



**NHS WALES
Public Health Wales
(PHW)**

**Counter Fraud Progress Report
01/04/2022 – 09/09/2022**

**GARETH LAVINGTON
COUNTER FRAUD MANAGER
CARDIFF & VALE UNIVERSITY HEALTH BOARD**

TABLE OF CONTENTS

1. Introduction

2. Progress

Staffing

Activity -

Infrastructure/Annual Plan

Alerts/Bulletins

Awareness sessions

Newsletters

FPN/IBURN

Referrals/Enquiries

Investigations

Other

3. Appendices

1. Introduction

In compliance with the Secretary of State for Health's Directions on Countering Fraud in the NHS, this report provides details of the work carried out by the Cardiff and Vale University Health Board's Local Counter Fraud Specialists on behalf of Public Health Wales from the 1st April 2022 to the 9th September 2022.

The report's format has been adopted in order to update the Audit and Assurance Committee about counter fraud referrals, investigations, activity and operational issues.

At 9th September 2022, 35 days of Counter Fraud work have been completed against the agreed 100 days in the Counter Fraud Annual Work-Plan for the 2022/23 financial year. The days have been used strategically in preparing quarterly and annual reports for, and attending, the organisation's audit committee meetings; and the creation and planning for renewed infrastructure in relation to the organisation's counter fraud response and staff awareness.

The breakdown of these days is as follows:

TYPE	Days
Proactive	31
Reactive	4

2. Progress

The Counter Fraud Annual Plan 2022/2023 and the Annual Counter Fraud report 2021/2022 have now both been completed and approved by Executive Director of Finance.

Staffing

On the 1st April 2022 the new Counter Fraud Manager commenced employment with CAVUHB. This means that the Counter Fraud department has had for the majority of the first half of this financial year a team of four personnel. All are fully accredited (ACFS). The new Counter Fraud Manager is a fully accredited LCFS and qualified fraud investigator. On 4th September one member of the team left the department to take up a role at the Counter Fraud Service Wales. Therefore, at the time of reporting the team are one member down and this will inevitably have an impact upon the delivery of the service. However, it is anticipated that a new investigator will be recruited by the end of December. This team has the responsibility to provide the Counter Fraud service for five other NHS organisations and this staffing level allows for a maximum provision of 100 days Counter Fraud work per annum to Public Health Wales.

Activity

Infrastructure/Annual Plan

During this reporting period, the main focus has been placed upon developing and getting underway the implementation the Counter Fraud Plan for 2022-2023. This plan has been written and approved at executive level and is now aligned fully to the NHSCFA requirements as stipulated in Government Standard 13. The plan states proposed actions throughout the year. In tandem with any investigation work that is referred and requires action, the main focus of the team in the reporting period (April-September) has been to review and improve the Counter Fraud infrastructure in relation to awareness of fraud in the NHS, awareness of the Counter Fraud Team, addressing any shortcomings in relation to reporting routes and contact for staff members, and identifying the presence and status of relevant policy documents. So far this has led to the following actions been undertaken -

- a. The creation and implementation of a dedicated generic email address – the aim is for this to lead an additional reporting route open to staff that will

compliment existing routes; will assist in recording activity generated as a result of awareness work; and will double as a dedicated incident reporting and logging tool which automatically collects data and allows for accurate recording of outcome metrics. **Complete**

- b. The creation of a comprehensive activity database that will assist in maintaining a detailed record of work undertaken with a view to saving resource time in relation to corporate governance. **Complete**
- c. The creation of a new, up to date, interactive and dedicated Counter Fraud enquiry form and a separate Awareness session request form. Accessible by links and QR coding. These are easily available to all staff and aim to provide an additional, more effective, and speedy route to the team that compliments the national reporting line. The enquiry form is provided below (click on following link [Counter Fraud Enquiry Form](#)) **Complete**
- d. Review of the Counter Fraud Bribery and Corruption Policy – **Ongoing**
- e. Review of CF digital presen – Fully functional, modern, Counter Fraud Intranet site has now been developed and is operational. This is hosted by the Cardiff and Vale University Health Board Share point site but is available to all members of Public Health Wales staff via the link below. This link is publicised and signposted via the Public Health Wales intranet site within the finance division pages and through ongoing publications and messaging such newsletters bulletins and surveys.
(Link to the site for reference : [Counter Fraud - Home \(sharepoint.com\)](#))
Complete
- f. Joint working protocol with Internal Audit agreed with Head of Internal Audit and regular meetings scheduled throughout the year to assist in this protocol
Complete
- g. Review of Counter Fraud e-Learning arrangements – whilst eLearning available on ESR – it is not a mandatory module at this time and is very difficult to access Work is underway with the LED team at CAVUHB to develop a modern fit for purpose learning site on the All Wales Learning @ Wales Platform. When complete this will be available to all PHW staff as an education and awareness tool that will be signposted internally within the organisation. This awaits the delivery of a new and modern e-learning package being developed by the Counter Fraud Service Wales. **On-going**

- h. Counter Fraud awareness at Corporate Induction/Fraud Awareness sessions now agreed. Dates throughout the year have been arranged.
Complete
- i. Mandate/Invoice fraud risk and awareness discussed with Fraud Champion and DoF. CFA support materials supplied and arrangements underway to provide awareness sessions to relevant staff in this topic. **On-going**
- j. Initial meetings have now been held with Fraud Champion and DoF to gain a better understanding of the bespoke nature of the organisation in order to better understand fraud risk associated to it. Further meetings planned throughout the year. **On-going**
- k. Arrangements underway to attend monthly business leaders meetings on a regular basis, as deemed appropriate, to provide regular and up to date fraud inputs in order that business leaders can cascade back to the organisational departments.
- l. New Counter Fraud posters have been designed, developed and printed in high volume by the print team at Cardiff and Vale University Health Board and have now been delivered. The aim is for them to be placed in impactive locations at organisation sites in order to improve awareness and presence. This will be supported visits by Counter Fraud staff in order to be present at sites at times to be publicised in order to encourage engagement with staff.

Alerts/Bulletins

During this reporting period, **three fraud alerts** have been issued:

1. To all relevant staff in relation to mandate fraud (Appendix 1)
2. To all staff in relation to a prevalent scam in relation to Dell Computers. (Appendix 2)
3. To all staff in relation to a possible ESR phishing scam (Appendix 3)

Awareness Sessions

During this reporting period no general fraud awareness sessions have been delivered to staff. Sessions have been arranged throughout the year but unfortunately the June session was cancelled.

One mandate fraud awareness session has been delivered to relevant finance staff cohorts.

Further sessions delivering to business leads on a regular basis have been arranged for the remainder of the year.

Newsletters

During the reporting period two newsletters has been produced.

(Appendix 4 & 5)

Fraud Prevention Notices and IBURN notices

During this reporting period two FPN have been issued by the NHS CFA.

1. Risks associated with Credit Card terminal fraud taking place elsewhere in the NHS.

A brief investigation carried out internally in the organisation. No issues in relation to this subject matter and organisation can be assured that there is no risk. Reported upon CLUE database accordingly.

2. Cyber Enabled mandate fraud – this notice reinforces the high-risk impact factors that NHS organisations face in relation to this type crime. The documents have been cascaded accordingly as per the dissemination list.

*Investigation into the subject matter with the local PHW Fraud Champion, NHS Wales shared services partnership Accounts Payable and Supplier Maintenance Teams, and with the Cyber Security team at Digital Health and Care Wales has resulted in the findings that the organisation has **not** had any interaction with the malicious sites and or 'rogue' suppliers that are the subject of these bulletins.*

These documents are classified as Official Restricted and as a result the information contained these notices can only be shared with those staff identified in the Handling Information.

During this reporting period two IBURN notices have been issued.

1. In relation to an Imposter acting as a consultant Doctor providing educational services externally to NHS providers.

Enquiries carried out in relation whether services provided to NHS Wales with Accounts Payable team at NWSSP - Negative result and recorded upon Clue accordingly.

2. Cyber Enabled Mandate Fraud as above.

These documents are restricted and therefore copies not included in this report.

Referrals/Enquiries

During this reporting period the CAVUHB CF team have received 2 referrals via the online enquiry form from PHW staff.

1. Suspicious email activity and information passed to Action Fraud accordingly.
2. Staff member carrying on a business whilst sick. This was promoted to investigation.

Investigations

At 1st April 2022 there were zero (0) investigations open in relation to PHW.

There has been one formal investigation commenced during this reporting period. This was in relation to a staff member carrying on a business whilst being on sick leave from the organisation. Enquiries revealed that there were no issues with the activities undertaken and no offences were disclosed. Therefore, this investigation has now been closed. At the close of this reporting period there are no investigations open.

Other

The team are currently assisting with an ongoing investigation being carried out by the NHS Counter Fraud Authority into an employee of Public Health Wales. This investigation is in its infancy and details are restricted at this time.

Appendices

Appendix 1

20 May 2022



GIG Cymru NHS Wales
Iechyd Cyhoeddus Cymru
Public Health Wales

Fraud Alert – Mandate Fraud

For attention of all staff working in NHS finance and payroll teams, particularly those responsible for setting up bank account details and processing bank payments:

Please be reminded that mandate fraud is a real risk to the organisation that has the potential, if successful, to cause substantial financial loss.

Recent attempts to change bank details have involved fraudsters impersonating the following legitimate supply companies:

**Vanguard Healthcare Solutions, 4C Strategies Ltd, Inovus Ltd,
Accomplish Group Ltd, Centre Great Ltd**

Staff are reminded to be extremely vigilant in relation to changes to banking details relating to the companies named above and also to any other company/ supplier to your organisation.

Staff are to ensure that they follow the robust financial procedures in place and to refresh their knowledge using the guidance issued by the NHS Counter Fraud Authority Quick Guide.

Should any staffing group require an awareness input in relation to this area from the Counter Fraud Team then please click on the awareness session request form below.


Likewise, if you or your staffing group require a copy of the NHS CFA quick guide to mandate fraud please follow this [LINK](#) or email us at the below address.

<p><u>Counter Fraud Enquiry Form (LINK)</u></p> <p>Report any concerns or queries to the Counter Fraud Team using the link above or QR code.</p> 	<p><u>Awareness Session Request (LINK)</u></p> <p>Request an Awareness Session/ Input from Counter Fraud using the link above or QR code.</p> 
---	--

CounterFraudEnquiries.CAV@wales.nhs.uk

<p>Gareth Lavington Tel: 029218 36265 Gareth.Lavington2@wales.nhs.uk Counter Fraud Manager</p> <hr/> <p>Emily Thompson Tel: 029218 36262 Emily.Thompson@wales.nhs.uk Local Counter Fraud Specialist</p>	<p>Nigel Price Tel: 029218 36481 Nigel.Price@wales.nhs.uk Local Counter Fraud Specialist</p> <hr/> <p>Henry Bales Tel: 029218 36264 Henry.Bales@wales.nhs.uk Local Counter Fraud Specialist</p>
--	---

Office: Counter Fraud Department, 1st Floor Woodland House, Maes-Y-Coed Road, Cardiff, CF14 4HH



**GIG
CYMRU
NHS
WALES**

lechyd Cyhoeddus
Cymru
Public Health
Wales

12th April 2022

Fraud Alert

Social Engineering – Phone Calls Regarding Dell Computers



Information has been received at Public Health Wales Counter Fraud Department from a local Health Board regarding a recent suspicious phone call that had been made to a member of staff.

A member of staff reported they had received a telephone call from a person reporting to be from Dell computers. The caller was asking for details about their work's computer.

Staff should not provide any information about details of their computers or their login information to someone over the telephone.

You will only be contacted over the telephone by the ICT Department if you have logged an incident with the ICT Service Desk. If you have logged an incident there will be a call reference number (you would have received a confirmation email after logging the call) and you **must** ask the caller on the telephone to provide you with this (**do not read it out to them**). If you are suspicious about the person on the end of the telephone, immediately end the call, and report it to the ICT Department.

If you are worried about family members, friends or yourself being scammed there is plenty of advice available online at:

Local Counter Fraud Team


If you would like more information about fraud or to raise a concern please contact one of your Local Counter Fraud Specialists by Email, Phone or drop into the office.

<p style="text-align: center;">Gareth Lavington Tel: 029218 36265 Gareth.Lavington2@wales.nhs.uk Counter Fraud Manager</p>	<p style="text-align: center;">Nigel Price Tel: 029218 36481 Nigel.Price@wales.nhs.uk Local Counter Fraud Specialist</p>
<p style="text-align: center;">Emily Thompson Tel: 029218 36262 Emily.Thompson@wales.nhs.uk Local Counter Fraud Specialist</p>	<p style="text-align: center;">Henry Bales Tel: 029218 36264 Henry.Bales@wales.nhs.uk Local Counter Fraud Specialist</p>

Office: Counter Fraud Department, 1st Floor Woodland House, Maes-Y-Coed Road, Cardiff, CF14 4HH

Report any suspicions or concerns about fraud in the NHS to the NHS Counter Fraud Authority at <https://cfa.nhs.uk/reportfraud> or by calling 0800 038 4080 (available 24 hours)
All reports are treated in confidence, and you have the option to report anonymously. Alternatively, you can also speak to your LCFS.

3 May 2022



 Iechyd Cyhoeddus
 Cymru
 Public Health
 Wales

Fraud Alert

Phishing Email—ESR


Information has been received at Cardiff and Vale University Health Board Counter Fraud Department from a member of staff regarding a recent suspicious email they had received.

A member of staff reported they had received a suspicious email alleging to be from NHS Electronic Staff Record (ESR) system stating that their bank details had been altered and if this was not done by them or to check the details to click a link in the email to check their details are correct.


If you receive a similar email please do **NOT click the link**, please report the email to the Fraud Department. If you wish to check your ESR system then please use existing links you have or enter the website address manually in the address bar.

Never click links in emails that you have any suspicion may not be genuine!

If you are worried about family members, friends or yourself being scammed there is plenty of advice available online at:



National Fraud & Cyber Crime Reporting Centre




Local Counter Fraud Team

The counter fraud department has a **new online reporting tool** which can be accessed from the link or by scanning the QR Code below. There is also a new generic email inbox which can be used to contact the Fraud Department. Any information provided is treated **confidentially**.

Counter Fraud Enquiry Form

CounterFraudEnquiries.CAV@wales.nhs.uk



<hr style="border: 0.5px solid #0056b3; margin-bottom: 5px;"/> <p style="text-align: center; font-weight: bold;">Gareth Lavington</p> <p style="text-align: center; font-size: small;">Tel: 029218 36265</p> <p style="text-align: center; text-decoration: underline; font-size: small;">Gareth.Lavington2@wales.nhs.uk</p> <p style="text-align: center; font-size: small;">Counter Fraud Manager</p> <hr style="border: 0.5px solid #0056b3; margin-top: 10px;"/> <p style="text-align: center; font-weight: bold;">Emily Thompson</p> <p style="text-align: center; font-size: small;">Tel: 029218 36262</p> <p style="text-align: center; text-decoration: underline; font-size: small;">Emily.Thompson@wales.nhs.uk</p> <p style="text-align: center; font-size: small;">Local Counter Fraud Specialist</p>	<hr style="border: 0.5px solid #0056b3; margin-bottom: 5px;"/> <p style="text-align: center; font-weight: bold;">Nigel Price</p> <p style="text-align: center; font-size: small;">Tel: 029218 36481</p> <p style="text-align: center; text-decoration: underline; font-size: small;">Nigel.Price@wales.nhs.uk</p> <p style="text-align: center; font-size: small;">Local Counter Fraud Specialist</p> <hr style="border: 0.5px solid #0056b3; margin-top: 10px;"/> <p style="text-align: center; font-weight: bold;">Henry Bales</p> <p style="text-align: center; font-size: small;">Tel: 029218 36264</p> <p style="text-align: center; text-decoration: underline; font-size: small;">Henry.Bales@wales.nhs.uk</p> <p style="text-align: center; font-size: small;">Local Counter Fraud Specialist</p>
---	---

Office: Counter Fraud Department, 1st Floor Woodland House, Maes-Y-Coed Road, Cardiff, CF14 4HH

Counter Fraud Newsletter

May 2022

CAVUHB | Velindre | HEIW | PHW | NWSSP | DHCW
Local Counter Fraud Specialists (LCFS)

Welcome to the May 2022 edition of the Counter Fraud Newsletter

The Counter Fraud Department has gone through some changes recently, the contact details for all of the team members is on the second page of the newsletter. We have also recently introduced a generic email account for that can also be used to contact the team:

CounterFraudEnquiries.CAV@wales.nhs.uk

It is probably important at this point to remind everyone that although we are based in Cardiff and Vale UHB we do provide the counter fraud services to all six organisations listed above, so please do not be put off by the CAV email if contacting us from one of our other organisations!

[Counter Fraud Enquiry Form \(link\)](#)

- Click on the above link or scan the QR code to access our new form that can be used for any general enquiry to the counter fraud department and/or to report any concerns you may have in relation to a fraud or possible fraud being committed against the organisation.
- It is completely anonymous, we will only know your details if you choose to supply them.
- All enquiries are treated confidentially whether you provide your details or not.
- Providing your details often makes it easier to investigate a report.



[Fraud Awareness Sessions \(link\)](#)



- Click on the above link or scan the QR code to access a new form that allows you to request an input for your department/team/organisation for Counter Fraud Awareness.
- These sessions can be in person or via Teams and can be a general awareness session or more specific to your needs (such as providing specific sessions on Mandate Fraud etc).

Fraudulent practice manager brought to justice by NHS counter fraud investigation

Julie Ann Stevenson, a 63-year-old former NHS Practice Manager at Castle Surgery, Neath, has been sentenced for the crime of defrauding the Practice and the NHS Pension Authority over an 18-month period, thus gaining in excess of £35,000 in remuneration and pension that she was not entitled to.

She was sentenced to 6 months' imprisonment, suspended for 12 months at Swansea Crown Court.

More details can be found here: [Fraudulent practice manager brought to justice by NHS counter fraud investigation.nhs.uk](#)

Fraud E-Learning Package - ESR

There is an online Fraud Awareness learning package that can be accessed through ESR. Although this is not a mandatory package at this time it is a valuable course that will take under half an hour to complete.

It has been estimated that the NHS' vulnerability to fraud, bribery and corruption leads to a loss of £1.14 billion (2019-2020) we all have our part to play in protecting the organisation from this activity. You are encouraged to learn more by carrying out the learning provided.

The course can be accessed here: [Fraud Awareness E-Learning](#)

NHS fraud. Spot it. Report it. Together we stop it.

Local Counter Fraud Team

The counter fraud department has a **new online reporting tool** which can be accessed from the [link](#) or by scanning the QR Code below. There is also a new generic email inbox which can be used to contact the Fraud Department. Any information provided is treated **confidentially**.

[Counter Fraud Enquiry Form \(link\)](#)

CounterFraudEnquiries.CAV@wales.nhs.uk



Gareth Lavington

Tel: 029218 36265

Gareth.Lavington2@wales.nhs.uk

Counter Fraud Manager

Emily Thompson

Tel: 029218 36262

Emily.Thompson@wales.nhs.uk

Local Counter Fraud Specialist

Nigel Price

Tel: 029218 36481

Nigel.Price@wales.nhs.uk

Local Counter Fraud Specialist

Henry Bales

Tel: 029218 36264

Henry.Bales@wales.nhs.uk

Local Counter Fraud Specialist

Office: Counter Fraud Department, 1st Floor Woodland House, Maes-Y-Coed Road, Cardiff, CF14 4HH

Counter Fraud Newsletter

July 2022

CAVUHB | Velindre | HEIW | PHW | DHCW
Local Counter Fraud Specialists (LCFS)

Welcome to the July 2022 edition of the Counter Fraud Newsletter

Over the past two months we have set up a new [Counter Fraud Intranet Page](#) it can be accessed via the link above or the QR code. It is hosted on the Cardiff and Vale SharePoint Platform however is accessible to anyone in NHS Wales.

On the site you will find out more information about your counter fraud team, NHS Fraud, how to report fraud, how to request awareness sessions and useful links. You will also find information about recent cases and investigations. We look forward to your visit.



Topic of the month: Overpayments

Background:

An overpayment case will generally occur when a member of staff leaves the organisation and a termination form is not completed or is completed incorrectly. This results in the now ex-employee continuing to get paid their normal wage when they are no longer working for the organisation. Overpayments can also occur in a number of other situations such as sickness, maternity leave, change in hours etc.

Overpayments result in financial loss to the NHS as the person in receipt of payments is not entitled to the money. Any loss to the NHS has an impact on the service that can be delivered and as a result patient care.

Your responsibilities:

Whilst overpayments are a result of a systematic failing by the organisation it is the subsequent action of the employee that dictates how the matter will be dealt with. It is imperative that you are aware of the Overpayments Policy and your responsibilities. If you do receive an overpayment or suspected overpayment you should contact your manager or the payroll department at the earliest opportunity for it to be looked into.

Outcome:

In an overpayment case where the employee/ex-employee has made contact with the organisation (as soon as possible) then it would be resolved by repaying the money over an agreed time scale.

Counter Fraud Department:

However, if there is a prolonged overpayment / there is suspected to be an element of dishonesty involved / no contact is received from the employee/ex-employee then the matter is referred to the Counter Fraud Team for initial assessment. This can result in a formal investigation and the possibility of being charged with a criminal offence and going to court. Please turn over to read about a recent case!

Remember: be honest, if you are aware you are being overpaid, tell someone!

ABUHB — Nurse convicted of Theft at Merthyr Magistrates Court — Overpayment of Salary

As a result of the work of the Local Counter Fraud Team at Aneurin Bevan University Health Board, a former employee has been convicted of Theft at Merthyr Magistrates Court as a result of dishonestly retaining salary overpayments. They are due to appear at Merthyr Crown Court later in July for sentencing.

The former nurse at ABUHB left their position at the health board in November 2020, however, due to a system error continued to be paid until the error was discovered in July 2021. The value of the overpayment was in the region of £21,000.

A subsequent investigation by the Local Counter Fraud Team discovered no attempts had been made by the former employee to contact payroll or management in relation to overpayment. Furthermore it was discovered all of the money had been spent and the nurse was in alternative employment during the time of the overpayment.

This case underpins the importance of staff members alerting payroll/managers to incidents of overpayments in a timely manner.

Cardiff based Pharmacy worker sentenced at Cardiff Crown Court for Fraud

A prescriptions clerk at a Cardiff Pharmacy has been convicted of Fraud and sentenced to 20 weeks in prison (suspended for 2 years), to complete 15 days of Rehabilitation Activity Requirements and to pay a victim surcharge.

The prescriptions clerk became addicted to co-codamol having taken the medication due to suffering chronic pain. Having become addicted to the medication the clerk used their position to create false prescriptions in other peoples names with the intention of taking those medications themselves. The matter came to light after concerns were raised due to one of the medications she was prescribing being out of stock.

A subsequent referral and investigation by the Counter Fraud Team at Cardiff and Vale found there to be 199 false prescriptions over a period of 4 years, with a value of the medication totalling over £1700.

NHS fraud. Spot it. Report it. Together we stop it.

Local Counter Fraud Team

The counter fraud department has a **new online reporting tool** which can be accessed from the link or by scanning the QR Code below. There is also a new generic email inbox which can be used to contact the Fraud Department. Any information provided is treated **confidentially**.

[Counter Fraud Enquiry Form \(link\)](#)

CounterFraudEnquiries.CAV@wales.nhs.uk



Gareth Lavington

Tel: 029218 36265

Gareth.Lavington2@wales.nhs.uk

Counter Fraud Manager

Emily Thompson

Tel: 029218 36262

Emily.Thompson@wales.nhs.uk

Local Counter Fraud Specialist

Nigel Price

Tel: 029218 36481

Nigel.Price@wales.nhs.uk

Local Counter Fraud Specialist

Henry Bales

Tel: 029218 36264

Henry.Bales@wales.nhs.uk

Local Counter Fraud Specialist

Office: Counter Fraud Department, 1st Floor Woodland House, Maes-Y-Coed Road, Cardiff, CF14 4HH