



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

DYDDIAD Y CYFARFOD: DATE OF MEETING:	18 June 2024
TEITL YR ADRODDIAD: TITLE OF REPORT:	Primary Care Post Payment Verification Update
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Jill Paterson, Director of Primary Care, Community and Long Term Care
SWYDDOG ADRODD: REPORTING OFFICER:	Tracey Huggins, Head of General Medical Services and Community Pharmacy (Contracting)

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

This paper provides an updated position on Post Payment Verification (PPV) for Primary Care – January 2024 to March 2024.

The update for Community Pharmacy covers the period April 2023 – March 2024.

Cefndir / Background

Due to difficulties experienced with data collection and submission from practices to NWSSP Primary Care Services (PCS) using a new system, NWSSP Primary Care Services confirmed that although Initial Visits recommenced in April 2023, it was not possible to move on to Revisits until December 2023 when a full year of data was made available to the Post Payment Verification (PPV) Team.

Over the last financial year (2023/24) the PPV Team planned to undertake a 3 year [General Medical Services](#) (GMS) visit cycle into a 2 year plan. In this time, they completed 176 routine visits. They have now commenced the new financial year (2024/25) plan of undertaking circa 100 revisits which may also include the routine visit if it is due. This means PPV will complete both visits at the same time which they will refer to as an 'extended' visit. This includes a 100% revisit on the services triggered previously, along with the normal routine visit consisting of 22 or 10% of claims (whichever is greatest) for all other services, and the reports will be defined to show both results. Having a fully implemented programme for 2024/25 going forward will see routine and revisits being undertaken at the usual levels rather than the reduction we experienced in 2023/24.

Asesiad / Assessment

PPV Visits for GMS

Summary of all GMS PPV visits undertaken between January 2024 and March 2024

Visit Data					
Visit date	Visit type	Sample size	Claim errors	Claim error %	Recovery
Mar-24	Revisit	Visit in progress			
Mar-24	Revisit	Visit in progress			
Feb-24	Revisit	288	24	8.33%	£607.95
Jan-24	Revisit	138	9	6.52%	£797.31

Summary of Recoveries and Action Taken:

Practice 1 (24 Claim Errors)

Total recovery of £607.95 which is made up of 4 Minor Surgery claims and 20 Treatment Room claims.

The sample of claims taken from this visit were from December 2022 to November 2023. During this period, a total of 288 claims were submitted with a value of £9,495.01.

All 288 claims were analysed across the 2 Enhanced Services that had been booked for this revisit. Of these claims, 24 errors were found. The overall administrative error rate was 0% and the overall claim error rate was 8.33%.

Following the audit, there were 24 claims identified where fees will be recovered due to insufficient evidence being available during the visit.

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.

As this was a revisit, the PPV recommendation was to make a full recovery of £607.95 and close the file which was done.

Practice 2 (9 Claim Errors)

Total recovery of £797.31 which is made up of 9. Minor Surgery claims.

The sample of claims taken were from November 2022 to October 2023. During this period, a total of 138 claims were submitted with a value of £9,161.93.

All 138 claims were analysed across 2 Enhanced Services. Of these claims, 9 errors were found. The overall administrative error rate was 0.00% and the overall claim error rate was 6.52%.

Following the audit, 9 claims were identified where fees will be recovered due to insufficient evidence being available during the visit.

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.

As this was a revisit, the PPV Team recommended that a recovery of £797.31 is made and the file is closed. This has been actioned,

PPV Visits for Optometric Practices

NWSSP has recommenced PPV visits for General Ophthalmic Services (GOS) fully in 2023/24 and these continue now in 2024/25.

Summary of all PPV visits undertaken for GOS in Optometric Practices between January and March 2024

Visit Data - GOS					
Visit date	Visit type	Sample size	Claim errors	Claim error %	Recovery
Jan-24	Routine	103	5	4.85%	£272.60
Feb-24	Routine	103	1	0.97%	£59.98

Practice 1 – Recovery of £272.60 relating to Eye Health Examination Wales (EHEW) Band 1 and 2 and GOS 4. No revisit necessary. The majority of the claims that this recovery relate to are for the same patient, and a result of the inappropriate bands being claimed for a specific treatment required on more than one occasion. The Practice raised this case with the Optometric Advisor and advice was provided. The issues resulting in the recovery of fees have been addressed by the introduction of the Wales General Ophthalmic Services (WGOS), and therefore should not be an issue going forward.

Practice 2 – Recovery of £59.98 relating to an inappropriate domiciliary fee claim. No revisit necessary.

PPV Visits for Community Pharmacies

Summary of PPV Visits for Community Pharmacies between April 2023 and March 2024 (Full financial year)

Validation 'visits' by PPV have been extended to the Community Pharmacy Quality & Safety Scheme and Collaborative Working. This work has been completed remotely, by utilising the data held within databases held in PCS and therefore was not intrusive or placed additional requirements on the front-line service.

PPV verified the submission of All Wales Pharmacy Database (AWPD) validation data and the Prevalence of High Risk medicines, and also required the pharmacies to submit copies of the practices Improving Quality Together (IQT) bronze e-learning certificates which were emailed to the PPV.

This enabled PPV to verify that the correct completion of these and have stored them securely until the next routine 3-year cycle visit for reference as once submitted, will not need to submit again. Upon return of the IQT bronze e-learning certificates, an email is submitted to the pharmacy to confirm the number of e-learning certificates they have supplied are for the correct number of employees who are involved in the provision of NHS pharmaceutical services. 25 PPV reports were received for this period with no financial recoveries being made.

Visit		
Practice code	Visit in Progress	Date Report submitted to HB & Practice
603855I	Yes	19/12/2023
603855L	Yes	10/11/2023
603853P	Yes	No response
603853A	Yes	27/10/2023
603189A	Yes	09/10/2023
603421A	Complete	27/07/2023
603870H	Complete	13/09/2023
603870A	Yes	No response
603648H	Yes	Confirmation email not received
603013A	Yes	03/10/2023
603748C	Yes	14/11/2023
603748E	Yes	14/11/2023
603748A	Yes	14/11/2023
603480A	Yes	27/10/2023
603618N	Complete	01/09/2023
603545M	Yes	10/11/2023
603545N	Yes	
603608A	Complete	01/09/2023
603800L	Yes	
603516C	Complete	27/07/2023
603662A	Yes	19/12/2023
603200C	Complete	22/09/2023
603670A	Yes	10/11/2023
603421K	Complete	27/07/2023
603421B	Complete	22/09/2023
603452A	Complete	22/09/2023
603549A	Yes	10/10/2023
603052A	Complete	22/09/2023
603140A	Yes	14/11/2023
603017A	Yes	10/11/2023
603812B	Yes	No response
603818H	Yes	27/10/2023
603812G	Yes	No response
603810P	Yes	No response

PPV Visits for General Dental Services

No PPV activity reported.

Argymhelliad / Recommendation

The Audit & Risk Assurance Committee is asked to **NOTE** the information contained within this report and **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. Training is also offered by the PPV Team and the GMS Governance Visits also discuss the PPV reports and be assured that appropriate liaison with the Counter Fraud Team occurs where there are any concerns or information that 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 Quality and Engagement Act (sharepoint.com)	3. Effective 4. Efficient 5. Equitable
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	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: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	10. Not Applicable

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	N/A
Rhestr Termiau: Glossary of Terms:	Contained within 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:	PPV Team

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