

9.1

Counter Fraud Update

*Presenter: Ben Rees*

SBAR Counter Fraud Update ARAC October 2020

Counter Fraud Update October 2020

Appendix 1 - Counter Fraud Newsletter Autumn 2020



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

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	20 October 2020
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Counter Fraud Update
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Huw Thomas, Director of Finance
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	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: <a href="#">Hyperlink to HDdUHB Well-being Statement</a>	Not Applicable

<b>Gwybodaeth Ychwanegol: Further Information:</b>	
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

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



## **HYWEL DDA UNIVERSITY HEALTH BOARD**

### **COUNTER FRAUD UPDATE 2020/21**

**For Presentation 20<sup>th</sup> October 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 30/09/2020) (days) 2020/21
STRATEGIC GOVERNANCE	45	25
INFORM AND INVOLVE	90	32
PREVENT AND DETER	85	37.5
HOLD TO ACCOUNT	200	37
TOTAL	420	131.5

Work Area	Summary of work areas completed
Inform and Involve	<ul style="list-style-type: none"> <li>• All new recruits who have completed the Health Board's induction programme within Quarter 2 have received counter fraud training via the induction programme. Discussions have taken place with CFS Wales concerning how best to document this in their statistical report and a resolution is expected by Quarter 4.</li> <li>• Counter Fraud content on the Health Board's Medicines Safety learning days has again been delivered to nurses in accordance with social distancing guidelines at Parc y Scarlets, and a further session is due to be held at Withybush General Hospital at the end of October 2020. Further sessions are to be arranged throughout the year.</li> <li>• Following discussions with the Medicines Management Team, the Counter Fraud department provided a Fraud Awareness presentation to GP and Prescribing leads via three sessions across Carmarthenshire, Ceredigion and Pembrokeshire.</li> <li>• The Autumn Edition of the Counter Fraud Newsletter has been produced and is being translated into Welsh. Both English and Welsh versions will be uploaded to the Counter Fraud intranet site and staff will be advised of its release. The English copy is appended to this report for Committee Members' perusal (Appendix 1).</li> <li>• Discussions around partnership working have taken place between the Counter Fraud department and a NWSSP Senior Procurement Manager, and arrangements agreed to deliver a joint Counter Fraud and Procurement training package aimed at the procurement process. It is the Counter Fraud Team's ambition to commence the training during Quarter 3 and 4 with a view to developing a long term plan.</li> <li>• In Quarter 2 a total of 14 Global awareness messages were issued surrounding the following topics: <ul style="list-style-type: none"> <li>- National Fraud initiative</li> <li>- Scam advice</li> <li>- Health Scams / Lockdown scams associated with COVID-19, including the return of a scam that was circulating in March 2020</li> <li>- COVID-19 tax refund scams</li> <li>- Disseminate Newsletter</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- Further Pension scam alert, where it was alleged that a member of the Clinical Governance Team (in a neighbouring HB) was contacting employees regarding Pension details</li> </ul>
<b>Prevent and Deter</b>	<ul style="list-style-type: none"> <li>• 7 NHS Alerts have been disseminated to relevant stakeholders within the Health Board and Departments within Quarter 2. This includes a new Intelligence Bulletin around Procurement Fraud, 3 alerts relating to prescription fraud and another reference a repeat offender targeting NHS Hospitals.</li> <li>• The LCFS has commenced work relating to agreed actions from April 2020 ARAC meeting concerning Variable Pay and a meeting has already been undertaken with the Audit Team. As agreed, a yearly proactive exercise will be undertaken, which will be incorporated into this year's work plan, and similar exercises can be undertaken as part of future planned activities.</li> <li>• Following a Task and Finish Group meeting concerning the Recovery of Overpayments and Management of Underpayments Policy, a final draft has been prepared and reviewed by Finance. Additional work is required before submitting for further review.</li> <li>• Following on from work commenced by Lead LCFS Matthew Evans, a review of Estates contracts and requisitions has been undertaken by Lead LCFS Ben Rees at the remaining three sites, GGH, BGH and WGH. A report has been completed and will be presented during the In-Committee session.</li> <li>• Future prevent and deter work around procurement and requisitions has been discussed with NWSSP, together with methods for developing future workplans. It is hoped that, by working in partnership and using data analytics, we can obtain data that will allow the Counter Fraud department to undertake a review. Dependent on findings, the department can then develop future work around Fraud Risk management.</li> </ul>
<b>Hold to Account</b>	<ul style="list-style-type: none"> <li>• A separate report has been completed for Hold to Account case updates for discussion during the closed In-Committee session.</li> </ul>
<b>Strategic Governance</b>	<ul style="list-style-type: none"> <li>• CFS Wales have published their 2019/2020 statistics in a report format and a copy has been appended to the In-Committee Counter Fraud Papers report for Committee Members' perusal.</li> <li>• Quarter 2 statistics have been submitted to Counter Fraud Service Wales and in compliance with WG directions.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Following the advertisement of the Band 6 LCFS post, Mr Terry Slater was appointed as the Health Board's new Local Counter Fraud Specialist. Terry has provided the following words, which are included in the Autumn</li> </ul>

<b>matters</b>	<p>Newsletter;</p> <p><i>'Hello, I am Terry Slater and I have just been appointed to the Counter Fraud Team as a new Local Counter Fraud Specialist.</i></p> <p><i>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.</i></p> <p><i>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></p> <p><i>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.'</i></p> <p>It is hoped that Terry will be able to commence his accreditation training in the coming months, however this is subject to providers being able to provide the necessary training.</p>
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**Report Provided by:**  
**Ben Rees**  
**Lead Local Counter Fraud Specialist**

For presentation; 20<sup>th</sup> October 2020

**Report agreed by:**  
**Huw Thomas, Director of Finance**



# THE FRAUD REPORTER

## Welcome to the Autumn Edition of The Fraud Reporter

**Welcome to the Autumn edition of the Fraud Reporter, the Hywel Dda UHB newsletter to keep you up-to-date with fraud issues affecting the Health Board and wider NHS.**

Covid-19 continues to have a massive impact on the NHS and our communities. We have all had to adjust ways of working and respond to the new disease. Fraud and scams exploded in the wake of the emerging pandemic with unscrupulous fraudsters recognising the crisis as an opportunity to target people and organisations to line their own pockets.

We were updated of specific threats to the NHS arising from Covid-19 and have been working in the background to make colleagues aware of this and assess the risk to the Health Board. We've also continued to update everyone on emerging scams doing the rounds via the intranet page.

Since the last issue the Lead LCFS Evans has left the department and Ben Rees, who following a successful

recruitment campaign has been appointed as the new Head of Department. As a result a new LCFS has appointed, Mr. Terry Slater, who has said he following;

'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.



## 'Greedy' nurse is jailed for eight months for making £18,000 working at a care home while on sick leave.

Rebecca Topczyklo-Evans, Mental Health Nurse, went on sick leave in March 2018. She claimed to be too stressed and exhausted to undertake her NHS role.

Between March to November 2018 undertook agency work at a private care home in Abergavenny. The matter was referred for investigation and the subject was subsequently interviewed and charged to court.

At the trial the subject pleaded guilty. During the proceedings the subject pleaded with the judge for a suspended sentence because of personal circumstances.

Topczyklo-Evans was subsequently sentenced to a term of 8 months imprisonment.

### Inside this issue:

<b>Nurse convicted of working whilst sick.</b>	<b>1</b>
<b>Talbot Green pharmacist jailed.</b>	<b>2</b>
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### 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 on  
01267266268 /  
01267266280 or email

Benjamin.Rees2@wales.nhs.uk

Terry.Slater@wales.nhs.uk

To arrange your fraud training.

## Talbot Green pharmacist jailed for £76k prescription scam

A pharmacist who cheated the NHS out of more than £76,000 in a prescription scam has been jailed for 16 months. Michael Lloyd, 52, made fraudulent claims on 1,500 prescriptions from his Talbot Pharmacy at Talbot Green, Rhondda Cynon Taff.

Examples included billing the NHS for £12,000 for the dementia drug Donepezil while dispensing medication worth £233. Lloyd, of Talbot Green, admitted fraud at Cardiff Crown Court.

The court heard Lloyd, who part-owned the pharmacy, changed information on tablet and liquid medication by "crossing out and using Tippex".

Prosecutor Peter Donnison said: "The fraud was that Lloyd had prescribed the cheaper form of medication but then billed the NHS for the more expensive liquid form.

Defence barrister James Hartson said Lloyd qualified as a pharmacist in 1990 and set up the Talbot Pharmacy in 2008 with his brothers.

"There is a degree of shame and embarrassment," he said.

"This was a career pharmacist whose career has come crashing down in an embarrassing and public way."

'Fall from grace'

The court heard Lloyd repaid the money he scammed from Cwm Taf University Health Board within a week of being charged. Judge Neil Bidder said: "This was a carefully calculated fraud and it was motivated by just one thing - greed.

"You will never work as a pharmacist again. Your fall from grace is complete."



## 'Doctor gains employment using a fake degree'

A WOMAN who spent 22 years employed as an NHS psychiatrist has appeared before magistrates accused of conning medical regulators by presenting them with a fake degree.

Zholia Alemi, 57, employed by a number of NHS hospital trusts during her career, spent several months working at a specialist dementia unit in Workington.

She has now been charged with 10 counts of fraud. Formerly of Scaw Road, High Harrington, Workington, Alemi made a brief appearance at a magistrates' court in Manchester.

Her charge sheet includes two allegations that she made a false instrument - namely a fake degree with the intention that the General Medical Council - the UK's medical regulator for doctors - would be accepted as genuine.

Prosecutors say that both offences were committed on September 21, 1995 in the Manchester area.

The remaining eight charges all allege that Alemi committed fraud in that she "dishonestly made a false representation, namely that she said she was a qualified doctor, intending to make a gain by falsely claiming she was entitled to work as a doctor.

Prosecutors say this was an offence under the Fraud Act 2006. Each of those eight charges are said to have been committed in the following places:

- \* Nottingham, on August 11, 2008
- \* Nottingham, on November 14, 2008;
- \* Sheffield, on February 25, 2011;
- \* Nottingham, on February 1 2010;
- \* Nottingham, on December 1, 2010;
- \* Northumberland, on January 1, 2011;
- \* Oxford, on February 7, 2011;
- \* and Nottingham, on March 30, 2009.

Alemi did not enter any pleas. Magistrates sent the case to Manchester Crown Court for a hearing on October 20



## 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.



Counter Fraud Authority

### STOP

Taking a moment to stop and think before parting with your money or information could keep you safe

### CHALLENGE

Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

### PROTECT

If attempt is noticed in work, contact the Counter Fraud Team or outside work contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud..



### How to protect yourself:

- Don't assume a call, text or email is genuine.
- Never provide financial or personal details to a caller.
- Don't click on website links or download attachments in unexpected texts or emails.
- Phone numbers and emails can be changed (spoofed) and are not proof of identity.
- Challenge every request for your information, money or details.
- Double check requests for your details and verify via a trusted source.

### We can't stop crime we don't know is happening

If you suspect a Fraud has occurred in your area of work then please contact Ben Rees or Terry Slater on the details below



010267 266268 / 01267266280

- Benjamin.Rees2@wales.nhs.uk
- Terry.Slater@wales.nhs.uk

Further, up-to-date information around fraud and scam threats emerging as a result of Covid-19 is available on the Health Board's intranet page.

### 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.

You will find more advice via clicking on the following link

<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](http://www.reportnhsfraud.nhs.uk)

**0800 028 4060**

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