Fraud in the NHS

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About NHS Protect

NHS Protect has a national responsibility for:

• Delivering a service focused on the protection of NHS resources
• Leading work to protect NHS staff, patients and financial resources through intelligence-led activity
• Enabling effective prevention, disruption and enforcement action against all criminals targeting the NHS
• Promoting awareness of the risks that criminals pose to NHS staff the services
About NHS Protect

Our purpose is to:

• Deliver services to support the NHS to review, manage and reduce their risks from crime, enabling valuable resources to be directed to, not diverted from, patient care

Strategic approach:

• Anti-fraud culture
• Deterrence
• Prevention
• Detection
• Investigation
• Sanctions
• Redress
Types of fraud in the NHS

- Doing private work in NHS employer’s time
- Working whilst off sick
- Failing to declare conflicting interests and / or hospitality (particularly relating to procurement)
- Falsely claiming expenses
- False timesheets
- Falsifying qualifications: job applications and CVs
- Failing to declare criminal convictions
Types of fraud in the NHS

- Identity fraud
- Patients falsely claiming exemptions – low value although high volume
- Prescription misuse
- False claims for patient travel costs
- NHS suppliers issuing false, duplicate or inflated invoices
- Mandate fraud
- Scams such as unsolicited advertisements
- Telecoms dial through type attacks from outside
Agency fraud working group

- 2009-10 agency employment invoicing was subject to a proactive exercise which highlighted significant levels of fraud risk.
- Exercise led to a guidance issued in 2010 in relation to employment business invoicing issues and timesheet procedures.
- Agency fraud made an NHS Protect strategic priority for 2015-16 as still areas of concern and NHS agency spend rocketing.
- Consequently a working group formed in April 2015 to review guidance and minimise the risk of fraud.
- Closer working with DH.
- Enhanced guidance due in spring 2016.
Agency fraud working group

Widespread use of agency staff in the NHS and inherent weaknesses in the system. A key recommendation:

Stringent pre-employment checks

- It is the responsibility of agencies to carry out the checks and follow NHS Employers guidance. However, NHS organisation have a duty to assure themselves that the agency is carrying out these checks to the required standards.
Agency fraud working group

Widespread use of agency staff in the NHS and inherent weaknesses in the system. A key recommendation:

Robust checking the accuracy of invoices.

- It is recommended that organisations regularly conduct random spot checks on invoices and timesheets to identify losses or overbilling.
- Examples of where software packages have yielded excellent returns on investment and prevented further incidents.
Further information

http://www.nhsbsa.nhs.uk/Protect.aspx

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