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Counter Fraud Update

Presenter: Matthew Evans

SBAR Counter Fraud Update February 2020

Counter Fraud Review Update February 2020

Counter Fraud Newsletter Gaeaf 2019/20

Counter Fraud Newsletter Winter 2019/20

NHS Wales Counter Fraud Services Q3 Performance Report



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

DYDDIAD Y CYFARFOD: DATE OF MEETING:	25 February 2020
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 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 2019/20
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 25 February 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) 2019/20	Resource Used (as at 31/01/2020) (days) 2019/20
STRATEGIC GOVERNANCE	50	35
INFORM AND INVOLVE	90	66
PREVENT AND DETER	90	69
HOLD TO ACCOUNT	190	181
TOTAL	420	350

Work Area	<i>Summary of work areas completed</i>
Inform and Involve	<ul style="list-style-type: none"> • As of 31 January 2020 a total of 1138 staff have received counter fraud training. This includes 1004 inductees to the Health Board and 334 existing staff during counter fraud presentations. • 5 new Global Emails and Staff Bulletin Articles surrounding the following topics – <ul style="list-style-type: none"> - Promotion of Winter Edition of Counter Fraud Newsletter - Strange Caller Alert to all staff following repeated unusual telephone contact to Wards - Promotion of new BBC1 series ‘Fraud Squad – the Hunt’ - Prevention Message on Salary Overpayments and Staff Responsibilities - Prevention Message on Working Elsewhere Whilst Sick • Fraud awareness visits are being undertaken to Health Board sites. The LCFS is engaging directly with staff and handing out literature and refreshing on-site awareness materials such as posters. The Health Board’s new Health Centres have been attended and all 4 acute hospitals will be targeted. The LCFS is also attempting to reach out to community based staff who tend to miss mass communications and awareness events due to role. Managers are being targeted to reach these staff. • Mandatory Training Request Form has been submitted to Learning and Development Department relating to the Counter Fraud eLearning Module. The Mandatory Training Group is meeting 24 February to consider request. • The Winter Edition of the Counter Fraud Newsletter has been issued. A copy is appended to this report for Committee Members’ perusal.
Prevent and Deter	<ul style="list-style-type: none"> • 11 NHS Alerts have been disseminated to relevant stakeholders within the Health Board and Departments. This includes a new Intelligence Bulletin around a new Modus Operandi relating to ESR Salary diversions. This has been shared with relevant parties. • The LCFS has met with Medicines Management staff to discuss the risk highlighted from the recent successful prosecution of a community pharmacist within Cwm Taf Morgannwg University Health Board area. The offender in this case was taking handwritten scripts with no medicine form prescribed, claiming for expensive liquid formulations but dispensing cheaper tablet form alternatives. The Medicines Management Team believe that the number of handwritten scripts for Hywel Dda University Health Board is low and printed scripts all contain the medicine form as standard. Data will be analysed to establish any outliers in liquid form dispensing. The LCFS

has also established concerns around the process of repeat prescriptions and this will be explored with the Medicines Management Team.

- The LCFS has met with Learning Disability Services Staff to discuss ongoing concerns around patient money being held and used within Health Board Residential Units. A Policy Guideline has been developed to sit alongside the recently revised Patients Property and Monies Policy, which specifically addresses the process in Residential Units. Usage of pre-paid purchase cards rather than cash is being assessed by Finance Dept. A formal risk assessment has been completed by the LCFS to test proposals; there is a reduction in risk in implementation of the proposed policy guidelines and an even further reduction when utilising pre-paid cards rather than cash.
- The LCFS attended a meeting of the Task and Finish Group established to review and improve the Health Board's current arrangements around overpayment of salary. The Group have established the following actions:
 - The All Wales Overpayment Policy in development is not progressing as hoped and will be delayed. A Hywel Dda University Health Board Policy will be developed instead. A draft Policy is being developed by the LCFS and Finance Dept. – this will cover a more robust process around overpayments as well as outlining the Underpayments procedure and policy in greater detail.
 - The Health Board will deploy electronic forms to replace paper based forms by Year End. The electronic forms are designed within Excel with use of data validation and macro's which guide a manager through completion. The one electronic form will essentially embed multiple 'sub-forms' which cover all aspects: staff starters, changes and terminations. The electronic form guides managers through the completion with additional guidance on aspects of employment considerations for managers such as calculation of outstanding leave for final pay.
 - The new forms will become part of the resource pack available for managers with revisions made to the Health Board intranet pages to base all aspects of employment management in one place.
 - Overpayments will be examined going forward and departments and/or individual managers held to account in instances of poor performance. Cases will be reviewed via the Directorate Performance Reviews and Hold to Account meetings with Senior Directorate Managers Director of Finance and Chief Executive.
 - Communications around this issue have commenced with inclusion in the Winter Counter Fraud Newsletter and Global communications around staff responsibilities. Once changes are in place, widespread communications will be issued to staff on Policy changes. This will include utilising a mailing list developed from users of ESR Managers Self-Service as a targeted approach.

These suggested actions meet all recommendations made following LCFS review for investigated cases. The

	LCFS will remain part of the group to ensure fraud prevention input throughout.
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 3 Operational Performance Report has subsequently been issued and is included for Members' review. The LCFS has developed a statistical report based on this data which is appended to this report (Appendix 1). • NHS Counter Fraud Authority have also released their All Wales Benchmarking Report for 2018/19, statistics are attached at Appendix 2. The intention is that these figures will be available on a live basis in future and will be expanded to include proactive work and savings realised by counter fraud activity. • The LCFS has met with two separate Wales Audit Office (WAO) auditors to discuss the Health Board's 'High Level Fraud Risk Assessment' and also to feed into the WAO review of public sector counter fraud provision. Both auditors have been provided with necessary information and documentation relevant to their respective reviews.

Report Provided by:

Matthew Evans
Lead Local Counter Fraud Specialist

For presentation; 25 February 2019

Report agreed by:

Huw Thomas, Director of Finance

Appendix 1

Hywel Dda University Health Board Counter Fraud Performance Statistics Q3

Local Counter Fraud Specialists (LCFSs) - Q3 Year on Year Comparison																
NHS organisation	No of open cases at start of reporting period		No of referrals received in reporting period		No of cases closed in reporting period		No of open cases at end of reporting period		Recoveries (£)		Sanctions from closed cases					
											Criminal		Disciplinary		Civil	
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
Aneurin Bevan ULHB	21	18	6	10	1	4	26	24	£7,101	£0	0	1	4	1	1	0
Betsi Cadwaladr ULHB	22	30	8	2	2	2	28	30	£0	£44	0	0	0	0	0	1
Cardiff & Vale ULHB	26	20	1	3	10	9	17	14	£0	£24,631	0	1	0	2	0	4
Cwm Taf ULHB	16	14	2	4	2	2	16	16	£615	£0	0	0	1	0	1	0
Hywel Dda ULHB	21	17	3	3	12	11	12	9	£0	£3,122	0	1	0	3	0	1
Powys LHB	5	14	5	1	1	0	9	15	£0	£1,787	0	0	1	0	0	1
Public Health Wales NHST	0	0	0	0	0	0	0	0	£0	£0	0	0	0	0	0	0
ABMULHB (Swansea Bay)	41	53	6	5	1	1	46	57	£0	£3,961	0	1	0	0	0	3
Velindre NHST (inc NWSSP)	6	0	1	0	3	0	4	0	£0	£0	0	0	0	0	0	0
Welsh Ambulance NHST	20	25	8	6	1	10	27	21	£0	£427	0	0	1	0	0	1
TOTAL	178	194	40	37	33	40	185	191	£7,716	£33,972	0	0	7	6	2	11

Local Counter Fraud Specialists (LCFSs) - Q1 to Q3 Cumulative Year on Year Comparison

NHS organisation	No of open cases at start of reporting period		No of referrals received in reporting period		No of cases closed in reporting period		No of open cases at end of reporting period		Recoveries (£)		Sanctions from closed cases					
											Criminal		Disciplinary		Civil	
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
Aneurin Bevan ULHB	17	26	16	21	7	23	26	24	£45,144	£650	4	4	7	8	5	2
Betsi Cadwaladr ULHB	22	27	18	10	12	7	28	30	£0	£283,058	0	1	2	1	0	5
Cardiff & Vale ULHB	37	14	15	15	35	15	17	14	£9,349	£29,437	3	1	10	3	2	5
Cwm Taf ULHB	14	11	6	13	4	8	16	16	£615	£0	0	0	1	1	1	1
Hywel Dda ULHB	17	12	8	11	13	14	12	9	£13,544	£16,340	0	1	2	3	3	4
Powys LHB	3	9	9	6	3	0	9	15	£0	£1,787	0	0	1	0	0	1
Public Health Wales NHST	0	0	0	1	0	1	0	0	£0	£0	0	0	0	0	0	0
ABMULHB (Swansea Bay)	43	43	12	16	9	2	46	57	£11,105	£30,732	1	3	2	3	1	6
Velindre NHST (inc NWSSP)	6	0	4	0	6	0	4	0	£9,545	£0	0	0	0	0	1	0
Welsh Ambulance NHST	17	28	19	16	9	23	27	21	£307	£1,638	0	0	2	4	4	4
TOTAL	176	174	107	114	98	97	185	191	£89,609	£363,642	8	10	27	23	17	29

Appendix 2

National Benchmarking Report: Wales 2018/19

136

Cases Created

2

Number of Information Reports
not Converted to Cases

56

Sanctions Applied

£144,629

Fraud Recovered from Cases
Closed

£198,047

Fraud Identified from Cases
Closed

£431,730

Costs of Hold to Account
Staffing

£362,404

Cost of SG, II and PD staffing

All Wales Average by Number of Health Board's

12.36

Average Number of Cases

12.55

Average Number of
Information Reports

5.09

Average Number of Sanctions

£22,005

Average Fraud Amount

£16,070

Average Recovered Amount

£32,946

Average Strategic
Governance, Inform & Inform
and Prevent Deter Staffing
Cost

£39,248

Average Hold to Account
Staffing Cost

Organisation Name	Organisation Type	Number of Information Reports on FIRST	Number of Cases	Total Number of Sanctions	Criminal Sanctions	Civil Sanctions	Disciplinary Sanctions	Fraud Identified	Recovered Amount
WELSH AMBULANCE SERVICES NHS TRUST	Ambulance Trust	26	25	4	0	3	1	£389	£2,668
VELINDRE NHS TRUST	Care Trust	4	4	4	1	3	0	£19,597	£19,716
PUBLIC HEALTH WALES NHS TRUST	Care Trust	0	0	0	0	0	0	£0.00	£0.00
POWYS TEACHING LHB	Health Board	9	9	0	0	0	0	£0.00	£0.00
HYWEL DDA UNIVERSITY LHB	Health Board	22	22	8	0	3	5	£14,030	£20,401
HEALTH EDUCATION AND IMPROVEMENT WALES (HEIW)	Special Health Authority	0	0	0	0	0	0	£0.00	£0.00
CWM TAF MORGANNWG UNIVERSITY LOCAL HEALTH BOARD	Health Board	7	7	0	0	0	0	£17,505	£0.00

CARDIFF & VALE UNIVERSITY LHB	Health Board	17	17	15	3	4	8	£131,729	£63,017
BETSI CADWALADR UNIVERSITY LHB	Health Board	20	20	2	0	1	1	£16	£0.00
ANEURIN BEVAN UNIVERSITY LHB	Health Board	20	20	14	5	3	6	£790	£24,834
ABERTAWE BRO MORGANNWG UNIVERSITY LHB	Health Board	13	12	9	2	4	3	£13,992	£13,992

Y GOHEBYDD TWYLL

Croeso i Rifyn Gaeaf Gohebydd Twyll

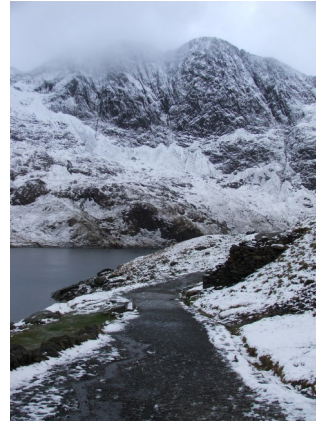
Croeso i rifyn Gaeaf yr Adroddwr Twyll, cylchlythyr Bwrdd Iechyd Prifysgol Hywel Dda i'ch diweddarau ar faterion twyll sy'n effeithio ar y Bwrdd Iechyd a'r GIG ehangach.

Rydyn ni wedi cael cyfnod prysur yn y byd gwrth-dwyll gyda Fferylllydd yn gor-hawlio gan arwain at enillion twyllodrus o £76,000 mae manylion pellach isod.

Yn y rhifyn hwn, mae gennym ddiweddariad ar nyrs iechyd meddwl a

gafodd ei charcharu am 8 mis ar ôl twyllo Bwrdd Iechyd Prifysgol Aneurin Bevan trwy gwblhau 53 shift mewn Cartref Gofal tra ar absenoldeb salwch gyda chyflog llawn. Mae cyngor atal pellach ar weithio yn rhywle arall tra'n derbyn tâl salwch ar dudalen 3.

Mae'r Tîm Gwrth-Dwyll wastad yn hapus i glywed gennych os oes gennych unrhyw bryderon - mae'r manylion cyswllt ar y dudalen gefn.



Yn y rhifyn hwn:

Nyrs Band 7 wedi'i garcharu ar ôl gweithio yn rhywle arall tra'i bod yn sâl	2
Cyn Gyfarwyddwr Rhydychen yn Cyfaddef dweud celwydd am ei radd	2
'Ddim yn ataliad digonol' ar gyfer Dedfryd Gohiriedig	2
Cyngor Gwrth-Dwyll	3
Manylion Cyswllt yr AATLI	4

Fferylllydd y gellir ymddiried ynddo yn twyllo'r GIG allan o £76,000 trwy godi £300 am feddyginiaethau £3

Mae Fferylllydd lleol wedi'i garcharu ar ôl pledio'n euog i godi dros £76,000 yn ormod ar y GIG wrth ddsbarthu meddyginiaeth rad i gleifion dementia.

Roedd Michael Lloyd, 52 oed, a oedd yn byw yn y Bont-faen wedi bilio'r GIG am feddyginiaeth ar ffurf hylif drud o'i fferyllfa yn Nhonysguboriau wrth



ddosbarthu tabledi rhat-ach am dros chwe blynedd mewn gwirionedd.

Clywodd Llys y Goron Caerdydd bod gwerth rhywfaint o'r feddyginiaeth y dylai Lloyd fod wedi hawlio amdani cyn lleied â £3 a bod yr hyn a dderbyniodd mewn gwirionedd am gyfer y feddyginiaeth ar ffurf hylif yn costio hyd at £300 y tro i'r GIG. Roedd hyn yn cynnwys cyffuriau megis meddyginiaethau Alzheimer, Memantine a Donepezil, a oedd yn draean o'r presgripsiynau twyllodrus, a hyd yn oed cyffuriau i ladd poen a gwrthfotigau.

Amlinellodd Erllynydd Gwasanaeth Erllyn y Goron i'r llys y datgelwyd twyll Lloyd ar ôl i Brif Fferylllydd Bwrdd Iechyd Prifysgol Cwm Taf nodi cynnydd

sylweddol yn y gyllideb ar gyfer cyffuriau dementia.

Arweiniodd y pryderon hyn at ymchwiliad i Michael Lloyd a'i fferyllfa yn Nhonysguboriau, Llantrisant, y mae'n berchennog arni gyda'i ddau frawd ynghyd â phedair cangen arall.

Rhoddodd Michael Lloyd atebion "Dim Sylw" mewn cyfweiliad cychwynnol gyda'r heddlu ym mis Ionawr 2018, ond buan y darganfu ymchwiliad a barodd flwyddyn gan Wasanaeth Atal Twyll GIG Cymru gyfanswm o 1,500 o bresgripsiynau wedi'u ffugio a ddaeth i gyfanswm o £76,475. Cyfaddefodd yn ddiweddarach ei fod wedi twyllo a mynegodd "bod yn edifar ganddo" ond dywedodd wrth yr heddlu, "Nid wyf wedi diwygio presgripsiynau mewn gwirionedd, dim ond eu hardys-

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 glych.

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 Benja-min.rees2@wales.nhs.uk i drefnu eich hyfforddiant twyll.

tio yn wahanol."

Talodd Lloyd gyfanswm o £76,475 yn ôl i'r Bwrdd Iechyd ryw bedair wythnos ar ôl iddo gael ei arestio a'i gyfsweld ym mis Mai eleni, drwy dynnu arian o'i fusnes, a chlywodd y llys y bydd yn rhaid iddo ad-dalu'r arian.

Yn dilyn pledio'n euog i Dwyll drwy Gynrychiolaeth Ffug, carcharwyd Lloyd am 16 mis.

Wyth mis o garchar i Nyrs Iechyd Meddwl am dwyllo Bwrdd Iechyd Prifysgol Aneurin Bevan

Nodwyd bod y diffynnydd ar absenoldeb salwch o'i swydd gan hawlio ei bod dan ormod o straen ac yn rhy flinedig i wneud ei rowndiau arferol. Roedd yn gweithio fel Nyrs Iechyd Meddwl Band 7 gyda Bwrdd Iechyd Prifysgol Aneurin Bevan Fodd bynnag, ar ôl mynd ar absenoldeb salwch, dechreuodd weithio sifftiau nos mewn cartref gofal. Roedd y diffynnydd wedi'i lleoli yn y Fenni pan gofrestrodd gyda'r asiantaeth breifat, Andover Nursing Service Ltd. Dywedodd y diffynnydd wrth ei Rheolwr Llinell ei bod "dan ormod o straen i yrru i'r gwaith", ond yn yr un cyfnod gwnaeth gyfanswm o 53 sifft i'r asiantaeth rhwng mis Mawrth a mis

Tachwedd 2018, a'r mwyafrif ohonyn nhw mewn Cartref Gofal yn y Fenni.

Honnodd y diffynnydd fod y Coleg Nyrsio Brenhinol wedi dweud wrthi y gallai wneud gwaith Asiantaeth tra ei bod ar absenoldeb salwch o'i swydd gyda'r GIG. Fodd bynnag, recordiwyd ei galwad ffôn i'r Coleg Nyrsio Brenhinol, ym mis Chwefror 2018, a datgelodd iddi dderbyn cyngor cadarn y gallai fod yn cyflawni twyll.

Clywodd Llys y Goron ei bod wedi pocedi £18,000 mewn tâl salwch dros 8 mis cyn darganfod y twyll. Cyfaddefodd y diffynnydd i'r twyll yn ddiweddarach, ond plediodd gyda'r Barnwr am ddedfryd

ohiriedig oherwydd ei mab pedair oed sydd ag anghe-nion arbennig. Fodd bynnag, carcharodd Barnwr Llys y Goron y diffynnydd am 8 mis gan ddweud, "Roedd eich ymddygiad yn anonest o'r cychwyn cyntaf a gwnaethoch gynnal yr anonestrwydd hwnnw am sawl mis. Gwnaethoch ennill arian gan Asiantaeth allanol, ond hefyd gan y GIG. Nid oes gen i unrhyw amheuaeth fod y drosedd ddirifrol hon yn croesi trothwy'r ddalfa."



"Dywedodd y diffynnydd wrth ei Rheolwr Llinell ei bod dan ormod o straen i yrru i'r gwaith, ond yn yr un cyfnod gwnaeth 53 sifft i'r asiantaeth"

Cyn-bennaeth Oxford NHS yn cyfaddef dweud celwydd am ei radd

Swyddog Gwybodaeth a Digidol Ymddiriedolaeth GIG Ysbytai Prifysgol Rhydychen o fis Awst 2016 hyd fis Medi y llynedd. Cyfaddefodd gyhuddiad o dwyll "bwriadu bod ar ei ennill, sef cyflog" yn Llys Ynadon Rhydychen.

Cafodd fechniaeth ddiamod a bydd yn cael ei ddedfrydu yn Llys y Goron Rhydychen ar 9 Ionawr 2020.

Mewn datganiad i'r wasg a gyhoeddwyd ar ei benodiad yn 2016, dywedodd yr ymddiriedolaeth fod Knight wedi'i gyflogi i "lywio ei huchelgais i ddod yn un o'r sefydliadau gofal iechyd mwyaf blaenllaw yn y DU ac yn fyd-eang."

Dywedodd Dr Bruno Holt-hof, y Prif Weithredwr, yn y datganiad fod Knight yn dod â "chyfoeth o brofiad

ac arbenigedd" i'r rôl.

Ymddiswyddodd Knight o Belgrave Road, Teddington, Llundain ym mis Medi 2018 a chyn hynny bu'n Ddirprwy Gyfarwyddwr yn yr Adran Iechyd a Gofal Cymdeithasol cyn cyrraedd Rhydychen.



Dedfryd ohiriedig ddim yn ddigon i "atal" twyllwr rhag esgus bod yn weithiwr GIG

Ymddangosodd Julie Ann Mills o Ilsley Road, Sherborne St John yn Llys y Goron Caer-wynt ar 14 Tachwedd lle plediodd yn euog i ddau gyhuddiad o dwyll a dau gyhuddiad o ladrata. Derbyniodd ddedfryd 20 mis o garchar sydd wedi'i ohirio am ddwy flynedd. Gorchynnwyd iddi hefyd gwblhau 20 diwrnod o weithgaredd adsefydlu, 80 awr mewn gwaith didal ac iawndal o £165.

Arestwyd y ddynes 45 oed ar 9 Medi yn dilyn adroddiadau o ladrad drwy dynnu sylw mewn tŷ yn Trinidad Close, Popley, lle'r oedd hi'n esgus gweithio fel gweithiwr GIG.

Esboniodd dynes a oedd

yn dyst uniongyrchol i dacteg dwyllodrus Ms Mills,

"Gwelais hi gyntaf pan oedd yn siarad â'n derbynnydd yn gofyn am arian. Roeddwn i a thri o'm cydweithwyr y tu allan yn cael sigarét pan ddaeth hi atom ni, gan ddweud ei bod angen mynd i Gaer-wynt i gasglu ei phlant, ond roedd yr heddlu wedi towio ei char. Cynigais adael iddi ddefnyddio fy ffôn i ffonio tacsï, ond roedd yn mynnu ei bod yn cael arian. Thaloni ddim llawer o sylw oherwydd ei bod yn edrych yn eithaf parchus ac yn gwisgo cerdyn y GIG o amgylch ei gwddf. Thalais i ddim llawer o sylw.

Pwy ydym ni?

Prif amcanion Gwasanaeth Atal Twyll GIG Cymru yw Rhwystro ac Atal drwy gael gwared ar gyfleoedd i dwyll ddigwydd neu iddynt ddigwydd eto ac yn ogystal, i Ddal i Gyfrif y rhai sy'n cyflawni twyll yn erbyn y GIG drwy Ddal, Erlyn a cheisio Gwneud Iawn.

Mae Gwasanaeth Atal Twyll GIG Cymru yn darparu cymorth ac arweiniad arbenigol i rwydwaith o Arbenigwyr Atal Twyll Lleol sy'n cael eu cyflogi yn uniongyrchol gan Fyrddau Iechyd unigol yng Nghymru ac sydd, yn eu tro, yn

adrodd i'r Cyfarwyddwyr Cyllid unigol.

Rôl Gwasanaeth Atal Twyll GIG Cymru a'r Arbenigwyr Atal Twyll Lleol yw ymchwilio ac erlyn unigolion sy'n cyflawni gweithredoedd twyllodrus yn erbyn y GIG, yn ogystal â chodi ymwybyddiaeth atal twyll i staff y GIG drwy dynnu sylw at erlyniadau troseddol llwyddiannus, cynnal gwaith rhagweithiol a chyflwyniadau ymwybyddiaeth i staff GIG Cymru.

Mathau o Dwyll

Mae pob ymchwiliad i dwyll yn wahanol ac mae'n rhaid ei symud yn ei flaen yn ôl ei deilyngdod ei hun ac er bod angen adroddiad terfynu, cymeradwyir hyn cyn terfynu gan Wasanaeth Atal Twyll GIG Cymru.

Yn achos Partneriaeth Cydwasanaethau GIG Cymru, adroddwyd ar nifer o achosion twyll sylweddol i'r GIG yn gyhoeddus gydag ystod amrywiol o ymchwiliadau i dwyll dros y pum mlynedd diwethaf. Roedd y

rhain yn cynnwys twyll yn ymwneud â thafleuni amser ffug, twyll presgripsiynau, gordaliadau cyflog a staff y GIG yn gweithio yn rhywle arall, wrth dderbyn taliadau ar wahân, er eu bod yn honni eu bod ar absenoldeb salwch o'u swydd yn y GIG.

Gordaliad Cyflog

Mae cyfres o achosion tebyg wedi'u hatgyfeirio at Wasanaeth Atal Twyll GIG Cymru lle mae'r sawl dan sylw, er iddo symud i swydd arall yn y GIG, yna wedi dderbyn taliadau cyflog o ganlyniad i'r ffaith bod gwaith papur heb ei gwblhau (e.e. ffurflen terfynu cyflogaeth, llai o oriau ac ati) gan ei R(h)eolwr Llinell.

Mae'r prif wersi i'w dysgu o'r mathau hyn o achosion fel a ganlyn:

Rheolwyr i sicrhau bod ffurflenni Terfynu Cyflogaeth Staff yn cael eu llenwi mewn

modd amserol.

Rheolwyr i sicrhau bod eu Hadroddiadau Cyllideb yn cael eu hadolygu yn fisol er mwyn nodi unrhyw wariant sylweddol ar y gyllideb i anghysondebau gwirioneddol.

Rheolwyr i sicrhau bod Adroddiadau Staff mewn Swydd yn cael eu hadolygu yn fisol i nodi unrhyw rai sy'n gadael a/neu rith-weithwyr.

Gweithio yn rhywle arall wrth hawlio Absenoldeb Salwch

Y prif wersi i'w dysgu o ymchwiliadau o'r fath yw pe bai aelod o'r staff yn nodi absenoldeb salwch, bod Rheolwyr yn sicrhau bod y ffurflenni gofynnol (Hunanardystio a Thystysgrif Feddygol) yn cael eu llenwi a'u cyflwyno mewn modd amserol. Pe bai cyflogai ar Absenoldeb Salwch Tymor Hir, yna mae'r weithdrefn i ymdrin â materion o'r fath yn cael ei dilyn yn agos.

Pe bai unrhyw am-

heuaeth o dwyll (e.e. gweithio yn rhywle arall), yna byddai trywydd archwilio yn ffeilersonol y sawl dan sylw ynghyd â dogfennaeth sydd wedi'i harwyddo, dyddio ac ati a ellir ei ddefnyddio fel rhan o ymchwiliad dilynol.

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 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



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**Gallwch hefyd wneud adroddiad yn ddiennw trwy ffonio'r
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neu chwilio 'NHS Fraud' ar-lein am ragor o wybo-daeth

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THE FRAUD REPORTER

Welcome to the Winter Edition of The Fraud Reporter

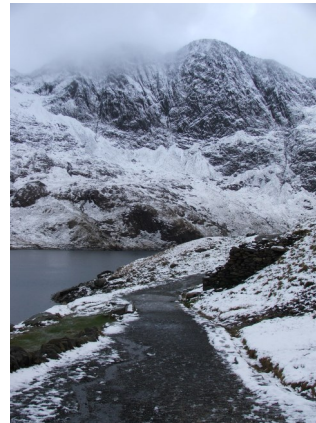
Welcome to the Winter edition of the Fraud Reporter, the Hywel Dda UHB newsletter to keep you up-to-date with fraud issues affecting the Health Board and wider NHS.

We've had a busy period in the counter fraud world with a Pharmacist inflating claims resulting in a fraudulent gain of £76,000 further details are below.

Inside the issue we have an update on a mental health nurse who was

jailed for 8 months after defrauding Aneurin Bevan University Health Board by completing 53 shifts at a Care Home whilst on sick leave with full pay. Further prevention advice on working elsewhere whilst in receipt of sick pay is on page 3.

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



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Trusted pharmacist scammed NHS out of £76,000 by charging £300 for £3 medicines

A local Pharmacist has been jailed after pleading guilty to overcharging the NHS by more than £76,000 while giving out cheap medication to dementia patients.

Michael Lloyd aged 52 and who lived locally in Cowbridge, had billed the NHS for expensive liquid medi-



cine from his Talbot Green based Pharmacy while actually dispensing a cheaper tablet form over six years.

Cardiff Crown Court was told the value of some of the medication that Lloyd should have claimed for was as little as £3 and that what he actually received for the liquid form cost the NHS up to £300 a time. This included drugs like Alzheimer's medicines Memantine and Donepezil, which made up a third of the fraudulent prescriptions, and even basic painkillers and antibiotics.

The CPS Prosecutor outlined to the court that Lloyd's fraud was uncovered after a significant rise in the budget for

dementia drugs was noted by the Chief Pharmacist of Cwm Taf Morgannwg University Health Board.

Those concerns led to an investigation into Michael Lloyd and his Pharmacy, based in Talbot Green, Llantrisant, which he owns with his two brothers along with four other branches.

Michael Lloyd gave "No Comment" answers in an initial police interview in January 2018, but a year-long NHS Counter Fraud investigation soon found a total of 1,500 doctored prescriptions which totalled £76,475. He later admitted his fraud and expressed "regret" but told police "I haven't actually altered prescriptions, just endorsed them differently".

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.

Lloyd paid back a total of £76,475 to the Health Board some four weeks after his arrest and interview in May this year, by taking out cash from his business, which the court heard he will then have to pay back. After having plead guilty to Fraud by False Representation, Lloyd was then jailed for 16 months.

Mental Health Nurse jailed for 8 months for defrauding Aneurin Bevan University Health Board

Rebecca Topczyklo-Evans reported to be on sick leave from her job by claiming she was too stressed and exhausted to do her daily rounds. She was working as a Band 7 Mental Health Nurse with Aneurin Bevan University Health Board. However after going on sick leave, she then started working night shifts at a care home.

Topczyklo-Evans was based in Abergavenny when she registered with privately-run agency Andover Nursing Service Ltd. The defendant told her Line Manager that she was "too stressed to drive to work", but in that same period did a total of 53 shifts for the

agency between March and November 2018 and most of them at a Care Home in Abergavenny.

The defendant claimed that the Royal College of Nursing had told her she could do Agency work while on sick leave from her post with the NHS. However, her telephone call to the RCN, in February 2018, was recorded and it revealed that she was actually given strong advice that she could be committing fraud.

The Crown Court heard she pocketed £18,800 in sick pay over 8 months before the fraud was discovered.

Topczyklo-Evans later admit-

ted fraud, but pleaded with the Judge for a suspended sentence because of her four-year old son who has special needs. However the Crown Court Judge then jailed the defendant for 8 months saying "Your behaviour was dishonest from the outset and you maintained that dishonesty for many months. You gained money from an outside Agency, but also from the NHS. I have no doubt this very serious offence crosses the custody threshold".



"The defendant told her Line Manager that she was too stressed to drive to work, but in that same period did a total of 53 shifts for the agency"

Ex-Oxford NHS boss admits lying about degree

Peter Knight, 53, worked as Chief Information and Digital Officer at Oxford University Hospitals NHS Foundation Trust from August 2016 until September last year. He admitted a charge of fraud "intending to make a gain, namely a salary" at Oxford Magistrates Court.

He was granted unconditional bail and will be sentenced at Oxford Crown Court on 9th January 2020.

In a press release issued on his appointment in 2016, the trust said that Knight had been employed to "shape its ambition to become one of the most foremost healthcare organisations in the UK and globally".

Chief Executive Dr Bruno

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

Knight, of Blagrove Road, Teddington, London, resigned in September 2018 and had previously been a Deputy Director at the Department for Health and Social Care before he arrived in Oxford.



Suspended sentence not good enough "deterrent" for fraudster who posed as NHS worker

Julie Ann Mills, of Ilsley Road, Sherborne St John, appeared in Winchester Crown Court on 14th November where she pleaded guilty to two counts of fraud and two counts of theft. She received a 20-month jail sentence which has been suspended for two years. She was also ordered to complete 20 rehabilitation activity days, 80 hours in unpaid work and £165 in compensation.

The 45 year old was arrested on 9th September following reports of a distraction theft at a house in Trinidad Close, Popley, where she was posing as an NHS worker.

A woman who witnessed Ms Mills' fraudulent tac-

tic first hand commented,

"I first saw her when she was talking to our receptionist asking for money. Me and three of my colleagues were outside having a cigarette when she approached us, saying that she needed to get to Winchester to get her children, but the police had towed her car. I offered to let her use my phone or call a taxi, but she was insistent on being given money. We didn't really think anything of it because she looked rather respectable and having her NHS card around her neck, I didn't really think anything of it."

Who are we?

The main aims of the NHS Counter Fraud Service (Wales) are to Prevent and Deter by removing opportunities for fraud to occur or re-occur and in addition to this, to Hold to Account those who commit fraud against the NHS through effective Detection, Prosecution and seeking Redress.

The NHS CFS (Wales) provides specialist support and guidance to a network of Local Counter Fraud Specialists (LCFSs) who are directly employed by individual Health Bodies in Wales

and who, in turn, report to the individual Finance Directors.

The role of NHS CFS (Wales) and the LCFS' is to investigate and prosecute individuals who commit fraudulent acts against the NHS, in addition to raising fraud awareness to NHS staff by highlighting successful criminal prosecutions, conducting pro-active work and awareness presentations to staff within the NHS in Wales.

Types of Fraud

Each fraud investigation is different and has to be taken forward on its own merits and whilst every case does require a closure report, this is signed off prior to closure by NHS Counter Fraud Service (Wales).

In the case of NHS Wales Shared Services Partnership, there have been a number of significant NHS fraud cases reported in the public domain with a varied range of fraud investigations over the last five years, includ-

ing false timesheet related frauds, prescription frauds, salary overpayments and NHS staff working elsewhere, whilst receiving separate payments, despite having claimed to be on sickness absence from their NHS post.

Overpayment of Salary

There has been a recent batch of such cases being referred to NHS Counter Fraud (Wales) whereby the subject, despite moving to another NHS post, has then received salary payments as a result of non-completion, by his/her Line Manager, of the required paperwork (e.g. termination form, reduction in hours etc).

The main lessons to be learned from these types of cases are as follows:

Managers to ensure that Staff Termination are completed in a

timely fashion.

Managers to ensure that their Budget Reports are reviewed on a monthly basis to identify any significant budget expenditure to actual anomalies.

Managers to ensure that their Staff in Post Reports are reviewed on a monthly basis to identify any leavers and/or "Ghost" employees.

Managers to ensure that their Staff in Post Reports are reviewed on a monthly basis to identify any leavers and/or "Ghost" employees.

Working Elsewhere Whilst Claiming to be on Sickness Absence

The main lessons to be learned from such investigations are for Managers to ensure that should a member of staff report a sickness absence, then the required forms (Self Certification and Medical Certificates) are completed and submitted on a timely basis. Should an employee be on Long Term Sickness Absence, then the procedure for dealing with such issues is then closely followed.

Should there be any suspected fraud (e.g. working elsewhere), then there would be a clear audit trail in the subject's personal file together with documentation that has been signed, dated etc which could then be used as part of any subsequent investigation.

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



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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.

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Counter Fraud Services in NHS Wales

Operational Performance Report 2019/20

Quarter 3 – 1st October 2019 to 31st December 2019

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Introduction

This quarterly report 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 3 of 2019/20 (1st October 2019 to 31st December 2019). The NHS Counter Fraud Authority (NHSCFA) will continue to report to WG via a separate quarterly report document.

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. The CFS Wales team also work closely with the LCFSs often jointly investigating suitable cases.

1.2 Local Counter Fraud Specialists (LCFS)

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 Q3 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 **18.47 wte** in December 2019. The table at **Appendix 1** provides details of the LCFS provision in 2014/15 for comparison purposes.

Health Body	LCFS Annual WTE	Admin Support Annual WTE	Latest Annual Planned LCFS days	Q3 LCFS days	YTD LCFS Days	Latest Annual Staffing budget	Salary Costs for Q3	Budgeted Salary YTD Costs
AB UHB	2.6	0.8	536	134	402	£126,514	£31,628	£94,884
BCU HB	2.91	0.6	745	186	558	£159,281	£39,820	£119,605
CV UHB *	1.8	0.5	440	115	345	£89,148	£27,217	£81,651
CTM UHB **	2.6	0	530	92	276	£136,274	£34,068	£68,136
HEIW *	0.2	0.125	50	15	45	£10,131	£3,550	£10,650
HD UHB	2	0	440	110	330	£74,585	£18,646	£55,938
NWSSP *	0.3	0.125	75	20	60	£15,196	£4,733	£14,199
PtHB **	1.2	0	270	67	201	£45,986	£13,075	£26,150
PHW NHST *	0.3	0.125	100	24	72	£20,261	£5,680	£17,040
SB UHB **	2.16	0	540	117	381	£123,693	£23,396	£85,242
V NHST*	0.4	0.125	110	15	45	£22,287	£3,550	£10,650
WAST	2	0	440	110	330	£80,232	£20,058	£60,174
TOTAL	18.47	2.4	4276	1005	3045	£903,588	£225,421	£644,319
CFS WALES	6	1	1314	328	984	£376,554	£93,959	£281,877
ALL WALES TOTAL	24.47	3.4	5590	1333	4029	£1,280,142	£319,380	£926,196

*The C&V UHB LCFS Team also provide an LCFS service to Velindre NHS Trust, NWSSP, HEIW and PHW via an annual SLA.

**The Swansea Bay UHB LCFS Team also 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 to 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, Fraud 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 NHSCFA Risk Measurement Exercise on Procurement Fraud in NHS England and Wales commenced during Q1 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 was requested for further analysis by NHSCFA as part of Phase 2, and this will be followed by Phase 3 in May to July 2020 where additional data will be provided for analysis and a Risk Exercise report is anticipated in Q4 of 2020/21.

2 Counter Fraud Awareness - Inductions and Presentations conducted by LCFS during Q3 of 2019/20

The following table summarises the number of counter fraud awareness presentations and induction courses completed at each health body during Quarter 3 of 2019/20.

Cardiff & Vale UHB LCFSs also 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. SB UHB completed the highest number of presentations (26) followed by BCU HB with 12 inductions and 13 presentations. The high number of staff attending presentations at SB UHB (1,976), BCU HB (1,549) and HD UHB (1,202) and the low number of staff inductions and presentations at WAST, Velindre and Powys health bodies are noted.

	Inductions Q3		Presentations Q3		Total Staff Q3	Total Staff 01/04/19 - 31/12/19	Health Body Employees (as at Aug 2019)
	No Conducted	No Staff	No Conducted	No Staff			
Aneurin Bevan UHB	10	211	1	12	233	619	13,382
Betsi Cadwaladr UHB	12	392	13	426	818	1,549	18,098
Cardiff & Vale UHB	6	274	5	73	347	1,135	14,754
Cwm Taf Morgannwg	0	0	5	103	103	165	11,810
HEIW	0	0	0	0	0	30	348
Hywel Dda UHB	8	252	2	53	305	1,202	9,732
NWSSP	0	0	4	77	77	222	2,234
Powys tHB	1	20	1	21	41	51	2,215
Public Health Wales	2	42	1	12	54	94	1,849
Swansea Bay UHB	0	0	26	567	567	1,976	12,801
Velindre NHST	0	0	0	0	0	0	2,126
Welsh Ambulance NHST	0	0	2	19	19	69	3,488
TOTAL	39	1,191	60	1,363	2,564	7,112	92,837

The LCFS induction and presentations data for the 2018/19 financial year is available at Appendix 2 for comparison purposes.

3 Counter Fraud Awareness E-Learning Staff Completion Figures 1st October 2019 to 31st December 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 3 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 high numbers of staff completing on-line training at AB UHB (4,143) and SB UHB (3,512) and the relatively low numbers at C&V UHB (327), HD UHB (334), CTM UHB (437) and Powys (279) are noted. The E-learning is currently under review and a new Counter Fraud module should be available during 2020/21.

	Staff Completion 1 st October 2019 to 31 st December 2019	Cumulative from March 2015 to 31 st December 2019	Health Body Employees (Aug 2019)
Aneurin Bevan UHB	48	4,143	13,382
Betsi Cadwaladr UHB	5	1,034	18,098
Cardiff & Vale UHB	0	327	14,754
Cwm Taf Morgannwg UHB	35	437	11,810
Hywel Dda UHB	1	334	9,732
Powys tHB	1	279	2,215
Public Health Wales Trust	18	1,089	1,849
Swansea Bay UHB	25	3,512	12,801
Velindre / NWSSP / NWIS / HEIW	6	803	4,708
Welsh Ambulance NHS Trust	0	383	3,488
TOTAL	139	12,341	92,837

4 NHS CFS Wales Statistics / Operational Outcomes – 1st October 2019 to 31st December 2019

The table below summarises the CFS Wales operational data and sanctions secured in Quarter 3.

The CFS Wales team were investigating 30 cases at the start of the quarter and were dealing with 30 active cases at the end of the quarter, with 4 new referrals received and 4 cases closed during the reporting period. The CFS Wales team secured two criminal convictions and six civil recoveries during Q3. A CTM Pharmacist in Talbot Green was sentenced on 22.10.19 at Cardiff Crown Court to 16 months imprisonment for fraud offences and had repaid £76,475 to the health body prior to the sentencing hearing (recovery reported in Q2). A health care support worker at CTM UHB was sentenced at Merthyr Crown Court on 29.10.19 to 6 months imprisonment suspended for 12 months on Theft offences regarding an over payment of NHS salary case. The CFS Wales team had secured £315,661- in recoveries during the quarter and had recovered a total of £442,949 in the current financial year.

The sanitised list of active CFS Wales investigations is at Appendix 3 for review.

NHS Organisation	NHS CFS Wales Team (CFS Wales) – Q3								
	No of open cases as at 1/10/19	No of referrals received	No of cases closed	No of open cases at 31/12/19	Recoveries £	Sanctions			
						Criminal		Disciplinary	Civil
Court Case	Police Caution								
Aneurin Bevan UHB	4	0	0	4	£0	0	0	0	0
Betsi Cadwaladr UHB	3	1	1	3	£0	0	0	0	0
Cardiff & Vale UHB	9	1	3	7	£380	0	0	0	2
Cwm Taf Morgannwg UHB	7	0	0	7	£164	2	0	0	1
Hywel Dda UHB	2	0	0	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	1	0	0	1	£305,185	0	0	0	2
Public Health Wales Trust	0	1	0	1	£9,932	0	0	0	1
Swansea Bay UHB	2	0	0	2	£0	0	0	1	0
Velindre NHS Trust	0	1	0	1	£0	0	0	0	0
Welsh Ambulance NHS Trust	1	0	0	1	£0	0	0	0	0
All-Wales / Multi Organisations	1	0	0	1	£0	0	0	0	0
TOTAL	30	4	4	30	£315,661	2	0	1	6

NHS CFS Wales Team (CFS Wales) – Cumulative for 2019/20									
NHS Organisation	No of open cases as at 1/4/19	No of referrals received	No of cases closed	No of open cases at 31/12/19	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	1	2	3	£8,924	0	0	0	2
Cardiff & Vale UHB	9	2	4	7	£40,629	0	0	1	4
Cwm Taf Morgannwg UHB	7	0	0	7	£78,279	0	0	0	4
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	£305,185	0	0	0	2
Public Health Wales Trust	0	1	0	1	£9,932	0	0	0	1
Swansea Bay UHB	2	0	0	2	£0	0	0	1	0
Velindre NHS Trust	0	1	0	1	£0	0	0	0	0
Welsh Ambulance NHS Trust	0	1	0	1	£0	0	0	0	0
All-Wales / Multi Organisations	0	1	0	1	£0	0	0	0	0
TOTAL	32	7	9	30	£442,949	2	0	2	13

5 LCFS Statistics / Operational Outcomes – 1st October 2019 to 31st December 2019

The table below summarises the **NHS Wales LCFS** operational data and sanctions secured in Quarter 3 of 2019/20. The LCFSs were investigating a total of 194 cases at the start of the quarter, 40 cases were closed during the quarter with 37 new referrals reported for investigation leaving a total of 191 cases under LCFS investigation on 31st December 2019.

The LCFS investigations secured 4 criminal sanctions, 6 disciplinary outcomes and 11 civil recoveries which recovered £33,972 for NHS Wales. Notable LCFS cases include a nurse at AB UHB who worked multiple shifts for an agency while on NHS sick leave, she was sentenced to 8 months imprisonment on 29.11.19 at Merthyr Crown Court, and a mental health nurse at SB UHB who had used false NHS prescriptions to obtain Botox items for her private cosmetic company, she was sentenced to 15 months in prison suspended for 18 months at Cardiff Crown Court on 7.10.19.

SB UHB continue to have the highest number of active investigations with 57 open cases at the end of Q3, while BCU HB (30) and AB UHB (24) had the next highest number of open investigations. AB UHB opened the highest number of new referrals (10) during the quarter, while HD UHB (11 cases closed), WAST (10 cases closed) and C&V UHB (9 cases closed) submitted the most cases for closure on the Case Management System. The largest LCFS recoveries recorded in the quarter are C&V UHB (£24,631) with LCFS recovering a total of £363,642 in 2019/20 by the end of Q3.

There is a sanitised list of **active LCFS investigations** at NHS Wales health bodies at **Appendix 5**. A sanitised list of CFS Wales & LCFS investigations closed during Q3 of 2019/20 is included at **Appendix 6**.

Local Counter Fraud Specialists in NHS Wales Q3									
NHS Organisation	No of open cases as at 1/10/19	No of referrals received	No of cases closed	No of open cases at 31/12/19	Recoveries £	Sanctions			
						Criminal		Disciplinary	Civil
						Court Case	Police Caution		
Aneurin Bevan	18	10	4	24	£0	1	0	1	0
Betsi Cadwaladr	30	2	2	30	£44	0	0	0	1
Cardiff & Vale	20	3	9	14	£24,631	0	1	2	4
Cwm Taf Morgannwg	14	4	2	16	£0	0	0	0	0
HEIW	0	1	0	1	£0	0	0	0	0
Hywel Dda UHB	17	3	11	9	£3,122	1	0	3	1
NHS Wales Shared Services	3	2	1	4	£0	0	0	0	0
Powys	14	1	0	15	£1,787	0	0	0	1
Public Health Wales	0	0	0	0	£0	0	0	0	0
Swansea Bay	53	5	1	57	£3,961	1	0	0	3
Velindre	0	0	0	0	£0	0	0	0	0
Welsh Ambulance	25	6	10	21	£427	0	0	0	1
TOTAL	194	37	40	191	£33,972	3	1	6	11

Local Counter Fraud Specialists in NHS Wales – Cumulative for 2019/20									
NHS Organisation	No of open cases as at 1/4/19	No of referrals received	No of cases closed	No of open cases at 31/12/19	Recoveries £	Sanctions			
						Criminal		Disciplinary	Civil
						Court Case	Police Caution		
Aneurin Bevan	26	21	23	24	£650	4	0	8	2
Betsi Cadwaladr	27	10	7	30	£283,058	1	0	1	5
Cardiff & Vale	14	15	15	14	£29,437	0	1	3	5
Cwm Taf Morgannwg	11	13	8	16	£0	0	0	1	1
HEIW	0	1	0	1	£0	0	0	0	1
Hywel Dda UHB	12	11	14	8	£16,340	2	0	3	5
NHS Wales Shared Services	4	4	4	4	£0	0	0	0	0
Powys	9	6	0	15	£1,787	0	0	0	1
Public Health Wales	0	1	1	0	£0	0	0	0	0
Swansea Bay	43	16	2	57	£30,732	3	0	3	6
Velindre	0	0	0	0	£0	0	0	0	0
Welsh Ambulance	28	16	23	21	£1,638	0	0	4	4
TOTAL	174	114	97	191	£363,642	10	1	23	30

6 Working in Partnership

During Quarter 3, CFS Wales staff and Lead LCFSs met with the WAO to provide evidence to support Phase 2 of the WAO's ongoing review of counter fraud resources in the public sector in Wales and continued to co-ordinate the response to the ongoing NHSCFA Risk Measurement Exercise on Procurement Fraud.

CFS Wales staff and LCFSs work closely together and often jointly attend meetings with key stakeholders e.g. CFSG, PPV or BMA meetings. They also jointly progress suitable investigations. During Q3, CFS Wales staff attended various meetings with WG, NHSCFA, NWSSP PPV, Lead LCFSs and CPS Cardiff and also conducted various induction training events and fraud presentations to NHS Staff and an LCFS Forum in SW England. .

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 to 30th December 2019 totals £8,787,361 with 209 criminal sanctions, 447 civil recoveries and 415 disciplinary sanctions recorded.

The following table indicates the operational outcomes combined for CFS Wales and LCFS for the 5-year period 1st April 2014 to 31st March 2019.

NHS CFS Wales and LCFS Sanctions 2014 to 2019					
	Referrals	Recoveries	Sanctions		
			Criminal	Civil	Disciplinary
2014/2015	154	£941,697	13	41	37
2015/2016	120	£307,561	13	32	17
2016/2017	140	£335,127	7	35	20
2017/2018	191	£225,499	15	33	42
2018/2019	152	£522,030	16	36	31
TOTAL	757	£2,331,914	64	177	147

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	Budgeted 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

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

Case No	Health Body	Start Date	Subject Category	Fraud Type
WARO/19/00041	Velindre	02.11.19	External Supplier	Procurement/ Tender Process
WARO/19/00130	Public Health Wales	06.11.19	NHS Manager	Salary Overpayment
WARO/19/00128	Cardiff & Vale	03.10.19	Consultant	Salary Overpayment
WARO/19/00092	Betsi Cadwaladr	04.12.19	GP	False Declaration
WARO/19/00088	Cardiff & Vale	08.08.19	Pharmacy Business	False Claims
WARO/19/00084	Cardiff & Vale	29.07.19	Nurse (ex-employee)	Payroll / Salary Overpayment
WARO/19/00027	Cwm Taf Bro Morgannwg	08.03.19	Healthcare Support Worker	Payroll / Salary Overpayment
WARO/19/00025	Cwm Taf Bro Morgannwg	07.03.19	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 18/00094	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/18/00023	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/GP	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	28.05.14	Dentists	False claims for payment
WARO/14/00062	Betsi Cadwaladr	09.05.14	Senior Managers / Contractors	Misconduct in Public Office / Conspiracy Capital Finance Project

LCFS Summary of Open Cases as 31st December 2019

	Case No	Health Body	Start Date	Subject Category	Fraud Type
1	WARO/18/00048	Aneurin Bevan	14/03/2018	Community Pharmacy	Fraud False Rep
2	WARO/18/00073	Aneurin Bevan	23/05/2018	Consultant	Fraud Fail to disclose
3	WARO/18/00084	Aneurin Bevan	08/06/2018	Consultant	Fraud Fail to disclose
4	WARO/18/00106	Aneurin Bevan	27/07/2018	Nurse	Fraud Fail to disclose - working on sick
5	WARO/18/00122	Aneurin Bevan	22/08/2018	Doctor	Fraud Fail to disclose -working on sick
6	WARO/18/00136	Aneurin Bevan	08/10/2018	Admin Staff	Fraud False Rep - timesheet
7	WARO/18/00154	Aneurin Bevan	05/11/2018	GP staff	Abuse of Position - prescription fraud
8	WARO/18/00169	Aneurin Bevan	20/11/2018	Member of public	Fraud False Rep - charity fraud
9	WARO/19/00034	Aneurin Bevan	03/04/2019	HCA	Abuse of Position
10	WARO/19/00046	Aneurin Bevan	01/05/2019	Nurse	Fraud Fail to disclose - working on sick
11	WARO/19/00056	Aneurin Bevan	31/05/2019	Mortuary Technician	Fraud Fail to disclose - working on sick
12	WARO/19/00057	Aneurin Bevan	31/05/2019	Member of public	Prescription fraud
13	WARO/19/00061	Aneurin Bevan	17/06/2019	Radiographer	Fraud Fail to disclose - working on sick
14	WARO/19/00068	Aneurin Bevan	04/07/2019	Med Secretary	Fraud False Rep
15	WARO/19/00107	Aneurin Bevan	23/09/2019	Senior NHS Manager	Abuse of Position - Time
16	WARO/19/00110	Aneurin Bevan	23/09/2019	GP staff	Abuse of position - Theft of monies
17	WARO/19/00111	Aneurin Bevan	23/09/2019	HCA	Fraud by False Rep - timesheet
18	WARO/19/00122	Aneurin Bevan	15/10/2019	GP	Fraud by False Rep - Application/Failing to disclose
19	WARO/19/00131	Aneurin Bevan	06/11/2019	Catering	Fraud Fail to disclose - working on sick
20	WARO/19/00140	Aneurin Bevan	26/11/2019	Nurse	Abuse of Position
21	WARO/19/00145	Aneurin Bevan	17/12/2019	Consultant	Fail to Disclose
22	WARO/19/00146	Aneurin Bevan	17/12/2019	Admin Manager	Computer Misuse Act
23	WARO/19/00147	Aneurin Bevan	18/12/2019	Admin	Making/supplying articles for use in frauds
24	WARO/19/00148	Aneurin Bevan	19/12/2019	Nurse	Fraud Fail to disclose - working on sick
	Case No	Health Body	Start Date	Subject Category	Fraud Type
1	WARO/13/00071	Betsi Cadwaladr	08/07/2013	Pharmacist	Miscellaneous/other
2	WARO/11/00099	Betsi Cadwaladr	18/07/2011	Nurse	Miscellaneous/other
3	WARO/16/00051	Betsi Cadwaladr	03/06/2016	Miscellaneous (IM&T)	Theft
4	WARO/16/00052	Betsi Cadwaladr	03/06/2016	Miscellaneous	Timesheet Fraud
5	WARO/16/00115	Betsi Cadwaladr	26/10/2016	Administrative & Clerical	Working while sick
6	WARO/17/00003	Betsi Cadwaladr	10/01/2017	Speech & Language Therapist	Working while sick
7	WARO/17/00074	Betsi Cadwaladr	05/07/2017	GP/doctor	Miscellaneous/other
8	WARO/17/00167	Betsi Cadwaladr	20/12/2017	Dentist	Fraudulent treatment claims
9	WARO/18/00010	Betsi Cadwaladr	15/01/2018	Consultant	Working whilst sick
10	WARO/18/00014	Betsi Cadwaladr	17/01/2018	Health Care Support Worker	Payroll Fraud / Salary Overpayment
11	WARO/18/00037	Betsi Cadwaladr	13/02/2018	Voluntary Driver	Overcharging of transport charges

12	WARO/18/00042	Betsi Cadwaladr	21/02/2018	Nurse Practitioner/Prescriber	Prescription fraud
13	WARO/18/00047	Betsi Cadwaladr	06/03/2018	Patient	Prescription Fraud / selling prescribed medication
14	WARO/18/00058	Betsi Cadwaladr	20/04/2018	Other - Independent Board Member	Tendering process
15	WARO/18/00097	Betsi Cadwaladr	12/07/2018	Nurse (NHS)	Timesheet fraud
16	WARO/18/00101	Betsi Cadwaladr	20/07/2018	Patient	Fraudulent compensation claim
17	WARO/18/00116	Betsi Cadwaladr	14/08/2018	Health Care Support Worker	Timesheet fraud
18	WARO/18/00134	Betsi Cadwaladr	02/10/2018	Senior Management	Miscellaneous/other
19	WARO/18/00147	Betsi Cadwaladr	18/10/2018	Miscellaneous	Timesheet fraud
20	WARO/18/00151	Betsi Cadwaladr	31/10/2018	General Practitioner	False claims for reimbursement
21	WARO/18/00156	Betsi Cadwaladr	07/11/2018	Works & Estates / H&S staff	Payroll Fraud / Salary Overpayment
22	WARO/18/00163	Betsi Cadwaladr	15/11/2018	General Practitioner	Prescription fraud
23	WARO/18/00168	Betsi Cadwaladr	20/11/2018	Nurse (NHS)	Miscellaneous/other
24	WARO/18/00172	Betsi Cadwaladr	29/11/2018	Consultant / Surgeon (NHS)	Working privately in NHS time
25	WARO/19/00017	Betsi Cadwaladr	29/11/2018	Radiographer	Working whilst sick
26	WARO/19/00037	Betsi Cadwaladr	05/04/2019	Consultant / Surgeon (NHS)	Payroll Fraud / Salary Overpayment
27	WARO/19/00039	Betsi Cadwaladr	12/04/2019	Consultant / Surgeon (NHS)	Timesheet fraud
28	WARO/19/00041	Betsi Cadwaladr	17/04/2019	General Practitioner	Miscellaneous/other
29	WARO/19/00123	Betsi Cadwaladr	21/10/2019	Dentist	Submission of fraudulent claims
30	WARO/19/00135	Betsi Cadwaladr	14/11/2019	Nurse (NHS)	Working while sick
	Case No	Health Body	Start Date	Subject Category	Fraud Type
1	WARO/16/00037	Cardiff & Vale	11/04/2016	NHS Paramedic	Private Work
2	WARO/16/00076	Cardiff & Vale	28/07/2016	Job Applicant	False Job Applications
3	WARO/17/00067	Cardiff & Vale	28/06/2017	Radiologist	Failure to Disclose Information
4	WARO/17/00083	Cardiff & Vale	21/07/2017	General Practitioner	False Representation
5	WARO/18/00077	Cardiff & Vale	21/07/2017	Pharmacist	False Representation
6	WARO/18/00120	Cardiff & Vale	20/08/2018	Medical Secretary	False Representation, Forgery and Counterfeiting
7	WARO/19/00032	Cardiff & Vale	20/03/2019	Patient (GMS)	Overseas Visitor
8	WARO/19/00074	Cardiff & Vale	20/03/2019	Qualified Nurse	Failure to Disclose Information
9	WARO/19/00076	Cardiff & Vale	20/03/2019	Nurse (NHS)	Theft and Money Laundering
10	WARO/19/00078	Cardiff & Vale	20/03/2019	Nurse (NHS)	Working whilst on Sick Leave
11	WARO/19/00079	Cardiff & Vale	20/03/2019	Registrar	Theft and Money Laundering
12	WARO/19/00094	Cardiff & Vale	16/10/2019	Applicant	False Application Form and Qualification Certificate
13	WARO/19/00106	Cardiff & Vale	16/10/2019	Patient (GMS)	Overseas Visitor
14	WARO/19/00117	Cardiff & Vale	19/10/2019	Patient (GMS)	Prescription Fraud
	Case No	Health Body	Start Date	Subject Category	Fraud Type
1	WARO/14/00055	Cwm Taf Bro Morgannwg	14/02/2014	Health and Safety Advisor	Fraud by False Representation, S2 Fraud Act 2006
2	WARO/17/00162	Cwm Taf Bro Morgannwg	19/10/2017	Advanced Nurse Practitioner	Fraud by False Representation, S2 Fraud Act 2006
3	WARO/17/00114	Cwm Taf Bro Morgannwg	08/06/2017	Ward Manager	Fraud by False Representation, S2 Fraud Act 2006

4	WARO/18/00055	Cwm Taf Bro Morgannwg	06/12/2017	Speciality Mental Health Doctor	Fraud by Abuse of Position S4 Fraud Act 2006
5	WARO/18/00054	Cwm Taf Bro Morgannwg	25/01/2018	A+E Staff Nurse	Fraud by False Representation, S2 Fraud Act 2006
6	WARO/18/00165	Cwm Taf Bro Morgannwg	19/11/2018	Estates Officer	Fraud by False Representation, S2 Fraud Act 2006
7	WARO/19/00036	Cwm Taf Bro Morgannwg	16/08/2018	HCSW	Fraud by False Representation, S2 Fraud Act 2006
8	WARO/19/00136	Cwm Taf Bro Morgannwg	22/03/2019	Porter/Security	Fraud by False Representation, S2 Fraud Act 2006
9	WARO/19/00050	Cwm Taf Bro Morgannwg	02/05/2019	Receptionist	Fraud by Abuse of Position S4 Fraud Act 2006
10	WARO/19/00065	Cwm Taf Bro Morgannwg	23/05/2019	Member of the public	Fraud by False Representation, S2 Fraud Act 2006
11	WARO/19/00091	Cwm Taf Bro Morgannwg	16/05/2019	Member of the public	Fraud by False Representation, S2 Fraud Act 2006
12	WARO/19/00090	Cwm Taf Bro Morgannwg	24/07/2019	Job applicant	Fraud by False Representation, S2 Fraud Act 2006
13	WARO/19/00093	Cwm Taf Bro Morgannwg	12/08/2019	Admin Assistant	Fraud by False Representation, S2 Fraud Act 2006
14	WARO/19/00138	Cwm Taf Bro Morgannwg	23/10/2019	Member of the public	Fraud by False Representation, S2 Fraud Act 2006
15	WARO/19/00125	Cwm Taf Bro Morgannwg	25/10/2019	Podiatrist	Fraud by False Representation, S2 Fraud Act 2006
16	WARO/19/00149	Cwm Taf Bro Morgannwg	19/12/2019	Associate Specialist	Fraud by Abuse of Position S4 Fraud Act 2006
	Case No	Health Body	Start Date	Subject Category	Fraud Type
1	WARO/19/00126	HEIW	29/10/2019	Senior Manager	Fraud by False Representation / Failing to Disclose Information
	Case No	Health Body	Start Date	Subject Category	Fraud Type
1	WARO/17/00007	Hywel Dda	19/01/2017	Contractor	Invoicing
2	WARO/18/00112	Hywel Dda	08/08/2018	Patients	Overseas visitor
3	WARO/18/00125	Hywel Dda	30/08/2018	Employee	Timesheet
4	WARO/19/00018	Hywel Dda	14/02/2019	Contractor	False representation
5	WARO/19/00058	Hywel Dda	10/06/2019	Employee	Making/supplying articles for use in frauds
6	WARO/19/00060	Hywel Dda	12/06/2019	Contractor	Invoicing
7	WARO/19/00096	Hywel Dda	20/08/2019	Employee	Payroll
8	WARO/19/00116	Hywel Dda	08/10/2019	Patients	False representation
9	WARO/19/00129	Hywel Dda	05/11/2019	Employee	Invoicing
	Case No	Health Body	Start Date	Subject Category	Fraud Type
1	WARO/18/00065	Powys	10/05/2018	Estates	Fraud by False Representation / Fraud by Abuse of Position
2	WARO/18/00070	Powys	11/05/2018	Nursing	Fraud by False Representation / Theft
3	WARO/18/00091	Powys	29/06/2018	Consultant / Medical	Fraud by False Representation
4	WARO/18/00124	Powys	29/08/2018	Nurses	Fraud by False Representation
5	WARO/18/00142	Powys	17/10/2018	Nurse	Fraud by False Representation

6	WARO/18/00143	Powys	18/10/2018	Catering Staff	Fraud by False Representation
7	WARO/18/00144	Powys	18/10/2018	Consultant / Medical	Fraud by False Representation
8	WARO/18/00153	Powys	02/11/2018	Catering Staff	Theft
9	WARO/18/00159	Powys	09/11/2018	Estates	Abuse of Position
10	WARO/19/00073	Powys	12/07/2019	Nursing	Fraud by False Representation
11	WARO/19/00099	Powys	27/08/2019	Consultant / Medical	Fraud by False Representation / Fraud by Abuse of Position
12	WARO/19/00100	Powys	28/08/2019	Nursing	Fraud by False Representation / Theft
13	WARO/19/00101	Powys	28/08/2019	Nursing	Fraud by False Representation / Theft
14	WARO/19/00102	Powys	28/08/2019	Nurses	Fraud by False Representation
15	WARO/19/00119	Powys	14/10/2019	Nurses	Making/Supplying Articles for use in Fraud
	Case No	Health Body	Start Date	Subject	Fraud Type
1	WARO/14/00053	Swansea Bay	30/04/2014	Dentist (community dental surgery)	False claims for reimbursement
2	WARO/14/00064	Swansea Bay	14/05/2014	Dentist (community dental surgery)	False claims for reimbursement
3	WARO/14/00101	Swansea Bay	30/07/2014	Dentist (community dental surgery)	False claims for reimbursement
4	WARO/15/00042	Swansea Bay	11/05/2015	Dentist (community dental surgery)	False claims for reimbursement
5	WARO/15/00091	Swansea Bay	21/09/2015	Dentist	Failure to disclose information
6	WARO/16/00001	Swansea Bay	05/01/2016	Patient	Hospital Travel Costs
7	WARO/16/00014	Swansea Bay	01/03/2016	Patient	Overseas Patient
8	WARO/16/00031	Swansea Bay	08/04/2016	Specialist Registrar	Payroll Fraud / Salary Overpayment
9	WARO/16/00036	Swansea Bay	11/04/2016	Patient	Prescription
10	WARO/16/00087	Swansea Bay	17/08/2016	Senior House Officer	Salary Overpayment
11	WARO/16/00092	Swansea Bay	15/09/2016	Consultant / Surgeon (NHS)	Private work during NHS time
12	WARO/16/00110	Swansea Bay	19/10/2016	Pharmacist (Community)	Prescription
13	WARO/16/00112	Swansea Bay	24/10/2016	Consultant / Surgeon (NHS)	Private work during NHS time
14	WARO/16/00126	Swansea Bay	23/11/2016	Administrative & Clerical	Working whilst sick
15	WARO/17/00014	Swansea Bay	07/02/2017	Nurse (NHS)	Working whilst sick
16	WARO/17/00052	Swansea Bay	05/06/2017	Community Mental Health Nurse	Working whilst sick
17	WARO/17/00057	Swansea Bay	15/06/2017	Contracts	Procurement
18	WARO/17/00069	Swansea Bay	29/06/2017	Nurse	Working whilst sick
19	WARO/17/00081	Swansea Bay	09/07/2017	Nurse	Working whilst sick
20	WARO/17/00089	Swansea Bay	04/08/2017	Advanced Paramedic Practitioner	Working whilst sick
21	WARO/17/00105	Swansea Bay	31/08/2017	Administrative & Clerical	Working whilst sick
22	WARO/17/00113	Swansea Bay	26/09/2017	Bank HCSW (Applicant)	Working whilst sick
23	WARO/17/00128	Swansea Bay	18/10/2017	Consultant	Private work during NHS time
24	WARO/17/00129	Swansea Bay	18/10/2017	Consultant	Private work during NHS time
25	WARO/17/00132	Swansea Bay	23/10/2017	Administrative & Clerical	Timesheet Fraud
26	WARO/17/00144	Swansea Bay	17/11/2017	Psychiatrist	Working whilst sick
27	WARO/17/00147	Swansea Bay	23/11/2017	Nurse (NHS)	Prescription
28	WARO/17/00169	Swansea Bay	21/12/2017	HCSW	Working whilst sick
29	WARO/18/00003	Swansea Bay	03/01/2018	Domestic Assistant	Theft

30	WARO/18/00019	Swansea Bay	29/01/2018	Consultant	Private work during NHS time
31	WARO/18/00021	Swansea Bay	29/01/2018	HCSW	False Sickness
32	WARO/18/00051	Swansea Bay	27/03/2018	Patient	Overseas Patient
33	WARO/18/00068	Swansea Bay	10/05/2018	Cardiac Perfusionist	Timesheet Fraud
34	WARO/18/00075	Swansea Bay	23/05/2018	Agency Nurse	Invoicing
35	WARO/18/00096	Swansea Bay	11/07/2018	Administrative & Clerical	Travel Expenses
36	WARO/18/00107	Swansea Bay	31/07/2018	Patient	Hospital Travel Costs
37	WARO/18/00129	Swansea Bay	12/09/2018	Nurse	Working whilst sick
38	WARO/18/00135	Swansea Bay	03/10/2018	Medical Secretary	Used HB Bank account own use
39	WARO/18/00149	Swansea Bay	31/10/2018	Orthopaedic Technician	Timesheet Fraud
40	WARO/18/00152	Swansea Bay	31/10/2018	Nurse	Working whilst sick
41	WARO/18/00158	Swansea Bay	07/11/2018	Pharmacist (hospital)	Bribery / Corruption
42	WARO/18/00160	Swansea Bay	09/11/2018	Practice Staff	Abuse of Position
43	WARO/19/00063	Swansea Bay	24/06/2019	Agency Nurse	Failure to disclose information
44	WARO/19/00069	Swansea Bay	04/07/2019	Nurse	Working whilst sick
45	WARO/19/00071	Swansea Bay	08/07/2019	Agency Nurse	Timesheet Fraud
46	WARO/19/00080	Swansea Bay	17/07/2019	Nurse	Working whilst sick
47	WARO/19/00082	Swansea Bay	23/07/2019	Manager	Conspiracy to defraud
48	WARO/19/00082	Swansea Bay	25/07/2019	Manager	Failure to disclose information
49	WARO/19/00087	Swansea Bay	05/08/2019	HCSW	Working whilst sick
50	WARO/19/00103	Swansea Bay	05/09/2019	Applicant - HCSW	Failure to disclose information
51	WARO/19/00104	Swansea Bay	05/09/2019	Student Nurse	Working whilst sick
52	WARO/19/00105	Swansea Bay	13/09/2019	Agency Nurse	Timesheet Fraud
53	WARO/19/00114	Swansea Bay	08/10/2019	Consultant	Private work during NHS time
54	WARO/19/00120	Swansea Bay	14/10/2019	Radiographer	Working whilst sick
55	WARO/19/00137	Swansea Bay	15/11/2019	General Practitioner	Possession of articles for use in fraud
56	WARO/19/00150	Swansea Bay	30/12/2019	HCSW	Failure to attend study days
57	WARO/10/00151	Swansea Bay	30/12/2019	Doctor	Making articles for use in fraud
	Case No	Health Body	Start Date	Subject Category	Fraud Type
1	WARO/14/00032	Velindre / NWSSP	21/02/2014	Administrative & Clerical	Theft
2	WARO/18/00179	Velindre / NWSSP	19/12/2018	Nurse (student)	False claims for reimbursement
3	WARO/19/00047	Velindre / NWSSP	03/05/2019	Nurse (student)	False claims for reimbursement
4	WARO/19/00144	Velindre / NWSSP	06/12/2019	Nurse (student)	False claims for reimbursement
	Case No	Health Body	Start Date	Subject Category	Fraud Type
1	WARO/17/00121	Welsh Ambulance	06/10/2017	Advanced paramedic practitioner	Timesheet Fraud and expenses fraud
2	WARO/18/00011	Welsh Ambulance	16/01/2018	NEPTS Operations team leader	Timesheet and expenses fraud
3	WARO/18/00074	Welsh Ambulance	24/05/2018	Service area manager	Bribery Act 2010
4	WARO/18/00087	Welsh Ambulance	15/06/2018	Volunteer driver	Expenses fraud (mileage)
5	WARO/18/00114	Welsh Ambulance	13/08/2018	Control dispatcher	working while sick - section 2 Fraud Act
6	WARO/18/00148	Welsh Ambulance	30/10/2018	Service manager	Bribery Act 2010 / corruption

7	WARO/19/00006	Welsh Ambulance	16/01/2019	NEPTS Manager	Sickness fraud - section 2
8	WARO/19/00028	Welsh Ambulance	08/03/2019	Service manager	Abuse of position / false representations
9	WARO/19/00029	Welsh Ambulance	08/03/2019	IT service area	Expenses fraud
10	WARO/19/00038	Welsh Ambulance	09/04/2019	NEPTS Driver	Sickness fraud - section 2
11	WARO/19/00043	Welsh Ambulance	30/04/2019	EMT	Sickness fraud - section 2
12	WARO/19/00054	Welsh Ambulance	23/05/2019	Paramedic	Abuse of Position - working whilst suspended
13	WARO/19/00055	Welsh Ambulance	23/05/2019	EMT	Sickness fraud - section 2
14	WARO/19/00067	Welsh Ambulance	26/06/2019	NEPTS	Timesheet fraud - section 2
15	WARO/19/00113	Welsh Ambulance	26/09/2019	CFR	Fraud - abuse of position / Theft Act
16	WARO/19/00115	Welsh Ambulance	08/10/2019	Service manager	expenses fraud - section 2 fraud act
17	WARO/19/00121	Welsh Ambulance	14/10/2019	Service manager	Timesheet fraud - section 2
18	WARO/19/00124	Welsh Ambulance	23/10/2019	Paramedic	Theft / abuse of position
19	WARO/19/00127	Welsh Ambulance	29/10/2019	EMT	Payroll fraud - false representations over maternity pay
20	WARO/19/00134	Welsh Ambulance	13/11/2019	Service provider	Invoice fraud
21	WARO/19/00143	Welsh Ambulance	04/12/2019	NEPTS Driver	Timesheet Fraud

Summary of Cases Closed During Quarter 3 (1st October 2019 to 31st December 2019)

NHS Counter Fraud Service Wales						
Case No	Health Body	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome
WARO/18/00049	Cardiff & Vale	15.10.19	24.10.19	Nurse	Fraud by False Representation	This case was referred to CFS Wales by C&V UHB. This case is a joint investigation with the LCFS teams at ABMU and Hywel Dda. The nurse under investigation had a substantive post with Cwm Taf UHB but worked as an agency nurse through Next Step Nursing based in London. The nurse has allegedly submitted numerous false timesheets and claimed for shifts that have not been carried out. An IUC was carried out with the nurse on 24.10.18, during which she admitted that she had submitted false timesheets for 20 shifts at CV UHB between 5.11.17 and 24.2.18. A joint prosecution file was submitted by ABMU to CPS for all three health boards. Cwm Taf UHB d have opened up a disciplinary investigation and referred the nurse to the NMC. The subject appeared at Cardiff Crown Court on Friday 14th June 2019 and was sentenced to 18 months imprisonment suspended for 2 years, a 15 day Rehabilitation Activity Requirement (RAR) and 100 hours of unpaid work. Recoveries are being sought from the Nursing agency. The Nursing agency has advised that they have provided CV UHB with credit to cover the cost of the fraudulent timesheets. This case has now been closed with CFS Wales. The subject has been issued a final warning by the NMC.
WARO/18/00062	Cardiff & Vale	15.10.18	22.10.19	Pharmacist	Fraud by False Representation	This case was referred to CFSW by C&V UHB LCFS as the result of the Pharmacy being identified as a significant outlier for claiming out of pocket expenses by NWSSP. Analytical work has been carried out in relation to the OOP expenses and passed to the UHB to request evidence of claims from the Pharmacy. Pharmacy visit has been carried out to discuss the OOP claims. A request has been sent to the Pharmacy to provide evidence to support the claims that have been submitted. Case was transferred back to C&V UHB in Q3.

WARO/18/00077	Cardiff & Vale	15.10.18	22.10.19	Pharmacist	Fraud by False Representation	This case was referred to CFSW by C&V UHB LCFS as the result of the Pharmacy being identified as a significant outlier for claiming out of pocket expenses by NWSSP. The Pharmacist concerned also owns a branch in the Aneurin Bevan area, where there are similar concerns. Analytical work has been carried out on the OOP claims which has identified claims that may be inappropriate. A visit was carried out to the pharmacy and evidence was obtained that verifies all the OOP claims submitted. No fraud found or proven. This case has now been closed.
WARO 18/00099	Betsi Cadwaladr	13.7.18	4.10.19	Consultant	Theft/Money Laundering	This case was referred to CFSW by BCUHB LCFS after the HB discovered that the consultant in question had been overpaid for 11 months. The consultant had reduced his sessions from 5 to 3 per week in Aug 2017 and it was only when a financial review of the department took place in June 2018 that the overpayment of £21,248- was discovered. The consultant has not notified payroll about the overpayment. Financial enquires were carried out and the consultant was requested to attend an IUC which took place in Oct 2018. During the interview the consultant denied any wrong-doing and stated that his wages had fluctuated month to month whilst his tax was sorted so he didn't notice the error. Due to this fact a decision was made that there was no realistic prospect of a conviction. The consultant has agreed to re-pay the monies and a payment plan was agreed. The consultant has re-paid £8,500 in an initial lump sum and from Jan 2019 has so far paid back instalments of £1274.86 per month. Further contacted Finance Accounts Receivable who confirmed that the Consultant has continued to make payment as agreed. The final payment was made at the end of September and the case was then closed in Q3.
Local Counter Fraud Specialists						
Case No	Health Body	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome
WARO/17/00141	Aneurin Bevan	08/11/2017	02/10/2019	Admin staff	Fraud False Rep -timesheet	Dismissed gross misconduct
WARO/19/00118	Aneurin Bevan	14/10/2019	03/12/2019	Radiographer	Fraud Failing to disclose-working on sick	NFA
WARO/19/00132	Aneurin Bevan	06/11/2019	18/11/2019	Nurse	Abuse of position	NFA
WARO/19/00133	Aneurin Bevan	18/11/2019	27/11/2019	HCA	Fraud False Rep -expenses	NFA
Case No	Health Body	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome
WARO/19/00040	Betsi Cadwaladr	12/04/2019	30/10/2019	Patient (GMS)	Selling on of NHS prescribed medication	Anonymous allegation referred to North Wales Police, known drug abuser, case not suitable for LCFS and closed
WARO/19/00092	Betsi Cadwaladr	08/08/2019	04/12/2019	GP	False Claims	<i>Referred to CFS Wales 4/12/19</i>
Case No	Health Body	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome
WARO/15/00115	Cardiff & Vale	21/09/2015	26/11/2019	General Practitioner	Theft and False Prescriptions	Conditional Caution, Costs repaid and Removal from GMC Register

WARO/16/00127	Cardiff & Vale	28/11/2016	22/10/2019	Consultant	False Claims, Perverting the Course of Justice and Conspiracy with another for Computer Misuse	CPS advice to close "not in public interest to prosecute"
WARO/17/00029	Cardiff & Vale	27/03/2017	22/10/2019	Consultant	Computer Misuse and Perverting the Course of Justice	CPS advice to close "not in public interest to prosecute"
WARO/18/00007	Cardiff & Vale	10/01/2018	27/11/2019	Nurse (NHS)	False Representation	Dismissed from NHS February 2019 lack of documentary evidence to proceed with fraud investigation.
WARO/18/00030	Cardiff & Vale	09/02/2018	22/10/2019	Nurse (NHS)	Abuse of Position, False Representation, Forgery and Counterfeiting	Police Caution, £100 repaid. Subject retired
WARO/19/00075	Cardiff & Vale	20/03/2019	31/10/2019	Nurse (NHS)	Theft and Money Laundering	Salary Overpayment - Repaid £7,452.03
WARO/19/00077	Cardiff & Vale	20/03/2019	31/10/2019	Nurse (NHS)	Theft and Money Laundering	Salary Overpayment - Repaid £7,278.44
WARO/19/00108	Cardiff & Vale	23/09/2019	22/10/2019	Nurse (NHS)	Working whilst on Sick Leave	Private work whilst claiming to be on sick leave - No evidence to support allegation.
WARO/19/00139	Cardiff & Vale	26/11/2019	02/12/2019	Patient (GMS)	Prescription Fraud	Alleged that subject had altered a prescription - Warning letter issued
Case No	Health Body	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome
WARO/19/00112	Cwm Taf	10/01/2019	20/11/2019	Nurse	Fraud by False Representation, S2 Fraud Act 2006	No evidence of fraud found
WARO/17/00027	Cwm Taf	15/02/2013	23/12/2019	Ex GP Practice Manager	Fraud by Abuse of Position S4 Fraud Act 2006	Evidence does not meet the necessary threshold
Case No	Health Body	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome
WARO/18/00046	Hywel Dda	21/02/2018	24/10/2019	Employee	Failure to disclose information	File submission to CPS resulted in authorisation of caution. Caution to be administered but have been unable to contact subject.
WARO/18/00090	Hywel Dda	06/06/2018	24/10/2019	Employee	False Representation	Case progressed to Court with guilty plea entered, sentenced to
WARO/18/00111	Hywel Dda	07/08/2018	24/10/2019	Contractor	Timesheet	No crime established, advice and awareness offered.
WARO/19/00001	Hywel Dda	04/01/2019	24/10/2019	Employee	Payroll	Overpayment case, no crime established due to lack of dishonesty. Full recovery received of overpaid amount.
WARO/19/00013	Hywel Dda	05/02/2019	24/10/2019	Employee	False Representation	Enquiries established non-compliance with internal policy but no criminal fraud offence. Advice offered to parties.
WARO/19/00019	Hywel Dda	18/02/2019	24/10/2019	Other	False Representation	Enquiries established host agency not NHS was potential victim, however despite contact no complaint was forthcoming from agency. No loss to Health Board but risk has been shared.
WARO/19/00020	Hywel Dda	18/02/2019	24/10/2019	Employee	Timesheet	No crime established as subject lacked dishonesty, information shared with HR and subject was dismissed from employment.
WARO/19/00045	Hywel Dda	30/04/2019	24/10/2019	Employee	Working whilst sick	Case did not meet the Full Code Test and had weaknesses to pursue criminally. Information shared with HR and subject received a written warning.
WARO/19/00052	Hywel Dda	12/04/2019	24/10/2019	Employee	Payroll	Overpayment case, subject produced emails that proved that they were attempting to rectify matter. Full recovery received via voluntary repayment.

WARO/19/00070	Hywel Dda	04/07/2019	24/10/2019	Employee	Payroll	Allegation that subject received recurring relocation payment intended to be one-off payment. Subject produced evidence that they had contacted e-expenses believing they were being paid too much. This was around other expenses and not specifically regarding recurring payment in question but subject understood that they were receiving too much money and sought to have e-expenses examine this. No dishonesty established, full recovery received via voluntary payment.
WARO/19/00109	Hywel Dda	01/10/2019	24/10/2019	Contractor	Invoicing	Subject was agency worker who submitted two claims via two agencies for same shift. Enquiries established that subject had moved from one agency to another and had received instruction from both agencies to invoice for the same shift and they would rectify. No dishonesty established, no loss incurred. Nurse Bank Manager made aware of agency's actions.
Case No	Health Body	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome
WARO/19/00049	Swansea Bay	03/05/2019	02/12/2019	Hospital Travel Costs	Hospital Travel Cost Scheme	No fraud found or proven. Civil recovery £1,033.50
Case No	Health Body	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome
WARO/19/00142	Velindre / NWSSP	02/12/2019	18/12/2019	Nurse (student)	False claims for reimbursement	Enquiries confirmed that there was no evidence to support the allegation
Case No	Health Body	Case Start Date	Case Closure Date	Subject	Fraud Type	Outcome (incl. recovery amount)
WARO/17/00157	Welsh Ambulance	07/12/2017	09/10/2019	NEPTS Driver	Sickness fraud	£2500 voluntary recovery / disciplinary warning issued
WARO/18/00012	Welsh Ambulance	16/01/2018	22/10/2019	Taxi service provider	Invoice Fraud	No fraud - service weaknesses highlighted and shared with IA / LEADS to consider strengthening of contractual and review processes for invoice payment.
WARO/19/00086	Welsh Ambulance	02/08/2019	24/10/2019	CTL	Timesheet Fraud	review of timesheets revealed no wrongdoing
WARO/19/00044	Welsh Ambulance	30/04/2019	24/10/2019	Paramedic	Sickness Fraud	hadn't worked any shifts while off sick - no fraud.
WARO/18/00175	Welsh Ambulance	03/12/2018	24/10/2019	NEPTS Driver	Sickness Fraud	insufficient evidence of fraud
WAST/19/00026	Welsh Ambulance	07/03/2019	30/10/2019	NEPTS Driver	Sickness Fraud	insufficient evidence of trading - adverts show no trade
WARO/18/00145	Welsh Ambulance	17/10/2018	07/11/2019	CTL	Sickness Fraud	potential fraud found working elsewhere, not to criminal standard, £824 recovered, and internal warning issued.
WARO/19/00064	Welsh Ambulance	26/06/2019	03/12/2019	CFR	False Representation	no fraud identified, review of accounts made with some service area recommendations for tighter finance controls.
WARO/19/00015	Welsh Ambulance	08/02/2019	03/12/2019	Paramedic	Sickness Fraud	lack of evidence to proceed, based on accounts that website adverts were set up to gauge interest. No evidence of activity gained.
WARO/18/00177	Welsh Ambulance	11/12/2018	18/12/2019	NEPTS Driver	Timesheet Fraud	evidence of error in claims not sufficient evidence for criminal dishonesty. Warnings from management and voluntary repayment

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.