

8.1

Counter Fraud Update

Presenters: Matthew Evans/Benjamin Rees

SBAR Counter Fraud Update ARAC June 2020

Counter Fraud Update ARAC June 2020

Appendix 1 - NHS Fraud Threats from COVID-19

Appendix 2 - Counter Fraud Newsletter Iss 8 (Cymraeg)

Appendix 2 - Counter Fraud Newsletter Iss 8 (English)



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

DYDDIAD Y CYFARFOD: DATE OF MEETING:	23 June 2020
TEITL YR ADRODDIAD: TITLE OF REPORT:	Counter Fraud Update
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Ben Rees, Local Counter Fraud Specialist 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 Audit & Risk Assurance Committee the Counter Fraud update on the work completed within Hywel Dda University Health Board (HDdUHB). This ensures compliance with the Welsh Government (WG) Directives for Countering Fraud in the NHS and the NHS Counter Fraud Authority Standards for NHS Bodies (Wales).

The report will present a breakdown as to how resource has been used within Counter Fraud, alongside an overview of key work areas completed against the 4 NHS Counter Fraud Authority generic standard areas.

Cefndir / Background

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

Asesiad / Assessment

The Health Board is compliant with the WG Directives.

Argymhelliad / Recommendation

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

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference Cyfeirnod Cylch Gorchwyl y Pwyllgor	5.2 In particular, the Committee will review the adequacy of: 5.2.4 the policies and procedures for all work related to fraud and corruption as set out in National Assembly for Wales Directions and as required by the Counter Fraud and Security Management Service.
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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 2020/21
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 2020/21

For Presentation 23rd June 2020

The NHS Protect Standards are set in four generic areas:

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

AREA OF ACTIVITY	Resource Allocated (days) 2020/21	Resource Used (as at 31/05/2020)
STRATEGIC GOVERNANCE	45	8
INFORM AND INVOLVE	90	24
PREVENT AND DETER	85	24
HOLD TO ACCOUNT	200	15
TOTAL	420	71

Work Area	<i>Summary of work areas completed</i>
Inform and Involve	<ul style="list-style-type: none"> • As of 31st May 2020 a total of 727 new staff have received counter fraud training via the induction programme. • The LCFS is exploring options for virtual learning for face to face presentations via Microsoft Teams and the commissioning of a professionally created bilingual Fraud Awareness video. It is our intention that the video will be made available to staff members of all levels and will provide an overview of Fraud, how it affects the NHS and the services we provide and how we can all help to reduce Fraud to a minimum. • Enquiries have been made with both NHS Counter Fraud Authority (NHSCFA) and Counter Fraud Services (CFS) Wales with regards to utilising existing promotional videos created and used by NHSCFA. These short animated videos are aimed at the public and provide a brief overview of Fraud in the NHS. The videos are currently under copyright and are only available in English. The LCFS is currently making enquiries into gaining permission to gain access to the videos with a view of creating a bilingual version (by way of subtitles) and promoting the content to the public by way of social media and by utilising the multimedia consoles currently sited at Hospitals and Health Centres. • A dedicated intranet page has been created to raise awareness of Fraud linked to the pandemic. This includes information on current scams, fraud risks identified nationally and information shared by other law enforcement agencies. • 5 new Global Emails and Staff Bulletin Articles surrounding the following topics – <ul style="list-style-type: none"> - Promotion of the Counter Fraud intranet page reference Covid-19 related fraud risks. - Welsh Water Scam targeting NHS Employees. - Action Fraud’s Alert reference a 400% increase in Fraud since the Pandemic. - Advice to Returning Staff Members reference Tax Avoidance Scams. - Advice and prevention measures concerning Sextortion emails. • A further Mandatory Training Request Form has been submitted to the Learning and Development Department relating to the Counter Fraud eLearning Module. The Mandatory Training Group is due to hold a meeting on 15th June 2020 and the LCFS will be presenting the application to the panel members.

	<ul style="list-style-type: none"> The Spring Edition of the Counter Fraud Newsletter has been issued to staff. A copy is appended to this report for Committee Members' perusal (Appendix 2).
<p>Prevent and Deter</p>	<ul style="list-style-type: none"> 5 NHS Alerts have been disseminated to relevant stakeholders within the Health Board and Departments. This includes a new Intelligence Bulletin around Procurement Fraud, a new Modus Operandi relating to Prescription Fraud via Vision and information reference a repeat offender targeting NHS Hospitals for prescription medication. A piece of work has been undertaken following national guidance received from NHSCFA concerning a Thematic Assessment of Fraud Threats to the NHS from Covid-19. Fraud risks associated with NHS Services, including Primary Care, Finance, Procurement, Charities and Workforce were shared with relevant Department leads and responses were received, detailing processes in place to mitigate any Fraud Risk and potential areas that can be developed to manage the risk going forward. A copy of the Thematic Assessments received from NHS CFA has been included within the In-Committee material (As the document has been classified as Official). A table outlining the risks identified from the Thematic Assessment and responses received from the relevant Services within the Health Board has been created and has been appended to this report (Appendix 1). The LCFS has liaised with both Medicines Management and Primary Care staff around concerns identified previously relating to Repeat Prescriptions and an exercise will commence in Q2 covering both Prevent and Deter actions and Hold to Account whilst also incorporating Inform and Involve work in Q3 / Q4. The LCFS has liaised with Learning Disability Services Staff and confirmed that the Standard Operating Procedure reference Petty Cash has been implemented and a follow up review of its use will be undertaken following a bedding-in period. The LCFS has commenced work relating to agreed actions from April 2020 ARAC meeting concerning Variable Pay and a meeting has already been undertaken with the Audit Team. A review of the data will now commence, whilst we await finalisation of the Audit Report. The LCFS has maintained contact with CFS Wales and shared advice and guidance received from them with key stake holders, this includes information around National ordering of PPE and Shared Services operations. The LCFS has supported the Security Team and Nursing Directorate with a review of PPE equipment and its usage at Withybush General Hospital. Following a review, no crimes were identified and appropriate advice was provided reference securely storing said equipment.

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"> • The LCFS completed the annual Self-Review Tool return for 2019/20. The return has been authorised by both the Director of Finance and the Chair and submitted via the NHS Counter Fraud Authority system. • The LCFS has reviewed the Counter Fraud Work Plan in the context of available staffing levels and potential impact of ongoing Covid-19 pressures on staff and social distancing requirements. It has been assessed that the Work Plan is still deliverable and NHS Counter Fraud Standards can be complied with. There is a danger of losing impact for some planned work, particularly inform and involve. An assessment will be completed at year end and any loss of impact will be addressed in 2021/22 Work Plan.

Report Provided by:

Ben Rees
Local Counter Fraud Specialist

For presentation; 23rd June 2020

Report agreed by:

Huw Thomas, Director of Finance

Appendix 1 Fraud threats to the NHS from Covid-19

Threat			Lead Department	Position	Action Plan
Cyber Enabled Fraud	Malicious Emails	<p>There has been an increase in malicious emails sent by cyber criminals. The UK is estimated to have received 20.8% of all COVID-19 related malicious emails, more than any other nation. By comparison USA has received a share of 8.2%. The NHS is a target for these cyber criminals seeking to make financial gain and/or infect systems with other forms of malware.</p> <p>The usual attack vector is via socially engineered phishing emails. The emails seek to deceive by impersonation of individuals or companies linked to the NHS.</p> <p>The situation of a high number of staff working remotely, in line with social distancing guidance, is thought to have an added impact with remote communications the 'new normal'. There is a consideration that security at home may not be as efficient as it would be in the office environment.</p>	Informatics	<p>All e-mails originating outside of the NHS in Wales have to pass through the national McAfee e-mail filter.</p> <p>The configuration of this has been strengthened during the COVID-19 pandemic to ensure malicious e-mails are captured.</p> <p>Communications were sent in the early stages of the pandemic to ensure Health Board staff were extra vigilant when opening e-mails from unknown sources.</p>	Undertake additional Health Board wide communications.
	Malicious applications (Apps) and messages (Texts & WhatsApp)	<p>The NHS and its employees are susceptible to a ransomware and their confidential data being harvested. This abuse is enabled through an employee downloading a malicious Test and Trace app onto their work device. Alternatively, clicking a link within a text message on a work phone would also have similar ramifications. The NHS has been victim in the past during the 'Wannacry' attack in 2017.</p> <p>Apps are being designed by cyber criminals which insert malware onto a device and extract data. Apps are falsely claiming to track the spread of COVID-19. A form of ransomware, 'CovidLock', contained in apps from unofficial websites is also proliferating. This locks the device and requests payment to unlock.</p>		<p>ICT have continued a high level of security patching during the pandemic to ensure Health Board equipment is protected against the latest threats.</p> <p>Our new Sophos Anti-Virus service is currently being deployed. This cloud-based service called Sophos Central provides advanced threat protection against ransomware.</p>	
Fraudulent Appeals	Diversion of funds	<p>The public generosity and sympathy towards the NHS during the pandemic is vulnerable to being exploited for financial gain. Fraudulent appeals which present themselves as linked to the NHS are directing funds away from the NHS.</p> <p>There are many genuine appeals also being undertaken. This includes community based and official appeals.</p> <p>Criminals, including Organised Crime Groups, are unfortunately exploiting the situation and diverting funds away from these genuine causes.</p>	Hywel Dda Health Charities/Partnerships and Corporate Services	<p>Hywel Dda Health Charities have taken a proactive approach in identifying fundraising pages established by third parties (individuals/organisations) which are stated to be for the benefit of the Health Board. Searches conducted by the Team have established fundraising pages on charitable giving websites, such as JustGiving.com, and have made contact with the fundraisers to advise on the process of making those donations to Hywel Dda Health Charities, if not via the charity's official JustGiving page. The Charities Team found 82 fundraising pages which had been established to donate money directly to the Health Charities on the charity's official JustGiving page where funds are received automatically by the charity. The Charities Team found 62 'crowdfunding' pages opened during March, April & May which had been established to donate money directly to the Health Charities where funds are received automatically by individuals/organisations who are then responsible for forwarding the donations to the charity. The Team contacted all of these fund managers and have been able to track donations into the Charity. Of the funds identified 'crowdfunding' pages have already made their donations to the Charity. The outstanding funds will be monitored and tracked in the same way. If donations are not forthcoming a referral will be made to the Health Board's Counter Fraud Team. The Health Charities have also been proactive in issuing communications on how to donate to the charity to the wider public.</p>	None Reported.

Threat		Lead Department	Position	Action Plan	
False Information	False Information, Fraudulent Cures and Products	NHS time is being diverted to tackle the spread of false information and fraudulent cures. Additionally, those consuming fraudulent treatments may require hospital admission, putting an increased strain on the already stretched NHS. NHS CFA have received contact reporting offerings of fake vaccines, treatments and unproven advice on COVID-19. Nationally The NHS has been attempting to combat the false information in the media and online. It had been working with social networking sites to get genuine accounts verified for the public, fraudulent accounts suspended, and false information removed.	Multi-Discipline/Health Board Wide	The Counter Fraud Department recognises the threat posed both to the Health Board and public and in response have increased communication both externally via social media and internally via global messages. A dedicated Covid 19 Fraud Risk intranet page has been created where such risks are shared to raise awareness of such scams, with a view of reducing the amount of this type of crime and providing reassurance that should someone fall victim they know who to contact. Information on these types of crimes are routinely shared between Health Boards via CFS Wales and an open dialogue is being maintained.	Maintain awareness and communication with both internal and external users. Share communications from third parties such as the Police, Action Fraud and Trading Standards with our users.
Handling Stolen Goods	In demand goods passed on as legitimate/Theft of stocks	Goods in current high demand such as PPE, cleaning kits, hand sanitiser and major haemorrhage kits are at a higher risk of being stolen from the Health Board and central warehouses. Europol have reported that an increase in organised burglaries are expected. This could lead to shortages of vital equipment. Those who receive care outside of a medical premise are also at risk, for example those on a personal health budget. EU member states have been experiencing criminals falsely representing themselves as healthcare workers to gain access to a private premise, services offered include conducting a test for COVID-19. Equipment could be stolen during such visits	Security/Primary Care Contractors/Personal Health Budget Patients	<u>Primary Care.</u> PPE system to monitor and manage the stock supply is in place for primary care however we can only assume that individuals re using in line with the national guidance on PPE use. Individual contractors are responsible for their own equipment once it has been distributed to them. <u>Security.</u> Awaiting a reply.	Monitored through the PPE cell
Death Certificates	Cremation process changes	Previously 2 forms were required before cremation could take place. This involved a first Certificate of Medical Attendant - Cremation 4 to be completed before a second Confirmatory Medical Certificate - Cremation 5 to be completed by a second doctor to confirm the first doctor's findings. Confirmatory Medical Certificate - Cremation 5 is not required under Coronavirus Regulations. There is potential that some doctors to still complete the form unnecessarily to receive a fee or that doctors could claim the fee privately within NHS time. Additionally, far more serious offences may remain undetected as a result of this change.	Primary Care	A response has been received from the Assistant Director of Primary Care and a further meeting will be scheduled to review the threat identified as initial thoughts are that the threat is not relevant to the Health Board.	None Reported.
Agency Fraud	Break Glass - paying agencies for staff beyond the framework threshold	Agencies may exploit the current situation in terms of demand for staff during COVID-19 for profit. The staffing pressure on the NHS is already high nationally with 96,000 vacancies. There is potential for NHS staff to be absent for prolonged periods with sick leave which could result in the breach of the pay cap on agency workers. Agencies registered on framework/contracts are limited by price caps. Off-framework/contract agencies can dictate their own fees. Some on-framework agencies have off-framework subsidiaries to pass shifts on to, this could result in avoidance of price caps.	Workforce and Organisational Development	Not using any off contract agency apart from TNS (aka Thornbury). TNS use has dropped dramatically along with on-contract agency use.	None Reported.

Threat			Lead Department	Position	Action Plan
	False or incomplete documentation	<p>Individuals with incomplete or expired qualifications may fill NHS shifts via agencies.</p> <p>Agencies are required to complete their own vetting and may sign off incomplete checks to allow bookings to proceed.</p> <p>Documentation may also be supplied by individuals to agencies to legitimise employment, for example, e-learning courses can be purchased online and produce certificates which enable temporary staff to proceed with NHS shifts. False NHS badges and ID cards are also known to be available via online platforms.</p>		<p>Medical The Medacs Managed Service Model provides governance around using framework agencies which must comply with the vetting process.</p> <p>AHPs An on-line booking system (TempRE) provides governance around using framework agencies which must comply with the vetting process.</p> <p>Nursing On-Contract agencies must follow Shared Services contract. Checking services are with the on-contract agencies.</p> <p>Any risk to this could end with the blocking of that agency being used within the Health Board and NHS Wales.</p>	None Reported.
Staff Fraud	COVID-19 Volunteers	<p>Volunteers may have criminal motives to benefit themselves when signing up to help the NHS. Individuals could abuse the NHS as a result of the quick vetting process, possibility of falsifying expenses and unsupervised access to vulnerable people and NHS supplies. Additionally, some individuals may impersonate volunteers for financial gain.</p>		<p>Falsifying expense claims Volunteer expenses cover the volunteer's journey from home to place of volunteering and their return journey home. If a volunteer is undertaking additional mileage as part of their volunteer role e.g. conveying patients, staff or items, all journeys are arranged and authorised by the department e.g. UHB Transport Department. The Transport Department monitor all volunteer journeys, check expense claims against journeys undertaken and submit expense forms to the volunteer service for sign off. The only other initiative currently being developed involving additional mileage undertaken by volunteers will be for the volunteering service e.g. delivery of food parcels from food banks to patients homes on behalf of the Children's Palliative Care Team. Volunteer journeys will be coordinated and monitored by the volunteer service. Claims will be checked against journeys undertaken by the volunteer. Mileage undertaken will be further scrutinised by the use of tools such as AA Route finder. The volunteering service process all volunteer claims and remain vigilant .</p> <p>Unsupervised access to vulnerable people The only unsupervised access volunteers may have to vulnerable people will be through transporting patients from the community to appointments and back home, managed by UHB Transport Unit. This will be a very rare occurrence, as volunteers will focus primarily on supporting the transport of staff and / or items. It will only be in very rare cases, where the Non-Emergency Patient Transport Service is unable to accommodate a patient transport request that a volunteer driver will be considered and only as a last resort. All candidates have a DBS check. References and qualifications are not being actioned. If volunteers were not used for this function, the risk would be mitigated.</p> <p>Access to NHS supplies Volunteers should not have access to NHS supplies in their roles. The only exception will be volunteer drivers transporting items on behalf of the UHB Transport Department between sites. An inventory is provided for items to be transported, which is checked on departure and on arrival at destination. All volunteers will have a journey log sheet, which will require a signature on collection and delivery of a specific item. These logs will be cross-referenced against the CTU booking sheets at the time of claim authorisation. If a volunteer has not delivered an item, it will be</p>	<p>None Reported.</p> <p>None Reported.</p>

Threat			Lead Department	Position	Action Plan
	Returning to work for the NHS	Previous staff members may apply to re-join the NHS yet submit falsified time sheets or stop working and fail to notify anyone. These vulnerabilities are enabled by the staff members ability to choose how much time they contribute and stop working at any time. Additionally, they may fail to disclose a change in their circumstances, like a recent criminal record.		<p>I'm not sure I fully understand the risk as described. The risk of any member of staff whether they be a new recruit linked to COVID or a returner to the NHS or general recruitment is the same. Falsifying timesheets or late submission of a termination form is a risk which is mitigated by management action and diligence. Managers know who is rostered to work on any particular roster or shift pattern. If an employee fails to attend work action would be taken to contact them. A termination form would be raised if it's not their intention to return to work. Pay would be stopped if unauthorised absence continued with no contact.</p> <p>I can't think we would have any scenarios where "staff members ability to choose how much time they contribute and stop working at any time.". Work is either contracted in a traditional pattern e.g. 9-5, via a roster and the employee is expected to fulfil the shift or via a bank offer. If the employee didn't work then expected action would be taken as above.</p> <p>DBS is being processed for all new starters inc. returners to the NHS.</p>	None Reported.
	Recruitment	There are vulnerabilities in mass recruitment to meet projected demand of COVID-19. During such time candidates may not disclose previous convictions, previous dismissals, conflict of interests and/or not possess the required qualifications. There may be a perceived lowering of pre-employment checks by prospective candidates.		The risks taken were at a point in time and were mitigated by a range of measures. Many pre-employment checks were completed on Day 1 as opposed to not at all. All candidates' right to work in the UK is being checked. All candidates are having a DBS check. References and qualifications are not being actioned. Managers are very alert to the mechanism used for the mass on-boarding of new recruits. County Workforce Teams are supporting managers at very early signs of issues linked to conduct and capability and termination of employment is being actioned swiftly when necessary. Since the speed of recruitment is no longer a key issue all DBS and Right to Work in the UK checks are being actioned pre-day 1.	None Reported.
	Sickness	Some individuals may falsify sickness, so they can work for another employer over the period and receive a double income. Alternatively, individuals may falsify sickness to receive a paid period of absence. Isolation notes for COVID-19 can now be obtained without a medical consultation.		Self-isolation notes are requested and managers encouraged to keep in regular contact with those self-isolating or shielding. Anyone knowingly claiming a period of absence and then found to be working elsewhere would be subject to normal disciplinary processes.	None Reported.
	NHS Pensions	There may be an increase in the relatives of pensions scheme members failing to declare that a scheme member is deceased. This may be enabled as a result of a disproportionate number of fatal COVID-19 cases affecting the elderly. Additionally, retired NHS staff are returning to work on the front line and are in direct contact with those infected with the virus.		This risk will sit with the NHS Pension Agency and the Health Board.	None Reported.
Procurement Fraud	Procurement of goods and services	Funds may be lost when attempting to purchase additional medical supplies or accepting a bid during the procurement process. Some fraudsters are profiting from supply scams during COVID-19 with offering of fake or non-existent goods.	Procurement	We have been cautious and diligent in dealing with suppliers with whom the Health Board doesn't have an existing trading relationship. Exposure to risk has been measured and transparent, through seeking references and taking these up and also referring to Gold Command via DoF or other Exec Team leads. We have also worked through All Wales / Four Nations teams wherever possible.	<ol style="list-style-type: none"> 1. Monitor on-going demand for PPE and other key consumables. 2. Where utilising non-AW or NHSSC framework providers, seek clear evidence and guarantees on technical compliance. 3. Only part-pay upfront where there is clear strategic need. Seek references from supplier, also consider Escrow process as means to upfront payment. 4. Obtain Gold Command Group sign-off and authorisation. 5. Set up formal Local re-sourcing on lines of products and services able to be provided within boundaries of Hywel Dda UHB.

Threat		Lead Department	Position	Action Plan
	Competition and Consumer Protection Law		Actions outlined above illustrate that HDD has procured in such a way as to mitigate these risks.	Actions shown above.
Commissioning Fraud	False Invoicing/Mandate Fraud	Finance	Our process of changing bank details for suppliers has not changed and is a rigorous process. No matter how urgent paying an invoice is, our process does not change and if anyone tries to bypass our process the changes are not made Over recent weeks, we have seen an increased requirement for advanced payments to be made, some to suppliers we have no trading relationship with. These are all processed, reviewed by a Corporate Governance Committee that is chaired by the NWSSP Audit & Assurance Director	None identified
Pharmaceutical contractor fraud	Collusion	Primary Care	Not aware of any decision on involvement of Community Pharmacies in the delivery of vaccines and	We anticipate that medication and vaccines will be procured and managed nationally due to potential shortages
	Income		PPV is currently suspended. WG have already agreed to pay pharmacies the same as last year for their enhanced services	The Health Board was underspent on enhanced services last year. No concerns were raised regarding any Community Pharmacy contractors
Payment by Results Fraud	Manipulation of data	Health board Wide/Finance	The Fraud risk associated with PbR is not relevant to NHS Wales Bodies, including HDUHB. However, current arrangements, including any Long Term Agreements (LTA) with our neighbouring Health Boards are robust and a Minimum Data Set (MDS) per patient / area of work is required. This data will allow the Health Board to verify the work undertaken and specified targets are met. Current work around Value for Money in this area is being undertaken, which will further strengthen current working practices / procedures.	

Threat			Lead Department	Position	Action Plan
General Practice Contractor Fraud	Income	GPs could perform a lesser service with an increased profit margin. They will continue to be paid at the same rate for all their contracts and reimbursed for additional costs. Additionally, they will not be expected to perform other services in the community as these responsibilities may be suspended. It is possible that GPs may falsify the amount of COVID-19 related appointments through phone calls and potentially add COVID-19 related ghost patients to their patient list.	Primary Care - GMS	A response has been received from the Assistant Director of Primary Care and a further meeting will be scheduled to review the threat identified as initial thoughts are that the threat is not relevant to the Health Board.	
	Video Consultations	Individuals may falsify symptoms to obtain prescription medications that they do not genuinely require. The video and online consultations offered by the GP practice are an enabler to this exploitation.		A response has been received from the Assistant Director of Primary Care and a further meeting will be scheduled to review the threat identified as initial thoughts are that the threat is not relevant to the Health Board.	
Help with Healthcare Costs	Patient Fraud	Individuals who wish to falsely claim to be exempt from NHS charges or direct assistance for healthcare costs may remain undetected for an extended period of time. The number of individuals requiring universal credit (UC) as a result of COVID-19 has increased drastically. Therefore, a pharmacist, dentist or optician may not question an exemption an individual has recently declared they are entitled too.	Primary Care/Finance	<p><u>Bronglais Hospital:</u> Since the 1st April 2020 there has been a reduction in the amount of patients using the service, as such the General office at the sight has not paid any expenses associated with travel. As a result the decision has been made to close the General Office. Current procedures surrounding the reimbursement of costs are routinely followed and a system of 'No Proof of Entitlement No Payment' has been adopted.</p> <p><u>Glangwili and Prince Philip General Hospital:</u> Again the number of patients accessing General Office Services at the two locations has reduced. Again, current procedures surrounding reimbursement of costs incurred by patients are being followed.</p> <p><u>Withybush General Hospital</u> As per Glangwili General Hospital.</p>	
EHIC Fraud		Although routine surgeries and appointment within secondary care have been postponed, some individuals still may use falsified documentation or an EHIC fraudulently to gain access to NHS treatment for free. Treatment for COVID-19 would not be chargeable for any patient as it is infectious and would most likely be considered urgent. However, other treatments may receive less scrutiny. Additionally, if an individual uses an EHIC fraudulently it may only be discovered when the state claims reimbursement as there could be an extended time delay between treatment and repayment. E125/ SED S080 forms can be rejected by member state because unbeknownst to the NHS the EHIC may have been out of date or displayed an invalid ID number.	Finance	The risk identified is considered an ongoing risk, which was present pre Covid-19. In order to minimise the risk of Fraud / Loss of income current working practices remain in place throughout this period and the Overseas Patient Coordinator remains contactable via email or telephone. Staff Training is provided reference EHIC cards and processes are in place to capture the relevant data.	Maintain current practices.

Threat		Lead Department	Position	Action Plan
Fraudulent access to secondary care	Overseas visitors who have remained in the UK during lockdown may remain undetected when fraudulently seeking medical care due to the current pressures on the NHS. Thus, leaving the NHS to cover these costs. Additionally, overseas visitor managers (OVMs) are unable to walk around wards as freely as before, they will be restricted due to risk of infection or in some cases redeployed to other areas of work. This would potentially limit their ability to converse with medical staff who are unsure around the 'ordinarily a resident' policy.	Finance	The Overseas Patient Co-ordinator has continued to monitor this area and processes currently in place reference Overseas Visitors are being followed. The Coordinator remains contactable by either telephone or email and has maintained contact with Health Board employees, answering enquiries where applicable.	Maintain current practices.

Y GOHEBYDD TWYLL

Croeso i rifyn y Gwanwyn o'r Gohebydd Twyll

Croeso i rifyn y Gwanwyn o'r 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.

Mae Covid-19 wedi cael effaith enfawr ar y GIG. Rydym i gyd wedi gorfod mynd ati i addasu ein ffyrdd o weithio ac ymateb i'r afiechyd newydd. Wrth i'r pandemig ddod i'r amlwg, ffrwydrodd twyll a sgamiau, gyda thwyllwyr diegwyddor yn gweld yr argyfwng yn gyfle i dargedu pobl a sefydliadau i

lenwi eu pocedi eu hunain.

Roedd yr wybodaeth ddiweddaraf am y bygythiadau penodol i'r GIG a oedd yn deillio o Covid-19 yn cael ei throsglwyddo i ni, ac rydym wedi bod yn gweithio yn y cefndir i sicrhau bod cyd-weithwyr yn ymwybodol o hyn ac i asesu'r risg i'r Bwrdd Iechyd. Rydym hefyd, trwy dudalen fewnrwyd bwrpasol, wedi bod yn rhoi diweddariadau i bawb ar sgamiau sy'n gwneud eu rowndiau. Byddwn yn sicrhau bod y dudalen hon yn cynnwys yr wybodaeth ddiweddaraf, a



gallwch gyrchu'r dudalen trwy glicio ar y ddolen hon [Cyngor Twyll Covid](#)

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

Yn y rhifyn hwn:

Pennaeth Diogelwch Ysbyty yn cyfaddef Twyll am 8 Mlynedd	2
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Myfyriwr nyrsio yn hawlio gwerth £60 mil o fwrariaethau'r GIG trwy dwyll

Honnodd myfyriwr nyrsio, ar gam, ei bod yn fam sengl a hithau'n briod, gan hawlio gwerth £60,000 o fwrariaethau'r GIG.

Clywodd Llys y Goron Lerpwl fod Annaliese Slater wedi cael yr arian dros gyfnod o ddegawd tra oedd yn astudio mewn tair prifysgol wahanol.

Cyfaddefodd y fenyw 45 oed, a oedd yn briod â milwr, i naw trosedd o dwyll trwy ymholiad anwir.



Student Bursaries

Cafodd ddedfryd o 10 mis yn y carchar, wedi'i gohirio am 18 mis.

Dywedwyd wrth y llys nad oedd Slater erioed wedi cymhwyso hyd yn oed, a'i bod wedi amddifadu darpar nyrs arall o leoliad hyfforddi.

Roedd cyfanswm y taliadau a gafodd gan y GIG yn £110,000, gyda dros hanner y swm wedi'i hawlio'n anghyfreithlon.

Roedd y fam i dri o blant o Ashlea Road, Penbedw, nad yw bellach gyda'i gŵr, wedi hawlio'r arian parod o dan gynllun bwrariaeth myfyrwyr y GIG, a hynny rhwng mis Chwefror 2008 a mis Ionawr 2018.

Roedd wedi gwneud y cais cyntaf am fwrariaeth wrth astudio nyrsio ym Mhrifysgol Newydd Bucks, a honnodd ei bod yn fam

sengl gan ei bod wedi gwahanu oddi wrth ei gŵr.

Aeth ymlaen i astudio ym Mhrifysgol Anglia Ruskin a Phrifysgol Caer, gan barhau i gael y taliadau.

Cysylltodd yr Heddlu Milwrol Brenhinol ag ymchwilyr twyll y GIG yn 2015 pan oedd Slater a'i gŵr yn y broses wirioneddol o wahanu ac ysgaru.

Dywedodd y Barnwr Stuart Driver fod adroddiad seiciatryddol yn dangos bod nodweddion Slater yn cynnwys "awydd anhunanol obsesynol i nyrsio milwyr anafedig".

Rhoddodd y Barnwr ystyriaeth i'r ffaith mai hi oedd unig ofalwr ei phlant oed ysgol, a'i bod yn weithiwr caled a oedd yn dioddef o orbryder ac iselder.

Yn ogystal â'r ddedfryd

Hyfforddiant Ymwybyddiaeth o Dwyll

Un o nodau allweddol Arbenigwr Atal Twyll Lleol (AATLl) 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 gylich.

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 AATLl ar 01267 266268 neu anfonwch neges e-bost at Benja-min.rees2@wales.nhs.uk i drefnu eich hyfforddiant twyll.

ohriedig, gorchymynnwyd i Slater gyflawni 25 niwrnod o weithgareddau adsefydlu a 70 awr o waith di-dâl. Rhaid iddi hefyd dalu £500 tuag at gostau'r erlyniad.

Pennaeth diogelwch mewn ysbyty yn cyfaddef i dwyll a barhaodd am wyth mlynedd

Mae pennaeth diogelwch yn Ysbyty Macclesfield, a werthodd ddwsinau o ffonau symudol a oedd yn perthyn i'r GIG, wedi cyfaddef i dwyll a rychwantodd wyth mlynedd.

Clywodd Llys y Goron Caer fod Anthony Warwick Harrington, 58 oed, o Rugby Drive, Macclesfield, wedi dod â gyrfa 40 mlynedd 'ragorol' yn Ymddiriedolaeth y GIG Dwyrain Swydd Gaer i ben 'dan warth cyhoeddus' am ddwyn dros £15,000 o gronfeydd y gwasanaeth iechyd.

Deallir mai Harrington oedd yr arbenigwr rheoli diogelwch lleol ar gyfer Ysbyty Cyffredinol Macclesfield, lle roedd yn gyfrifol am ddiogelwch ac am gysylltu â'r heddlu ynghylch unrhyw faterion troseddol, megis ymosodiadau ar gleifion neu staff, ac unrhyw ladradau

neu dwyll mewnol.

Dywedodd yr erlynydd Peter Hussey wrth y llys fod troseddau Harrington wedi para o 2010 tan y llynedd.

Meddai: "Un o'i gyfrifoldebau oedd caffael ffonau symudol a chontractau ar gyfer yr ymddiriedolaeth.

"Dim ond ar hap y daeth y troseddau i'r amlwg, a hynny pan sylwodd aelod o staff Vodafone ar weithgarwch anarferol yng nghyfrif yr ymddiriedolaeth.

"Dangosai'r cyfrif fod dros 50 o ffonau symudol a oedd wedi'u cofrestru i'r ymddiriedolaeth wedi cael eu gwerthu i ddau gwmni ailgylchu ffonau ar-lein. Roedd y cyfrif a oedd yn gwerthu'r ffonau yn enw Tony

Harrington, ac yn cynnwys ei rif ffôn a'i gyfeiriad."

Dywedodd y Barnwr Patrick Thompson wrth Harrington fod ei yrfa, a oedd, cyn hynny, yn un 'ragorol', wedi dod i ben dan 'warth cyhoeddus', ond tynnodd sylw at y ffaith nad oedd ganddo gofnod troseddol a'i fod yn meddu ar gymeriad da yn flaenorol.

Dywedodd wrtho y byddai'n gwybod am y 'pwysau sy'n wynebu'r GIG mewn perthynas â chyllid' a bod yr arian a gymerodd yn arian trethdalwyr.

Fe'i dedfrydodd i 12 mis o garchar, a ohiriwyd am 18 mis, a gorchymyn iddo gyflawni 250 awr o waith di-dâl, yn ogystal ag ad-dalu'r swm yr oedd wedi'i ddwyn cyn pen 28 diwrnod.



Dyn yn cael ei gyhuddo o dwyll 'am aros mewn gwesty i weithwyr y GIG'

Mae dyn wedi cael ei gyhuddo o dwyll oherwydd iddo, yn ôl pob tebyg, dreulio chwe noson am ddim mewn gwesty trwy honni ei fod yn weithiwr i'r GIG.

Dywedodd Heddlu Swydd Derby fod Ben Quince, 30, wedi cofrestru yng Ngwesty Casa yn Lockoford Lane, Chesterfield ddiwedd mis Mawrth, a hynny ar lawr a oedd wedi'i neilltuo ar gyfer gweithwyr iechyd.

Dywedir iddo aros yno am chwe noson ar ôl dweud wrth staff ei fod yn gweithio yn yr adran damweiniau ac achosion brys yn Ysbyty Brenhinol Chesterfield.

Dywedodd yr heddlu fod y gwesty'n cynnig llety am ddim i staff y GIG yn ystod y pandemig Covid-19.

Dywedodd Holthof yn y datganiad fod Knight wedi

dod â "chyfoeth o brofiad ac arbenigedd" i'r rôl.

Mae Knight, o Blagrove Road, Quince, nad oes ganddo gyfeiriad sefydlog, wedi cael ei gyhuddo o dwyll trwy ymholiad anwir.

Bydd yn ymddangos yn y Llys yn ddiweddarach.



Sut y llwyddodd un recriwtiwr a phum nyrs i dwyllo'r GIG o £73,000

Mae un recriwtiwr, a'r pum nyrs asiantaeth a gyflogai, wedi cael eu dedfrydu am dwyllo'r GIG o £73,000 trwy anfonebu am waith na wnaethant.

Pan oedd yn gweithio yn ID Medical, recriwtiodd Charles Elad, 46, o Milton Keynes nifer o nyrsys asiantaeth dros dro, sef George Kiberu, Violet Nhende, Abosede Amusan, Ernest Anonyo a Rilindis Bessem, gan eu hymrestru yn y twyll.

Targedodd y grŵp dair ymddiriedolaeth GIG yn y twyll – Ysbyty Cyffredinol Scunthorpe, Ysbyty Brenhinol Blackburn ac Ysbyty Darlington – a hynny trwy gyflwyno tafllenni amser ac anfonebau ffug ar gyfer gwaith nad oeddent wedi'i wneud. Llwyddodd y tîm ymchwilio i ganfod

cannoedd o daflenni amser amheus a oedd wedi cael eu ffugio.

Mewn rhai achosion, nid oedd y nyrs yr ymddengys ei bod wedi llofnodi'r daflen amser i awdurdodi'r taliad yn bodoli.

Talodd y nyrsys gyfran o'r enillion i Charles Elad, a chaniataodd Tany Esekanh Elad i'w chyfrif banc gael ei ddefnyddio i hwyluso'r taliadau hyn.

Gwadodd Charles Elad bum achos o gynllwynio i dwyllo trwy ymholiad anwir ac un achos o dwyll.

Fe'i cafwyd yn euog o bedwar achos o gynllwynio i dwyllo ac un achos o dwyll. Gadawyd y pumed achos ar ffeil. Cafodd ei garcharu am dair blynedd.

Twyll sy'n gysylltiedig â'r coronafeirws yn cynyddu 400%

Mae partneriaid ym maes gorfodi'r gyfraith, ac yn y llywodraeth a'r sectorau preifat yn gweithio gyda'i gilydd i annog aelodau'r cyhoedd i fod yn fwy gwyliadwrus o dwyll, yn enwedig o ran rhannu eu gwybodaeth ariannol a phersonol, wrth i droseddwy'r geisio manteisio ar y pandemig Covid-19.

Mae troseddwy'r yn arbenigwyr ar ddynewared pobl, sefydliadau (e.e. eich banc neu Gyllid a Thollau EM) a'r heddlu.

Peirianeg Gymdeithasol

Diffinnir Peirianeg Gymdeithasol fel "Trin y duedd ddynol naturiol i ymddiried mewn ffordd ddeheuig." Mae'n haws eich twyllo i agor neges e-bost heintiedig nag ydyw i hacio i mewn i'ch cyfrif. Oherwydd hyn, mae peirianeg gymdeithasol wedi dod yn llawer mwy amlwg, ac mae troseddwy'r seiber yn rhoi cynnig ar dechnegau mwy amrywiol o gael pobl i gyflawni tasgau, darparu gwybodaeth neu drosglwyddo arian.

Mathau o beirianeg gymdeithasol:

Gwe-rwydo – negeseuon e-bost twyllodrus a anfonir gan droseddwy'r seiber sy'n esgus bod yn rhywun arall, er enghraifft banc, y GIG neu adran o'r llywodraeth. Nod y neges e-bost yw gosod meddalwedd faleisus ar eich dyfais neu gael Gwybodaeth Bersonol Adnabyddadwy, gan gynnwys manylion mewngofnodi.

Ffug-negeseuon – y weithred o guddwisgo cyfathrebiad o ffynhonnell anhysbys fel petai'n un o ffynhonnell hysbys y gellir ymddiried ynddi. Gall hyn fod yn berthnasol i negeseuon e-bost, galwadau ffôn a gwefannau.

Testun-rwydo – negeseuon testun twyllodrus yr honnir eu bod wedi'u hanfon gan gwmnïau parchus, a hynny er mwyn cael unigolion i ddatgelu gwybodaeth bersonol, megis cyfrineiriau neu fanylion ariannol.

Ffôn-rwydo – troseddwy'r sy'n gwneud galwadau ffôn neu'n gadael negeseuon llais gan esgus bod o sefydliad parchus, a hynny er mwyn cymell unigolion i ddatgelu gwybodaeth bersonol, megis manylion banc a rhifau cardiau credyd.

STOPIO

Gall cymryd eiliad i stopio a meddwl cyn trosglwyddo eich arian neu eich gwybodaeth eich cadw'n ddiogel

HERIO

A allai fod yn ffug? Mae'n iawn gwrthod neu anwybyddu ceisiadau. Dim ond troseddwy'r a fydd yn ceisio eich rhuthro neu eich cynhyrfu.

DIOGELU

Os byddwch yn sylwi ar ymgais i dwyllo yn y gwaith, cysylltwch â'r Tîm Atal Twyll. Os byddwch yn sylwi ar ymgais i dwyllo y tu allan i'r gwaith, cysylltwch â'ch banc ar unwaith os ydych yn meddwl eich bod wedi cael eich twyllo, a rhowch wybod i Action Fraud.

Sut i'ch diogelu eich hun:

- Peidiwch â chymryd yn ganiataol bod galwad ffôn, neges destun neu neges e-bost yn ddilys.
- Peidiwch byth â rhoi manylion ariannol neu fanylion personol i rywun sy'n galw.
- Peidiwch â chlicio ar ddolenni gwefannau na lawrlwytho atodiadau mewn negeseuon testun neu negeseuon e-bost sy'n annisgwyl.
- Gall rhifau ffôn a chyfeiriadau e-bost gael eu newid (ffugio) ac nid ydynt yn brawf adnabod.
- Heriwch bob cais am eich gwybodaeth, eich arian neu eich manylion.
- Ailwiriwch geisiadau am eich manylion, gan wneud hynny trwy ffynhonnell y gellir ymddiried ynddi.



NHS
Counter Fraud Authority

Action Fraud
National Fraud & Cyber Crime Reporting Centre
0300 123 2040

Ni allwn atal troseddau os nad ydym yn gwybod beth sy'n digwydd

Os ydych yn amau bod Twyll wedi digwydd yn eich maes gwaith, yna cysylltwch â Ben Rees trwy gyfrwng y manylion isod

☎ 01267 266280

✉ hduhb.counterfraudteam.hdd@wales.nhs.uk

Hefyd, mae gwybodaeth gyfredol am y bygythiadau mewn perthynas â thwyll sy'n cael eu hamlygu o ganlyniad i Covid-19 ar gael ar dudalen fewnrwyd Tîm Atal Twyll y Bwrdd Iechyd, a hynny trwy'r ddolen isod.

Y Tîm Atal Twyll – Diweddariad ar y Bygythiad Covid

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 Ly-wodraeth San Steffan i leihau twyll Take Five—Advice

**GAL LWCH CHWIL IO ATAL
TWYLL L 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 gyn-nig cyngor ynghylch twyll, llwgrwobrwyo a lly-gredigaeth yn y GIG.

Mae'r AATLl ar gael i gefnogi, arwain a chy-northwyo 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



Benjamin Rees

Arbenigwr Atal Twyll Lleol

☎ 01267 266268

📞 07980919347

✉ benjamin.rees2@wales.nhs.uk

Swydd yn wag

Arbenigwr Atal Twyll Lleol

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

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

0800 028 40 60

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

STOP NHS FRAUD

www.reportnhsfraud.nhs.uk

0800 028 4060

THE FRAUD REPORTER

Welcome to the Spring Edition of The Fraud Reporter

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

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

line their own pockets.

We were updated of specific threats to the NHS arising from Covid-19 and have been working in the background to make colleagues aware of this and assess the risk to the Health Board. We've also been updating everyone on emerging scams doing the rounds via a dedicated intranet page. We will be keeping this page up to date and you can access the page by clicking this link [Covid Fraud Advice](#)



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

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Student nurse claimed £60k in bogus NHS bursaries

A student nurse dishonestly claimed £60,000 in NHS bursaries after falsely claiming to be a single mother despite being married.

Annaliese Slater received the money while studying at three different universities over a decade, Liverpool Crown Court heard.

The 45-year-old, who was married to a soldier, admitted nine

offences of fraud by false representation.

She received a 10 month jail term, suspended for 18 months.

The court was told how Slater never even qualified and deprived another would-be nurse of a training placement.

In total, she received more than £110,000 in payments from the NHS, more than half of which were claimed illegally.

The mother-of-three, of Ashlea Road, Birkenhead, who is no longer with her husband, claimed the cash under the NHS student bursary scheme between February 2008 and January 2018.

She initially applied for a

bursary while studying nursing at Bucks New University and claimed she was a single mother having separated from her husband.

She went on to study at Anglia Ruskin University and the University of Chester while still receiving the payments.

The Royal Military Police contacted NHS fraud investigators in 2015 when Slater and her husband were in the genuine process of separation and divorce.

Judge Stuart Driver said a psychiatric report showed Slater's traits included "an obsessive altruistic desire to nurse injured soldiers".

He took into account that she was the sole carer for her school-age children,

Fraud Awareness Training — Remote Training Available

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

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

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

and was a hard worker who suffered from anxiety and depression.

As well as the suspended sentence, Slater was ordered her to carry out 25 days of rehabilitation activities and 70 hours in unpaid work. She must also pay £500 towards the prosecution costs.



Student Bursaries

Hospital security boss admits eight year fraud

A security boss at Macclesfield Hospital who sold dozens of mobile phones belonging to the NHS has admitted a fraud spanning eight years.

Chester Crown Court heard that Anthony Warwick Harrington, 58, of Rugby Dive, Macclesfield, ended an 'exemplary' 40 year career with East Cheshire NHS Trust 'in public disgrace' after stealing more than £15,000 of health service funds.

It is understood Harrington was the local security management specialist for Macclesfield General Hospital, responsible for security and liaising with police on any criminal matters such as assaults on patient and staff and

any internal thefts or fraud.

Prosecutor Peter Hussey told the court that Harrington's crimes had endured from 2010 to last year.

He said: "One of his responsibilities was the procurement of mobile phones and contracts for the trust.

"The offences came to light purely by chance when a member of Vodafone staff noticed unusual activity on the trust's account.

"It showed more than 50 mobile phones registered to the trust had been sold to two online phone recycling companies. The account selling the phones was registered in the name of Tony Harrington and included his phone number and

address."

Judge Patrick Thompson told Harrington his previously 'exemplary' career had ended in 'public disgrace' but noted his lack of criminal record and previous good character.

He told him that he would know the 'pressure on funding that the NHS faces' and that the money he stole was from taxpayers.

He sentenced him to 12 months in jail, suspended for 18 months and ordered him to perform 250 hours of unpaid work as well as paying back the amount he had stolen within 28 days.



Man charged with fraud 'for staying at hotel for NHS workers'

A man has been charged with fraud after allegedly spending six free nights at a hotel by claiming to be an NHS worker.

Ben Quince, 30, checked into the Casa Hotel in Lockoford Lane, Chesterfield, at the end of March on a floor reserved for health workers, Derbyshire Police said.

He is said to have stayed there for six nights after telling staff he worked in the A&E department at Chesterfield Royal Hospital.

The hotel is offering complimentary lodgings for NHS staff during the Covid-19 pandemic, the force said.

Holthof said in the release that Knight brought a "wealth of experience and expertise" to the role.

Knight, of Blagrove Road,

Quince, of no fixed address, has been charged with fraud by false representation.

He will be appearing in Court at a later date.



How one recruiter and five nurses managed to scam £73,000 out of the NHS

One recruiter and the five agency nurses he employed in a scam have been sentenced after they defrauded the NHS of £73,000 by invoicing for work they didn't do.

Charles Elad, 46, from Milton Keynes, recruited a number of temporary agency nurses while working at ID Medical, including George Kiberu, Violet Nhende, Abosede Amusan, Ernest Anonyo and Rilindis Bessem, who he enlisted in the fraud.

The group targeted three NHS trusts in the scam - Scunthorpe General Hospital, Royal Blackburn Hospital and Darlington hospital - by submitting falsified timesheets and invoices for work they had not done. The investigation team were able to identify hundreds of sus-

picious timesheets which had been falsified.

On some occasions, the nurse who appeared to have signed the timesheet to authorise the payment did not exist.

The nurses paid Charles Elad a share of the proceeds and Tanyi Esekanh Elad allowed her bank account to be used to facilitate these payments.

Charles Elad denied five counts of conspiracy to commit fraud by false representation and one count of fraud.

He was convicted of four counts of conspiracy to commit fraud and one count of fraud. The remaining conspiracy count was left to lie on file. He was jailed for three years.

Coronavirus-related frauds increase by 400%

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

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

Social Engineering

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

Types of social engineering;

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

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

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

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

STOP

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

CHALLENGE

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

PROTECT

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



How to protect yourself:

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

We can’t stop crime we don’t know is happening

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

☎ 01267 266280

✉ hduhb.counterfraudteam.hdd@wales.nhs.uk

Further, up-to-date information around fraud and scam threats emerging as a result of Covid-19 is available on the Health Board’s Counter Fraud Team intranet page via the link below.

Counter Fraud Team— Covid Threat Update

Further Information

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



Benjamin Rees

Lead Local Counter Fraud Specialist

☎ 01267 266280

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Position Vacant

Local Counter Fraud Specialist

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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

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