

**PWYLLGOR ARCHWILIO A SICRWYDD RISG
AUDIT AND RISK ASSURANCE COMMITTEE**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	10 December 2024
TEITL YR ADRODDIAD: TITLE OF REPORT:	Post Payment Verification Mid-Year Report 1 April 2024 – 30 September 2024
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Amanda Legge, All Wales Post Payment Verification Manager

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

This report highlights the narrative on how practices have been performing over the current Post Payment Verification (PPV) cycle.

PPV of claims from General Medical Services (GMS), General Ophthalmic Services (GOS) and General Pharmaceutical Services (GPS) are undertaken as a part of an annual plan by NHS Wales Shared Services Partnership (NWSSP).

There are no options included in this report. The report is for assurance and will only detail specific risks if there are any; however, provides the narrative for what PPV, Primary Care, Finance and Counter Fraud consider to be the best approach to support practices in improving.

Cefndir / Background

In mid-year and end of financial year, the PPV Manager will prepare a report for Health Board audit committees to outline how practices have been performing and highlighting PPV progress. It also compares the overall performance of the Health Board against the national PPV visits. The report is being produced for the Committee to review and seek assurance that the Post Payment Verification cycle is being managed appropriately. PPV provides assurance in all contractor disciplines, except for General Dental Services.

The purpose of the PPV process is to provide assurance to Health Boards that the claims for payment made by primary care contractors are appropriate and that the delivery of the service is as defined by NHS service specification and relevant legislation.

The PPV team also manages the Waste Management Audit programme on behalf of the Health Boards, offering advice and support to GP Practices and Community Pharmacies in respect of Waste Management.

Asesiad / Assessment

In 2023-2024, PPV began recovering from a new General Medical Services (GMS) payment system and a backlog of work, and completed 174 GMS routine visits and 29 GMS revisits across Wales. This new financial year we have concentrated on both our revisits that were overdue and routine visits, and continue to maintain an excellent level of PPV across all disciplines, which continues to provide Health Boards with reasonable assurance that public monies are being appropriately claimed. The following key points should be noted:

General Medical Services (GMS):

In this financial year, we have been concentrating on all outstanding revisits, and if a revisit is due at the same time as the routine, we will do an 'extended visit' which means 10% of the claims for the routine and 100% check on the services that were triggered in the initial routine.

In 2024-2025, we have 55 visits due for Hywel Dda University Health Board which is made up of 28 routine visits and 27 revisits. Currently, we have 11 visits finalised or in progress. As revisits check 100% of the services triggered from the original routine, they take longer to complete. We are behind with GMS across Wales, and still recovering from the pandemic and a new payment system.

General Ophthalmic Services (GOS):

The visit plan for GOS 2024-2025 is a rolling plan of 3 years. PPV began remote access options last financial year having full support from Optometry Wales, and carried out a small percentage of virtual visits via Microsoft TEAMS, which proved successful. Unfortunately, this was more gradual than anticipated due to the lack of electronic patient records and we did not manage to complete all the visits that were due.

This new financial year of 2024-2025 we are well on target with 21 visits planned and have 13 either finalised or in progress. We have had to also incorporate physical visits to carry us through this transition period of electronic patient records, which is being encouraged by Welsh Government.

General Pharmacy Services (GPS):

In 2024/2025 NWSSP/PPV introduced a new service check following a successful pilot, which was the Collaborative Working Scheme. We now verify this service along with the Quality and Safety Scheme remotely.

We are also investigating other avenues for PPV in GPS and beginning another pilot early this year. We have currently 32 visits to complete, with 20 visits in progress.

Additional Services:

We are progressing with our quarterly dispensing data checks and are introducing a robust service moving forward which may result in future financial recoveries once agreed by our Health Boards. These will be added to our PPV reports once finalised. From the pilot we carried out and informing practices of the regulations surrounding dispensing eligibility, we have the data which shows the future success of this service.

Clinical Waste Self Assessments for GMS are going well and as planned to ensure compliance with legislation. We were planning to conduct a pilot with the Self Assessments for Pharmacies in 2024-2025 but this is currently on hold and in discussion.

Quarterly meetings are scheduled with the Head of Primary Care, Primary Care Managers, Finance Lead, PPV Team and local Counter Fraud team to regularly review the progress report and to discuss themes, recommendations, and any risks.

We are also investigating other avenues for savings from the provision of Clinical Waste services and produce a 'non-collection' report to all our Health Boards.

There are bi-monthly National GMS, GOS Working Group and Clinical Waste meetings with Primary Care Managers and PPV, to discuss and agree any issues regarding the national application of the programme. These are beneficial to all parties who attend.

PPV training events continue to be delivered to our Health Boards and contractors, and we facilitate one-on-one training requirements when required, particularly for new practice staff within the Primary Care setting.

Argymhelliad / Recommendation

The Audit and Risk Assurance Committee is asked to **NOTE** and **TAKE ASSURANCE** from the contents of this report.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.14 Receive an assurance on Post Payment Verification Audits through bi-annual reporting to the Committee.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	N/A
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	3. Data to knowledge 4. Learning, improvement and research 5. Whole systems perspective
Amcanion Strategol y BIP: UHB Strategic Objectives:	3. Striving to deliver and develop excellent services
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	8. Transform our communities through collaboration with people, communities and partners

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Evidence is collated based on claims submitted by contractors of a specific sample period.
Rhestr Termau: Glossary of Terms:	Included in the body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg Parties / Committees consulted prior to Audit and Risk Assurance Committee:	N/A

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	To promote value for money by deterring and preventing fraud and loss.
Ansawdd / Gofal Claf: Quality / Patient Care:	N/A
Gweithlu: Workforce:	N/A
Risg: Risk:	N/A
Cyfreithiol: Legal:	N/A
Enw Da: Reputational:	N/A
Gyfrinachedd: Privacy:	N/A
Cydraddoldeb: Equality:	N/A

Audit Report - 1st April to 30th September 2024 = Hywel Dda University Health Board

To Note

Above planned numbers were sent to HB for 2024/2025 Visit Plan. Numbers may change due to ad hoc visits or closures/mergers
 Health Board and Counter Fraud receive copies of each visit report to act upon PPV recommendations
 PPV work collaboratively with Health Board managers and Local Counter Fraud to assist with any concerns that may arise
 Training/support is provided to practices after visit and throughout the year, whenever requested

Summary of themes/findings/issues

Revisits are taking longer than expected due to 100% check of claims
 Revisits are normally expected to have higher claim error rates

GMS	Visit Type	HB Annual Visits Due	No. In progress	No. Recoveries	Value of recoveries	All Wales Visits Due	All Wales No. in progress	No. Recoveries	All Wales Value of Recoveries
	Routine	28	5	359	£6,935.40	152	35	1002	£27,655.66
Revisit	27	6	233	£18,269.77	241	54	2998	£73,022.14	
TOTAL	55	11	592	£25,205.17	393	89	4000	£100,677.80	

PRACTICE	Routine or Revisit	Claim errors	% recovery	Value of recovery
PRACTICE 1	Routine	45	9.85%	£1,249.11
PRACTICE 1	Revisit	0	0.00%	£0.00
PRACTICE 2	Routine	12	7.02%	£173.38
PRACTICE 2	Revisit	3	1.84%	£64.52
PRACTICE 3	Revisit	25	2.63%	£2,214.75
PRACTICE 4	Routine	48	14.37%	£816.44
PRACTICE 4	Revisit	21	2.89%	£519.10
PRACTICE 5	Routine	9	2.21%	£377.27
PRACTICE 5	Revisit	6	0.61%	£56.70
PRACTICE 6	Revisit	178	99.44%	£15,414.70
PRACTICE 7	Routine	245	7.83%	£4,319.20

GOS	Visit Type	Annual Visits Planned	No. In progress	No. Recoveries	Value of recoveries	All Wales visits due	All Wales No. in progress	No. Recoveries	All Wales Value of Recoveries
	Routine	20	13	62	£2,694.88	126	59	205	£8,509.63
Revisit	1	0	0	0	0	5	0	£0.00	
TOTAL	21	13	62	£2,694.88	131	59	205	£8,509.63	

Summary of themes/findings/issues

As contractors are transitioning to electronic records, remote access and physical visits are progressing well

PRACTICE	Routine or Revisit	Claim errors	% recovery	Value of recovery
Practice 1	Routine	2	1.94%	£337.00
Practice 2	Routine	5	4.85%	£169.46
Practice 3	Routine	2	1.94%	£86.46
Practice 4	Routine	10	9.71%	£368.12
Practice 5	Routine	2	1.94%	£42.44
Practice 6	Routine	0	0.00%	£0.00
Practice 7	Routine	13	12.62%	£578.74
Practice 8	Routine	2	1.94%	£24.80
Practice 9	Routine	3	2.91%	£112.46
Practice 10	Routine	18	17.48%	£774.58
Practice 11	Routine	2	1.94%	£89.68
Practice 12	Routine	3	2.91%	£111.14
Practice 13	Routine	0	0.00%	£0.00

Summary of themes/findings/issues

Nothing to report at this stage

GPS	Visit Type	Annual Visits Planned	No. In progress	No. Recoveries	Value of recoveries	All Wales visits due	All Wales No. in progress	No. Recoveries	All Wales Value of Recoveries
	Q&S Scheme / Collaborative Working Scheme	Routine	32	20	0	£0.00	238	112	0
TOTAL	32	20	0	£0.00	238	112	0	£0.00	