

7.1

Counter Fraud Update

Presenter: Matthew Evans

SBAR Counter Fraud Update ARAC October 2019

Counter Fraud Review Update October 2019

Counter Fraud Newsletter Summer 2019 English

Counter Fraud Newsletter Haf 2019 Cymraeg

Overpayment Case Review

Counter Fraud Services in NHS Wales Quarterly Report Q1 of 2019-20



PWYLLGOR ARCHWILIO A SICRWYDD RISG AUDIT AND RISK ASSURANCE COMMITTEE

DYDDIAD Y CYFARFOD: DATE OF MEETING:	22 October 2019
TEITL YR ADRODDIAD: TITLE OF REPORT:	Counter Fraud Update
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Matthew Evans, 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 the Audit & Risk Assurance Committee an update on Counter Fraud 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.
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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):	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 2018/19
Rhestr Termau: Glossary of Terms:	LCFS – Local Counter Fraud Specialist
Partion / 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 2019/20

For Presentation 22 October 2019

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) 2019/20	Resource Used (as at 30/09/2019) (days) 2019/20
STRATEGIC GOVERNANCE	50	20
INFORM AND INVOLVE	90	32
PREVENT AND DETER	90	35
HOLD TO ACCOUNT	190	114
TOTAL	420	202

Work Area	<i>Summary of work areas completed</i>
Inform and Involve	<ul style="list-style-type: none"> • In Quarter 2 2019/20 a total of 470 staff received counter fraud training. This includes 333 new inductees to the Health Board and 137 existing staff during counter fraud presentations. The total number of staff who have received Counter Fraud training in 2019/20 is 803. • The Summer Edition of the Counter Fraud Newsletter was released to staff following translation into Welsh. A copy is attached to this report for the Committee's perusal. • 9 Global awareness messages surrounding the following topics – <ul style="list-style-type: none"> - Courier Fraud, Bogus Police and Bank Officials Alert - Instagram and Snapchat Security Alert - Online Marketplace Fraud - Disseminate Spring Newsletter - Phishing Warning – Bank Card and PIN Theft - ESR Payroll Scam Advice - Advice on spate of targeted vishing calls seeking Agency Worker information - Advice on Bank scam vishing calls - Disseminate Summer Newsletter <p>The LCFS has also been mirroring Global Emails via the Staff Bulletin Board, following advice that this is a high traffic intranet page with greater reach.</p>
Prevent and Deter	<ul style="list-style-type: none"> • 8 NHS Alerts have been disseminated to relevant stakeholders within the Health Board and Departments. • Work on Phase 2 of the NHS Counter Fraud Authority led national procurement fraud detection exercise has commenced. The LCFS has begun to develop risk assessments in relation to the risks identified in guidance documents issued by NHS Counter Fraud Authority. The risk assessments will then be used to manage risks in liaison with relevant managers and mitigating actions taken where necessary. • The LCFS has undertaken a review of overpayment cases and produced a report of findings which is annexed to

	<p>this report. A number of recommendations have been made in relation to the identified weaknesses. These recommendations were discussed at a multi service meeting and the counter fraud report was well received by the working group. A move to paperless processes was accepted as needed to reduce the issues identified, which would then lead to a streamlining of the resources in place to support managers with Self Service actions. The main areas which will be considered are:</p> <ul style="list-style-type: none"> - Commencement form to be replaced with New Appointment form - Removal of variation sheets with staff moving to roster system where appropriate and spreadsheet submission for other staff - Change form to be removed from intranet to coincide with streamlining of resource available to managers to avoid confusion - Medical extra duty claim forms to be changed to electronic spreadsheet submission which is currently being trialled with Medical HR - In respect of the overpayment policy, the group were informed that the Payroll Manager for Aneurin Bevan UHB was leading on a piece of work around an all Wales overpayment policy, which when completed would be shared through All Wales policy review groups. <p>Payroll have agreed to share Key Performance Indicators (KPI) information from the last 6 months with the group, to show trends and areas of concern, and will continue to share this on an ongoing basis.</p> <p>A counter fraud input will be maintained throughout this period to ensure fraud proofing of any proposed changes and will look forward to an All Wales Policy; adoption of which will align us to the rest of NHS Wales, who we were essentially looking to for guidance on best current practice on this issue.</p> <ul style="list-style-type: none"> • The LCFS met with relevant parties to discuss the Health Board's Policy and Procedure relating to funding of funeral expenses. The previous Policy was assessed as insufficient during review as it lacked clarity on eligibility criteria and required no proof of financial means which ultimately provided little protection to the Health Board for fraudulent claims for funding funeral expenses. A new Policy and Procedure are to be developed in this area.
Hold to Account	<ul style="list-style-type: none"> • A separate report has been completed for Hold to Account case updates for discussion during the closed In-Committee session.
Strategic Governance	<ul style="list-style-type: none"> • Quarterly statistics have been submitted to Counter Fraud Service Wales and in compliance with WG directions. A Quarter 1 report has subsequently been issued which includes data from across NHS Wales; the report is attached for the Committee's review.

Report Provided by:

Matthew Evans
Lead Local Counter Fraud Specialist

For presentation; 22nd October 2019

Report agreed by:

Huw Thomas, Director of Finance

THE FRAUD REPORTER

Welcome to the Summer Edition of The Fraud Reporter

Welcome to the Summer 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.

We've had a busy summer in the Counter Fraud world with courts cases such as the below IT engineer convicted of stealing new laptops from Betsi Cadwaladr; a GP receptionist stealing prescriptions to give to her family and a GP Practice Manager

who stole £700,000 to play bingo and other gambling apps.

Check inside for advice on staying safe from fraud with tips on how to spot a scammer and how to not give away too much personal information on social media which fraudsters use in their scams.

As always the Counter Fraud Team are happy to hear from you if you have any concerns — contact details are on the back page.



IT engineer from Wrexham sentenced for £18,000 NHS fraud

An IT engineer who sold his employer's brand new NHS laptops on E-bay has been sentenced to 20 months imprisonment at Mold Crown Court.

An anonymous tip-off led investigators to look into Betsi Cadwaladr University Health Board IT engineer Neil Roberts.

The matter was referred

to Karl Woodward, Local Counter Fraud Specialist for Betsi Cadwaladr University Health Board (BCUHB), who made initial enquiries before North Wales Police took the lead on a full fraud investigation.

The investigation uncovered that Roberts had abused his full time NHS position as Computer Information Technology Engineer for BCUHB, based at Wrexham Maelor Hospital in Wrexham.

He stole a large quantity of new laptops from his employer which he was meant to have installed at various NHS Wales sites in North Wales, and even placed on their asset registers to cover his tracks.

What he really installed were old NHS computers that he had retrieved from

storage, while he sold at least 32 of the brand new laptop computers (worth £18,000) on his eBay account, at low prices.

He was arrested at work and interviewed under caution in February 2017, but Roberts denied he had stolen any computers, giving a "no comment" interview, but a search of his house turned up a large amount of computer equipment.

On conducting further enquiries it transpired he had sold a substantial amount of computer hardware online that was traced directly back to BCUHB.

In January 2019 at Mold Crown Court, Roberts pleaded not guilty to a charge of Fraud by Abuse of Position, contrary to Section 4 of the Fraud Act 2006 – but in June he changed his plea to guilty, on the basis that he

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Fraud Awareness Training

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 01267 266268 or email Benjamin.rees2@wales.nhs.uk to arrange your fraud training.



was not responsible for diverting computers away from other employees.

On submission of further evidence, this basis for plea was abandoned by the defendant.

Roberts was dismissed from his job.

The NHS sites that received his substitute computers were spread across the BCUHB area.

Pontypool GP Receptionist Conned NHS by Stealing Prescriptions for Family

A GP receptionist who stole medical prescriptions for family members after jumping on colleagues' computers when they were away from their desks narrowly avoided an immediate prison sentence.

Lisa Rowles, aged 46, of Lasgarn View, Varteg, Pontypool, who worked at the Mount Surgery in the town, conned the NHS out of 43 scripts for her daughter Danielle Hirons and her partner Ross Duke.

Prosecutor Matthew Greenish said the prescriptions were for zupain – a painkiller that's a mix of paracetamol and codeine – and diazepam, which can be used to treat anxiety.

Newport Magistrates' Court

heard how, as a junior receptionist, Rowles didn't have user rights to issue prescriptions.

She committed the scam by using her workmates' computers when they were away from their desks on breaks.

Rowles' ruse came to light when a suspicious colleague came back and noticed her screen was different to when she had left it.

After the browser history was checked, the whistle was blown on her deceit.

Rowles pleaded guilty to committing the fraud between December 2015 and December 2017 in obtaining prescriptions for Miss Hirons and Mr Duke to which they were not entitled.

The defendant, who was represented by Huw Williams, was a woman of previous good character with no convictions recorded against her.

District Judge David Parsons told her the offence had crossed the custody threshold.

He said she should have been protecting the interests of the Mount Surgery but had instead "abused her position of trust".

The judge said her actions could also have resulted in fellow workers being falsely implicated in her swindle.

Rowles was jailed for 18 months, suspended for one year.

She must also carry out 150

hours of unpaid work within the community and complete a 10-day rehabilitation activity requirement within the next 12 months.

The defendant must also pay compensation of £565 to the NHS.

Outside the court, a spokesperson for the Aneurin Bevan University Health Board counter fraud team said: "We are pleased to hear the result of the court case. Fraud against the NHS is unacceptable and indefensible and action will always be taken against perpetrators of NHS fraud irrespective of the health-care setting in which it occurs."

GP Manager Stole £700,000 of NHS Money to Play Gambling Apps on Her Phone

A doctor's surgery manager has been jailed for more than three years after plundering nearly £700,000 of NHS money to fund her mobile gambling habit.

Karen Evans, 44, falsified patient records to divert cash earmarked for medication, staff wages and medical supplies to her two bank accounts over a 15-month period. She then frittered the money away after logging into online betting apps including Sky Bet, Gala Bingo and Bet Fred. During one session she won £120,000 and a free bottle of champagne – only to blow it all on other wagers within days. Meanwhile, four of the surgery's five doctors were forced to leave or take early retirement as a result of the fraud, Minshull Street Crown Court heard.

Evans admitted two charges of fraud by abuse of position and was jailed for three years and four

months. The court heard she was finally rumbled when doctors at the Fails-worth Group medical practise near Oldham launched a probe into why they had to arrange a £25,000 overdraft to pay the staff. Evans had been appointed in December 2016 due to her previous experience. She embarked on the swindle just a month into her new role, the court heard. By the end of it she had made 327 transactions totalling £582,265.65 – all in addition to her £38,000 salary.

"There were 323 patient records that had been falsified – nine where marked as end of life care but they were not end of life care patients," prosecutor Duncan Wilcock said.

"The doctor had to reassure them that they weren't in an end of life situation. When the bank accounts were looked at it was found that money was spent on online gambling including Sky Bet, Gala Bingo and Bet

Fred. Whatever she won it would appear she was simply putting them back on again.

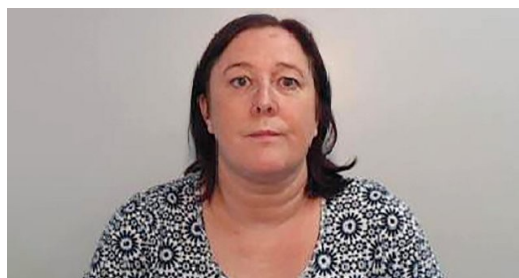
She also paid some bills, hair and beauty, and some holidays in the UK and abroad – but the majority went on gambling."

Investigations revealed Evans had also stolen £77,000 from another GP's practice in nearby Hattersley during a similar scam while working there between 2012 and 2016.

Evans' barrister Robert Smith told the court she is 'a woman who had had many difficulties in life suffering from domestic violence and drug misuse'. Despite those

problems, he added, she 'has been a good mother and also has a grandchild'

Jailing her, Judge Maurice Greene told Evans her 'calculated and cruel' scam had 'caused much distress to patients who were not in end of life treatment'. 'It is quite clear that you are a lady with a gambling addiction and have accepted that,' he added. 'You are remorseful now and you do accept the need for treatment for gambling addiction but it is quite worrying that you could clock up well over half a million in a 15-month period. 'It's so easy to gamble in this way and to lose money so quickly and that is what has happened.'



Spot a Scammer

It can be difficult to spot a scam. Fraudsters are extremely cunning and good at creating convincing scams.

You may avoid falling for scams by asking yourself these seven simple questions. If you answer yes to any of the following, there's a good chance it's a scam.

1. Contacted out of the blue? An unsolicited call can be a sign of being contacted by a company you don't want to deal with. However, companies do sometimes call their customers out of the blue for a legitimate reason.

If you're not 100% convinced of the identity of the caller,

hang up and contact the company directly from a different phone.

2. Is the deal too good to be true? Scams will often promise high returns for very little financial commitment. They may even say that a deal is too good to miss. Use your common sense, if a deal is too good to be true, it inevitably is.

3. Asked to share personal details? Never share your personal details with anyone you can't validate is who they say they are.

Phone scammers will often try and get valuable personal data from you, and they can use this to steal

your identity or steal your money.

4. Pressurised to respond quickly? Never proceed unless you are absolutely certain your money will be safe. Once you transfer, it may be too late.

You should be especially weary if someone asks you to do a bank transfer as this offers the least amount of protection.

Scammers will often try to hurry your decision making, always take a breath and think things through.

5. Are the contact details vague? Vague contact details can be a PO box, pre-

mium rate number (starting '09') or mobile number.

If anything goes wrong it's important you can contact those involved. This will be difficult if you don't have accurate contact information.

6. Spelling or grammatical mistakes? Legitimate organisations will rarely, if ever, make glaring spelling or grammatical mistakes, and if so they will usually be an isolated incident.

7. Are you asked to keep it quiet? Being asked to keep something quiet should be a red flag. It's important you can discuss any agreements with your friends, family or independent advisors.

Don't Overshare on Social Media Warns Get Safe Online

New research produced by Get Safe Online shows that 21 people are targeted every minute as a result of unwittingly 'oversharing' on social media.

A survey of 2,000 adults produced for Get Safe Online found that people are unaware of privacy risks associated with oversharing on social media platforms with over a third of the UK (39%) experiencing fraud because of it.

Worryingly, 26% of people targeted by fraud due to oversharing didn't realise they were targeted, 22% did nothing and 32% just ignored it.

The survey also highlighted that 23% of people used social media to show off about their holidays and 20% use it to let connections know about life milestones such as buying a house.

Tony Neate, CEO of Get Safe Online, says: "People are increasingly oversharing on social media and apps without thinking about the consequences, which is why we're reminding you that you don't always have to give everything about yourself away on social media or your apps. Seemingly harmless posts,



www.getsafeonline.org

photos and details in your profile could actually leave your privacy exposed. An innocent location check-in or a photo of your new driving licence for example could be invaluable to criminals, who are expert at putting together snippets about you to build a bigger picture with a view to defrauding you or stealing your identity.

"Think through not just what you're sharing but who you're sharing it with. For instance, if you have an open social media account, you're sharing with the whole world, not just with the people in your own groups. Even if it's set to private, you can't be sure it hasn't been passed on.

"For your own privacy and safety's sake, some things are better kept offline or private, so always be aware of what you share."

Get Safe Online's top 5 risks to be aware of:

Different social media channels might require different levels of privacy. For

example, Facebook settings should be on private as the way we use the platform is different to Twitter or Instagram where the platforms are more suitable to being open.

Think twice about posts and photos you're sharing. Driving licences, passports, some letters and other documents contain sensitive information that you need to prove your ID.

When you enter your details to a website or app, always check terms and conditions, and even then be careful what you're agreeing to others knowing about you or your account.

Posting and sharing photos of when you're away on holiday or business could be signaling that your home is empty. Remember that today's burglars are as social media savvy as you are.

Turn off location services in app settings on your and your kids' mobile devices: that's social media apps, cameras and any others that might reveal location. This isn't just about privacy, but also you and your family's personal safety.

Further Information

With fraud and cyber crime on the rise across the UK it's 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. Find the advice following this link [Protect Yourself From Fraud and Cyber Crime](#)

Further advice is available from the Take Five—To Stop Fraud campaign which is a Government backed initiative to reduce fraud [Take Five—Advice](#)

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.

Meet the Counter Fraud Team



Matthew Evans

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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

Croeso i Rifyn Haf Y Gohebydd Twyll

Croeso i rifyn Haf y Gohebydd Twyll, sef newyddlen Bwrdd Iechyd Prifysgol Hywel Dda sy'n rhoi'r newyddion diweddaraf i chi o ran materion twyll sy'n effeithio ar y Bwrdd Iechyd a'r GIG ehangach.

Cawsom haf prysur yn y byd Gwrth-dwyll, gydag achosion llys megis y peiriannydd TG isod a gafwyd yn euog o ddwyn gliniaduron newydd oddi ar Betsi Cadwaladr; derbynnydd meddygfa deulu a ddygodd bresgripsiynau i'w rhoi i'w

theulu, a Rheolwr meddygfa deulu a ddygodd £700,000 i chwarae bingo ac apiau gamblo eraill.

Edrychwch tu mewn i gael cyngor ar gadw'n ddiogel rhag twyll, gydag awgrymiadau ynghylch sut i adnabod sgamiwr a sut i beidio â datgelu gormod o ddata personol ar y cyfryngau cymdeithasol, y gall twyllwyr eu defnyddio yn eu sgamiau.

Fel bob amser, mae'r Tîm Gwrth-dwyll yn hapus i glywed gennych chi os oes gennych unrhyw bryderon

– mae ein manylion cyswllt ar y dudalen gefn.



Yn y rhifyn hwn:

Derbynnydd Meddygfa Deulu yn Dwyn Presgripsiynau ar gyfer ei Theulu	2
Rheolwr Meddygfa Deulu yn Dwyn £700,000 i'w Ddefnyddio ar Apiau Gamblo	2
Adnabod Sgamiwr	3
Peidiwch â Gor-rannu ar y Cyfryngau Cymdeithasol	3
Manylion Cyswllt yr AATLI	4

Dedfrydu peiriannydd TG o Wrecsam am dwyll gwerth £18,000 yn erbyn y GIG

Mae peiriannydd TG a werthodd liniaduron GIG newydd sbon ei gyflogwr ar eBay wedi cael ei ddedfrydu i 20 mis yn y carchar yn Llys y Goron yr Wyddgrug.

Roedd rhybudd dienw wedi arwain ymchwilwyr i ymchwilio i'r peiriannydd TG, Neil Roberts, a oedd yn gweithio i Fwrdd Iechyd Prifysgol Betsi Cadwaladr.

Cyfeiriwyd y mater at Karl Woodward, Arbenigwr Gwrth-dwyll Lleol ar gyfer Bwrdd Iechyd Prifysgol Betsi Cadwaladr (BIPBC), a gynhaliodd ymchwiliadau cychwynnol cyn i Heddlu Gogledd Cymru arwain ymchwiliad llawn i dwyll.

Datgelodd yr ymchwiliad fod Roberts, a oedd wedi'i leoli yn Ysbyty Wrecsam Maelor yn Wrecsam, wedi camddefnyddio ei swydd lawn-amser fel Peiriannydd Technoleg Gwybodaeth Gyfrifiadurol gyda'r GIG ar gyfer BIPBC.

Dygodd nifer mawr o liniaduron newydd oddi ar ei gyflogwr, gliniaduron y dylai fod wedi eu gosod mewn amryw o safleoedd GIG Cymru yng Ngogledd Cymru. Aeth ati hyd yn oed i'w cofnodi ar gofrestrau asedau, er mwyn cuddio'i ôl.

Yr hyn yr oedd wedi'u gosod mewn gwirionedd

oedd hen gyfrifiaduron y GIG yr oedd wedi eu hadfer o'r storfa, ac aeth ati i werthu o leiaf 32 o'r gliniaduron newydd sbon (gwerth £18,000) ar ei gyfrif eBay, a hynny am brisiau isel.

Cafodd ei arestio yn y gwaith a'i gyf-weld dan rybuddiad ym mis Chwefror 2017, ond gwadodd Roberts iddo ddwyn unrhyw gyfrifiaduron, gan nodi "dim sylw" yn y cyfweiliad. Ond canfuwyd llawer iawn o offer cyfrifiadurol pan chwiliwyd ei dŷ.

Wrth gynnal ymchwiliadau pellach, daeth i'r amlwg ei fod wedi gwerthu cryn dipyn o galedwedd gyfrifiadurol ar-lein, caledwedd a allai gael ei holrhain yn uniongyrchol i BIPBC.

Ym mis Ionawr 2019 yn Llys y Goron yr Wyddgrug, plediodd Roberts yn ddieuog i gyhuddiad o Dwyll trwy Gamddefnyddio Statws, yn groes i Adran 4 o Ddeddf Twyll 2004 – ond ym mis Me-

Hyfforddiant Ymwybyddiaeth o Dwyll

Un o nodau allweddol Arbenigwr Atal Twyll Lleol (AATLI) yw datblygu diwylliant atal twyll yn y Bwrdd Iechyd, a sicrhau bod staff yn gallu adnabod twyll pan mae'n digwydd fel y gellir gwneud rhywbeth yn ei gylch.

Gall yr hyfforddiant gael ei deilwra yn unol â'r risgiau o dwyll ar gyfer eich maes gwaith penodol, a gellir ei gynnal ar adeg ac mewn man sy'n addas ar eich cyfer chi a'ch tîm.

Cysylltwch â'r AATLI ar 01267 266268 neu anfonwch neges e-bost at Benjamin.rees2@wales.nhs.uk i drefnu eich hyfforddiant twyll.

hefin, newidiodd ei ble i euog, a hynny ar y sail nad oedd yn gyfrifol am ddargyfeirio cyfrifiaduron i ffwrdd oddi wrth ei gyflogwyr.

Pan gyflwynwyd rhagor o dystiolaeth, gollyngodd y diffynnydd y sail ar gyfer y ple.

Cafodd Roberts ei ddiswyddo.

Roedd safleoedd y GIG a gafodd yr hen gyfrifiaduron ar hyd a lled ardal BIPBC.



Derbynnydd Meddygfa Deulu ym Mhont-y-pŵl yn Twyllo'r GIG trwy Ddwyn Presgripsiynau ar gyfer ei Theulu

Prin y bu i dderbynnydd meddygfa deulu a ddygodd presgripsiynau meddygol ar gyfer aelodau o'i theulu trwy neidio ar gyfrifiaduron ei chydweithwyr tra roeddent i ffwrdd o'u desgiau, osgoi dedfryd o garchar ar unwaith.

Roedd Lisa Rowles, 46 oed, o Lasgarn View, Y Farteg, Pont-y-pŵl, a oedd yn gweithio ym Meddygfa'r Mount yn y dref, wedi twyllo'r GIG o 43 o bresgripsiynau ar gyfer ei merch, Danielle Hirons a'i phartner, Ross Duke.

Dywedodd yr erlynydd, Matthew Greenish, fod y presgripsiynau ar gyfer zapain – cyffur lladd poen sy'n gymysgedd o baracetamol a codeine – a diazepam, y gellir ei ddefnyddio i drin gorbyrder.

Clywodd Llys Ynadon Cas-

newydd nad oedd gan Rowles, a oedd yn dderbynnydd iau, hawliau defnyddiwr i roi presgripsiynau.

Cyflawnodd y sgam trwy ddefnyddio cyfrifiaduron ei chydweithwyr pan oeddent i ffwrdd o'u desgiau yn cymryd egwyl.

Daeth twyll Rowles i'r amlwg pan ddychwelodd cyd-weithiwr amheus i'w desg a sylwi bod ei sgrin yn wahanol ers iddi ei gadael.

Ar ôl gwirio hanes y porwr, chwythwyd y chwiban ar ei thwyll.

Plediodd Rowles yn euog i gyflawni'r twyll rhwng mis Rhagfyr 2015 a mis Rhagfyr 2017 trwy gael presgripsiynau ar gyfer Miss Hirons a Mr Duke nad oedd ganddynt yr hawl iddynt.

Roedd y diffynnydd, a gynrychiolwyd gan Huw Williams, yn fenyw â chymeriad da yn flaenorol, heb unrhyw gollfarnau wedi'u cofnodi yn ei herbyn.

Dywedodd y Barnwr Ardal David Parsons fod y drosedd wedi croesi trothwy carchariad.

Dywedodd y dylai fod wedi bod yn diogelu buddion Meddygfa'r Mount, ond ei bod wedi "camddefnyddio ei statws o ymddiriedaeth" yn lle hynny.

Dywedodd y barnwr y gallai ei gweithredoedd fod wedi arwain at gyd-weithwyr yn cael eu cysylltu ar gam â'i thwyll.

Carcharwyd Rowles am 18 mis, wedi'i ohirio am flwyddyn.

Bydd rhaid iddi hefyd wneud 150 awr o waith ddâl yn y gymuned, a chwblhau gweithgaredd adfer deg diwrnod gofynnol cyn pen y 12 mis nesaf.

Bydd rhaid i'r diffynnydd hefyd dalu iawndal o £565 i'r GIG.

Y tu allan i'r llys, dywedodd llefarydd ar gyfer tîm gwrth-dwyll Bwrdd Iechyd Prifysgol Aneurin Bevan: "Rydym yn falch o glywed canlyniad yr achos llys. Mae twyll yn erbyn y GIG yn annerbyniol ac yn anesgusodol, a byddwn bob amser yn cymryd camau yn erbyn y rheiny sy'n twyllo'r GIG, ni waeth ym mha leoliad gofal iechyd y cyflawnir y twyll hwnnw."

Rheolwr Meddygfa Deulu yn dwyn £700,000 o arian y GIG i Chwarae Apiau Gamblo ar ei Ffôn

Carcharwyd rheolwr meddygfa deulu am dros dair blynedd ar ôl iddi ddwyn bron £700,000 o arian y GIG i ariannu ei harfer gamblo ar ei ffôn symudol.

Roedd Karen Evans, 44, wedi ffugio cofnodion cleifion er mwyn dargyfeirio arian a glustnodwyd ar gyfer meddyginiaeth, cyflogau staff a chyflenwadau meddygol, i'w dau gyfrif banc dros gyfnod o 15 mis. Yna, aeth ati i wario'r arian ar ôl mewngofnodi i apiau betio ar-lein, gan gynnwys Sky Bet, Gala Bingo a Bet Fred. Yn ystod un sesiwn, enillodd £120,000 a photel o siampên am ddim – gan golli'r cyfan ar fetiau eraill cyn pen ychydig ddyddiau. Yn y cyfamser, gorfodwyd pedwar o blyth pum meddyg y feddygfa i adael neu ymddeol yn gynnar o ganlyniad i'r twyll, clywodd Llys y Goron Minshull Street.

Cyfaddefodd Evans i ddau achos o dwyll trwy gamddefnyddio statws, a chafodd ei charcharu am dair blynedd a phedwar mis. Clywodd y llys iddi gael ei darganfod yn y

pen draw pan lansiodd meddygon ym mhactis meddygol Failsworth Group ger Oldham ymchwiliad i ddarganfod pam y bu'n rhaid iddynt drefnu gorddrafft gwerth £25,000 i dalu'r staff. Cafodd Evans ei phenodi ym mis Rhagfyr 2016 oherwydd ei phrofiad blaenorol. Clywodd y llys iddi ddechrau ar ei thwyll fis yn unig ar ôl dechrau yn ei swydd newydd. Erbyn y diwedd, roedd wedi gwneud 327 o drafodiadau a oedd yn werth cyfanswm o £582,265.65 – a hynny yn ychwanegol at ei chyflog o £38,000.

'Cafodd 323 o gofnodion cleifion eu ffugio – nodwyd bod naw ohonynt yn derbyn gofal diwedd oes, ond nid oeddent yn gleifion diwedd oes,' meddai'r erlynydd, Duncan Wilcock.

"Roedd yn rhaid i'r meddyg dawelu eu meddwl nad oeddent mewn sefyllfa diwedd oes. Pan archwiliwyd y cyfrifon banc, canfuwyd bod yr arian wedi cael ei wario ar gamblo ar-lein, gan gynnwys Sky Bet, Gala Bingo a Bet Fred. Mae'n debyg y byddai

unrhyw beth a enillai yn cael ei ddefnyddio i fetio eto.

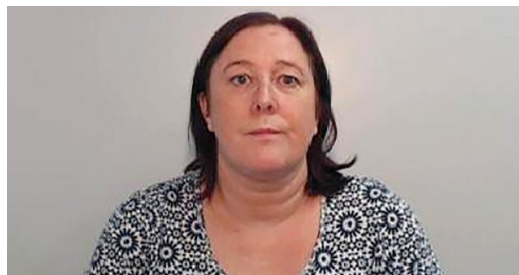
Roedd hefyd wedi talu rhai biliau, gwallt a harddwch, a gwyliau yn y Deyrnas Unedig a thramor – ond gwariwyd y mwyafswm ohono ar gamblo."

Datgelodd ymchwiliadau fod Evans hefyd wedi dwyn £77,000 o feddygfa deulu arall yn Hattersley gerllaw mewn sgam debyg wrth weithio yno rhwng 2012 a 2016.

Dywedodd bargyfreithiwr Evans, Robert Smith, wrth y llys ei bod yn 'fenyw a oedd wedi cael nifer o anawsterau yn ei bywyd, gan ddioddef o drais domestig a chamddefnyddio cyffuriau'. Er gwaethaf y problemau hynny, ychwanegodd, 'bu'n

fam dda ac mae ganddi wŷr hefyd'.

Wrth ei hanfon i'r carchar, dywedodd y barnwr, Maurice Green, wrth Evans fod ei sgam 'fwriadol a chreulon' wedi 'achosi llawer o ofid i gleifion nad oeddent yn cael gofal diwedd oes'. 'Mae'n amlwg eich bod yn fenyw sy'n gaeth i gamblo, ac rydych wedi derbyn hynny,' ychwanegodd. 'Rydych yn edifar 'nawr ac rydych yn derbyn bod angen triniaeth ar gyfer eich caethiwed i gamblo, ond mae'n peri pryder eich bod wedi gallu mynd i ddyled o dros hanner miliwn mewn cyfnod o 15 mis. 'Mae mor hawdd gamblo yn y modd hwn a cholli arian mor gyflym, a dyna sydd wedi digwydd.'



Sylwi Ar Sgamiwr

Gall adnabod sgam fod yn anodd. Mae twyllwyr yn gyfrwys iawn ac yn dda am greu sgamiau i geisio eich argyhoeddi.

Gallwch osgoi cael eich dal gan sgamiau trwy ofyn y saith cwestiwn syml hyn i chi'ch hun. Os byddwch yn ateb yn gadarnhaol i unrhyw un o'r canlynol, mae yna siawns go dda mai sgam ydyw.

1. Rhywun wedi cysylltu â chi'n ddigymell? Gall galwad ddigymell fod yn arwydd bod cwmni nad ydych am ymwneud ag ef wedi cysylltu â chi. Fodd bynnag, weithiau bydd cwmnïau yn galw eu cwsmeriaid yn ddi-gymell am resymau cyfreithiol.

Os nad ydych yn sicr 100% o hunaniaeth y galwr, rhwng y ffôn i lawr a chysylltwch â'r

cwmni'n uniongyrchol ar ffôn gwahanol.

2. A yw'r ddêl yn rhy dda i fod yn wir? Bydd sgamiau'n aml yn addo enillion uchel am ychydig iawn o ymrwymiad ariannol. Gallant hyd yn oed ddweud bod y ddêl yn rhy dda i'w cholli. Defnyddiwch eich synnwyr cyffredin; os yw'r ddêl yn rhy dda i fod yn wir, yna, yn anochel, nid yw'n wir.

3. A ofynnwyd i chi rannu manylion personol? Peidiwch byth â rhannu eich manylion personol ag unrhyw un os na allwch wirio ei fod yn dweud y gwir am bwy ydyw.

Bydd sgamwyr dros y ffôn yn aml yn ceisio cael data personol gwerthfawr gennych, a gallant ddefnyddio'r data hyn i ddwyn eich hunaniaeth neu

ddwyn eich arian.

4. A roddwyd pwysau arnoch i ymateb yn gyflym? Peidiwch byth â bwrw ymlaen oni bai eich bod yn gwbl sicr y bydd eich arian yn ddiogel. Pan fyddwch wedi trosglwyddo, gallai fod yn rhy hwyr.

Dylech fod yn arbennig o wylidwros os bydd rhywun yn gofyn i chi gyflawni trosglwyddiad o'r banc, gan fod hyn yn cynnig y lefel leiaf o ddiogelwch.

Bydd sgamwyr yn aml yn ceisio eich brysio i wneud penderfyniad; cymerwch anadl a meddyliwch am y peth.

5. A yw'r manylion cyswllt yn amwys? Gall manylion cyswllt amwys gynnwys blwch post, rhif cyfradd uchel (yn dechrau

gyda '09') neu rif symudol.

Os bydd unrhyw beth yn mynd o'i le, mae'n bwysig eich bod yn gallu cysylltu â'r rheiny sy'n gysylltiedig. Bydd hyn yn anodd os nad oes gennych yr wybodaeth gyswllt gywir.

6. A oes yna gamgymeriadau o ran y sillafu neu'r gramadeg? Anaml, os o gwbl, y bydd sefydliadau cyfreithiol yn gwneud camgymeriadau sillafu neu ramadegol amlwg, a bydd unrhyw wall fel arfer yn achos unigryw.

7. A ofynnwyd i chi gadw hyn yn dawel? Dylai cais i gadw rhywbeth yn dawel fod yn arwydd amlwg. Mae'n bwysig i chi allu trafod unrhyw gytundeb â'ch ffrindiau, â'ch teulu neu â chynghorwyr annibynnol.

Get Safe Online yn eich Rhybuddio i Beidio â Gor-rannu ar y Cyfryngau Cymdeithasol

Mae ymchwil newydd a wnaed gan Get Safe Online wedi datgelu bod 21 o bobl yn cael eu targedu bob munud o ganlyniad i 'or-rannu' yn ddjarwybod ar y cyfryngau cymdeithasol.

Darganfu arolwg o 2,000 o oedolion a gynhaliwyd ar gyfer Get Safe Online nad yw pobl yn ymwybodol o risgiau preifatrwydd sy'n gysylltiedig â gor-rannu ar lwyfannau'r cyfryngau cymdeithasol, a bod mwy na thraean (39%) o'r Deyrnas Unedig wedi profi twyll oherwydd hynny.

Yr hyn sy'n peri pryder yw nad oedd 26% o'r rhai a dargedwyd gan dwyll o ganlyniad i or-rannu wedi sylweddoli eu bod wedi cael eu targedu, gwnaeth 22% ddim byd yn ei gylch, ac anwybyddodd 32% y sefyllfa.

Roedd yr arolwg hefyd wedi amlygu bod 23% o'r bobl wedi defnyddio'r cyfryngau cymdeithasol i frolio am eu gwyliau, a bod 20% wedi eu defnyddio i roi gwybod i'w cysylltiadau am gerrig milltir yn eu bywyd, er enghraifft prynu tŷ.

Dywedodd Tony Neate, Prif Swyddog Gweithredol Get Safe Online: "Mae pobl yn gynyddol yn gor-rannu ar y cyfryngau cymdeithasol ac ar apiau heb feddwl am y canlyniadau. Dyna pam yr ydym yn eich atgoffa nad oes rhaid i chi ddatgelu popeth amdanoch eich hun ar y cyfryngau cymdeithasol neu ar eich



www.getsafeonline.org

apiau. Gallai postiadau, lluniau a manylion yn eich proffil sy'n ymddangos yn ddiniwed ddatgelu eich preifatrwydd. Gallai rhannu eich lleoliad yn ddiniwed, neu bostio llun o'ch trwydded yrru newydd, er enghraifft, fod yn werthfawr iawn i droseddwyd, sy'n arbenigo mewn casglu pytau amdanoch at ei gilydd i adeiladu darlun mwy gyda'r bwriad o'ch twyllo neu ddwyn eich hunaniaeth.

"Meddyliwch nid yn unig am yr hyn yr ydych yn ei rannu, ond am bwy yr ydych yn ei rannu â nhw. Er enghraifft, os oes gennych gyfrif cyfryngau cymdeithasol agored, rydych yn rhannu â'r byd i gyd yn grwn, nid â'r bobl yn eich grŵp eich hun yn unig. Hyd yn oed os yw wedi'i osod ar 'preifat', ni allwch fod yn sicr nad yw wedi cael ei drosglwyddo.

"Er eich preifatrwydd a'ch diogelwch eich hun, mae'n well cadw rhai pethau oddi ar y We neu'n breifat; felly, byddwch yn ymwybodol bob amser o'r hyn yr ydych yn ei rannu."

Y pum risg uchaf i fod yn ymwybodol ohonynt yn ôl Get Safe Online:

Mae'n bosibl bod sianeli cyfryngau cymdeithasol gwahanol yn gofyn am lefelau

gwahanol o breifatrwydd. Er enghraifft, dylai gosodiadau Facebook fod ar 'preifat' gan fod y ffordd yr ydym yn defnyddio'r llwyfan yn wahanol i Twitter neu Instagram, lle mae'r llwyfannau yn fwy addas i fod yn agored.

Dylech feddwl ddwywaith ynghylch postiadau a lluniau yr ydych yn eu rhannu. Mae trwyddedau gyrru, pasbortau, rhai llythyrau a dogfennau eraill yn cynnwys gwybodaeth sensitif y mae ei hangen i brofi eich hunaniaeth.

Pan fyddwch yn mewnbynnu eich manylion i wefan neu ap, gwiriwch y telerau ac amodau bob tro, a hyd yn oed wedyn byddwch yn ofalus o ran yr hyn yr ydych yn cytuno i eraill gael gwybod amdanoch chi neu'ch cyfrif.

Gallai postio a rhannu lluniau o'r adeg pan fyddwch i ffwrdd ar wyliau neu ar fusnes fod yn arwydd bod eich cartref yn wag. Cofiwch fod lladron heddiw yn deall y cyfryngau cymdeithasol crystal â chi.

Diffoddwch y gwasanaethau lleoliad yng ngosodiadau apiau ar eich dyfeisiau symudol chi a rhai eich plant: hynny yw, apiau cyfryngau cymdeithasol, camerâu ac unrhyw beth arall a allai ddatgelu eich lleoliad. Nid yw hyn yn ymwneud â phreifatrwydd yn unig, ond hefyd â'ch diogelwch chi a'ch teulu.

Rhagor o Wybodaeth

Gyda thwyll a seiberdroseddu ar gynydd ledled y Deyrnas Unedig, mae'n syniad da ein bod ni i gyd yn gwybod sut i ddelio â sgamiau os byddwn yn ddigon anffodus i fod mewn sefyllfa o'r fath. Mae Action Fraud yn arwain y frwydr yn erbyn twyll a seibersgamiau yn y Deyrnas Unedig, ac mae wedi cyhoeddi rhai rheolau syml i'w dilyn er mwyn cadw'n ddiogel. Gallwch ddod o hyd i'r cyngor trwy ddilyn y ddolen hon [Protect Yourself From Fraud and Cyber Crime](#)

Mae rhagor o gyngor ar gael gan yr ymgyrch Take Five—To Stop Fraud, sef menter sy'n cael ei chefnogi gan Lywodraeth San Steffan i leihau twyll [Take Five—Advice](#)

**GALLWCH CHWILIO ATAL
TWYLL AR FEWNRWYD
HYWEL DDA I GAEL
RHAGOR O WYBODAETH**

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 gynig 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



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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 wybodaeth

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LOCAL COUNTER FRAUD SPECIALIST REPORT

Overpayment Case Review

PRODUCED BY: Matthew EVANS

LCFS

HYWEL DDA UNIVERSITY HEALTH BOARD

Issues Leading to Referral

The Counter Fraud Team have been involved in review of cases whereby an employee has been overpaid for a period of 3 months or a value of over £5000 without making contact with the Health Board to rectify overpayment.

This process was established following the overpayment case of an employee who had left the Health Board but had continued to be paid for a period of 14 months; in this case the Overpayments Procedure took effect concurrently to a referral to Counter Fraud. This resulted in a standard letter being sent to JONES informing of the overpayment and requesting contact to arrange repayment. The matter was ultimately referred to Counter Fraud Service Wales (CFS Wales) for investigation on behalf of the Health Board. The investigator at CFS Wales discussed the matter with the Local Counter Fraud Specialist (LCFS) and there was agreement that concurrent initiation of the Overpayments Procedure had potential to harm a criminal investigation into such cases. Counter Fraud 'First Review' process was subsequently agreed with Payroll and Finance.

The Counter Fraud Team (including CFS Wales) have actively investigated 8 cases to the criminal standard since the inception of the revised process with an additional 4 cases reviewed but not taken forward for investigation. The financial value of the 8 cases investigated totalled £73529.52. Recovery action has been taken in all cases including use of Proceeds of Crime Act powers by CFS Wales.

This process has allowed an intelligence picture to be developed of the causes of instances of overpayment and mitigating actions to be considered. Findings and recommendations are outlined below.

Findings

From examination of cases reviewed/investigated by the Counter Fraud Team a common theme of cause became apparent relating to the completion of and/or submission of the current paper forms. The LCFS found instances of:

- Change Form used as both Termination and Change Form in attempts to terminate an employee but move them over to register for the Health Board Nurse Bank.

-
- Termination Forms not completed due to confusion in management chain of responsibilities.
 - Termination Forms lost in transit on route to Payroll therefore not processed resulting in continuation of pay.
 - Incorrect information entered by managers onto form resulting in Payroll processing alternative interpretation of manager intent.
 - Incorrect interpretation by Payroll Officers resulting in recurring payments entered in error.

The default process for terminating a staff member or changing the employment circumstances of a staff member is that the line manager of the leaver/changer completes the necessary updates via ESR Managers Self Service. The process, in most instances, will be rarely used by managers leading to unfamiliarity with the process.

Workforce Intelligence maintain how to guides on navigating the ESR system to make such changes. Guidance is also available on completion of paper forms maintained by Payroll but all available resources are fragmented across the Health Board intranet making it difficult for managers to locate and utilise.

The current Policy sets out standard letters to use in the event of an overpayment. The wording of this letter is weak from a Health Board perspective and leaves the staff member essentially in control of the repayment.

There is a lack of accountability for Managers whose responsibility it is to ensure that staff member terminations/changes are actioned appropriately. Actions of staff members in receipt of overpayment without notifying the Health Board to rectify the situation are rightly investigated to explore potential offences. Mistakes by managers which lead to the opportunity of fraud are not met with the same robust action. Additionally managers have failed to spot the overpayments in their budgets in all but one cases investigated by the Counter Fraud Team.

Recommendations

The LCFS has examined the causes for overpayments in the cases reviewed and investigated by the Counter Fraud Team. In order to mitigate the risk of fraud by retention of overpayments the LCFS recommends the following measures:

1. Use of paper forms is outdated and is the root cause of issues investigated by the Counter Fraud Team. Other Health Board's in Wales utilise purpose designed electronic forms based in Excel which guide the manager through completion minimising opportunity for error. The forms have in-built data validation for this purpose. The forms are developed and maintained by NWSSP and are available for immediate use in the Health Board. It is recommended that the Health Board switch to use of these electronic forms.
2. The fragmented nature of the resources available to terminate/change circumstances of staff makes them difficult to locate unless prior knowledge is held by the manager concerned. The necessary ESR guidance, payroll forms and accompanying guidance and contacts for queries should be held in one place within the Health Board intranet for ease of use. The creation of a Managers Starters/Leavers/Changers Resource Pack would be an ideal solution to this issue. This should be then contained within one page of the intranet site to enable quick location and use by managers.
3. The current Policy sets out standard letters to issue to staff who are in receipt of overpayments. The letters request contact from the individual to rectify the situation. This can cause delays in recovery of overpayments whilst Payroll await contact from individuals. The standard letters should be revised to strengthen the process. Where the individual still works for the Health Board the standard letter and recovery process should be revised to state that the employee has received overpayments totalling X value over Y number of months and the repayment of X value will be taken over a period equivalent to Y months unless the Staff Member contacts Payroll to make alternative arrangements within a specified time. This flips the burden of making contact onto the individual and automatically sets repayment terms. This standard process and wording is used within other Health Boards in Wales. Where individuals

have left the Health Board cases should continue to be referred to the Counter Fraud Team for review of potential offences.

4. Publication of areas of worst performance of overpayments should be undertaken by the Finance Department. Highlighting poor performance with overpayments is the first step to ensuring some accountability to managers in discharging their duty. Publication in this way has had the desired effect in other Health Boards in Wales. Additionally in instances of high financial loss resulting from an overpayment where a manager has failed in their responsibility to complete leavers/changers process that manager should be held to account with consideration of internal action. In 2 instances investigated by Counter Fraud the employee had left the Health Board over 12 months prior but continued to be paid in full. This wasn't identified by managers from budgets and in one case uncollected payslips, 8 in total, for an employee known to have left where not queried when received by the Unit. There was no ownership of the issue which arises from the lack of accountability when things go wrong.
5. The proposed changes should be communicated to managers via promotion through widespread communications such as the Global Email system, Newsletters and Staff Bulletin Board. Multiple communications will be required to ensure that the revised process is disseminated adequately.

It should be noted that change in process and procedure may result in a rise in the number of overpayments in the short term whilst Managers become familiar with new ways of working. Whilst it is hoped that promotion and communication of any changes would minimise impact the overpayment rate should be examined in the short term to monitor any increase. The overpayment rate should be monitored in the long term to measure impact of changes to ascertain improvement. The performance strategy should be one of reduce overpayments to an absolute minimum and hold them there as it is unrealistic to expect all overpayments to cease. Year on year analysis of overpayment rate would be useful to measure this.

Matthew EVANS

LCFS

Hywel Dda University Health Board



Counter Fraud Services in NHS Wales

Operational Performance Report 2019/20

Quarter 1 – 1st April 2019 to 30th June 2019

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Introduction

This quarterly report in a new format summarises the operational resources, referrals and performance of the Counter Fraud Service (CFS) Wales National Team and the network of Local Counter Fraud Specialists (LCFS) based at health bodies in NHS Wales during Quarter 1 of 2019/20 (1st April 2019 to 30th June 2019). The NHS Counter Fraud Authority (NHSCFA) will continue to report to WG via a separate quarterly report document as detailed in Para.1.3.

1 Resources

1.1 NHS Counter Fraud Service (CFS) Wales

The NHS CFS Wales team is hosted by NHS Wales Shared Service Partnership, part of Velindre NHS Trust who employ the team members. The CFS Wales consists of 6.0 wte experienced investigators and 1.0 wte operational support, their primary role is the investigation and prosecution of serious, complex or large-scale economic crimes. This includes offences that may involve more than one organisation, cross border investigations and all corruption and bribery cases in NHS Wales. They also provide support and guidance to the LCFS network in Wales and conduct presentations to key stakeholders in NHS Wales.

The CFS Wales team provide a specialist independent investigation resource to NHS Wales. This is designed to provide an impartial investigation service if senior NHS executives or management may be implicated, as suspects or witnesses, to provide the health bodies with the independent assurance required. The CFS Wales team's employers are listed as a regulatory body under POCA 2002, this enables the accredited financial investigators (2.0 wte) on the CFS Wales team to conduct financial investigations or restrain and recover funds from convicted persons.

1.2 Local Counter Fraud Specialists (LCFS)

The WG Directions require each health body to nominate a qualified LCFS who is accredited by the Counter Fraud Professional Accreditation Board. LCFSs are the primary point of contact for all economic crime concerns within their health body, they have a key proactive role in raising fraud awareness and preventing fraud at their health bodies via proactive work, while also investigating offences reported at a local level in collaboration with CFS Wales.

The LCFS work is closely aligned to the delivery of the Fraud, Bribery and Corruption Standards for NHS bodies (Wales), which are reviewed and updated annually by the NHS Counter Fraud Authority (NHSCFA) under their SLA with WG. The Standards are split into four key principles: Strategic Governance, Inform & Involve, Prevent & Deter and Hold to Account.

The table below summarises the counter fraud resources in NHS Wales during Q1 of 2019/20. This is consolidated from data provided to CFS Wales by the Lead LCFS at each health body. The health board with the most LCFS resources is BCU HB at 3.0 wte. The Trusts and HEIW are smaller organisations with less fraud reported and are considered to be less at risk. Their lower LCFS provision generally reflects the lower level of potential risk although WAST has two full time LCFS. The total LCFS provision plus admin support staff in NHS Wales has increased from **14.3 wte** in April 2014 to **18.8 wte** in June 2019. The table at **Appendix 1** provides details of the LCFS provision in 2014/15 for comparison purposes. The significant increases in LCFS resources at WAST, Powys and HD UHB are noted.

Health Body	LCFS Annual WTE	Admin Support Annual WTE		Latest Annual Planned LCFS days	Q1 LCFS days	YTD LCFS Days		Latest Annual Staffing budget	Salary Costs for Q1	Salary YTD Costs
AB UHB	2.6	0.8		536	134	134		£126,514	£31,628	£31,628
BCU HB	3	0.6		744	186	186		£159,281	£39,820	£39,820
CV UHB *	1.8	0		440	115	115		£89,148	£27,217	£27,217
CTM UHB**	2.6	0		530	92	92		£136,274	£34,068	£34,068
HEIW *	0.2	0.125		50	15	15		£10,131	£3,550	£3,550
HD UHB	2	0		440	110	110		£74,585	£18,646	£18,646
NWSSP *	0.3	0.125		75	20	20		£15,196	£4,733	£4,733
PtHB	1.2	0		270	67	67		£45,986	£13,075	£13,075
PHW NHST *	0.3	0.125		100	24	24		£20,261	£5,680	£5,680
SB UHB	2.4	0		540	132	132		£123,693	£30,923	£30,923
V NHST*	0.4	0.125		110	15	15		£22,287	£3,550	£3,550
WAST	2	0		440	110	110		£80,232	£20,058	£20,058
TOTAL	18.8	1.9		4275	1020	1020		£903,588	£232,948	£232,948
CFS WALES	6	1		1314	328	328		£376,554	£93,959	£93,959
ALL WALES TOTAL	24.8	2.9		5589	1348	1348		£1,280,142	£326,907	£326,907

* Annual Staffing Budget includes full year salary for new Admin Support at C&V UHB LCFS service who started work on 1/10/19 ** New LCFS (0.6 wte) started at CTM UHB on 19/8/19 C&V UHB LCFSs also service Velindre NHST, PHW, NWSSP and HEIW, Swansea Bay UHB LCFS also service CTM UHB and Powys tHB.

C&V UHB have recently recruited a new admin support post (1.0 wte) to start on 1.10.19 in Q3, CTM UHB have recently appointed a new LCFS (0.6 wte) who started work on 19.7.19 in Q2 and AB UHB are currently recruiting a new LCFS (1.0 wte) to replace a LCFS (0.8 wte) who retired in Q1. CFS Wales, AB UHB and BCU HB were the only bodies with admin support resources during Q1.

The C&V UHB LCFS Team currently provide an LCFS service to Velindre NHS Trust, NWSSP, HEIW and PHW via an annual SLA, the Swansea Bay UHB LCFS Team currently provide an LCFS service to CTM UHB and Powys tHB via an annual SLA.

1.3 NHS Counter Fraud Authority (NHSCFA)

The Welsh Government (WG) purchase specialist support services from the NHSCFA for NHS Wales under the terms of an annual Service Level Agreement. The NHSCFA provide separate quarterly and annual reports to WG which account for the specialist services provided to NHS CFS Wales and LCFSs in Wales for an annual cost of £207,000-. The services include Forensic Computing, Dental Advisor, Training, Risk Measurement and Quality Assurance Services which are reviewed and monitored via quarterly reports and 6 monthly meetings between NHSCFA, WG and CFS Wales.

The health body LCFS have all submitted SRTs for their health bodies to the NHSCFA Quality and Compliance Section and the assessment of their performance for 2018/19 and submission of their SRTs in 2019/20 is summarised at Appendix 2. The lack of any red SRT assessments via the RAG grading is noted and the increase in positive QA reports on health bodies in NHS Wales is encouraging.

The NHSCFA Risk Measurement Exercise on Procurement Fraud in NHS England and Wales commenced during Q1 and Q2 of 2019/20. The data for Phase 1 was submitted by NHS Wales health bodies to the NHSCFA and is currently under review. Additional data and information on a total of four procurement contracts in NHS Wales has recently been requested for further analysis by NHSCFA.

2 Counter Fraud Awareness - Inductions and Presentations conducted by LCFS during Q1 of 2019/20

The table below summarises the number of counter fraud awareness presentations and induction courses completed at each health body during Quarter 1 of 2019/20. Swansea Bay UHB LCFSs presented to a total of 705 staff via 20 presentations while the low total of presentations at some health bodies e.g. CTM UHB will improve with the recently recruited additional LCFS resources.

Cardiff & Vale UHB LCFSs provide an LCFS service to Velindre NHS Trust, Public Health Wales, Health Education & Improvement Wales and NHS Wales Shared Service Partnership, while Swansea UHB LCFSs provide the LCFS service to Cwm Taf Morgannwg UHB and Powys tHB. This service includes induction and/or presentations to staff.

	Inductions	No of staff	Presentations	No of staff	Total Staff	Health Body Employees (Aug 2019)	Cumulative %
Aneurin Bevan UHB	9	202	2	31	233	13382	1.74
Betsi Cadwaladr UHB	13	277	3	107	384	18098	2.12
Cardiff & Vale UHB	5	70	1	15	85	14754	0.58
Cwm Taf Morgannwg	0	0	2	53	53	11810	0.45
HEIW	0	0	0	0	0	348	0
Hywel Dda UHB	12	170	7	157	327	9732	3.36
NWSSP	3	50	1	10	60	2234	2.68
Powys tHB	0	0	1	58	58	2215	2.62
Public Health Wales	0	0	0	0	0	1849	0
Swansea Bay UHB	0	0	20	705	705	12801	5.51
Velindre NHS Trust	0	0	0	0	0	2126	0
Welsh Ambulance Trust	1	8	3	32	40	3488	1.15
TOTAL	43	777	40	1168	1945	92837	2.09

AB UHB, BCU HB, C&V UHB, HD UHB and Powys tHB include counter fraud presentations in their staff induction programs. The low level of presentations at several health bodies in Q1 is noted with Swansea Bay UHB conducting the same number of counter fraud presentations (20) as the combined total of the other health bodies.

The LCFS induction and presentation data for the 2018/19 financial year is available at **Appendix 3** for comparison purposes.

3 Counter Fraud Awareness E-Learning Staff Completion Figures 1st April 2019 to 30th June 2019

The NWSSP data below provides details of staff at each health body that have completed the NHS Wales Counter Fraud E Learning Module during Quarter 1 of 2019/20. The table also provides a cumulative figure for each health body since the learning module was placed on-line in March 2015.

The highest staff completion data in Q1 was submitted by PHW, Aneurin Bevan UHB and Swansea Bay UHB, while the lowest completion rates are submitted by C&V UHB, CTM UHB and Powys tHB.

Aneurin Bevan UHB is the only health body to have included counter fraud e-learning in its list of mandatory training courses for all staff.

	Staff Completion 1 st April 2019 to 30 th June 2019	Cumulative from March 2015 to 30 th June 2019	Health Body Employees (Aug 2019)	Cumulative %
Aneurin Bevan UHB	1283	3970	13382	29.66
Betsi Cadwaladr UHB	90	1029	18098	5.68
Cardiff & Vale UHB	32	327	14754	2.22
Cwm Taf Morgannwg UHB	0	402	11810	3.40
Hywel Dda UHB	74	333	9732	3.42
Powys tHB	13	278	2215	12.55
Public Health Wales Trust	450	1071	1849	57.92
Swansea Bay UHB	803	3487	12801	27.24
Velindre / NWSSP / NWIS / HEIW	92	797	4708	16.93
Welsh Ambulance NHS Trust	106	383	3488	10.97
TOTAL	2943	12077	92837	13.00

4 NHS CFS Wales Statistics / Operational Outcomes – 1st April 2019 to 30th June 2019

The table below summarises the **CFS Wales** operational data and sanctions secured in Quarter 1.

The CFS Wales team were investigating 32 cases at the start of the quarter and were investigating 28 active cases at the end of the quarter, as 5 cases had been closed with 1 new referral received. The CFS Wales team had secured a total of £120,180 in recoveries during the quarter – this is largely due to a significant payment (£76,475) received without prejudice in an ongoing pharmacy fraud investigation at CTM UHB, a £39,130 negotiated recovery from a dental practice in C&V UHB due to UDA treatment splitting issues and the recovery of a salary over payment made to a former consultant at BCU HB.

The sanctions secured are often recorded during previous quarters as cases remain open pending the outcome of civil or external disciplinary actions e.g. external GMC or NMC disciplinary cases can often take several years to conclude.

The sanitised list of active **CFS Wales** investigations is at **Appendix 4**.

NHS Organisation	NHS CFS Wales Team (CFS Wales)								
	No of open cases as at 1/4/19	No of referrals received	No of cases closed	No of open cases at 30/6/19	Recoveries (£)	Sanctions			
						Criminal		Disciplinary	Civil
						Court Case	Police Caution		
Aneurin Bevan UHB	5	0	1	4	£0	0	0	0	0
Betsi Cadwaladr UHB	4	0	1	3	£3,825	0	0	0	1
Cardiff & Vale UHB	9	0	1	8	£39,130	0	0	1	1
Cwm Taf Morgannwg UHB	7	0	0	7	£77,225	0	0	0	2
Hywel Dda UHB	3	0	1	2	£0	0	0	0	0
HEIW	0	0	0	0	£0	0	0	0	0
NHS Wales SSP	0	0	0	0	£0	0	0	0	0
Powys tLHB	2	0	1	1	£0	0	0	0	0
Public Health Wales Trust	0	0	0	0	£0	0	0	0	0
Swansea Bay UHB	2	0	0	2	£0	0	0	0	0
Velindre NHS Trust	0	0	0	0	£0	0	0	0	0
Welsh Ambulance NHS Trust	0	1	0	1	£0	0	0	0	0
All-Wales / Multi Organisations	0	0	0	0	£0	0	0	0	0
TOTAL	32	1	5	28	£120,180	0	0	1	4

5 LCFS Statistics / Operational Outcomes – 1st April 2019 to 30th June 2019

The table below summarises the **NHS Wales LCFS** operational data and sanctions secured in Quarter 1 of 2019/20. The LCFSs were investigating a total of 174 cases at the start of the quarter, 32 cases were closed during the period under review with 33 new referrals reported for investigation, with 175 cases under investigation on 30.6.19.

The LCFS investigations secured 2 criminal sanctions, 12 disciplinary outcomes and 8 civil recoveries which recovered £26,194 for NHS Wales. Swansea Bay UHB had the most open cases with 44 active cases at the end of the quarter, while WAST (29), BCU HB (27) and AB UHB (26) had the next highest number of active investigations at the end of the quarter. AB UHB closed the most cases (16 cases) during the reporting period and with WAST received the most (7 cases) new referrals for investigation.

The main LCFS recoveries secured were £8,191 from a salary over payment case at BCU HB, £7,736 from an agency nurse time sheet fraud at Swansea Bay UHB, £5,733 from a salary over payment case at CTM UHB and £3,239 from a working while on NHS sick leave case at Swansea Bay UHB. LCFS criminal prosecutions include a fraud conviction at Cardiff Crown Court on 3.5.19 regarding a bank nurse who had submitted bogus timesheets to Swansea Bay UHB and a fraud conviction at Newport Magistrates Court 29.4.19 of a Doctor who had worked for another health board while on NHS sick leave from AB UHB.

There is a sanitised list of **active LCFS investigations** at NHS Wales health bodies at **Appendix 5**. A sanitised list of CFS Wales and LCFS investigations closed during Q1 2019/20 is included at **Appendix 6**.

NHS Organisation	Local Counter Fraud Specialists in NHS Wales								
	No of open cases as at 1/4/19	No of referrals received	No of cases closed	No of open cases at 30/6/19	Recoveries (£)	Sanctions			
						Criminal		Disciplinary	Civil
						Court Case	Police Caution		
Aneurin Bevan	26	7	16	17	£85	1	0	6	1
Betsi Cadwaladr	27	4	1	30	£8,191	0	0	0	1
Cardiff & Vale	14	2	1	15	£0	0	0	1	0
Cwm Taf Morgannwg	11	4	3	12	£5,733	0	0	0	1
HEIW	0	0	0	0	£0	0	0	0	0
Hywel Dda UHB	12	5	3	14	£0	0	0	0	0
NHS Wales Shared Services	4	2	1	5	£0	0	0	0	0
Powys	9	0	0	9	£0	0	0	0	0
Public Health Wales	0	0	0	0	£0	0	0	0	0
Swansea Bay	43	2	1	44	£10,975	1	0	2	2
Velindre	0	0	0	0	£0	0	0	0	0
Welsh Ambulance	28	7	6	29	£1,210	0	0	3	3
TOTAL	174	33	32	175	£26,194	2	0	12	8

6 Working in Partnership

During Quarter 1 CFS Wales conducted presentations in Cardiff and Llanrwst at WAO workshops designed to Combat Fraud in the Public Sector in Wales and contributed to a detailed WAO review of counter fraud resources in the public sector in Wales.

The WAO Report was very positive on the NHS Wales counter fraud resources, the deterrent impact and the sanctions outcomes.

The CFS Wales team helped coordinate the LCFS response to the NHS CFA Risk Measurement Exercise on Procurement Fraud and assisted with the recruitment of a new LCFS at CTM UHB.

CFS Wales staff have attended meetings with BMA Cymru, CPS Cardiff, NHSCFA in London and with Lead LCFS in Wales to review fraud risks and system weaknesses. Fraud awareness presentations were conducted at several venues including the NWSSP Finance Training Day in Cardiff, induction training for nurses and at WAO events, while CFS Wales staff have contributed to a new BBC TV Series 'Fraud in the Public Sector' which will air in late 2019 / early 2020.

The total funds recovered by CFS Wales and LCFSs for NHS Wales since the counter fraud service was set up in NHS Wales in August 2001 totalled £8,120,412 with 203 criminal sanctions, 415 civil recoveries and 403 disciplinary outcomes secured at the end of Quarter 1.

NHS Wales Counter Fraud Resources 2014/15

NHS Wales Local Counter Fraud Provision 2014/15				
Health Body	Resource Allocation (LCFS days)	LCFS WTE	Admin Support WTE	Salary Cost
Abertawe Bro Morgannwg	559	2.6	0.10	£110,096
Aneurin Bevan	602	2.8	1.00	£122,902
Betsi Cadwaladr	645	3	0.50	£156,822
Cardiff & Vale	387	1.8	0.25	£83,512
Cwm Taf	215	1.0	0.50	£61,977
Hywel Dda	201	0.9	0.00	£57,900
Powys	92	0.4	0.00	£23,704
Public Health Wales	107.5	0.5	0.00	£25,000
Velindre / NWSSP	150.5	0.7	0.25	£47,600
Welsh Ambulance	125	0.6	0.00	£25,968
TOTAL	3084	14.3	2.60	£715,481
NHS CFS Wales Regional Team	1032	4.8	1	£234,996
ALL WALES TOTAL	4116	19.1	3.6	£950,477

Summary of Self Review Tool and Assessments Carried out in 2018/19

	Strategic Governance 2018/19		Inform & Involve 2018/19		Prevent & Deter 2018/19		Hold to Account 2018/19	
Organisation	SRT	Assessed	SRT	Assessed	SRT	Assessed	SRT	Assessed
Hywel Dda	Green	Not assessed	Green	Not assessed	Green	Not assessed	Green	Not assessed
Cardiff&Vale <i>Late SRT submission 03-05-19</i>	Green	Not assessed	Green	Not assessed	Green	Not assessed	Green	Not assessed
Welsh Ambulance	Green	Not assessed	Green	Not assessed	Green	Not assessed	Green	Not assessed
Cwm Taf <i>Late SRT submission 23-05-19</i>	Amber	Not assessed	Amber	Not assessed	Amber	Not assessed	Amber	Not assessed
Velindre &SS <i>Late SRT submission 13-05-19</i>	Green	Not assessed	Green	Not assessed	Green	Currently mid assessment	Green	Not assessed
Aneurin Bevan	Green	Not assessed	Green	Not assessed	Green	Not assessed	Green	Not assessed
Abertawe Bro Morgannwg <i>Late SRT submission 08-05-19</i>	Green	Not assessed	Green	Not assessed	Green	Not assessed	Green	Not assessed
Betsi Cadwaladr	Green	Not assessed	Green	Not assessed	Green	Not assessed	Green	Not assessed
Powys <i>Late SRT submission 07-05-19</i>	Green	Not assessed	Green	Not assessed	Green	Not assessed	Green	Not assessed
Public Health Wales <i>Late SRT submission 03-05-19</i>	Amber	Not assessed	Amber	Not assessed	Amber	Not assessed	Amber	Not assessed
Health Education and Improvement Wales <i>Late SRT submission 03-05-19</i>	Amber	Not assessed	Amber	Not assessed	Amber	Not assessed	Amber	Not assessed

**NHS Wales Local Counter Fraud Specialists Fraud Awareness Presentations and Staff Induction Sessions
2018/19 - 1st April 2018 to 31st March 2019**

	Staff Induction Sessions	No of Staff	Presentations	No of Staff	Total Staff	Staff Headcount (2019)	%
Abertawe Bro Morgannwg UHB	0	0	79	2516	2516	13382	18.80
Aneurin Bevan UHB	37	897	15	895	1792	18098	9.90
Betsi Cadwaladr UHB	49	1491	24	667	2158	14754	14.63
Cardiff & Vale UHB *	12	421	4	35	456	11810	3.86
Cwm Taf UHB	3	150	8	97	247	9732	2.54
Hywel Dda UHB	32	1055	21	398	1453	2215	66.00
Powys tHB	6	123	19	255	378	1849	20.44
Public Health Wales *	0	0	1	43	43	12801	0.34
Velindre / NWSSP / HEIW *	3	32	2	22	54	4708	1.15
Welsh Ambulance NHST	8	128	15	164	292	3844	7.59
TOTALS	150	4297	188	5092	9389	92837	1.01

* low staff/resource issue October 2018 to March 2019

NHS CFS Wales Summary of Open Cases as 30th June 2019 (28 open investigations)

Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/19/00027	Cwm Taf Bro Morgannwg	08.03.19	Healthcare Support Worker	Payroll / Salary Overpayment
WARO/19/00025	Cwm Taf Bro Morgannwg	07.3.19	Nurse	Payroll / Salary Overpayment
WARO/19/00021	Cardiff & Vale	20.02.19	Specialist Registrar	Payroll / Salary Overpayment
WARO 19/00016	Aneurin Bevan, Swansea Bay, Cardiff & Vale, Powys, Hywel Dda & WAST	08.02.19	Patient	Member of the public feigning illness to gain hospital admission (hospital hopper)
WARO/19/00014	Cwm Taf Bro Morgannwg	08.02.19	Doctor	Payroll / Salary Overpayment
WARO/19/00010	Welsh Ambulance NHS Trust	26.06.19	Private Company	Corruption - Procurement/Contract For disposal of vehicles
WARO/19/00004	Cardiff & Vale	08.01.19	Consultants	Payroll / Timesheet Fraud - enhanced overtime payments
WARO/18/00171	Betsi Cadwaladr	28.11.18	Works & Estates Officer	Bribery / Corruption - Contract/Procurement Fraud
WARO/18/00164	Aneurin Bevan	15.11.18	Dentist	False claims for payment
WARO/18/00140	Swansea Bay	10.10.18	Credit to Incorrect Bank Account	Bribery / Corruption
WARO 18/00099	Betsi Cadwaladr	13.07.18	Consultant	Payroll / Salary Overpayment
WARO 18/00094	Cwm Taf Bro Morgannwg	04.07.18	Nurse	Payroll / Salary Overpayment
WARO/18/00082	Aneurin Bevan	01.06.18	Optical Contractor	False claims for payment
WARO/18/00077	Cardiff & Vale	15.10.18	Pharmacist	False claims for payment
WARO/18/00062	Cardiff & Vale	15.10.18	Pharmacist	False claims for payment
WARO/18/00049	Cardiff & Vale	15.10.18	Nurse	Payroll / Salary Overpayment
WARO/18/00023	Cardiff & Vale	15.10.18	Healthcare Support Worker	False information on NHS application for employment
WARO/17/00155	Cardiff & Vale	04.12.17	Dentist	False claims for payment
WARO/17/00154	Hywel Dda	01.12.17	Healthcare Support Worker	Payroll / Salary Overpayment
WARO/17/00093	Hywel Dda	14.08.17	Ex-Employee	Payroll / Salary Overpayment
WARO/17/00038	Aneurin Bevan	17.07.17	Dentist(s)	False claims for payment
WARO/16/00107	Cwm Taf Bro Morgannwg	06.11.17	Pharmacist	False claims for payment
WARO/16/00070	Cwm Taf Bro Morgannwg	08.07.16	GP Practice Manager	Prescription Fraud / Self Prescribing
WARO/16/00050	Cwm Taf Bro Morgannwg	31.05.16	GP Practice Manager / GPs	Conspiracy / Falsifying information for QOF payments
WARO/15/00060	Cardiff & Vale	29.06.15	Dentist	False claims for payment
WARO/15/00058	Powys	16.06.15	NHS Estates Staff	Corruption / Procurement/contract fraud
WARO/14/00068	Swansea Bay	28.05.2014	Dentists	False claims for payment
WARO/14/00062	Betsi Cadwaladr	09.05.2014	Senior Managers / Contractors	Misconduct in Public Office / Conspiracy Capital Finance Project

LCFS Summary of Open Cases as 30th June 2019 (175 open investigations)

Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/16/00043	Aneurin Bevan	26/04/2016	Nurse	Timesheet fraud
WARO/17/00053	Aneurin Bevan	05/06/2017	Radiography Staff	Timesheet fraud
WARO/17/00141	Aneurin Bevan	08/11/2017	Admin Staff	Timesheet fraud
WARO/18/00040	Aneurin Bevan	19/02/2018	GP staff	Prescription
WARO/18/00048	Aneurin Bevan	14/03/2018	Pharmacy	False Claims
WARO/18/00073	Aneurin Bevan	23/05/2018	Consultant	Fraud Fail to disclose
WARO/18/00084	Aneurin Bevan	08/06/2018	Consultant	Fraud Fail to disclose
WARO/18/00106	Aneurin Bevan	27/07/2018	Nurse	Working whilst sick
WARO/18/00122	Aneurin Bevan	22/08/2018	Consultant	Working whilst sick
WARO/18/00136	Aneurin Bevan	08/10/2018	Admin Staff	Timesheet Fraud
WARO/18/00154	Aneurin Bevan	05/11/2018	GP staff	Prescription Fraud
WARO/18/00169	Aneurin Bevan	20/11/2018	Member of public	False declaration/charitable funds
WARO/19/00034	Aneurin Bevan	03/04/2019	Health Care Assistant	Abuse of Position
WARO/19/00046	Aneurin Bevan	01/05/2019	Nurse	Working whilst sick
WARO/19/00056	Aneurin Bevan	31/05/2019	Mortuary Technician	Working whilst sick
WARO/19/00057	Aneurin Bevan	31/05/2019	Member of public	Prescription fraud
WARO/19/00061	Aneurin Bevan	17/06/2019	Radiographer	Working whilst sick
Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/13/00071	Betsi Cadwaladr	08/07/2013	Pharmacist	Miscellaneous/other
WARO/11/00099	Betsi Cadwaladr	18/07/2011	Nurse	Miscellaneous/other
WARO/16/00051	Betsi Cadwaladr	03/06/2016	Miscellaneous (IM&T)	Theft
WARO/16/00052	Betsi Cadwaladr	03/06/2016	Miscellaneous	Timesheet Fraud
WARO/16/00115	Betsi Cadwaladr	26/10/2016	Administrative & Clerical	Working while sick
WARO/16/00120	Betsi Cadwaladr	10/11/2016	GP practice staff	Working while sick
WARO/17/00003	Betsi Cadwaladr	10/01/2017	Speech & Language Therapist	Working while sick
WARO/17/00074	Betsi Cadwaladr	05/07/2017	GP/doctor	Miscellaneous/other
WARO/17/00167	Betsi Cadwaladr	20/12/2017	Dentist	Fraudulent treatment claims
WARO/18/00010	Betsi Cadwaladr	15/01/2018	Consultant	Working whilst sick
WARO/18/00014	Betsi Cadwaladr	17/01/2018	Health Care Support Worker	Payroll Fraud / Salary Overpayment
WARO/18/00037	Betsi Cadwaladr	13/02/2018	Voluntary Driver	Overcharging of transport charges
WARO/18/00042	Betsi Cadwaladr	21/02/2018	Nurse Practitioner/Prescriber	Prescription fraud
WARO/18/00047	Betsi Cadwaladr	06/03/2018	Patient	Prescription Fraud / selling prescribed medication
WARO/18/00058	Betsi Cadwaladr	20/04/2018	Other - Independent Board Member	Tendering process

WARO/18/00097	Betsi Cadwaladr	12/07/2018	Nurse (NHS)	Timesheet fraud
WARO/18/00101	Betsi Cadwaladr	20/07/2018	Patient	Fraudulent compensation claim
WARO/18/00116	Betsi Cadwaladr	14/08/2018	Health Care Support Worker	Timesheet fraud
WARO/18/00134	Betsi Cadwaladr	02/10/2018	Senior Management	Miscellaneous/other
WARO/18/00147	Betsi Cadwaladr	18/10/2018	Miscellaneous	Timesheet fraud
WARO/18/00151	Betsi Cadwaladr	31/10/2018	General Practitioner	False claims for reimbursement
WARO/18/00156	Betsi Cadwaladr	07/11/2018	Works & Estates / H&S staff	Payroll Fraud / Salary Overpayment
WARO/18/00163	Betsi Cadwaladr	15/11/2018	General Practitioner	Prescription fraud
WARO/18/00168	Betsi Cadwaladr	20/11/2018	Nurse (NHS)	Miscellaneous/other
WARO/18/00172	Betsi Cadwaladr	29/11/2018	Consultant / Surgeon (NHS)	Working privately in NHS time
WARO/19/00017	Betsi Cadwaladr	29/11/2018	Radiographer	Working whilst sick
WARO/19/00037	Betsi Cadwaladr	05/04/2019	Consultant / Surgeon (NHS)	Payroll Fraud / Salary Overpayment
WARO/19/00039	Betsi Cadwaladr	12/04/2019	Consultant / Surgeon (NHS)	Timesheet fraud
WARO/19/00040	Betsi Cadwaladr	12/04/2019	Patient (GMS)	Prescription fraud / selling prescribed medication
WARO/19/00041	Betsi Cadwaladr	17/04/2019	General Practitioner	Miscellaneous/other
Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/15/00115	Cardiff & Vale	21/09/2015	General Practitioner	Theft and False Prescriptions
WARO/16/00037	Cardiff & Vale	11/04/2016	NHS Paramedic	Private work during NHS time
WARO/16/00076	Cardiff & Vale	28/07/2016	Job Applicant	False information on employment application form
WARO/16/00127	Cardiff & Vale	28/11/2016	Consultant	False claims
WARO/17/00029	Cardiff & Vale	27/03/2017	Consultant	False claims
WARO/17/00066	Cardiff & Vale	28/06/2017	Consultant	False claims
WARO/17/00067	Cardiff & Vale	28/06/2017	Radiologist	False Representation
WARO/17/00083	Cardiff & Vale	21/07/2017	General Practitioner	False Representation
WARO/18/00007	Cardiff & Vale	10/01/2018	Nurse (NHS)	False Representation
WARO/18/00030	Cardiff & Vale	09/02/2018	Nurse (NHS)	Pharmaceutical Fraud / Healthcare Professional
WARO/18/00120	Cardiff & Vale	20/08/2018	Medical Secretary	False information / special paid leave application
WARO/19/00031	Cardiff & Vale	15/03/2019	Nurse (NHS)	False Representation
WARO/19/00032	Cardiff & Vale	20/03/2019	Patient (GMS)	Overseas Visitor accessing NHS services
WARO/19/00062	Cardiff & Vale	24/06/2019	Health & Safety	Payroll / salary overpayment
WARO/19/00066	Cardiff & Vale	26/06/2019	Patient (GMS)	Overseas Visitor accessing NHS services
Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/17/00027	Cwm Taf Morgannwg	15/02/2013	Ex GP Practice Manager	Abuse of Position
WARO/14/00055	Cwm Taf Morgannwg	14/02/2014	Health and Safety Advisor	False Representation
WARO/17/00162	Cwm Taf Morgannwg	19/10/2017	Advanced Nurse Practitioner	False Representation
WARO/17/00114	Cwm Taf Morgannwg	08/06/2017	Ward Manager	False Representation and Abuse of position
WARO/18/00055	Cwm Taf Morgannwg	06/12/2017	Speciality Mental Health Doctor	Abuse of Position
WARO/18/00054	Cwm Taf Morgannwg	25/01/2018	A+E Staff Nurse	False Representation

WARO/18/00053	Cwm Taf Morgannwg	24/01/2018	Medical Secretary	False Representation
WARO/18/00165	Cwm Taf Morgannwg	19/11/2018	Estates Officer	False Representation
WARO/19/00036	Cwm Taf Morgannwg	16/08/2018	HCSW	False Representation
WARO/19/00035	Cwm Taf Morgannwg	20/09/2018	Clinical Psychologist	False Representation
WARO/19/00050	Cwm Taf Morgannwg	02/05/2019	Receptionist	Abuse of Position
WARO/19/00065	Cwm Taf Morgannwg	23/05/2019	Member of the public	False Representation
Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/17/00007	Hywel Dda	19/01/2017	Contractor	Fraudulent invoices
WARO/18/00090	Hywel Dda	06/06/2018	Employee	False Representation
WARO/18/00112	Hywel Dda	08/08/2018	Patients	Overseas Visitor accessing NHS services
WARO/18/00046	Hywel Dda	21/02/2018	Employee	Failure to disclose information
WARO/18/00125	Hywel Dda	30/08/2018	Employee	Timesheet fraud
WARO/19/00001	Hywel Dda	04/01/2019	Employee	Payroll / salary overpayment
WARO/19/00013	Hywel Dda	05/02/2019	Employee	False Representation
WARO/19/00018	Hywel Dda	14/02/2019	Contractor	False Representation
WARO/19/00020	Hywel Dda	18/02/2019	Employee	Timesheet fraud
WARO/19/00019	Hywel Dda	18/02/2019	Other	Agency work
WARO/19/00052	Hywel Dda	12/04/2019	Employee	Payroll / salary overpayment
WARO/19/00045	Hywel Dda	30/04/2019	Employee	Working whilst sick
WARO/19/00058	Hywel Dda	10/06/2019	Employee	False Representation
WARO/19/00060	Hywel Dda	12/06/2019	Contractor	Fraudulent invoices
Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/18/00065	Powys	10/05/2018	Estates	False Representation, Abuse of Position
WARO/18/00070	Powys	11/05/2018	Nursing	False Representation
WARO/18/00091	Powys	29/06/2018	Consultant / Medical	False Representation
WARO/18/00124	Powys	29/08/2018	Nurses	False Representation
WARO/18/00142	Powys	17/10/2018	Nurse	False Representation
WARO/18/00143	Powys	18/10/2018	Catering Staff	False Representation
WARO/18/00144	Powys	18/10/2018	Consultant / Medical	False Representation
WARO/18/00153	Powys	02/11/2018	Catering Staff	Theft
WARO/18/00159	Powys	09/11/2018	Estates	Abuse of position
Case No	Health Body	Start Date	Subject	Fraud Type
WARO/14/00053	Swansea Bay	30/04/2014	Dentist	False treatment claims
WARO/14/00064	Swansea Bay	14/05/2014	Dentist	False treatment claims
WARO/14/00101	Swansea Bay	30/07/2014	Dentist	False treatment claims
WARO/15/00042	Swansea Bay	11/05/2015	Dentist	False treatment claims
WARO/15/00091	Swansea Bay	21/09/2015	Dentist	False treatment claims
WARO/16/00001	Swansea Bay	05/01/2016	Patient	Hospital Travel Costs

WARO/16/00014	Swansea Bay	01/03/2016	Patient	Overseas patient accessing NHS services
WARO/16/00031	Swansea Bay	08/04/2016	Specialist Registrar	Payroll Fraud / Salary Overpayment
WARO/16/00036	Swansea Bay	11/04/2016	Patient	Prescription Fraud
WARO/16/00087	Swansea Bay	17/08/2016	Senior House Officer	Payroll / salary overpayment
WARO/16/00092	Swansea Bay	15/09/2016	Consultant	Private work during NHS time
WARO/16/00110	Swansea Bay	19/10/2016	Pharmacist	Prescription fraud
WARO/16/00112	Swansea Bay	24/10/2016	Consultant / Surgeon (NHS)	Private work during NHS time
WARO/16/00126	Swansea Bay	23/11/2016	Administrative & Clerical	Working whilst sick
WARO/17/00014	Swansea Bay	07/02/2017	Nurse (NHS)	Working whilst sick
WARO/17/00052	Swansea Bay	05/06/2017	Community Mental Health Nurse	Working whilst sick
WARO/17/00057	Swansea Bay	15/06/2017	Contracts	Procurement fraud
WARO/17/00069	Swansea Bay	29/06/2017	Nurse	Working whilst sick
WARO/17/00081	Swansea Bay	09/07/2017	Nurse	Working whilst sick
WARO/17/00089	Swansea Bay	04/08/2017	Advanced Paramedic Prac	Working whilst sick
WARO/17/00105	Swansea Bay	31/08/2017	Administrative & Clerical	Working whilst sick
WARO/17/00113	Swansea Bay	26/09/2017	Bank HCSW (Applicant)	Working whilst sick
WARO/17/00128	Swansea Bay	18/10/2017	Consultant	Private work during NHS time
WARO/17/00129	Swansea Bay	18/10/2017	Consultant	Private work during NHS time
WARO/17/00132	Swansea Bay	23/10/2017	Administrative & Clerical	Timesheet Fraud
WARO/17/00144	Swansea Bay	17/11/2017	Psychiatrist	Working whilst sick
WARO/17/00147	Swansea Bay	23/11/2017	Nurse (NHS)	Prescription fraud
WARO/17/00169	Swansea Bay	21/12/2017	HCSW	Working whilst sick
WARO/18/00003	Swansea Bay	03/01/2018	Domestic Assistant	Theft
WARO/18/00019	Swansea Bay	29/01/2018	Consultant	Private work during NHS time
WARO/18/00021	Swansea Bay	29/01/2018	HCSW	False Sickness
WARO/18/00051	Swansea Bay	27/03/2018	Patient	Overseas patient accessing NHS services
WARO/18/00068	Swansea Bay	10/05/2018	Cardiac Perfusionist	Timesheet Fraud
WARO/18/00075	Swansea Bay	23/05/2018	Agency Nurse	Fraudulent invoices
WARO/18/00096	Swansea Bay	11/07/2018	Administrative & Clerical	Travel Expenses
WARO/18/00107	Swansea Bay	31/07/2018	Patient	Hospital Travel Costs
WARO/18/00129	Swansea Bay	12/09/2018	Nurse	Working whilst sick
WARO/18/00135	Swansea Bay	03/10/2018	Medical Secretary	Used HB Bank account own use
WARO/18/00149	Swansea Bay	31/10/2018	Orthopaedic Technician	Timesheet Fraud
WARO/18/00152	Swansea Bay	31/10/2018	Nurse	Working whilst sick
WARO/18/00158	Swansea Bay	07/11/2018	Pharmacist (hospital)	Bribery / Corruption
WARO/18/00160	Swansea Bay	09/11/2018	Practice Staff	Abuse of Position
WARO/19/00049	Swansea Bay	03/05/2019	Patient	Hospital Travel Costs
WARO/19/00063	Swansea Bay	24/06/2019	Agency Nurse	Failure to Disclose

Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/14/00032	Velindre/NWSSP	21/02/2014	Administrative & Clerical	Theft
WARO/18/00179	Velindre/NWSSP	19/12/2018	Nurse (student)	Bursary - false claims for reimbursement
WARO/19/00033	Velindre/NWSSP	02/04/2019	Nurse (student)	Bursary - false claims for reimbursement
WARO/19/00047	Velindre/NWSSP	03/05/2019	Nurse (student)	Bursary - false claims for reimbursement
WARO/19/00059	Velindre/NWSSP	12/06/2019	Nurse (student)	Bursary - false claims for reimbursement
Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/17/00121	Welsh Ambulance	06/10/2017	Advanced paramedic practitioner	Timesheet and expenses fraud
WARO/17/00133	Welsh Ambulance	30/10/2017	Ambulance care assistant / PTS driver	Timesheet fraud
WARO/17/00157	Welsh Ambulance	07/12/2017	Ambulance care assistant / PTS driver	Fuel Theft
WARO/18/00011	Welsh Ambulance	16/01/2018	NEPTS Operations team leader	Timesheet and expenses fraud
WARO/18/00012	Welsh Ambulance	16/01/2018	Service provider - Taxi company	Invoice fraud
WARO/18/00074	Welsh Ambulance	24/05/2018	Service area manager	Procurement fraud
WARO/18/00083	Welsh Ambulance	04/06/2018	Ambulance paramedic	False representation
WARO/18/00086	Welsh Ambulance	12/06/2018	Ambulance care asst / PTS driver	Timesheet fraud
WARO/18/00087	Welsh Ambulance	15/06/2018	Volunteer driver	Expenses fraud
WARO/18/00114	Welsh Ambulance	13/08/2018	Control dispatcher	Working whilst sick
WARO/18/00138	Welsh Ambulance	10/10/2018	Emergency care assistant	Timesheet fraud
WARO/18/00145	Welsh Ambulance	17/10/2018	CTL	Working whilst sick
WARO/18/00148	Welsh Ambulance	30/10/2018	Service manager	Bribery / Corruption
WARO/18/00155	Welsh Ambulance	05/11/2018	Ambulance technician	Working whilst sick
WARO/18/00170	Welsh Ambulance	26/11/2018	Call handler	Working whilst sick
WARO/18/00175	Welsh Ambulance	03/12/2018	NEPTS driver	Working whilst sick
WARO/18/00177	Welsh Ambulance	11/12/2018	NEPTS driver	Timesheet fraud
WARO/19/00006	Welsh Ambulance	16/01/2019	NEPTS Manager	Working whilst sick
WARO/19/00015	Welsh Ambulance	08/02/2019	Paramedic	Working whilst sick
WARO/19/00026	Welsh Ambulance	07/03/2019	NEPTS call handler	Working whilst sick
WARO/19/00028	Welsh Ambulance	08/03/2019	Service manager	Abuse of position / false representation
WARO/19/00029	Welsh Ambulance	08/03/2019	IT service area	Expenses fraud
WARO/19/00038	Welsh Ambulance	09/04/2019	NEPTS Driver	Working whilst sick
WARO/19/00044	Welsh Ambulance	30/04/2019	Paramedic	Working whilst sick
WARO/19/00043	Welsh Ambulance	30/04/2019	EMT	Working whilst sick
WARO/19/00054	Welsh Ambulance	23/05/2019	Paramedic	Working whilst sick
WARO/19/00055	Welsh Ambulance	23/05/2019	EMT	Working whilst sick
WARO/19/00067	Welsh Ambulance	26/06/2019	NEPTS	Timesheet fraud
WARO/19/00064	Welsh Ambulance	26/06/2019	CFR	Expenses fraud

Summary of LCFS Cases Closed During Quarter 1 (1st April 2019 to 30th June 2019)

Case No - LCFS	NHS Organisation	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome
WARO/15/00112	Aneurin Bevan	29/10/2015	29/04/2019	Pharmacist	False Claims	Fraud found no sanctions possible
WARO/16/00007	Aneurin Bevan	20/01/2016	01/05/2019	Nurse	Conspiracy to Defraud	Fraud found - 2 professional disciplinarys / 1 internal disciplinary (Police led criminal convictions)
WARO/17/00103	Aneurin Bevan	30/08/2017	13/05/2019	Manager	Failed to disclose criminal conviction	Fraud found and sanctions applied - disciplinary and £3148.91 civil recovery
WARO/17/00125	Aneurin Bevan	16/10/2017	13/05/2019	Secretary	Computer misuse	No fraud found or proven but disciplinary sanctions applied
WARO/18/00029	Aneurin Bevan	09/02/2018	15/05/2019	Nurse	Working while sick	No fraud found or proven
WARO/18/00038	Aneurin Bevan	19/02/2018	13/05/2019	Student Nurse	Forgery / false representation	Fraud found and disciplinary sanction applied
WARO/18/00064	Aneurin Bevan	03/05/2018	29/04/2019	Catering Staff	Theft / Abuse of Position	No fraud found or proven
WARO/18/00130	Aneurin Bevan	17/09/2018	30/05/2019	Nurse	Working while sick	No fraud found or proven
WARO/18/00161	Aneurin Bevan	14/11/2018	22/05/2019	Admin	Computer misuse	Fraud found and disciplinary sanction applied
WARO/18/00162	Aneurin Bevan	14/11/2018	29/05/2019	Patient	False Representation	No fraud found or proven
WARO/18/00173	Aneurin Bevan	29/11/2018	22/05/2019	GSSMS Team	False Representation	No fraud found or proven
WARO/19/00022	Aneurin Bevan	20/02/2019	15/05/2019	Pharmacy	Abuse of position	No fraud found or proven
WARO/19/00023	Aneurin Bevan	25/02/2019	15/05/2019	Secretary	Failure to disclose criminal conviction	No fraud found or proven
WARO/19/00024	Aneurin Bevan	25/02/2019	15/05/2019	Nurse	Working while sick	No fraud found or proven
WARO/19/00042	Aneurin Bevan	25/04/2019	15/05/2019	Drug Theft	Theft/Abuse of position	No fraud found or proven
WARO/19/00053	Aneurin Bevan	23/05/2019	28/05/2019	Nurse	Abuse of position	No fraud found or proven
WARO/16/00009	Betsi Cadwaladr	08/02/2016	22/05/2019	Nurse	Payroll Fraud / Salary Overpayment	Voluntary repayment £8,000 in previous quarter - no criminal sanction viable
WARO/19/00008	Cardiff & Vale	17/01/2019	17/05/2019	Clinical Psychologist	Sickness fraud / working while sick	No fraud found or proven
WARO/17/00047	Cwm Taf	24/05/2017	30/05/2019	Locum Hospital Doctor	Timesheet fraud	Case removed from the Court Listing due to additional evidence being provided which supported the subjects position
WARO/17/00061	Cwm Taf	22/06/2017	31/05/2019	Mental Health Nurse	Timesheet fraud	Disciplinary sanction, case not strong enough to prosecute
WARO/17/00115	Cwm Taf	06/07/2017	25/06/2019	Estates Officer	Working privately in NHS time	No fraud found or proven

WARO/17/00032	Hywel Dda	10/04/2017	07/06/2019	Employee	False expense claims	Fraud found and disciplinary sanction applied
WARO/18/00111	Hywel Dda	07/08/2018	07/06/2019	Locum Pathologist	Timesheet fraud	No further action. Advice provided to Service Head around contracting.
WARO/19/00051	Hywel Dda	09/05/2019	07/06/2019	Patient	Prescription fraud	Fraud found, no sanctions possible
WARO/16/00034	Swansea Bay	08/04/2016	04/04/2019	Nurse (NHS)	Working while sick	No fraud found or proven, External disciplinary sanction NMC 12 month suspension order. Civil recovery £3,238.97
WARO/19/00011	NSWWP	05/02/2019	25/04/2019	Nurse (student)	Bursary Fraud	No fraud found or proven
WARO/18/00123	Welsh Ambulance	23/08/2018	23/04/2019	NEPTS Driver	Working while sick	No fraud found or proven
WARO/18/00066	Welsh Ambulance	10/05/2018	25/04/2019	Paramedic	Working while sick	No fraud found or proven
WARO/18/00027	Welsh Ambulance	05/02/2018	30/04/2019	NEPTS Driver	Working while sick	No fraud found or proven
WARO/18/00137	Welsh Ambulance	10/10/2018	07/06/2019	Service provider	Invoice Fraud	No fraud found or proven
WARO/19/00010	Welsh Ambulance	04/02/2019	26/06/2019	Service provider	Invoice Fraud	Investigation transferred to CFS Wales
WARO/18/00072	Welsh Ambulance	23/05/2019	07/06/2019	Paramedic	Injury Claim	No fraud found or proven but disciplinary sanctions applied
Summary of CFS Wales closed cases in Q1						
WARO/18/00167	CFS Wales / Aneurin Bevan	20/11/2018	17/05/2019	Patient	Prescription Fraud	No fraud found or proven
WARO/17/00065	CFS Wales / Betsi Cadwaladr	26/06/2017	23/04/2019	Dentist	False Claims	Fraud found and sanctions applied - civil recovery £49,461.48
WARO/19/00030	CFS Wales / Hywel Dda	15/03/2019	12/04/2019	Consultant	Bribery/Corruption/Abuse of Position/Failure to Disclose	No fraud found or proven
WARO/10/00078	CFS Wales / Powys	25/06/2010	12/06/2019	Dentist	False Claims	Fraud found and sanction applied - criminal, disciplinary and £60,000 civil recovery
WARO/10/00079	CFS Wales / Cardiff & Vale	25/06/2010	21/06/2019	Hospital Doctor	False Representation, working while suspended	Fraud found and criminal sanction applied

Some sanctions listed for closed cases may have been recorded in previous quarterly reports; the cases have now been formally closed on the FIRST Case Management System following the conclusion of all reasonable lines of enquiry and the completion of all criminal, civil or disciplinary (internal or external) sanctions.