

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

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	12 August 2025
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Primary Care Post Payment Verification Update
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Jill Paterson, Director of Primary Care, Community and Long Term Care
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Amanda Whiting, Head of General Medical Services and Community Pharmacy (Contracting & Performance)

**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 provides an updated position on Post Payment Verification (PPV) for the following areas:

- General Medical Services for the period April 2024 – March 2025
- Community Pharmacy for the period April 2024 – March 2025
- General Ophthalmic Services for the period April 2024 – March 2025

**Cefndir / Background**

Over the last financial year (2024/25), the PPV team was in the second year of a GMS visiting cycle. In this time, they planned to take 28 routine visits and 27 revisits. For Practices who had been identified as requiring both routine and revisit, both of these visits were undertaken at the same time and were referred to as an “extended” visit. During an extended visit, 100% of claims were revisited on services triggered at the previous visit alongside the normal routine visit consisting of 22 or 10% of claims, whichever is the greatest for all other services.

Reports received from PPV outlined both sets of results when an extended visit was undertaken.

32 Collaborative Working Scheme & Quality and Safety Scheme Community Pharmacy remote visits were undertaken in 2024/25.

The PPV team planned to undertake 20 routine General Ophthalmic Services PPV visits and 1 revisit. A sample of 103 records were reviewed, either remotely or physically.

## Asesiad / Assessment

### PPV Visits for GMS

#### Summary of all GMS PPV visits undertaken between January and June 2025

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		

## Summary of Recoveries and Action Taken:

### Practice 1 (178 Claim Errors) – Revisit

Total recovery of £15,414.70 which is made up as follows:

Revisit Recoveries	Number of claim Errors
Minor Surgery	178
<b>Total</b>	<b>178</b>

This revisit looked at 179 minor surgery claims, of which 178 claims were recovered due to insufficient evidence being available. This issue was raised with the Counter Fraud Service who have investigated with no further action. The Practice was due a routine visit within 2024/25 and it was agreed that 100% of claims would be sampled during this visit.

PPV will make a full recovery of £15,414.70.

### Practice 2 (15 Claims) - Extended Visit

Total recovery of £433.97 which is made up as follows:

Extended Recoveries	Number of claim Errors
Immunisations	1
Insulin/GLP1	4
Minor Surgery	4
Near Patient Testing	6
<b>Total</b>	<b>15</b>

1,387 claims were analysed, of these claims 15 errors were found with a claim error rate of 2.82%.

PPV will make a full recovery of £433.97 and a revisit will be scheduled for Minor Surgery within 12 months.

### Practice 3 (12 Claims) – Extended Visit

Total recovery of £237.90 which is made up as follows:

Routine Recoveries	Number of claim Errors
Denosumab	0
Flu	1
Gonadorelin	0
Immunisations	7
Minor Surgery	1
Near Patient Testing	3
Pertussis	0
Warfarin	0
<b>Total</b>	<b>12</b>

The sample of claims taken from the routine visit were from February 2023 to January 2024. During this period, a total of 1,648 claims were submitted with a value of £17,101.09.

171 claims were analysed across all services, of these claims 12 errors were found. The administrative error rate was 0.58% and the overall claim error rate was 7.02%.

163 claims were analysed as part of the revisit relating to Contraceptives and Treatment Room and 3 claim errors were identified.

Following the audit there were 15 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £237.90 and a revisit will be scheduled for Immunisations and Near Patient Testing within 12 months.

#### **Practice 4 (25 Claim Errors) - Revisit**

Total recovery of £2,214.75 which is made up as follows:

<b>Re-visit Recoveries</b>	<b>Number of claim Errors</b>
<b>Minor Surgery</b>	25
<b>Treatment Room</b>	0
<b>Totals</b>	<b>25</b>

The sample of claims taken from the revisit were from February 2023 to January 2024.

952 claims were analysed across Minor Surgery and Treatment claims, of these claims 25 errors were found. The administrative error rate was 0% and the overall claim error rate was 2.63%.

Following the audit there were 25 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £2,214.75 and no further revisit review will be conducted.

#### **Practice 5 (245 Claim Errors) – Routine Visit**

Total recovery of £4,319.20 which is made up as follows:

<b>Routine Recoveries</b>	<b>Number of claim Errors</b>
Care Homes	88
Contraceptives	0
Denosumab	1
Flu	4
Gonadorelin	1
Immunisations	21
Learning Disabilities	0
Minor Surgery	0
Near Patient Testing	80
NOAC/NOAR/DOAC/DOAR	16
Pertussis	0
Treatment Room	30
Warfarin	4
<b>Total</b>	<b>245</b>

The sample of claims taken from the routine visit were from April 2023 to March 2024. During this period, a total of 3,127 claims were submitted with a value of £52,594.69.

3,127 claims were analysed across all services, of these claims 245 errors were found. The administrative error rate was 0.29% and the overall claim error rate was 7.83%.

Following the audit there were 245 claims identified where fees will be recovered due to insufficient evidence being available.

PPV will make a full recovery of £4,319.20 and due to the contract termination, the file has been closed.

### **Practice 6 (69 Claim errors) – Extended Visit**

Total recovery of £1,335.54 which is made up as follows:

<b>Routine Recoveries</b>	<b>Number of claim Errors</b>
Care Homes	9
Contraceptives	0
Denosumab	0
Flu	5
Gonadorelin	1
Immunisations	8
Learning Disabilities	1
Minor Surgery	2
Near Patient Testing	18
Pertussis	0
Warfarin	4
<b>Total</b>	<b>48</b>

Re-visit Recoveries	Number of claim Errors
NOAC/NOAR/DOAC/DOAR	5
Treatment Room	16
<b>Total</b>	<b>21</b>

The sample of claims taken from the routine visit were from December 2022 to November 2023. During this period, a total of 4,078 claims were submitted with a value of £61,153.54.

334 claims were analysed across all services, of these claims 48 errors were found. The administrative error rate was 4.49% and the overall claim error rate was 14.37%.

726 claims were analysed as part of the revisit relating to NOAC/NOAR/DOAC/DOAR and Treatment Room, of these claims 21 errors were found. The administrative error rate was 0% and the overall claim error rate was 2.89%.

Following the audit there were 69 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £1,335.54 and a revisit will be scheduled for Care Homes, Flu, Immunisations, Near Patient Testing and Warfarin within 12 months.

### **Practice 7 (47 Claim Errors) – Extended Visit**

Total recovery of £1,518.28 which is made up as follows:

Routine Recoveries	Number of claim Errors
Care Homes	
Contraceptives	
Denosumab	
Flu	
Immunisations	4
Learning Disabilities	
Minor Surgery	
Near Patient Testing	7
NOAC/NOAR/DOAC/DOAR	8
Warfarin	
<b>Total</b>	<b>19</b>

Re-visit Recoveries	Number of claim Errors
Gonadorelin	2
Non-routine Immunisations Hepatitis B	13
Pertussis	
Treatment Room	13
<b>Totals</b>	<b>28</b>

The sample of claims taken from the routine visit were from July 2023 to May 2024. During this period, a total of 3,478 claims were submitted with a value of £46,856.89.

325 claims were analysed across all services, of these claims 19 errors were found. The administrative error rate was 0% and the overall claim error rate was 5.85%.

837 claims were analysed as part of the revisit, of these claims 28 errors were found. The administrative error rate was 0% and the overall claim error rate was 3.35%.

Following the audit there were 47 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £1,518.28 and a revisit will be scheduled for Near Patient Testing & NOAC Initiation claims.

### **Practice 8 (45 Claim Errors) – Extended Visit**

Total recovery of £1,249.11 which is made up as follows:

Routine Recoveries	Number of claim Errors
Contraceptives	3
Denosumab	3
Flu	10
Gonadorelin	2
Immunisations	7
Minor Surgery	4
Near Patient Testing	4
Treatment Room	10
Warfarin	2
<b>Total</b>	<b>45</b>

The sample of claims taken from the routine visit were from February 2023 to January 2024. During this period, a total of 5,477 claims were submitted with a value of £77,195.57.

457 claims were analysed across all services, of these claims 45 errors were found. The administrative error rate was 0% and the overall claim error rate was 9.85%.

258 claims were analysed as part of the revisit relating to NOAC/NOAR/DOAC/DOAR and 0 claim errors were identified.

Following the audit there were 45 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £1,249.11 and a revisit will be scheduled for Contraceptives, Denosumab, Flu, Immunisations, Minor Surgery and Treatment Room Enhanced Service claims within 12 months.

### **Practice 9 (18 Claim Errors) – Extended Visit**

Total recovery of £611.12 which is made up as follows:

<b>Routine Recoveries</b>	<b>Number of claim Errors</b>
Care Homes	8
Immunisations	1
Insulin	3
Minor Surgery	2
NOAC/NOAR/DOAC/DOAR (Reviews Only)	1
Transgender	1
Treatment Room	1
<b>Total</b>	<b>17</b>

<b>Re-visit Recoveries</b>	<b>Number of claim Errors</b>
NOAC/NOAR/DOAC/DOAR (Initiations only)	1
<b>Total</b>	<b>1</b>

The sample of claims taken from the routine visit were from October 2023 to September 2024. During this period, a total of 9,009 claims were submitted with a value of £144,187.18

696 claims were analysed across all services, of these claims 17 errors were found. The administrative error rate was 0% and the overall claim error rate was 2.44%.

14 claims were analysed as part of the revisit, of these claims 1 error was found. The administrative error rate was 0% and the overall claim error rate was 7.14%.

Following the audit there were 18 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £611.12 and an extended visit will be scheduled for Transgender claims during the next routine visit.

### **Practice 10 (89 Claim Errors) – Extended Visit**

Total recovery of £2,572.66 which is made up as follows:

<b>Routine Recoveries</b>	<b>Number of claim Errors</b>
Care Homes	54
Contraceptives	1
Immunisations	1
Minor Surgery (Injections and Aspirations only)	1
Pertussis	10
Treatment Room	2
<b>Total</b>	<b>69</b>

<b>Re-visit Recoveries</b>	<b>Number of claim Errors</b>
<b>Minor Surgery (Excisions only)</b>	7
<b>Substance Misuse</b>	13
<b>Total</b>	<b>20</b>

The sample of claims taken from the routine visit were from June 2023 to April 2024. During this period, a total of 5,118 claims were submitted with a value of £83,308.94.

425 claims were analysed across all services, of these claims 69 errors were found. The administrative error rate was 0% and the overall claim error rate was 16.24%.

53 claims were analysed as part of the revisit, of these claims 20 errors were found. The administrative error rate was 0% and the overall claim error rate was 37.74%.

Following the audit there were 89 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £2,572.66 and an extended visit will be scheduled for Transgender claims during the next routine visit.

### Practice 11 (27 Claim Errors) – Extended Visit

Total recovery of £373.06 which is made up as follows:

Routine Recoveries	Number of claim Errors
Care Homes	1
Contraceptives	1
Flu	4
Immunisations	1
Learning Disabilities	1
Near Patient Testing	17
NOAC/NOAR/DOAC/DOAR (Reviews only)	2
<b>Total</b>	<b>27</b>

The sample of claims taken from the routine visit were from June 2023 to May 2024. During this period, a total of 3,797 claims were submitted with a value of £47,106.64.

359 claims were analysed across all services, of these claims 27 errors were found. The administrative error rate was 0% and the overall claim error rate was 7.52%.

The focus of the revisit was NOAC/NOAR/DOAC/DOAR and Substance misuse but during the sample period no claims were submitted for either enhanced service.

Following the audit there were 27 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £373.06 and a revisit will be scheduled for Flu and Near Patient Testing within 12 months.

### Practice 12 (32 Claim Errors) – Extended Visit

Total recovery of £1,310.95 which is made up as follows:

Routine Recoveries	Number of claim Errors
Care Homes	12
Flu	1
Immunisations	8
Insulin	1
Near Patient Testing	1

<b>Treatment Room</b>	1
<b>Total</b>	<b>24</b>

<b>Revisit Recoveries</b>	<b>Number of claim Errors</b>
<b>NOAC/NOAR/DOAC/DOAR</b>	8
<b>Totals</b>	<b>8</b>

The sample of claims taken from the routine visit were from June 2023 to May 2024. During this period, a total of 4,444 claims were submitted with a value of £62,591.50.

396 claims were analysed across all services, of these claims 24 errors were found. The administrative error rate was 4.04% and the overall claim error rate was 6.06%.

46 claims were analysed as part of the revisit, of these claims 8 errors were found. The administrative error rate was 0% and the overall claim error rate was 17.39%.

Following the audit there were 32 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £1,310.95 and a revisit will be scheduled for Care Home and Immunisation claims within the next 12 months.

### **Practice 13 (20 Claim Errors) – Extended Visit**

Total recovery of £223.81 which is made up as follows:

<b>Routine recoveries</b>	<b>Number of claim Errors</b>
Flu	1
Gonadorelins	1
Immunisations	5
Near Patient Testing	12
Treatment Room	1
<b>Total</b>	<b>20</b>

The sample of claims taken from the routine visit were from June 2023 to May 2024. During this period, a total of 4,657 claims were submitted with a value of £48,687.53.

296 claims were analysed across all services, of these claims 20 errors were found. The administrative error rate was 1.69% and the overall claim error rate was 6.76%.

16 claims were analysed as part of the revisit relating to Denosumab and 0 claim errors were identified.

Following the audit there were 20 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £223.81 and a revisit will be scheduled for Immunisations (Shingles and Men B) and Near Patient Testing within 12 months.

#### **Practice 14 (12 Claim Errors) – Routine Visit**

Total recovery of £235.84 which is made up as follows:

<b>Routine recoveries</b>	<b>Number of claim Errors</b>
Immunisations	2
Learning Disabilities	1
Near Patient Testing	3
Pertussis	4
Treatment Room	2
<b>Total</b>	<b>12</b>

The sample of claims taken from this visit were from December 2023 to November 2024. During this period, a total of 1,546 claims were submitted with a value of £22,128.90.

217 claims were analysed across all services, of these claims 12 errors were found. The administrative error rate was 1.84% and the overall claim error rate was 5.53%.

Following the audit there were 12 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £235.84 and a revisit will be scheduled for Near Patient Testing and Pertussis within 12 months.

### Practice 15 (43 Claim Errors) – Routine Visit

Total recovery of £786.88 which is made up as follows:

Routine recoveries	Number of claim Errors
Care Homes	2
Contraceptives	1
Gonadorelin	1
Insulin	17
Near Patient Testing	1
NOAC/NOAR/DOAC/DOAR	9
Pertussis	1
Transgender	1
Treatment Room	3
Warfarin	7
<b>Total</b>	<b>43</b>

The sample of claims taken from this visit were from December 2023 to November 2024. During this period, a total of 6,027 claims were submitted with a value of £99,965.19.

615 claims were analysed across all services, of these claims 43 errors were found. The administrative error rate was 0% and the overall claim error rate was 6.99%.

Following the audit there were 43 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £786.88 and a revisit will be scheduled for Warfarin, Insulin, and NOAC enhanced services within 12 months.

### Practice 16 (243 Claim Errors) Routine Visit

Total recovery of £8,510.66 which is made up as follows:

Routine recoveries	Number of claim Errors
Contraceptives	16
Flu	5
Gonadorelin	6
Immunisations	11
Insulin	102
Minor Surgery	85
NOAC/NOAR/DOAC/DOAR	3
Treatment Room	13
Warfarin	2
<b>Total</b>	<b>243</b>

The sample of claims taken from this visit were from December 2023 to November 2024. During this period, a total of 2,534 claims were submitted with a value of £26,751.91.

386 claims were analysed across all services, of these claims 243 errors were found. The administrative error rate was 3.11% and the overall claim error rate was 62.95%.

Following the audit there were 243 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims. The Practice has responded to advise that following their review of the PPV report they will undertake a full and comprehensive evaluation of their search methods and the way that information is coded within patient records.

PPV will make a full recovery of £8,510.66 and a revisit will be scheduled for Contraceptive Services, Flu, Gonadorelin, Immunisations, Insulin, Minor Surgery, NOAC/NOAR/DOAC/DOAR and Treatment Room claims within six months.

### **Practice 17 (31 Claim Errors) – Routine Visit**

Total recovery of £905.78 which is made up as follows:

<b>Routine recoveries</b>	<b>Number of claim Errors</b>
Care Homes	6
Gonadorelin	1
Immunisations	5
Insulin	3
Near Patient Testing	10
Transgender	1
Treatment Room	3
Warfarin	2
<b>Total</b>	<b>31</b>

The sample of claims taken from this visit were from December 2023 to November 2024. During this period, a total of 3,931 claims were submitted with a value of £84,623.63.

410 claims were analysed across all services, of these claims 31 errors were found. The administrative error rate was 0% and the overall claim error rate was 7.56%.

Following the audit there were 31 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £905.78 and a revisit will be scheduled for Care Homes, Immunisations (Pertussis) and Near Patient Testing within 12 months.

## Practice 18 (2 Claim Errors) – Routine Visit

Total recovery of £127.42 which is made up as follows:

Routine recoveries	Number of claim Errors
Gonadorelin	1
NOAC/NOAR/DOAC/DOAR	1
<b>Total</b>	<b>2</b>

The sample of claims taken from this visit were from December 2023 to November 2024. During this period, a total of 4,100 claims were submitted with a value of £64,822.82.

371 claims were analysed across all services, of these claims 2 errors were found. The administrative error rate was 0% and the overall claim error rate was 0.54%.

Following the audit there were 2 claims identified where fees will be recovered due to insufficient evidence being available.

The Practice has been advised to be mindful to ensure the accurate submission of enhanced service claims as per the specification requirements and that they should continue to develop and implement robust administrative procedures to ensure the accurate submission of Enhanced Service claims.

PPV will make a full recovery of £127.42 and the file has been closed.

### PPV Recoveries for Dispensing Practices

As part of a new process, the PPV team has recently completed the quarterly exercise for the period January to March 2025 reviewing records for patients who do not have a dispensing flag on their record but have had prescriptions dispensed to them by their Practice. Following a staged implementation process, this will lead to the first set of recoveries for Dispensing Practices in relation to this measure.

### PPV For RSV & Covid Vaccinations

The PPV team has notified Health Boards of their intention to commence with post payment verification checks on both the RSV and Covid Vaccinations within the 2025/26 financial year.

### VISION TO EMIS

The PPV team has notified the Health Board of an emerging issue in relation to GP Practices who have migrated from Vision to EMIS. A PPV visit was undertaken to a Practice that had migrated in 2024, the issue related to Gonadorelin claims where there was only evidence of a prescription in the patient record and no evidence the injection was given to the patient. The patient recorded entries in VISION had been made as recalls. It has become apparent that recalls do not carry over between the two systems.

Upon investigation, Digital Health and Care Wales (DHCW) has confirmed that “Diary/Recall codes” are not transferred to EMIS Web as part of the migration. Only codes to say something has been completed are transferred. The read codes are transferred over to enable searches; these will show in Care History. However, they would not show in the Diary Screen as follow-up; this happens when EMIS web is used to add the Diary Codes.

The items that move from one system to another are:

- All read codes
- All medication issued
- Documents
- Consultations

PPV are looking into this further and will update going forward.

### PPV Visits for Community Pharmacies

#### Summary of PPV Visits for Community Pharmacies between April 2024 and March 2025

A total of 32 Community Pharmacy Visits were undertaken in the period April 2024 and March 2025. The visiting team reviewed compliance with the Quality and Safety Scheme and the Collaborative Working Scheme. There are no recoveries to be reported at this stage.

### PPV Visits for General Ophthalmic Service Practices (GOS)

#### Summary of PPV Visits for GOS Practices between April 2024 and March 2025

During 2024/24, a total of 20 PPV visits were conducted, either remotely or physically. A summary of these visits is provided in the table below:

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

Of these visits, 4 resulted in no recoveries and only 1 practice will require a revisit. The majority of errors identified relate to administrative errors, such as lack of supporting documentation within the record. A breakdown of each PPV outcomes can be found below:

Practice 1 – Routine visit resulted in a recovery of £337 related to duplication of a GOS3 claim and the age of a patient at time of replacement meant that they were no longer eligible. No revisit required.

Practice 2 – Routine visit resulted in a recovery of £86.46 due to the wrong banding be claimed. No revisit required.

Practice 3 – Routine visit resulted in a recovery of £24.80 due to the lack of supporting information in the records for two GOS4 claims. No revisit required.

Practice 4 – Routine visit resulted in a no recovery being made and no revisit necessary.

Practice 5 – Routine visit resulted in a recovery of £111.14. This was related to a lack of supporting evidence for EHEW Band 1 and 2 claims. No revisit required.

Practice 6 – Routine visit resulted in a recovery of £89.68 due to lack of supporting information in the records for an EHEW Band 1 and 3 claim. No revisit required.

Practice 7 – Routine visit resulted in a recovery of £368.12. There were a number of errors identified during this visit, all relating to the lack of supporting evidence or required documentation. These included claims for GOS3 and 4, as well as EHEW Bands 1, 2 and 3. As such, a revisit is required for this practice.

Practice 8 – Routine visit resulted in a recovery of £578.74. There were a number of errors identified during this visit, all relating to the lack of supporting evidence or required documentation. These included claims for GOS4, as well as EHEW Bands 1, 2 and 3. As such, a revisit is required for this practice.

Practice 9 - Routine visit resulted in a recovery of £774.58. There were a number of errors identified during this visit, mostly relating to the lack of supporting evidence or required documentation. These included claims for GOS4, as well as EHEW Bands 1, 2 and 3. In addition, there was one incidence where incorrect vouchers had been used under GOS3. As such, a revisit is required for this practice.

Practice 10 – Routine visit resulted in a recovery of £42.44 due to no evidence of letters to the GP for two EHEW Band 3 claims. No revisit required.

Practice 11 – Routine visit resulted in a recovery of £169.46. There were a number of errors identified during this visit, including duplicated claims for a GOS4 and EHEW Band 2, an incidence where the claim should have been voided, but was submitted, as well as two incidences of a lack of supporting evidence. A revisit is required for this practice.

Practice 12 - Routine visit resulted in a recovery of £112.46. This relates to the inappropriate claiming of an EHEW Band 3 following an EHEW Band, as well as two cases with lack of supporting evidence or required documentation for a GOS 3 and EHEW Band 2 claim. No revisit required.

Practice 13 - Routine visit resulted in no recovery being made and no revisit necessary.

Practice 14 - Routine visit resulted in a recovery of £457.08. There were a number of errors identified during this visit, mostly relating to the length of time between claims for GOS3 and 6. As such, a revisit is required for this practice.

Practice 15 - Routine visit resulted in a recovery of £248.55. There were a number of errors identified during this visit that related to the lack of supporting evidence for tint claims and two incidences of patients paying privately for appliances and therefore the claim was inappropriate. As such, a revisit is required for this practice.

Practice 16 - Routine visit resulted in a recovery of £185.57. Errors identified during this visit related to three duplications of claims and a lack of supporting evidence for a GOS4 claim. As such, a revisit is required for this practice.

Practice 17 - Routine visit resulted in no recovery being made and no revisit necessary.

Practice 18 - Routine visit resulted in no recovery being made and no revisit necessary.

Practice 19 - Revisit resulted in a recovery of £68.70. Errors identified during this visit related to one duplication and a lack of supporting evidence for two GOS4 claims. As such, a revisit is required for this practice. No revisit required.

Practice 20 – Routine visit resulted in a recovery of £90.00. These were related to a lack of supporting evidence for GOS4 and EHEW Band 2 claims. No revisit required.

A total of £3,744.78 in recoveries was made during 2024/25.

### Argymhelliad / Recommendation

The Audit and Risk Assurance Committee is asked to:

- **NOTE** the information contained within this report
- **NOTE** that the Primary Care team continues to work with all contractors and their professional representative bodies on the quality of claiming and continues to respond to individual claiming queries from the outset. PPV is discussed at GMS Contractual Assurance visits and training is offered by the PPV Team
- **TAKE ASSURANCE** that appropriate liaison is undertaken with the Counter Fraud Team when there are any concerns, or information needs to be queried

### 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:	Not Applicable
Parthau Ansawdd: Domains of Quality <a href="#">Quality and Engagement Act (sharepoint.com)</a>	3. Effective 4. Efficient 5. Equitable
Galluogwyr Ansawdd: Enablers of Quality: <a href="#">Quality and Engagement Act (sharepoint.com)</a>	3. Data to knowledge

Amcanion Strategol y BIP: UHB Strategic Objectives:	6. Sustainable use of resources
Amcanion Cynllunio Planning Objectives	2 Financial recovery and route map
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022</a>	10. Not Applicable

<b>Gwybodaeth Ychwanegol: Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	N/A
Rhestr Termiau: Glossary of Terms:	NOAC - New Oral Anticoagulants DOAC - Direct Oral Anticoagulants EHEW - Eye Health Examination Wales
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg Parties / Committees consulted prior to Audit and Risk Assurance Committee:	PPV Team

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	Assurance around appropriate and proper use of funding provided by GMS Enhanced Services
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	N/A
<b>Gweithlu: Workforce:</b>	N/A
<b>Risg: Risk:</b>	Assurance around appropriate and proper use of funding provided by GMS Enhanced Services
<b>Cyfreithiol: Legal:</b>	Application of Statement of Financial Entitlement under the terms of the General Medical Services Contract
<b>Enw Da: Reputational:</b>	N/A
<b>Gyfrinachedd: Privacy:</b>	N/A
<b>Cydraddoldeb: Equality:</b>	N/A