

Delivering Workforce Transformation That Lasts

From technology and point solutions to an end-to-end workforce pay, control and productivity service.

We delivered £62.5m in savings in 2025.



£1.5bn saved for the NHS.

Delivered.



The Challenge

NHS organisations are under constant pressure to balance financial performance, workforce pressures and operational targets. As priorities shift and expectations grow, it can be difficult to know where to focus, what action to take and how to embed meaningful, lasting improvement.

How Can We Help?

Consultancy and delivery expertise

We combine consultancy, operational delivery, technology and transformation expertise in a way that few competitors can.

Whole-workforce view

Looking beyond variable pay, temporary staffing and individual workforce routes to identify opportunities across all workforce spend.

Technology-agnostic

Helping organisations maximise the systems and processes already in place, with new technology introduced only where it adds genuine value.

Shared success

Delivering improvement through a shared-benefit model that aligns Liaison's reward to measurable outcomes.

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.





Liaison
Performance
Partner

Delivering workforce transformation that lasts

More than consultancy. More than technology.

We work alongside healthcare organisations to identify challenges, create clarity, improve control and unlock greater value from workforce investment.

Combining consultancy, data, technology and delivery expertise, we help organisations move from insight to action, creating sustainable improvements in cost, productivity and performance.

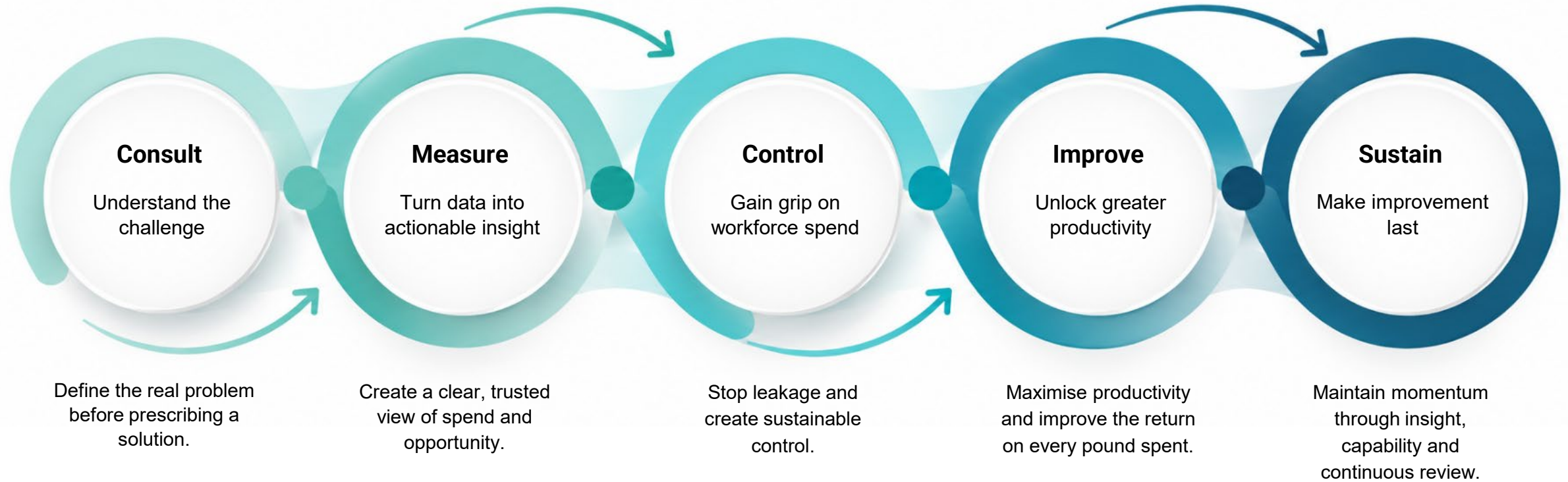


Delivering workforce transformation that lasts

More than consultancy. More than technology.



**Outcomes
Acceleration
Model**



Consult | Understand the Challenge

Define the real problem before prescribing a solution.



A team of 400+ NHS experts



We partner with over 75% of NHS organisations

Our Approach

We take a whole-workforce view, bringing together workforce, finance, operational and clinical expertise to understand how workforce spend is being managed across the organisation. By considering current priorities, existing arrangements and organisational objectives, we establish where attention should be focused and create a clear direction for improvement.

Value Delivered

- ✓ Clear understanding of workforce challenges
- ✓ Prioritised opportunities for improvement
- ✓ Enhanced visibility of risks and inefficiencies
- ✓ Alignment on strategic objectives and priorities
- ✓ A practical roadmap for change

What Makes Us Different

- ✓ Focused on outcomes, not products or systems
- ✓ Combines consultancy, operational expertise and delivery capability
- ✓ Draws on real-world NHS experience and best practice
- ✓ Identifies opportunities beyond technology alone
- ✓ Creates a clear path from diagnosis to measurable improvement



What really stood out to me was how genuinely heard and valued I felt.

It's refreshing to work with a company that actively listens to its customers, wants to understand the challenges we face and is committed to developing solutions that genuinely make a difference.

Elaine Middleton
Head of Medical Workforce

Measure | Turn data into actionable insight

Create a clear, trusted view of spend, variation and opportunity.



100 hours saved per month through report automation



10% reduction in annual sickness rate

Our Approach

We bring together data from across your organisation to create a complete and trusted view of workforce performance. Combining specialist expertise, benchmarking and analytics, we help validate and process the data and use those insights to prioritise action. Where change is needed, we can support the implementation of new approaches, processes or technology to help deliver it.

Value Delivered

- ✓ One trusted view of workforce performance and spend
- ✓ Clear understanding of where attention is needed most
- ✓ Greater confidence in workforce data and reporting
- ✓ Earlier identification of risks, trends and opportunities
- ✓ Stronger evidence for business cases and investment decisions

What Makes Us Different

- ✓ Combined workforce, finance and operational expertise in one team
- ✓ We use your existing data, systems and reporting wherever possible
- ✓ Benchmark performance against NHS peers and national datasets
- ✓ Turns complex information into practical actions
- ✓ Supports implementation and delivery, not just analysis



Stockport
NHS Foundation Trust



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

Control | Gain grip over spend and performance

Strengthen governance and gain grip over workforce investment.



Reducing variable pay by over 30%



Reducing sickness rates by 10% while strengthening workforce experience

Our Approach

We help organisations gain lasting control over workforce spend by embedding the right controls, processes and workforce models. Drawing on experience from across the NHS, we work alongside teams to reduce workforce leakage, strengthen accountability and create more sustainable approaches to workforce management.

Value Delivered

- ✓ Reduced workforce leakage and unnecessary expenditure
- ✓ Greater control over workforce spend and performance
- ✓ Stronger governance and accountability
- ✓ More sustainable workforce models
- ✓ Consistent workforce processes and controls

What Makes Us Different

- ✓ Proven approaches developed across hundreds of NHS organisations
- ✓ Focused on embedding lasting change, not temporary fixes
- ✓ Technology-agnostic, helping organisations maximise the value of existing systems while supporting new solutions where needed
- ✓ Combines workforce, finance and operational expertise
- ✓ Supports implementation and delivery, not just recommendations



Norfolk and Suffolk
NHS Foundation Trust

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.

Improve | Unlock greater productivity

Maximise productivity and improve the return on every pound spent.



Increased workforce productivity for over 100 NHS organisations



Delivering 15% productivity gains in the highest demand specialties

Our Approach

Liaison helps organisations unlock greater productivity and capacity through targeted improvement programmes. Whether that means taking an inch-wide, mile-deep approach to a specific specialty, redesigning pathways, improving demand and capacity management or implementing initiatives such as Waiting List Initiatives and PIFU, we help translate workforce investment into measurable operational improvement.

Value Delivered

- ✓ Increased productivity and workforce efficiency
- ✓ Additional clinical and operational capacity
- ✓ Improved performance against organisational targets
- ✓ Reduced waiting times and improved patient flow
- ✓ Measurable financial and operational benefits

What Makes Us Different

- ✓ Developed and delivered by specialists with extensive NHS operational, workforce and clinical experience
- ✓ Tailored to the specific challenges, priorities and opportunities within each organisation
- ✓ Combines strategic expertise with hands-on implementation and delivery support
- ✓ Supports targeted specialty improvements or organisation-wide transformation programmes
- ✓ Focused on delivering measurable improvements in productivity, capacity and performance



Norfolk and Norwich
University Hospitals
NHS Foundation Trust

Outpatient Transformation. Delivered.

Supporting to reduce unnecessary outpatient appointments, release clinical capacity and improve access through a large-scale Patient Initiated Follow-Up (PIFU) programme.



125,000+ unnecessary outpatient appointments avoided



136,000+ patients added to PIFU pathways



Only 7.4% of patients on a PIFU pathway requested a follow-up

Sustain | Make improvement last

Maintain momentum through insight, capability and continuous review.



Over the past decade we've saved £1.5bn for the NHS.



Supporting delivery of the NHS England Resident Doctor 10-Point Plan

Our Approach

Liaison helps organisations turn improvement into business as usual. Through ongoing planning, performance monitoring and specialist support, we help maintain momentum, identify emerging risks early and ensure improvements continue delivering value long after implementation.

Value Delivered

- ✓ Sustained financial and operational benefits
- ✓ Long-term value from workforce investment
- ✓ Embedded ownership and accountability
- ✓ Reduced risk of returning to previous ways of working
- ✓ Continuous identification of new improvement opportunities

What Makes Us Different

- ✓ Long-term partnership beyond implementation
- ✓ Access to specialist expertise as new challenges emerge
- ✓ Ongoing insight, benchmarking and performance monitoring
- ✓ Flexible support shaped around changing organisational priorities
- ✓ Focused on sustaining value, not just creating it



Health Education England



The 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

Our Current Clients

