



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

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| DYDDIAD Y CYFARFOD: DATE OF MEETING: | 12 August 2025 |
| TEITL YR ADRODDIAD: TITLE OF REPORT: | Post Payment Verification End of Year Report 1 April 2024 – 31 March 2025 |
| 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

The Audit and Risk Assurance Committee is asked to take assurance from the contents of this report. It highlights Post Payment Verification (PPV) progress and how practices have been performing over the current cycle. It compares the overall performance of the Health Board (HB) against the national PPV visits. 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 any, and 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

At 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. The report is being produced for the Committee to review and seek assurance that the Post Payment Verification cycle is being managed appropriately.

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.

Asesiad / Assessment

The following key points should be noted:

General Medical Services (GMS): in 2024-2025 the PPV team had 55 visits planned for Hywel Dda University Health Board consisting of 28 routine and 27 revisits. By 31 March 2025, we had 20 routine visits with 12 revisits in progress. The incompleteness of routine/revisits was a national issue and is not specific to any individual Health Board. When undertaking revisits, a 100% check of the service(s) that were triggered are verified, which takes a significant amount

of time to finalise. This year, we are experiencing unexpected absence in the team in a disproportionate number.

In the first three months of the new financial year, the team has been completing all outstanding visits that are overdue before we begin the new visit plan for 2025/2026.

We have also been requested by Welsh Government to undertake the additional verification of Covid and RSV vaccines and will begin these checks for the visits due in 2025/2026.

General Ophthalmic Services (GOS): The visit plans for GOS 2024-2025 progressed better than the last few years, based on the team having the ability to carry out remote access on more contractors who have transferred to electronic patient records. We do have to carry out elements of physical visits too, as not all contractors are electronic.

For the financial year of 2024-2025 the team completed 20 visits out of 21 visits planned for Hywel Dda University Health Board and have 1 to complete and carry over into the new financial year of 2025/2026.

Moving forward into 2025/2026, we will also be verifying claims for an additional 2 services, which are the WGOS 4 (Glaucoma and Medical Retina) and Independent Prescribing Optometry Service 5 urgent claims (IPOS5).

General Pharmacy Services (GPS): In 2024/2025, PPV introduced a new service check following a successful pilot, which was the Collaborative Working Scheme. The team now verifies this service, along with the Quality and Safety Scheme remotely. We completed 32 visits in progress out of 32 visits planned for Hywel Dda University Health Board.

Additional Services: The team progressed well with its quarterly dispensing data checks and has introduced a robust service moving forward into the new financial year, which may result in future financial recoveries. The results will be added to PPV reports once finalised. Clinical Waste Self Assessments for GMS are going well and as planned to ensure compliance with legislation. We are hoping to incorporate these into our GOS visits this new year financial to align to the WGOS reform and the managing of clinical waste.

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

Quarterly meetings are scheduled with all Health Boards and Counter Fraud teams to regularly review the progress report and to discuss themes, recommendations, and any risks. The team is also continuing to investigate other avenues for savings from the provision of Clinical Waste services.

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 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)

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| 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: | Not Applicable |
| 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: | 1. Striving teams |
| 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:

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| Ar sail tystiolaeth: Evidence Base: | Evidence is collated based on claims submitted by contractors of a specific sample period. |
| Rhestr Termiau: 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 31st March 2025 = 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

HDduHB 2023/2024 = 27 visits were completed with a total of recovery of £30,429.26

ALL WALES 2023/2024 = 205 visits were completed with a recovery of £216,810.03

| GMS | Visit Type | HB Annual Visits Due | No. In progress | No. Recoveries | Value of recoveries | All Wales Visits Due | All Wales No. in progress | All Wales Value of Recoveries |
|--------------|------------|----------------------|-----------------|-------------------|---------------------|----------------------|---------------------------|-------------------------------|
| | Routine | 28 | 20 | 866 | £21,651.84 | 152 | 107 | £87,881.10 |
| Revisit | 27 | 12 | 290 | £20,729.79 | 241 | 88 | £111,273.26 | |
| TOTAL | 55 | 32 | 1156 | £42,381.63 | 393 | 195 | £199,154.36 | |

| PRACTICE | Routine or Revisit | Claim errors | % recovery | Value of recovery |
|-------------|--------------------|--------------|------------|-------------------|
| Practice 1 | Revisit | 178 | 99.44% | £15,414.70 |
| Practice 2 | Routine | 9 | 2.21% | £377.27 |
| Practice 2 | Revisit | 6 | 0.61% | £56.70 |
| Practice 3 | Routine | 12 | 7.02% | £173.38 |
| Practice 3 | Revisit | 3 | 1.84% | £64.52 |
| Practice 4 | Revisit | 25 | 2.63% | £2,214.75 |
| Practice 5 | Routine | 245 | 7.83% | £4,319.20 |
| Practice 6 | Routine | 48 | 14.37% | £816.44 |
| Practice 6 | Revisit | 21 | 2.89% | £519.10 |
| Practice 7 | Routine | 19 | 5.85% | £1,064.12 |
| Practice 7 | Revisit | 28 | 3.35% | £454.16 |
| Practice 8 | Routine | 45 | 9.85% | £1,249.11 |
| Practice 8 | Revisit | 0 | 0.00% | £0.00 |
| Practice 9 | Routine | 17 | 2.44% | £492.95 |
| Practice 9 | Revisit | 1 | 7.14% | £118.17 |
| Practice 10 | Routine | 69 | 16.24% | £1,469.19 |
| Practice 10 | Revisit | 20 | 37.74% | £1,103.47 |
| Practice 11 | Routine | 27 | 7.52% | £373.06 |
| Practice 11 | Revisit | 0 | 0.00% | £0.00 |
| Practice 12 | Routine | 24 | 6.06% | £526.73 |
| Practice 12 | Revisit | 8 | 17.39% | £784.22 |
| Practice 13 | Routine | 20 | 6.76% | £223.81 |
| Practice 13 | Revisit | 0 | 0.00% | £0.00 |
| Practice 14 | Routine | 12 | 5.53% | £235.84 |
| Practice 15 | Routine | 43 | 6.99% | £786.88 |
| Practice 16 | Routine | 243 | 62.95% | £8,510.66 |
| Practice 17 | Routine | 31 | 7.56% | £905.78 |
| Practice 18 | Routine | 2 | 0.54% | £127.42 |
| Practice 19 | Routine | In Progress | | |
| Practice 20 | Routine | In Progress | | |
| Practice 21 | Routine | In Progress | | |
| Practice 22 | Routine | In Progress | | |

| GOS | Visit Type | Annual Visits Planned | No. In progress | No. Recoveries | Value of recoveries | All Wales visits due | All Wales No. in progress | All Wales Value of Recoveries |
|-----|--------------|-----------------------|-----------------|----------------|---------------------|----------------------|---------------------------|-------------------------------|
| | Routine | 20 | 19 | 81 | £3,676.08 | 126 | 99 | £16,247.97 |
| | Revisit | 1 | 1 | 3 | 68.7 | 5 | 1 | £68.70 |
| | TOTAL | 21 | 20 | 84 | £3,744.78 | 131 | 100 | £16,316.67 |

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 | | 2 1.94% | £86.46 |
| Practice 3 | Routine | | 2 1.94% | £24.80 |
| Practice 4 | Routine | | 0 0.00% | £0.00 |
| Practice 5 | Routine | | 3 2.91% | £111.14 |
| Practice 6 | Routine | | 2 1.94% | £89.68 |
| Practice 7 | Routine | | 10 9.71% | £368.12 |
| Practice 8 | Routine | | 13 12.62% | £578.74 |
| Practice 9 | Routine | | 18 17.48% | £774.58 |
| Practice 10 | Routine | | 2 1.94% | £42.44 |
| Practice 11 | Routine | | 5 4.85% | £169.46 |
| Practice 12 | Routine | | 3 2.91% | £112.46 |
| Practice 13 | Routine | | 0 0.00% | £0.00 |
| Practice 14 | Routine | | 7 13.46% | £457.08 |
| Practice 15 | Routine | | 5 9.80% | £248.55 |
| Practice 16 | Routine | | 4 7.69% | £185.57 |
| Practice 17 | Routine | | 0 0.00% | £0.00 |
| Practice 18 | Routine | | 0 0.00% | £0.00 |
| Practice 19 | Revisit | | 3 5.00% | £68.70 |
| Practice 20 | Routine | | 3 2.91% | £90.00 |

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 | 32 | 0 | £0.00 | 238 | 179 | 0 | £0.00 |
| | TOTAL | 32 | | | | | | | |