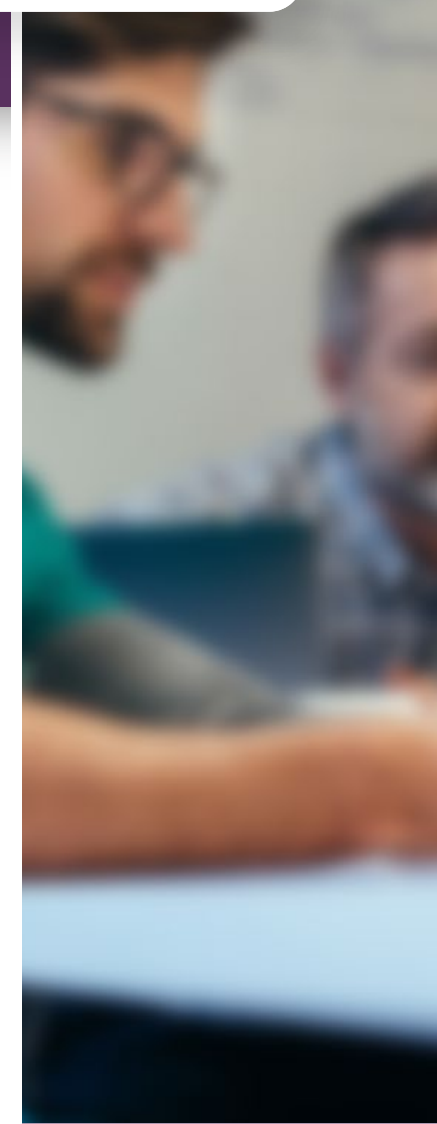
✓ **95%** overall fill rate for shifts created to date.

✓ **255** support queries resolved and **16** ad hoc reporting requests completed.



I can confirm that Liaison have successfully supported NSFT with the transition to 100% Agency Direct Engagement (ADE) as to which we are delighted. The transition was implemented within the expected time scales and deadlines due to the high level of support received from the Liaison Client Services team to achieve our goal!

Chloe Rose
Medical HR Specialist/Manager



Workforce Planning. Delivered.

£1,043,000m cost saving opportunity identified.



We began working with Stockport NHS Foundation Trust in order to provide the HR team and managers with a flexible digital platform in order to deliver learning and development innovation, as well as people support.

Delivered Outcomes

✓ **156** hours of manual saved.

✓ **2,343** HR admin tasks performed.

✓ **35** itchy feet identified (**£890k** opportunity).

✓ **6** performance concerns identified (**£153k** opportunity).



Launching Workforce Planning has been an eye-opening experience. It has enabled us to capture a wealth of data from our line managers that we would have missed in our usual interactions. We now have the ability to build a picture of our workforce Learning & Development needs, in addition to recruitment itchy feet and those keen for their next challenge. The support and expertise of the team has been invaluable to the success of this project.

Lindsay Roodurmun

Learning & Development Manager

