

## Bundle Audit & Risk Assurance Committee 25 August 2020

- 3.2 Post Payment Verification (PPV) End of Year Report  
*Presenters: Scott Lavender/Amanda Legge*  
Post Payment Verification End of Year Report ARAC August 2020  
Hywel Dda End of Year Report 2019/20 - anonymised



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

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	25 August 2020
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Post Payment Verification Progress Report for the period 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Huw Thomas, Director of Finance
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Rhian Davies, Assistant Director of Finance

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Gwybodaeth/For Information

**ADRODDIAD SCAA  
SBAR REPORT**

**Sefyllfa / Situation**

Post Payment Verification (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 Shared Services.

The report attached at Appendix 1 summarises PPV activities undertaken during 2019/20.

**Cefndir / Background**

Post Payment Verification (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 Shared Services.

**Asesiad / Assessment**

The report attached at Appendix 1 sets out details of work undertaken during the last financial year.

Currently a number of visits remain incomplete and no all Wales comparative data is available as Welsh Government stood down PPV when lockdown was announced and all open files were put on pause. Verification is scheduled to restart on 1<sup>st</sup> October 2020.

**Argymhelliad / Recommendation**

The Audit & Risk Assurance Committee is requested to note the contents of this report.

<b>Amcanion: (rhaid cwblhau)</b> <b>Objectives: (must be completed)</b>	
Committee ToR Reference Cyfeirnod Cylch Gorchwyl y Pwyllgor	5.14 Receive an assurance on Post Payment Verification Audits through quarterly reporting to the Committee
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	7. Staff and Resources
Amcanion Strategol y BIP: UHB Strategic Objectives:	4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners.
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	8. Transform our communities through collaboration with people, communities and partners

<b>Gwybodaeth Ychwanegol:</b> <b>Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Evidence is collated based on claims submitted by contractors for a specific sample period.
Rhestr Termiau: Glossary of Terms:	Included within the body of the report.
Partion / 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)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	To promote value for money by deterring and preventing fraud and loss
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	Not applicable
<b>Gweithlu:</b> <b>Workforce:</b>	Not applicable
<b>Risg:</b> <b>Risk:</b>	Not applicable
<b>Cyfreithiol:</b> <b>Legal:</b>	Not applicable

<b>Enw Da: Reputational:</b>	Not applicable
<b>Gyfrinachedd: Privacy:</b>	Not applicable
<b>Cydraddoldeb: Equality:</b>	Not applicable

## Key Report Points

We have connected two Health Boards with each other to work on a claiming guide explaining what is expected from each Enhanced Service. In conjunction with this PPV will have input to ensure we put criteria for a Payment claim and then the document will be ratified and shared nationally.

Quarterly meetings are set-up where we have PPV, Counter Fraud, Primary Care and Finance present around the table to discuss a 6 month period of cases. The idea behind this is joined-up working and allows us to agree next steps for practices whether it be a Primary Care letter/visit, PPV one-on-one training or whether Fraud need to send a letter to the practice.

We are working with the Primary Care lead for GMS to schedule training events where we will present a powerpoint to demonstrate what is expected in patient medical records. This in conjunction with the offer we present of one-on-one training will help practices understand requirements fully.

All PPV audit reports are sent to the Director of Primary Care for information purposes and for feedback.

We completed the Ophthalmic training to contractors in an evening session. It was received well and we delivered in collaboration with the UHB Primary Care Team and Optometry Wales. The opportunity to work together yields great results and contractors left feeling it was a useful session.

Practices in the red and amber rating are in discussion with ourselves, Primary Care, Counter Fraud and finance in our quarterly meetings to be scheduled. The idea behind this being that we can decide on appropriate actions from the appropriate division.

We are currently in communication with the UHB surrounding the live launch of a recently successful pilot where we utilise trend analysis data to write out to patients to ensure they are receiving the services that have been claimed in their names.

PPV will begin work on a training package for Pharmacy for both presentation events and one-on-one training following the success in Medical and Ophthalmic nationally.

We have removed Flu from our verification audit on the basis of the CHOOSE pharmacy system being robust and have now agreed to pilot into two new advanced services, Collaborative Working and Quality & Safety.

STATISTICS

**GMS**

	Health Board			All Wales		
	2017/2018	2018/2019	2019/2020	2017/2018	2018/2019	2019/2020
Number of practices visited	27	35	36	192	216	
Amount of claims sampled	31,677	17,184	30,464	106,579	93,772	
Claim errors identified	2,587	1,650	2,923	9,961	7,585	
Average claim error rate	8.17%	9.60%	9.59%	9.35%	8.09%	
Recovery amount	£45,887.70	£60,553.13	£37,397.39	£222,594.59	£223,105.62	

**GOS**

	Health Board			All Wales		
	2017/2018	2018/2019	2019/2020	2017/2018	2018/2019	2019/2020
Number of practices visited	20	19	20	172	141	
Amount of claims sampled	2,386	1,888	1,777	22,083	17,780	
Claim errors identified	154	81	86	1,342	1,080	
Average claim error rate	6.45%	4.29%	4.84%	5.74%	5.73%	
Recovery amount	£6,703.11	£2,821.40	£3,180.78	£54,640.34	£39,025.55	

**GPS**

	Health Board			All Wales		
	2017/2018	2018/2019	2019/2020	2017/2018	2018/2019	2019/2020
Number of practices visited	51	34	30	298	230	
Amount of claims sampled	2,694	3,028	2,136	22,976	18,570	
Claim errors identified	90	278	100	520	845	
Average claim error rate	3.34%	9.18%	4.68%	2.26%	4.55%	
Recovery amount	£2,506.59	£5,534.02	£2,789.46	£14,079.99	£20,003.75	

**Hywel Dda University Health Board**  
**Medical PPV Progress Report: 1st April 2019 to 31st March 2020**

	0-4%	Low risk
	5-9%	Medium risk
	10%+	High risk

UHB Claim error % Ave	9.59%
2019/20 recovery amount	£37,397.39

Practice code	Visit 1				Visit 2				Visit 3					
	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Sample size	Claim errors	Claim error %	Recovery
Practice 1	22/01/2015	Revisit	17.50%	£1,812.65	28/07/2017	Routine	5.07%	£637.19	08/04/2019	Revisit	2600	115	4.42%	£2,680.81
Practice 2	03/07/2013	Routine	1.16%	£125.33	15/06/2016	Routine	6.91%	£516.24	07/05/2019	Revisit	4498	1574	34.99%	£14,142.49
									23/09/2019	Routine	453	26	5.74%	£1,109.24
Practice 3	20/04/2016	Routine	3.43%	£460.08					16/05/2019	Revisit	52	12	23.08%	£811.73
Practice 4	07/02/2012	Revisit	11.46%	£439.50	31/05/2016	Routine	1.98%	£403.85	20/05/2019	Routine	2102	17	0.81%	£862.33
Practice 5	14/10/2016	Revisit	3.33%	£482.81	29/01/2018	Routine	2.43%	£674.17	03/06/2019	Revisit	122	2	1.64%	£207.84
Practice 6	14/11/2016	Revisit	26.98%	£1,483.47	26/10/2017	Routine	3.45%	£208.69	03/06/2019	Revisit	1947	84	4.31%	£1,027.95
Practice 7	03/06/2014	Routine	1.98%	£165.68	23/05/2017	Routine	2.85%	£573.20	11/06/2019	Revisit	Visit file in progress			
Practice 8	09/03/2017	Routine	10.97%	£1,060.86	29/08/2018	Revisit	43.13%	£13,963.29	12/06/2019	Routine	417	65	15.59%	£4,189.75
Practice 9	28/01/2015	Routine	1.28%	£62.51	27/09/2017	Routine	4.12%	£743.93	15/07/2019	Revisit	2331	246	10.55%	£5,204.85
Practice 10	15/03/2016	Revisit	5.65%	£1,225.80	21/03/2017	Routine	2.30%	£213.54	24/07/2019	Routine	557	14	2.51%	£511.81
Practice 11	22/02/2017	Revisit	7.12%	£429.12	15/03/2018	Routine	1.69%	£202.03	01/08/2019	Revisit	299	4	1.34%	£144.68
Practice 12	15/03/2016	Routine	0.82%	£128.98					27/08/2019	Routine	2594	387	1.29%	£198.38
Practice 13	30/04/2012	Routine	0.00%	£0.00	24/05/2018	Routine	2.84%	£295.55	30/08/2019	Revisit	61	2	3.28%	£19.60
Practice 14	26/07/2017	Revisit	2.00%	£1,209.63	06/09/2018	Routine	1.29%	£218.24	11/09/2019	Revisit	44	0	0.00%	£0.00
Practice 15	14/07/2018	Routine	4.30%	£518.16	11/01/2019	Revisit	3.57%	£39.20	18/09/2019	Routine	Visit file in progress			
Practice 16	21/06/2017	Revisit	6.61%	£2,457.06	31/07/2018	Routine	3.74%	£297.94	08/10/2019	Routine	1693	94	5.55%	£930.40
Practice 17	16/02/2016	Revisit	10.66%	£3,281.31	23/02/2017	Routine	5.08%	£685.38	21/11/2019	Revisit	Visit file in progress			
Practice 18									21/11/2019	Routine				
Practice 19	22/01/2016	Routine	1.23%	£450.82	19/06/2018	Routine	3.87%	£829.61	11/11/2019	Revisit	251	44	17.53%	£1,514.80
Practice 20	16/09/2014	Routine	1.45%	£59.12	25/09/2017	Routine	3.58%	£570.23	13/11/2019	Revisit				
Practice 21	29/07/2014	Revisit	3.93%	£1,297.51	16/06/2015	Routine	0.62%	£110.44	25/11/2019	Routine	7439	13	1.66%	£455.53
Practice 22	03/08/2016	Routine	4.77%	£114.96	05/02/2018	Revisit	27.60%	£6,386.70	12/12/2019	Routine	578	41	7.09%	£1,585.96
Practice 23	07/07/2011	Routine	19.53%	£1,605.06	27/04/2015	Routine	7.97%	£733.20	30/01/2020	Revisit	Visit file in progress			
Practice 24									30/01/2020	Routine				
Practice 25									03/11/2015	Routine	3.01%	£1,199.28	22/11/2018	Routine
Practice 26	12/09/2013	Routine	1.32%	£60.24	02/08/2016	Routine	3.49%	£242.20	29/01/2020	Revisit	917	29	3.16%	£380.32
Practice 27									29/01/2020	Routine	Visit file in progress			
Practice 28	14/03/2017	Revisit	18.08%	£8,135.61	19/03/2018	Routine	5.93%	£467.57	09/01/2020	Revisit	1509	154	11.44%	£1,418.92
Practice 29	22/03/2016	Routine	2.37%	£352.61	16/10/2018	Routine	5.03%	£1,189.79	05/02/2020	Revisit	File on hold as PPV stood down by Welsh Government due to COVID-19			
Practice 30	10/11/2016	Revisit	4.29%	£647.43	15/11/2018	Routine	20.00%	£4,756.49	17/02/2020	Revisit				
Practice 31	12/02/2015	Revisit	1.87%	£174.18	31/10/2016	Routine	1.24%	£77.92	12/02/2020	Routine				
Practice 32	27/08/2014	Routine	0.93%	£35.42	27/09/2017	Routine	3.02%	£183.30	03/03/2020	Revisit				
Practice 33	22/03/2016	Routine	2.56%	£484.18	29/06/2018	Extended	13.62%	£549.14	16/03/2020	Revisit				
Practice 34	18/11/2015	Revisit	1.31%	£287.80	21/08/2018	Routine	0.73%	£78.94	20/03/2020	Revisit				
Practice 35	28/06/2018	Revisit	3.74%	£1,811.47	25/09/2018	Routine	8.13%	£1,467.62	30/03/2020	Revisit				

**Hywel Dda University Health Board**  
**Ophthalmic PPV Progress Report: 1st April 2019 to 31st March 2020**

	0-4%	Low risk
	5-9%	Medium risk
	10%+	High risk

UHB Claim error % Ave	4.84%
2019/20 recovery amount	£3,180.78

Practice code	Visit 1				Visit 2				Visit 3					
	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Sample size	Claim errors	Claim error %	Recovery
Practice 1	20/10/2015	Routine	9.30%	£392.15	21/03/2018	Routine	2.00%	£61.71	05/04/2019	Routine	103	5	4.85%	£195.20
Practice 2	10/09/2015	Routine	1.53%	£100.00					12/04/2019	Routine	100	2	2.00%	£60.80
Practice 3	13/11/2015	Routine	5.38%	£237.35	07/04/2017	Revisit	15.79%	£177.10	24/04/2019	Routine	103	6	5.83%	£226.30
Practice 4	25/04/2014	Routine	5.15%	£344.50	08/06/2016	Routine	2.70%	£82.50	29/04/2019	Routine	103	0	0.00%	£0.00
Practice 5	07/12/2015	Routine	0.00%	£0.00					01/05/2019	Routine	103	0	0.00%	£0.00
Practice 6	20/04/2015	Routine	2.67%	£144.50	19/04/2018	Routine	6.86%	£213.80	13/05/2019	Revisit	38	4	10.53%	£51.75
Practice 7	09/05/2016	Routine	4.51%	£320.00	26/06/2017	Revisit	11.67%	£1,740.00	17/05/2019	Routine	103	7	6.67%	£309.20
Practice 8	20/12/2013	Routine	3.68%	£300.10	23/11/2016	Routine	0.77%	£40.00	21/06/2019	Routine	103	4	3.88%	£113.60
Practice 9	22/09/2016	Routine	1.48%	£67.30					16/07/2019	Routine	103	5	4.85%	£258.40
Practice 10	27/10/2016	Routine	1.54%	£65.20	18/09/2017	Routine	1.82%	£100.00	21/08/2019	Routine	103	7	6.80%	£229.21
Practice 11	22/07/2016	Routine	2.31%	£178.71	07/12/2018	Routine	0.00%	£0.00	09/09/2019	Routine	103	2	1.94%	£216.40
Practice 12	26/05/2015	Routine	0.00%	£0.00	22/06/2018	Routine	13.59%	£746.80	17/09/2019	Revisit	300	18	6.00%	£562.21
Practice 13	First visit								17/10/2019	Routine	103	14	13.59%	£617.60
Practice 14	17/03/2014	Revisit	1.75%	-£14.00	29/04/2016	Routine	2.26%	£404.10	28/11/2019	Routine	103	6	5.83%	£193.41
Practice 15	10/10/2018	Routine	0.97%	£39.10					04/11/2019	Routine	103	6	5.83%	£146.70
Practice 16	17/10/2016	Routine	1.43%	£77.80	23/10/2019	Revisit	1.79%	£38.30	16/01/2020	Routine	103	0	0.00%	£0.00
Practice 17	20/01/2017	Routine	0.76%	£20.00					27/01/2020	Routine	Visit file in progress			
Practice 18	15/02/2016	Routine	1.54%	£80.00	18/10/2018	Routine	7.77%	£335.60	25/02/2020	Revisit				
Practice 19	05/02/2018	Routine	0.00%	£0.00	21/03/2019	Routine	1.94%	£45.40	18/03/2020	Routine				
Practice 20	18/04/2017	Revisit	28.33%	£3,920.00	05/11/2018	Routine	8.74%	£296.30	31/03/2020	Revisit	File on hold as PPV stood down by Welsh Government due to COVID-19			



**Hywel Dda University Health Board**  
**Pharmacy PPV Progress Report: 1st April 2019 to 31st March 2020**

	0-4%	Low risk
	5-9%	Medium risk
	10%+	High risk

UHB Claim error % Ave	4.68%
2019/20 recovery amount	£2,789.46

Practice code	Visit 1				Visit 2				Visit 3					
	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Sample size	Claim errors	Claim error %	Recovery
Practice 1	18/12/2017	Routine	11.43%	£224.00					03/04/2019	Revisit	239	27	11.30%	£756.00
Practice 2					03/04/2019	Routine	86	3	3.49%	£84.00				
Practice 3	24/01/2017	Routine	0.00%	£0.00					30/04/2019	Routine	54	1	1.85%	£28.00
Practice 4	24/01/2017	Routine	0.00%	£0.00					30/04/2019	Routine	45	0	0.00%	£0.00
Practice 5	First visit								14/05/2019	Routine	74	7	9.46%	£196.00
Practice 6	13/09/2016	Routine	0.00%	£0.00					14/05/2019	Routine	100	7	7.00%	£196.00
Practice 7	15/02/2017	Routine	0.00%	£0.00					19/06/2019	Routine	99	0	0.00%	£0.00
Practice 8	10/10/2016	Routine	1.64%	£28.00					01/07/2019	Routine	53	1	1.89%	£17.46
Practice 9	13/02/2017	Routine	1.88%	£84.00					17/07/2019	Routine	77	10	12.99%	£280.00
Practice 10	13/02/2017	Routine	3.13%	£43.96					17/07/2019	Routine	100	4	4.00%	£112.00
Practice 11	15/02/2016	Routine	0.00%	£0.00	04/06/2018	Routine	10.10%	£280.00	05/08/2019	Revisit	188	10	5.32%	£280.00
Practice 12	27/03/2017	Routine	1.00%	£28.00					29/08/2019	Routine	94	0	0.00%	£0.00
Practice 13	30/11/2016	Routine	2.47%	£56.00					29/08/2019	Routine	74	3	4.05%	£84.00
Practice 14	29/01/2016	Routine	0.00%	£0.00	30/07/2018	Routine	14.00%	£344.20	21/09/2019	Revisit	87	7	8.05%	£196.00
Practice 15	28/02/2017	Routine	2.25%	£56.00					30/09/2019	Routine	77	5	6.10%	£140.00
Practice 16	26/07/2016	Routine	1.32%	£28.00					15/10/2019	Routine	100	1	1.00%	£28.00
Practice 17	05/05/2016	Routine	2.17%	£28.00					24/10/2019	Routine	58	1	1.72%	£28.00
Practice 18	27/10/2016	Routine	1.85%	£28.00					25/11/2019	Routine	100	1	1.00%	£28.00
Practice 19	27/10/2016	Routine	0.00%	£0.00					21/11/2019	Routine	82	3	3.66%	£84.00
Practice 20	21/09/2018	Routine	15.00%	£420.00					04/12/2019	Revisit	177	1	0.56%	£28.00
Practice 21	11/01/2017	Routine	3.00%	£84.00					05/12/2019	Routine	76	4	5.26%	£112.00
Practice 22	11/01/2017	Routine	5.00%	£140.00					05/12/2019	Routine	96	4	4.00%	£112.00
Practice 23	14/06/2016	Routine	12.12%	£112.00	13/09/2017	Revisit	3.08%	£168.00	21/01/2020	Routine	<i>File on hold as PPV stood down by Welsh Government due to COVID-19</i>			
Practice 24	15/03/2017	Routine	0.00%	£0.00					21/01/2020	Routine				
Practice 25	10/03/2017	Routine	0.00%	£0.00	27/09/2018	Routine	14.49%	£280.00	27/02/2020	Revisit				
Practice 26	First visit								05/02/2020	Routine				
Practice 27	29/03/2017	Routine	2.63%	£56.00	08/10/2018	Routine	12.00%	£336.00	18/02/2020	Revisit				
Practice 28	First visit								25/03/2020	Routine				
Practice 29	06/12/2016	Routine	0.00%	£0.00					23/03/2020	Routine				
Practice 30	First visit								23/03/2020	Routine				