

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

DYDDIAD Y CYFARFOD: DATE OF MEETING:	14 April 2026
TEITL YR ADRODDIAD: TITLE OF REPORT:	Post Payment Verification (PPV) Annual Report April 2025 – March 2026
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Executive 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): We progressed well this year with our GMS routine visits and all are either closed or in progress by the end of this financial year. Beginning 2026/27, we will be concentrating the first quarter on GMS visits only and incorporating both revisits and the practice routine visit. This is part of our ongoing recovery plan.

Some vaccination claims are now being claimed on the Welsh Immunisation System (WIS) and due to PPV highlighting the issues we found whilst conducting our verification checks, new internal process changes have been implemented to stop the duplicate vaccination payments prior to payment and not post payment, which is beneficial to everyone.

General Ophthalmic Services (GOS): The visit plans for GOS 2025/26 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 have had to still carry out elements of physical visits too, as not all contractors are using electronic systems. In 2025/26, we verified claims for an additional two services, which were the WGOS 4 (Glaucoma and Medical Retina) and Independent Prescribing Optometry Service 5 urgent claims (IPOS5). These checks have been going well, with learning shared with our contractors and our teams.

General Pharmacy Services (GPS): In 2025/26, the PPV team undertook checks on the Collaborative Working Scheme, along with the Quality and Safety Scheme, which we conduct remotely by verifying the data we hold against the evidence that we request from the contractors. This again has been positive for all HB, PPV team and contractor learning.

Additional Service: The team progressed well with its quarterly dispensing data checks and has introduced a robust service moving forward into the new financial year, which resulted in future financial recoveries. The results for the five dispensing practices in Hywel Dda University Health Board have been added to PPV reports.

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 alongside the clinical waste self-assessments required to be completed by our contractors every three years. We will incorporate our GOS contractors into our clinical waste process in the next financial year. 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. The team also arrange bi-monthly National GMS, GOS Working Group 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 requirements continue to be delivered to Health Boards and contractors, whenever needed and we also facilitate one-on-one training requirements when requested, particularly for new practice staff within the Primary Care setting.

We currently have our data analysts looking at producing some PPV dashboards with information for submission to future committee meetings.

Argymhelliad / Recommendation

The Audit and Risk Assurance Committee is asked to:

- **NOTE** the contents of the PPV Annual Report 2025/26
- **TAKE ASSURANCE** from the contents of the 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)	Not Applicable
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	Not Applicable
Amcanion Strategol y BIP: UHB Strategic Objectives:	Not Applicable
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	10. Not Applicable 8. Transform our communities through collaboration with people, communities and partners

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Evidence in 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 2025 to 31st March 2026 = Hywel Dda University Health Board

General Medical Services (GMS)	HDUHB							ALL WALES				
	Visit Type	HB Annual Visits Due	No. In progress	No. Recoveries	Value of recoveries	Value of Duplicate Recoveries	Total Recoveries	All Wales Visits Due	All Wales No. in progress	All Wales Value of Recoveries	All Wales Value of Duplicate Recoveries	All Wales Total Recoveries
GMS 2024 - 2025	Combined		32				£48,617.85		197			£251,104.95
GMS 2025-2026	Routine	10	10	111	£6,864.56	£2,364.30	£9,228.86	103	102	£80,912.90	£72,691.84	£153,604.74
	Revisit	18	5	427	£5,298.85	£0.00	£5,298.85	148	54	£37,048.01	£5,736.38	£42,784.39
	TOTAL	28	15	538	£12,163.41	£2,364.30	£14,527.71	251	156	£117,960.91	£78,428.22	£196,389.13

General Ophthalmic Services (GOS)	HDUHB					ALL WALES		
	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
GOS 2024-2025	Combined		20		£3,744.78		100	£16,316.67
GOS 2025-2026	Routine	19	18	82	£3,052.58	168	127	£12,939.39
	Revisit	2	1	0	£0.00	11	9	£583.84
	TOTAL	21	19	82	£3,052.58	179	136	£13,523.23

General Pharmacy Services (GPS)	HDUHB					ALL WALES			
	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
GPS 2024 - 2025	Combined		32		£6,147.87		238		£48,153.27
GPS 2025 - 2026	Routine	30	30	0	£0.00	232	200	0	£0.00
	TOTAL	30							

New Recovery process					
	Quarter Period	Amount of Dispensing GP Practices	Value of Recoveries	All Wales Dispensing GP Practices	All Wales Value of Recoveries
DISPENSING 2025-2026					
Dispensing GP practices should not dispense to patients who live within 1.6 kms / 1 mile from a Local Community Pharmacy	Quarter 4 2024/25 (Jan to Mar 2025)		5 £295.05	64	£24,444.29

GMS Summary

PRACTICE	Routine or Revisit	Overall Sample size	Claim errors	Error % recovery	Value of recovery	Value of Duplicate recovery	Total recovery	Breakdown of Recoveries and individual services with 10% or more error rate
Practice 1	Revisit	253	10	3.95%	£498.60	£0.00	£498.60	Imms, Minor Surgery and Warfarin.
Practice 2	Revisit	1154	406	35.18%	£4,288.99	£0.00	£4,288.99	Gonadorelin, Imms, NPT and DOAC/R
Practice 3	Revisit	95	2	2.11%	£20.62	£0.00	£20.62	Imms
Practice 4	Routine	389	37	9.51%	£1,937.22	£746.25	£2,683.47	Care Homes, Contraceptives, Denosumab, Flu, Insulin, Minor Surgery and DOAC/R. Duplicate recoveries on Insulin, Care Homes, Denosumab, Flu, Gonadorelin, Learning Disabilities and RSV
Practice 5	Revisit	85	2	2.35%	£77.46	£0.00	£77.46	DOAC/R
Practice 6	Routine							In progress
Practice 7	Routine							In progress
Practice 8	Routine	202	23	11.39%	£443.63	£75.20	£518.83	Flu, Imms, NPT, Pertussis and Treatment Room. Duplicate recoveries on DOAC/R
Practice 9	Routine							In progress
Practice 10	Routine	717	36	5.02%	£1,084.44	£1,024.05	£2,108.49	Care Homes, Flu, Learning Disabilities, Minor Surgery, NPT, DOAC/R, Transgender, Treatment Room and Warfarin. Duplicate recoveries on Care Homes, Flu, Gonadorelin, Insulin, Learning Disabilities, DOAC/R and Transgender
Practice 11	Routine	248	27	10.89%	£1,427.20	£129.90	£1,557.10	Denosumab, Flu, Gonadorelin, Minor Surgery, NPT and Treatment Room. Duplicate
Practice 12	Routine	332	25	7.53%	£946.00	£223.78	£1,169.78	Contraceptives, Flu, Gonadorelin, Imms, Insulin, Learning Disabilities, NPT and DOAC/R
Practice 13	Routine	801	35	4.37%	£1,026.07	£165.12	£1,191.19	Care Homes, Flu, Gonadorelin, Imms, Insulin, Transgender and Treatment Room Duplicate recoveries on Gonadorelin and DOAC/R
Practice 14	Routine							In progress
Practice 15	Revisit	219	7	3.20%	£413.18	£0.00	£413.18	Imms and DOAC/R

Advisory Notes

- The planned visits were sent to the HB for 2025/26 Visit Plan. These are subject to change due to ad hoc visits or closures/mergers.
- All closed visit files have been authorised by the Health Board GMS team with any concerns/issues being addressed.
- The duplicate amount of recovery is due to the practice submitting certain additional claims for the same patient more than once. This is a new audit check by PPV and feedback and lessons learnt are being shared to reduce these errors.
- The Health Board have been advised of each recovery made in a detailed report and where necessary the Health Board will follow up directly with the practice/Local Counter Fraud regarding any concerns.
- PPV work collaboratively with Health Board managers and Local Counter Fraud to assist with any concerns that may arise.
- Training/support is given to practices by PPV after their visit when requested.
- Revisits are taking longer than expected due to 100% check of claims, which is expected to have higher claim error rates when checking 100% of claims.
- Revisits are triggered when the claim error % is 10% or over on any individual service in the routine visit sample, it is not based off the % recovery as a whole.
- Recovery % is based off the sample total and the claim errors made. The recovery % may look higher due to a smaller amount of claims being sampled.

GOS Summary

PRACTICE	Routine or Revisit	Overall Sample size	Claim errors	Error % recovery	Value of recovery	Breakdown of Recoveries and individual services with 10% or more error rate
Practice 1	Routine	103	3	2.91%	£54.00	Claim recovery under 10% per service
Practice 2	Routine	103	2	1.94%	£62.02	Claim recovery under 10% per service
Practice 3	Routine	9	0	0.00%	£0.00	All claims verified
Practice 4	Routine	103	4	3.88%	£145.00	Claim recovery under 10% per service
Practice 5	Routine	103	2	1.94%	£50.02	Claim recovery under 10% per service
Practice 6	Routine	103	19	18.45%	£1,053.46	GOS 3 and GOS 4 claims
Practice 7	Routine	103	1	0.97%	£4.06	Claim recovery under 10% per service
Practice 8	Routine	103	0	0.00%	£0.00	All claims verified
Practice 9	Routine	103	4	3.88%	£80.31	Claim recovery under 10% per service
Practice 10	Routine	103	4	3.88%	£109.00	Claim recovery under 10% per service
Practice 11	Routine	103	5	4.85%	£178.00	GOS 4 claims
Practice 12	Routine	103	7	6.80%	£423.00	GOS 4 claims
Practice 13	Routine	103	6	5.83%	£259.57	GOS 4 and WGOS 5 claims
Practice 14	Routine	103	1	0.97%	£97.63	Claim recovery under 10% per service
Practice 15	Routine	103	13	12.62%	£285.51	GOS 4, EHEW and WGOS 4 claims
Practice 16	Routine	103	11	10.68%	£251.00	GOS 4 claims

Advisory Notes

- The planned visits were sent to the HB for 2025/26 Visit Plan. Numbers are subject to change due to ad hoc visits or closures/mergers.
- As contractors are transitioning to electronic records, remote access and physical visits are progressing well

Practice 17	Routine	103	0	0.00%	£0.00
Practice 18	Revisit	103		In Progress	
Practice 19	Routine	103		In Progress	

All claims verified

GPS Summary

PRACTICE	In progress	Closed	Value of recovery
Practice 1		Y	£0.00
Practice 2		Y	£0.00
Practice 3		Y	£0.00
Practice 4		Y	£0.00
Practice 5		Y	£0.00
Practice 6		Y	£0.00
Practice 7		Y	£0.00
Practice 8		Y	£0.00
Practice 9		Y	£0.00
Practice 10		Y	£0.00
Practice 11		Y	£0.00
Practice 12		Y	£0.00
Practice 13		Y	£0.00
Practice 14		Y	£0.00
Practice 15		Y	£0.00
Practice 16		Y	£0.00
Practice 17		Y	£0.00
Practice 18	Y		
Practice 19	Y		
Practice 20	Y		
Practice 21	Y		
Practice 22	Y		
Practice 23	Y		
Practice 24	Y		
Practice 25	Y		
Practice 26	Y		
Practice 27	Y		
Practice 28	Y		
Practice 29	Y		
Practice 30	Y		

Advisory Notes
No recoveries have yet been made in the last financial year as we are awaiting evidence and HB responses.