



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

DYDDIAD Y CYFARFOD: DATE OF MEETING:	15 December 2020
TEITL YR ADRODDIAD: TITLE OF REPORT:	Counter Fraud Update
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Ben Rees, Head of Counter Fraud

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 report provides to Audit & Risk Assurance Committee the Counter Fraud update on the work completed within Hywel Dda University Health Board (HDdUHB). This ensures compliance with the Welsh Government (WG) Directives for Countering Fraud in the NHS and the NHS Counter Fraud Authority Standards for NHS Bodies (Wales). The report will present a breakdown as to how resource has been used within Counter Fraud, alongside an overview of key work areas completed against the 4 NHS Counter Fraud Authority generic standard areas.

Cefndir / Background

To evidence the provision of services within a sound governance framework.

Asesiad / Assessment

The Health Board is compliant with the WG Directives.

Argymhelliad / Recommendation

The Audit & Risk Assurance Committee is requested to receive this update for information.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference Cyfeirnod Cylch Gorchwyl y Pwyllgor	5.2 In particular, the Committee will review the adequacy of: 5.2.4 the policies and procedures for all work related to fraud and corruption as set out in National Assembly for Wales Directions and as required by the Counter Fraud and Security Management Service.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol:	Not applicable

Datix Risk Register Reference and Score:	
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	Governance, Leadership and Accountability
Amcanion Strategol y BIP: UHB Strategic Objectives:	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Statement	Not Applicable

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Counter Fraud Workplan 2020/21
Rhestr Termiau: Glossary of Terms:	LCFS – Local Counter Fraud Specialist
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg: Parties / Committees consulted prior to Audit and Risk Assurance Committee:	Not Applicable

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Not Applicable
Ansawdd / Gofal Claf: Quality / Patient Care:	Not Applicable
Gweithlu: Workforce:	Not Applicable
Risg: Risk:	Not Applicable
Cyfreithiol: Legal:	Not Applicable
Enw Da: Reputational:	Not Applicable
Gyfrinachedd: Privacy:	Not Applicable
Cydraddoldeb: Equality:	Not Applicable



HYWEL DDA UNIVERSITY HEALTH BOARD

COUNTER FRAUD UPDATE 2020/21

For Presentation 15th December 2020

The NHS Protect Standards are set in four generic areas:

- Strategic Governance
- Inform and Involve
- Prevent and Deter
- Hold to Account

AREA OF ACTIVITY	Resource Allocated (days) 2020/21	Resource Used (as at 30/11/2020) (days) 2020/21
STRATEGIC GOVERNANCE	45	30
INFORM AND INVOLVE	90	48.5
PREVENT AND DETER	85	57.5
HOLD TO ACCOUNT	200	69
TOTAL	420	205

Work Area	Summary of work areas completed
Inform and Involve	• All new recruits who have completed the Health Board's induction programme within Quarter 3 have received counter fraud training via the induction programme. • Counter Fraud content on the Health Board's Medicines Safety learning days has again been delivered to nurses by way of virtual sessions. Further sessions are to be arranged throughout the year. • Fraud Awareness Presentation Sessions were delivered to Occupational Therapists, Nurses and Administration staff at Enlli Ward, Bronglais General Hospital. This will be followed up by a directorate wide campaign reference patient property and petty cash. • This year's International Fraud Awareness Week (IFAW) took place between 15th and 20th November 2020. In order to raise awareness as safely as possible the Counter Fraud (CF) team took the campaign online, utilising social media to engage with both employees and the public, creating a dedicated intranet page, which included Fraud awareness material, frequently asked Q and A's and awareness Animations courtesy of the NHS Counter Fraud Authority. Mass publications were sent out to all staff, which included an IFAW newsletter (a copy is appended to this report for Committee Members' perusal - Appendix 1a and Appendix 1b). • Discussions have taken place between CF and the Director of Estates reference Fraud / Procurement Awareness Sessions and these are to be arranged and implemented in Quarter 4. • Since the last CF report was presented, a total of 10 Global awareness messages were issued around the following topics: - Scam advice - Telephone Scam Alert concerning Primary Care - COVID-19 related scam alerts - Raising awareness of International Fraud Awareness Week, including materials and literature published during the week

Prevent and Deter	• 3 NHS Alerts have been disseminated to relevant stakeholders within the Health Board and Departments during Quarter 3. These included alerts relating to commercial burglaries, where GP surgeries and Pharmacies were being targeted, Patient Fraud and Prescription Fraud. • Following a Task and Finish Group meeting concerning the Recovery of Overpayments and Management of Underpayments Policy, a final draft has been prepared and agreed by Finance. The paper has now been circulated to Workforce and OD for review. • Work on the NHS Counter Fraud Authority Fraud Prevention Guidance Impact Assessment Questionnaire has been undertaken and submitted to the Counter Fraud Authority. The purpose of the assessment was to review the quality and usefulness of the Fraud Prevention Notices supplied by the Counter Fraud Authority, and where Fraud investigations were undertaken in those areas, the value of the Fraud was to be reported. • Two Fraud Risk Assessments have been generated by the CF department and will be discussed with the relevant Service Lead for monitoring and review. • Further preventative work has been agreed with Mental Health and Learning Disabilities by way of a pro-active exercise into petty cash management, in accordance with their Standard Operating Procedure. • A paper reference collaborative working has been prepared for Committee Members' consideration, under agenda item 8.2.
Hold to Account	• A separate report has been completed for Hold to Account case updates, for discussion during the In-Committee session.
Strategic Governance	• Quarter 2 statistics have been submitted to Counter Fraud Service Wales and in compliance with WG directions and Quarter 3 statistics will be circulated in the New Year.
Other matters	• Following his appointment, Terry Slater (LCFS) has commenced his Accreditation Course, which should result in him obtaining accreditation by April 2021. • The CF department has received training in NHS Counter Fraud Authorities new Case Management programme, Clue 3. It is hoped that this will be rolled out to local Health Boards at the end of Quarter 4.

Report Provided by:

Ben Rees
Head of Local Counter Fraud Services

For presentation; 15th December 2020

Report agreed by:

Huw Thomas, Director of Finance



NOVEMBER 2020

THE FRAUD REPORTER

FRAUD AWARENESS WEEK 15- 21 NOVEMBER 2020

Welcome to the Fraud Awareness Week Edition of The Fraud Reporter

Welcome to the fraud awareness week edition of the Fraud Reporter, the newsletter to keep you up-to-date with fraud issues affecting the Health Board and wider NHS.

The NHS Counter Fraud Authority (NHSCFA), the national level body leading the counter fraud effort for the NHS in England and Wales, is once again supporting the growing global event of International Fraud Awareness Week.

We are marking International Fraud Awareness Week 2020 (15-21 November 2020) in the Health Board by joining a national

campaign to raise awareness of NHS fraud. We are calling on all to support IFAW and commit to reducing fraud in the NHS. Fraud has grown considerably this year with fraudsters jumping on opportunities that Covid-19 has presented them.

Anyone with a genuine interest in countering fraud can join in. You might be an NHS employee, contractor, agency staffer or volunteer in any NHS or related organisation in England and Wales – or a related organisation of any kind, from a union to a professional network to a small informal



social group.

As always get in touch if you have any fraud concerns. Our contact details

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Introduction to the Counter Fraud Staff

Ben Rees—Prior to joining Hywel Dda University Health Board in 2017 Ben was a South Wales Police Officer, joining the force in 2004.

Ben has worked in several departments throughout the force, including Front Line Teams, Community Teams, Pro Active teams, Prisoner processing teams and the CID. Ben has conducted investigations within the forces Volume Crime Team, the Hub - prisoner processing and CID.

Ben was also a Medic within the forces Police Support Unit (aka Riot Police), where he policed numerous large scale public events, including spending three weeks in London during what is commonly referred to as the 'London Riots'.

Since joining Hywel Dda Ben has obtained Counter Fraud Accreditation and is now the Lead Local Counter Fraud Specialist (LCFS).

Ben says;

"I love to help people in whatever way I can and am very much a people person, so please don't

ever be shy to come and chat with me or ask me for help.

The Counter Fraud Department may be a small in numbers, however we recognise that we are part of a larger team, as such we recognise the importance of collaborative working, as such we welcome contact from any department who would like us to work with them in meeting our goal of reducing fraud to an absolute minimum."

Terry Slater—Prior to joining Hywel Dda University Health Board Terry worked as a Police Officer working for both Essex and Dyfed Powys Police, retiring as a Police Sergeant after 30 years service.

Terry has recently joined the Counter Fraud team as an LCFS, however prior to this he was employed within the Health Boards Assurance, Safety and Improvement Team.

Terry states;

Hello, I am Terry Slater and I have just been appointed to the Counter Fraud Team as a new Local Counter Fraud Specialist. Some of you will

already know me as I have transferred from the Assurance, Safety and Improvement Team at Glangwili General Hospital. In the ASI Team I investigated serious incidents involving patients in order to identify the factors that caused or brought about the serious incident and highlight good practices and procedures and also any activities that needed reviewing. Before working for Hywel Dda University Health Board my main employment was in the police service, I served eighteen years in Essex Police before I transferred to Dyfed Powys serving in Newtown, Machynlleth, Aberystwyth and then Carmarthen and Police Headquarters where I completed my thirty years' service. My duties in the police were mostly operational and in uniform but included a short attachment to Special Branch and other specialist duties on Roads Policing, Riot Policing, Hostage and Suicide Intervention and Custody Training and Quality Assurance.

I am very much looking forward to working with you all and hopefully preventing fraud from taking the valuable funds and resources from our health board and the NHS.

As always get in touch if you have any fraud concerns. Our contact details on the back page.

Fraud Awareness Training

Remote Training Available

One of the key aims of an LCFS is to develop an anti-fraud culture within the Health Board and ensure that staff can spot fraud when it occurs so something can be done about it.

Training can be tailored to the fraud risks for your specific work area and can be delivered at a time and place that suits you and your team.

Contact the LCFS to arrange your fraud training:

Tel: 01267266268 / 01267266280

Email:

HDUHB.CounterFraudTeam.HDD@wales.nhs.uk





THE FRAUD REPORTER

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Coronavirus-related frauds increase by 400%

Law enforcement, government and private sectors partners are working together to encourage members of the public to be more vigilant against fraud, particularly about sharing their financial and personal information, as criminals seek to capitalise on the Covid-19 pandemic.

Criminals are experts at impersonating people, organisations (e.g. your bank or HMRC) and the police.

Social Engineering

Social Engineering is defined as "The clever manipulation of the natural human tendency to trust." It's easier to trick you into opening an infected email than it is to hack into your account. Due to this, social engineering has become much more prominent, and cyber criminals are trying more diverse ways to get people to undertake tasks, provide information or hand over money using these techniques.

Types of social engineering;

Phishing – fraudulent emails sent by cyber criminals pretending to be someone else, for example a bank, NHS or government department. The aim of the email is to install malicious software on your device or obtain Personal Identifiable Information including login credentials.

Spoofing – is the act of disguising a communication from an unknown source as being from a known, trusted source. This can apply to emails, phone calls and websites.

Smishing – fraudulent text messages purporting to be from reputable companies in order to get individuals to reveal personal information, such as passwords or financial details.

Vishing – criminals making phone calls or leaving voice messages pretending to be from reputable organisation in order to induce individuals to reveal personal information such as bank details and credit card numbers.

Take part in International Fraud Awareness Week (IFAW) 15-21 November 2020 with help from NHS CFA and Hywel Dda UHB

Be a fraud fighter and help make sure NHS money goes to patient care

It has been a momentous year for the NHS and health sector since International Fraud Awareness Week (IFAW) 2019 and the anti-fraud week is more important than ever in 2020. What will YOU be doing to 'think globally, act locally' to fight fraud?

The NHS Counter Fraud Authority (NHSCFA), the national level body leading the counter fraud effort for the NHS in England and Wales, is once again supporting this growing global event. NHSCFA is distributing a suite of materials to all allies in the fight against fraud throughout England and Wales, not least at the local NHS level.

Over 110 NHS organisations supported IFAW publicly last year, many of them using dedicated campaign resources developed by the NHSCFA. We hope to beat that this year.

Fraud is the crime you are most likely to experience during your lifetime, yet there is a good chance you will never actually see a fraud happening. Fraud is a hidden crime, as fraudsters use deception and target weaknesses in people and systems to make a financial gain. Fraudsters are also increasingly sophisticated in their use of technology, as you may have noticed if you ever received a very 'believable' email or letter asking you to send money or provide your financial details.

No individual or organisation is immune from the threat of fraud, and the NHS is no exception. The NHS Counter Fraud Authority (NHSCFA) estimates that the NHS is vulnerable to over £1.2 billion of fraud each year – that is equivalent to the cost of 40,000 nurses.

NHS FRAUD DOs AND DON'Ts

What to do and what not to do if you suspect that a fraud may be occurring in the NHS

DO...	DON'T...
Make an immediate note of your concerns (dates, times, facts, people involved)	Do nothing, be afraid, or worry about being mistaken. If you have a concern, no matter how small, we want to hear from you.
Keep any records secure. Confidentiality is very important, particularly at the outset of any investigation.	Try and investigate the matter yourself. There are strict laws surrounding criminal investigations which the LCFS are trained to work within
Report any suspicions you have to the LCFS HDUHB.CounterFraudTeam.HDD@wales.nhs.uk	Confront the subject of your concern. This may give them the opportunity to conceal or destroy vital evidence.
Report your concerns promptly, as any delay may result in further loss.	Inform anyone else of your suspicions, even your manager. Remember the person you suspect may not be the only person involved.

Calling all Fraud Fighters

Join us as we promote awareness of #NHSFraud together with @NHSCFA in this year's International Fraud Awareness Week!

Be a Fraud Fighter

Everyone has a part to play in fighting NHS fraud

Fraud costs the NHS over £1.2 billion a year. That is enough money to pay over 40,000 nurses. Staff in Hywel Dda can join in the fight against NHS Fraud by being vigilant, knowing how to report your suspicions or concerns and stop fraud from happening. It's not just the right thing to do – it is also vital to protect NHS resources.

Remember when the NHS loses money to fraud, we ALL bear the cost.

If you have any concerns regarding any NHS Fraud you can report it to

HDUHB.CounterFraudTeam.HDD@wales.nhs.uk

REPORTING YOUR CONCERNS

People often have concerns about reporting any suspicions they may have about fraud, bribery or corruption issues. The following are some questions and answers which will hopefully help to alleviate some of those concerns.

"I don't know who to report my concerns to."

In the first instance you should contact the Local Counter Fraud Specialists (LCFS) HDUHB.CounterFraudTeam.HDD@wales.nhs.uk Alternatively you can telephone the LCFS on 01267266268 or call the NHS Fraud and Corruption Reporting Line on **0800 028 40 60**. All calls are confidential and concerns can be reported anonymously. You can also report fraud online at <https://reportfraud.cfa.nhs.uk/>. All of the relevant contact details can be found on the back page of this Newsletter.

"I am uncertain if fraud is being committed."

Don't worry; that is what the role of the LCFS is all about. It is the LCFS' responsibility to investigate and establish if there is enough evidence to indicate that a fraud has taken place, not yours. You should contact the LCFS if you have **any** concerns, or even if you just need some advice.

"I wouldn't want to get anyone into trouble."

The person who reports the actions of a fraudster does not get them into trouble - the fraudster gets himself or herself into trouble by committing fraud in the first place. Remember that this is **your** NHS, we all pay for it and need to protect its valuable resources. Don't rely on somebody else to report **your** concerns.

"Nothing will be done so why bother?"

Every single referral of a fraud, bribery or corruption concern is reviewed, and appropriate action is always taken. Not every report received will result in a full investigation by the LCFS, as some issues turn out not to be criminal in nature and are better dealt with in other ways, such as changes to policies and procedures or via disciplinary measures. However where concerns do progress to full investigations, these cases can be extremely complex and time-consuming. This can sometimes give the impression that reports are not taken seriously, but it must be remembered that all information relating to fraud investigations and subsequent action is strictly confidential. It is often only if and when cases reach a criminal court that specific detail can be made known to staff and the public.

"It's only a minor issue, so I won't bother."

This Health Board is committed to the elimination of any fraud, bribery or corruption within or effecting the organisation, and to the rigorous investigation of any such reported cases no matter how small.

"I'm concerned about repercussions and reprisals."

Don't be concerned. All reports of suspected fraud are treated in the strictest confidence. Provided that your concerns are genuine there would be no repercussions for you in reporting them, no matter what the outcome may be. If you wish you can make the report anonymously, but the LCFS would much prefer it if you told us who you are in case we need to speak to you to get more information.

"Suppose it was my manager whom I suspected?"

It doesn't matter. You should always report your suspicions directly to the LCFS, or via the national reporting line or online tool. You don't need to tell your manager that you are reporting a concern, whether or not you think they may be involved.



Be a fraud fighter

Everyone has a part to play in fighting NHS fraud. Join us and read our latest advice at cfa.nhs.uk





THE FRAUD REPORTER

Further Information

With fraud and cyber crime on the rise across the UK its a good idea that we all know how to deal with scams if we find ourselves unlucky enough to be in that situation. Action Fraud lead the fight against fraud and cyber scams in the UK and they have issued some simple rules to follow to stay safe.

Following this link for Action Fraud <https://www.actionfraud.police.uk/>

Further advice is available from the Take Five—To Stop Fraud campaign which is a Government backed initiative to reduce fraud <https://takefive-stopfraud.org.uk/about/take-five/>

YOU CAN SEARCH COUNTER FRAUD ON THE HYWEL DDA INTRANET FOR FURTHER INFORMATION

The Health Board's Counter Fraud Team are responsible for raising awareness of fraud, preventing fraud through 'fraud proofing' exercises and investigating fraud where uncovered.

The Counter Fraud Team are always happy to offer advice about NHS fraud, bribery and corruption.

The LCFS is available to support, guide and assist on all fraud, bribery and corruption matters. If you need any advice on fraud or if you want to request counter fraud training for your team please contact your LCFS.

The Counter Fraud Team

Benjamin Rees—Head of Local Counter Fraud Services

☎ 01267 266268

✉ Benjamin.Rees2@wales.nhs.uk

Terry Slater —Local Counter Fraud Specialist

☎ 01267 266280

✉ Terry.Slater@wales.nhs.uk

✉ HDUHB.CounterFraudTeam.HDD@wales.nhs.uk

You can also make a report anonymously you can call the Fraud & Corruption Reporting Line on

0800 028 40 60

or search 'NHS Fraud' online for more information.

STOP NHS FRAUD

www.reportnhsfraud.nhs.uk

0800 028 4060

POWERED BY CRIMESTOPPERS

Y GOHEBYDD TWYLL

WYTHNOS YMWBYYDDIAETH O DWYLL 15– 21 TACHWEDD 2020

Croeso i'r rhifyn o'r newyddlen Y Gohebydd Twyll ar gyfer yr Wythnos Ymwybyddiaeth o Dwyll

Croeso i'r rhifyn o'r newyddlen Y Gohebydd Twyll ar gyfer yr Wythnos Ymwybyddiaeth o Dwyll, sef y newyddlen sy'n rhoi'r wybodaeth ddiweddaraf i chi am faterion sy'n effeithio ar y Bwrdd Iechyd a'r GIG yn ehangach

Mae NHS Counter Fraud Authority (NHSCFA), y cof cenedlaethol sy'n arwain yr ymdrech i atal twyll yn y GIG yng Nghymru a Lloegr, yn cefnogi'r Wythnos Ryngwladol Ymwybyddi-

aeth o Dwyll, sef digwyddiad byd-eang sy'n parhau i dyfu.

Yn y Bwrdd Iechyd, rhydym yn nodi Wythnos Ryngwladol Ymwybyddiaeth o Dwyll 2020 (15–21 Tachwedd 2020) drwy ymuno ag ymgyrch genedlaethol i godi ymwybyddiaeth o dwyll yn y GIG. Rydym yn galw ar bawb i gefnogi'r wythnos ac ymrwymo i leihau twyll yn y GIG. Mae twyll wedi tyfu'n sylweddol eleni gyda thwyllwyr yn achub ar y cyfleoedd a

ddaeth yn sgil Covid-19.

Gall unrhyw un sydd â gwir ddi-ddordeb mewn mynd i'r afael â thwyll ymuno â hyn. Gallech fod yn weithiwr, yn gontractwr, yn staff asiantaeth neu'n wirfoddolwr yn unrhyw un o sefydliadau'r GIG neu

sefydliad sy'n gysylltiedig â'r GIG yng Nghymru a Lloegr—neu sefydliad cysylltiedig o unrhyw fath, boed yn undeb llafur neu'n rhwydwaith proffesiynol neu'n grŵp cymdeithasol anffurfiol bach.



Yn y rhifyn hwn:

Cyngor ar Sgamiau	2
Twyll yn y GIG: Gair i Gall	2
Ymladdwyr Twyll	3
Rhoi Gwybod am Bryderon	3
Manylion Cyswllt yr Arbenigwr Atal Twyll Lleol (AATLI)	4

Cyflwyniad i'r Staff Atal Twyll

Ben Rees – cyn ymuno â Bwrdd Iechyd Prifysgol Hywel Dda yn 2017, roedd Ben yn Swyddog Heddlu gyda Heddlu De Cymru oddi ar 2004.

Mae Ben wedi gweithio mewn sawl adran ledled yr heddlu, gan gynnwys Timau Rheng Flaen, Timau Cymunedol, Timau Rhagweithiol, Timau Prosesu Carcharorion a'r CID. Mae Ben wedi cynnal ymchwiliadau yn Nhîm Troseddau Cyfaint yr heddlu, yr Hwb – prosesu carcharorion, a'r CID. Roedd Ben hefyd yn Feddyg yn Uned Cymorth yr Heddlu (a elwir hefyd yn Heddlu Terfysgoedd), lle bu'n plismona mewn nifer o ddigwyddiadau cyhoeddus mawr, gan gynnwys treulio tair wythnos yn Llundain yn ystod yr hyn y cyfeirir ato'n gyffredin yn 'Derfysgoedd Llundain'.

Ers ymuno â Hywel Dda, mae Ben wedi sicrhau Achrediad Atal Twyll, ac erbyn hyn ef yw'r Prif Arbenigwr Atal Twyll Lleol.

Dywedodd Ben: "Rwyf wrth fy modd yn helpu pobl ym mha ffordd bynnag y gallaf, ac rwy'n berson pobl go iawn. Felly peidiwch byth â bod yn rhy swil i ddod i sgwrsio â mi, nac i ofyn i mi am help."

Efallai bod yr Adran Atal Twyll yn fach o ran ei niferoedd, ond rydym yn sylweddoli ein bod yn rhan o dîm mwy, ac, o'r herwydd, yn cydnabod pwysigrwydd gweithio ar y cyd. Rydym yn croesawu cyswllt gan unrhyw adran a hoffai i ni weithio gyda nhw i gyrraedd ein nod o leihau'r achosion o dwyll i'r lleiafswm posibl!"

Terry Slater – cyn ymuno â Bwrdd Iechyd Prifysgol Hywel Dda, bu Terry yn gweithio yn rôl Swyddog Heddlu i Heddlu Essex a Heddlu Dyfed Powys, ac ymdddeolodd o fod yn Rhingyll ar ôl 30 mlynedd o wasanaeth.

Yn ddiweddar, mae Terry wedi ymuno â'r tîm Atal Twyll yn rôl Arbenigwr Atal Twyll Lleol. Fodd bynnag, cyn hyn roedd yn gyflogedig yn Nhîm Sicrwydd, Risg a Diogelwch y Bwrdd Iechyd.

Terry Slater, a dywedodd y canlynol: 'Helô, fy enw i yw Terry Slater, ac rwyf newydd gael fy mhenodi i'r Tîm Atal Twyll yn rôl Arbenigwr Atal Twyll Lleol newydd. Bydd rhai ohonoch eisoes yn fy adnabod gan fy mod wedi trosglwyddo o'r Tîm Sicrwydd, Diogelwch a Gwellia yn Ysbyty Cyffredinol Glangwili. Yn y Tîm hwn, ymchwiliais i ddigwyddiadau

difrifol yn ymwneud â chleifion er mwyn nodi'r ffactorau a achosodd y digwyddiad difrifol, neu a barodd iddo ddigwydd, a thynnu sylw at arferion a gweithdrefnau da, a hefyd unrhyw weithgar- eddau yr oedd angen eu hadolygu. Cyn gweithio i Fwrdd Iechyd Prifysgol Hywel Dda roedd fy mhrif gyflogaeth yng ngwasanaethau yr heddlu. Gwasanaethais am ddeunaw mlynedd yn Heddlu Essex, cyn trosglwyddo i Dyfed Powys, gan wasanaethu yn y Drenewydd, Machynlleth ac Aberystwyth, ac yna yng Nghaerfyrddin a Phencadlys yr Heddlu, lle cwblheais fy neng mlynedd ar hugain o wasanaeth. Roedd fy nyletswyddau yn yr heddlu yn rhai gweithredol ac mewn iwnfform yn bennaf, ond roeddent yn cynnwys seconddiadau byr i'r Gangen Arbennig a dyletswyddau arbenigol eraill yn ymwneud â Phlisma Ffyrdd, Plisma Terfysgoedd, Ymyrraeth Gwystlon a Hunanladdiad, Hyfforddiant Dalfa a Sicrwydd Ansawdd.

Rwy'n edrych ymlaen yn fawr at weithio gyda chi i gyd, a hynny yn y gobaith o atal twyll rhag cymryd yr arian a'r adnoddau gwerthfawr oddi ar ein bwrdd iechyd a'r GIG.

Fel bob amser, cysylltwch â ni os oes gennych unrhyw bryderon am dwyll. Mae ein manylion cyswllt ar y dudalen gefn.

Hyfforddiant Ymwybyddiaeth o Dwyll

Un o nodau allweddol Arbenigwr Atal Twyll Lleol (AATLI) yw datblygu diwylliant gwrth-dwyll o fewn y Bwrdd Iechyd, a sicrhau bod staff yn gallu adnabod twyll pan fo'n digwydd, er mwyn i rhywbeth gael ei wneud amdano.

Gall yr hyfforddiant gael ei deilwra ar gyfer y risgiau o dwyll yn eich maes gwaith penodol chi, a gellir ei gynnal ar adeg ac mewn man sy'n gyfleus i chi a'ch tîm.

Cysylltwch â'r AATLI ar 01267 266268 neu anfonwch neges e-bost at

Benjamin.rees2@wales.nhs.uk neu

Terry.Slater@wales.nhs.uk

I drefnu eich hyfforddiant twyll.





Y GOHEBYDD TWYLL

Tudalen 2

Cynnydd o 400% um yr achosion o dwyll sy'n gysylltiedig â'r Coronafeirws

Mae partneriaid gorfodi'r gyfraith, y llywodraeth a'r sector preifat yn gweithio gyda'i gilydd i annog aelodau o'r cyhoedd i fod yn fwy gwyliadwrs yn erbyn twyll, yn enwedig o ran rhannu eu gwybodaeth ariannol a phersonol, wrth i droseddwr geisio manteisio ar y pandemig Covid-19.

Mae troseddwr yn arbenigwr ar ddynwared pobl, sefydliadau (e.e. eich banc neu Gyllid a Thollau Ei Mawrhydi) a'r heddlu.

Peirianeg Gymdeithasol

Diffinnir Peirianeg Gymdeithasol fel "Camddefnyddio yn glyfar y duedd ddynol naturiol i ymddiried." Mae'n haws eich twyllu i agor e-bost sydd wedi'i heintio nag yw hi i hacio eich cyfrif. Oherwydd hyn, mae peirianeg gymdeithasol wedi dod yn llawer mwy amlwg, ac mae seiberddroseddwr yn ceisio defnyddio ffyrdd mwy amrywiol o gael pobl i wneud tasgau, darparu gwybodaeth neu dros-glwyddo arian drwy'r technegau hyn.

Mathau o beirianeg gymdeithasol;

Gwe-rwydo - negeseuon e-bost twyllodrus a anfonir gan seiberddroseddwr sy'n esgus bod yn rhywun arall, er enghraifft banc, y GIG neu un o adrannau'r llywodraeth. Nod yr e-bost yw gosod meddalwedd maleisus ar eich dyfais neu gael Gwybodaeth Adnabyddadwy Bersonol, yn cynnwys manylion mewngofnodi.

Ffugio - y weithred o ffugio cyfathrebu o ffynhonnell anhysbys fel petai'n dod o ffynhonnell hysbys, ddibynadwy. Gall hyn fod yn berthnasol i negeseuon e-bost, galwadau ffôn a gwefannau.

Twyll neges destun - negeseuon testun twyllodrus yr honnir eu bod wedi'u hanfon gan gwmnïau ag enw da er mwyn cael unigolion i ddatgelu gwybodaeth bersonol, fel cyfrinfeiriau neu fanylion ariannol.

Llais rwydo - troseddwr sy'n gwneud galwadau ffôn neu'n gad-ael negeseuon ar beiriant ateb gan esgus eu bod o sefydliad ag enw da, er mwyn cymell unigolion i ddatgelu gwybodaeth bersonol fel manylion banc a rhifau cardiau credyd.

Cymerwch ran yn yr Wythnos Ryngwladol Ymwybyddiaeth o Dwyll (IFAW), 15-21 Tachwedd 2020, gyda chymorth Awdurdod Atal Twyll y GIG a Bwrdd Iechyd Prifysgol Hywel Dda.

Byddwch yn ymladdwr twyll a helpwch i wneud yn siŵr bod arian y GIG yn mynd tuag at ofalu am gleifon.

Bu'n flwyddyn bwysig i'r GIG a'r sector iechyd ers Wythnos Ryngwladol Ymwybyddiaeth o Dwyll (IFAW) 2019. Yn 2020, mae'r wythnos atal twyll yn bwysicach nag erioed. Beth fyddwch CHI yn ei wneud er mwyn 'meddwl yn fyd-eang a gweithredu'n lleol' i ymladd twyll?

Unwaith eto, mae Awdurdod Atal Twyll y GIG (NHSCFA), y corff cenedlaethol sy'n arwain yr ymdrech i atal twyll y GIG yng Nghymru a Lloegr, yn cefnogi'r digwyddiad byd-eang hwn. Mae NHSCFA yn dosbarthu cyfres o ddeunyddiau i'r holl bartneriaid sy'n rhan o'r frwydr yn erbyn twyll ledled Cymru a Lloegr, yn enwedig ar lefel leol y GIG.

Cefnogwyd IFAW yn gyhoeddus gan dros 110 o sefydliadau'r GIG y llynedd. Roedd llawer ohonynt yn defnyddio adnoddau ymgyrchu pwrpasol a ddatblygwyd gan yr NHSCFA. Gobeithiwn guro hynny eleni.

Twyll yw'r drosedd y byddwch chi'n fwyaf tebygol o'i phrofi yn ystod eich oes, ac eto mae siawns dda na fyddwch byth yn gweld twyll yn digwydd mewn gwirionedd. Mae twyll yn drosedd gudd, gan fod twyllwyr yn defnyddio twyll ac yn targedu gwendidau mewn pobl a systemau i gael manteisio ariannol. Mae twyllwyr hefyd yn fwyfwy soffistigedig yn eu defnydd o dechnoleg; gallech fod wedi sylwi ar hyn os derbynioch chi e-bost neu lythyr 'credadwy' iawn yn gofyn i chi anfon arian neu ddarparu eich manylion ariannol.

Nid oes yr un unigolyn na sefydliad yn ddiogel rhag bygythiad o dwyll, ac nid yw'r GIG yn eithriad. Mae Awdurdod Atal Twyll y GIG (NHSCFA) yn amcangyfrif bod y GIG yn agored i dros £1.2 biliwn o dwyll bob blwyddyn - sy'n cyfateb i gost 40,000 o nyrsys.

TWYLL YN Y GIG: GAIR I GALL

Beth i'w wneud a beth i beidio â'i wneud os ydych chi'n amau y gallai twyll fod yn digwydd yn y GIG.

DYLECH CHI...	PEIDIWCH Â...
Wneud nodyn o'ch pryderon ar unwaith (dyddiadau, amseroedd, ffeithiau, pobl sy'n gysylltiedig â hyn)	Gwneud dim byd neu boeni am fod yn anghywir. Ni waeth pa mor fach yw'ch pryder, rydym am glywed genynych
Cadwch unrhyw gofnodion yn ddiogel. Mae cyfrinachedd yn hollbwysig, yn arbennig ar ddechrau unrhyw ymchwiliad.	Ceisio ymchwilio i'r mater eich hun. Mae cyfreithiau llym yn ymwneud ag ymchwiliadau troseddol. Mae'r Arbenigwyr Atal Twyll Lleol wedi'u hyfforddi i weithio o fewn y rhain.
Rhowch wybod i'r Arbenigwyr Atal Twyll Lleol am unrhyw amheuan sydd gennych chi HDUHB.CounterFraudTeam.HDD@wal	Wynebu'r sawl sydd wedi achosi eich pryder. Gall hyn roi cyfle iddynt guddio neu ddinistrio tystiolaeth hanfodol.
Rhowch wybod am eich pryderon ar unwaith, oherwydd gall unrhyw oedi olygu mwy o golled.	Rhoi gwybod i unrhyw un arall am eich amheuan, hyd yn oed eich rheolwr. Cofiwch ei bod yn bosib nad y person rydych chi'n ei amau yw'r unig berson y tu ôl i hyn.

Yn Galw Pob Ymladdwr Twyll

Ymunwch â ni wrth i ni hyrwyddo ymwybyddiaeth o dwyll yn y GIG (#NHSFraud) gyda @NHSCFA yn ystod yr Wythnos Ryngwladol Ymwybyddiaeth o Dwyll eleni!

Byddwch yn Ymladdwr Twyll

Mae gan bawb ran i'w chwarae wrth ymladd twyll yn y GIG

Mae twyll yn costio dros £1.2 biliwn y flwyddyn i'r GIG. Mae hynny'n ddigon o arian i dalu dros 40,000 o nyrsys. Gall staff ym Hywel Dda ymuno yn y frwydr yn erbyn twyll y GIG drwy fod yn wiliadwrs, gwybod sut i adrodd am eich amheuan neu bryderon ac atal twyll rhag digwydd. Mae hyn yn fwy na'r peth iawn i'w wneud – mae hefyd yn hanfodol diogelu adnoddau'r GIG.

Cofiwch ein bod ni i GYD yn talu'r gost pan fydd y GIG yn colli arian i dwyll. Os oes gennych unrhyw bryderon ynghylch unrhyw dwyll yn y GIG, gallwch roi gwybod i HDUHB.CounterFraudTeam.HDD@wales.nhs.uk

RHOI GWYBOD AM EICH PRYDERON

Yn aml, bydd gan bobl bryderon am adrodd am unrhyw amheuan a allai fod ganddynt am dwyll, llwgrwobrwyo neu lygredd. Dyma rai cwestiynau ac atebion a fydd, gobeithio, yn helpu i leddfu rhai o'r pryderon hynny.

“Dw i ddim yn gwybod i bwy y dylwn i roi gwybod am fy mhryderon.”

Yn y lle cyntaf, dylech gysylltu â'r Arbenigwyr Atal Twyll Lleol (AATLl) ar HDUHB.CounterFraudTeam.HDD@wales.nhs.uk. Fel arall, gallwch ffonio yr adran ar 01267266268 neu yr Llinell Adrodd am Dwyll a Llygredd y GIG ar 0800 028 40 60. Mae pob galwad yn gyfrinachol a gellir rhoi gwybod am bryderon yn ddienw. Gallwch hefyd roi gwybod am dwyll ar-lein ar <https://reportfraud.cfa.nhs.uk/>. Mae'r holl fanylion cyswllt perthnasol i'w gweld ar dudalen gefn y Newyddlen hon.

“Rwy'n ansicr a oes twyll yn digwydd.”

Peidiwch â phoeni; dyna yw rôl yr AATLl. Cyfrifoldeb yr AATLl, nid eich cyfrifoldeb chi, yw ymchwilio a sefydlu a oes digon o dystiolaeth i ddangos bod twyll wedi digwydd. Dylech gysylltu â'r AATLl os oes gennych **unrhyw** bryderon, neu hyd yn oed os mai dim ond cyngor sydd ei angen arnoch.

“Fyddwn i ddim eisiau cael unrhyw un i drwbl.”

Nid y sawl sy'n rhoi gwybod am weithredoedd y twyllwr sy'n eu cael nhw i drwbl - drwy gyflawni twyll yn y lle cyntaf y mae'r twyllwr yn mynd i drwbl. Cofiwch mai eich GIG **chi** yw hwn. Rydyn ni i gyd yn talu amdano ac mae angen i ni ddiogelu ei adnoddau gwerthfawr. Peidiwch â dibynnu ar rywun arall i roi gwybod am eich pryderon **chi**.

“Fydd dim yn cael ei wneud felly pam trafferthu?”

Adolygir pob atgyfeiriad unigol o bryder sy'n ymwneud â thwyll, llwgrwobrwyo neu lygredd, a chymerir camau priodol bob amser. Ni fydd pob achos sy'n cael eu hadrodd yn arwain at ymchwiliad llawn gan yr AATLl, gan nad yw rhai materion yn droseddol eu natur ac mae'n well ymdrin â nhw mewn ffyrdd eraill, fel gwneud newidiadau i bolisiau a gweithdrefnau neu drwy fesurau disgyblu. Fodd bynnag, lle mae pryderon yn symud ymlaen i ymchwiliadau llawn, gall yr achosion hyn fod yn gymhleth iawn a chymryd llawer o amser. Gall hyn weithiau roi'r argraff nad yw adroddiadau'n cael eu cymryd o ddifrif, ond rhaid cofio bod yr holl wybodaeth sy'n ymwneud ag ymchwiliadau i dwyll a'r camau dilynol yn gwbl

gyfrinachol. Dim ond os bydd, a phan fydd, achosion yn cyrraedd llys troseddol y gellir gwneud manylion penodol yn hysbys i staff a'r cyhoedd.

“Dim ond mater bach ydy e, felly dw i ddim am drafferthu.”

Mae'r Bwrdd Iechyd hwn wedi ymrwmo i ddileu unrhyw dwyll, llwgrwobrwyo neu lygredd sy'n digwydd o fewn y sefydliad neu sy'n effeithio ar y sefydliad, ac yn ymrwmo i ymchwilio'n drylwyr i unrhyw achosion sy'n cael eu hadrodd, waeth pa mor fach.

“Rwy'n pryderu am sgil-effeithiau a dial.”

Peidiwch â phoeni. Mae pob cofnod o dwyll tybiedig yn cael ei drin yn gwbl gyfrinachol. Cyn belled â bod eich pryderon yn ddilys, ni fydd unrhyw sgil-effeithiau i chi wrth roi gwybod amdanynt, ni waeth beth fydd y canlyniad. Os ydych yn dymuno, gallwch wneud yr adroddiad yn ddienw, ond byddai'n llawer gwell gan yr AATLl pe baech yn dweud wrthym pwy ydych chi rhag ofn y bydd angen i ni siarad â chi i gael rhagor o wybodaeth.

“Beth os ydw i'n amau fy rheolwr?”

Does dim ots. Dylech bob amser roi gwybod yn uniongyrchol i'r AATLl am eich amheuan, neu drwy'r llinell adrodd genedlaethol neu'r dulliau ar-lein. Nid oes angen i chi ddweud wrth eich rheolwr eich bod yn rhoi gwybod am bryder, p'un ai ydych chi'n credu ei f/bod yn cymryd rhan mewn twyll neu beidio.

NHS

**Be a fraud
fighter**

Everyone has a part to play
in fighting NHS fraud. Join us
and read our latest advice
at cfa.nhs.uk





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Y GOHEBYDD TWYLL

Rhagor o Wybodaeth

Gyda thwyll a seiberdroseddu ar gynydd dros y Deyrnas Unedig, mae'n syniad da ein bod ni i gyd yn gwybod sut i ymdrin â sgamiau os byddwn yn ddigon ni'n ddigon anffodus i'n cael ein hunain yn y sefyllfa honno. Mae Action Fraud yn arwain y frwydr yn erbyn twyll a seibersgamiau ac maen nhw wedi cynoeddi rhai rheolau sydd i'w dilyn er mwyn cadw'n ddiogel.

Dilynwch y ddolen hon ar gyfer 'Action Fraud': <https://www.actionfraud.police.uk/welsh>

Mae gwybodaeth bellach ar gael gan yr ymgyrch 'Take Five', sef menter sy'n cael ei chefnogi gan y Llywodraeth er mwyn lleihau twill: <https://takefive-stopfraud.org.uk/about/take-five/>

AM WYBODAETH BELLACH, GALLWCH CHWILIO AM ATAL TWYLL AR FEWNRWYD HYWEL DDA

Tîm Atal Twyll y Bwrdd Iechyd sy'n gyfrifol am godi ymwybyddiaeth o dwyll, atal twyll trwy ymarferion 'prawfesur twyll', ac ymchwilio i dwyll lle mae'n cael ei ddatgelu.

Mae'r Tîm Atal Twyll bob amser yn hapus i gyn-nig cyngor ynghylch twyll, llwgrwobrwyo a llygredigaeth yn y GIG.

Mae'r AATLl ar gael i gefnogi, arwain a chynorthwyo ar bob mater sy'n ymwneud â thwyll, llwgrwobrwyo a llygredigaeth. Os oes arnoch angen unrhyw gyngor ar dwyll, neu os ydych am wneud cais am hyfforddiant atal twyll ar gyfer eich tîm, cysylltwch â'ch AATLl.

Cwrdd â'r Tîm Atal Twyll

Ben Rees – Pennaeth Gwasanaethau Atal Twyll Lleol

☎ 01267 266268

✉ Benjamin.Rees2@wales.nhs.uk

Terry Slater – Arbenigwr Atal Twyll Lleol

☎ 01267 266280

✉ Terry.Slater@wales.nhs.uk

✉ HDUHB.CounterFraudTam.HDD@wales.nhs.uk

Gallwch hefyd wneud adroddiad yn ddiennw trwy ffonio'r
Llinell Adrodd am Dwyll a Llygredigaeth ar

0800 028 40 60

neu chwilio 'NHS Fraud' ar-lein am ragor o wybo-daeth

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