

Notice fraud

July 2019



GHOST PATIENTS

The NHS Counter Fraud Authority is investigating GPs in England amid suspicions they are claiming for non-existent patients.

Doctors get an average of £150 a year for each patient on their list, but records show there were 3.6 million more patients in the system last year than there were people in England.

The NHS Counter Fraud Authority is now launching its own investigation.

Doctors' leaders have always insisted the issue of ghost patients most often has an innocent explanation, such as instances where patients have died or moved without the knowledge of their GP.

NHS fraud investigators have been carrying out some sample testing of transactions, which the BBC understands has identified some "anomalies" that have raised suspicions.

The NHS CFA fraud team will now carry out a full analysis of records held to see if doctors have been fraudulently claiming for patients.

Investigators believe the funding system for registered patients is particularly vulnerable to fraud.

The average GP has around 1,700 patients on their list so the payments make up a significant chunk of their income.

The NHSCFA fraud team have estimated that up to £88m may be being incorrectly claimed for – around 1 per cent of the GP budget.

Source: Extracted from BBC News



FRAUD SQUAD NHS

Following the success of the BBC documentary – Fraud Squad NHS; the five-part documentary is being repeated in prime-time evening slots. Tom Taylor, Chair of the NHSCFA, said: "I recommend watching this programme, it really does set out the problems of fraud in the NHS and the great work being done to tackle it and put money back into front line services." Catch up on BBC iPlayer.



VOICEMAIL PHISHING SCAMS

Recently scammers have been creating voicemail notification emails that look genuine and trick you into providing your access details/passwords.

The voicemail recording takes you through a number of steps which direct you to a fake voicemail message and links to click on. When clicking on the links, you are directed to what appears to be, a genuine Microsoft sign-in page. When you then enter your email and password, the fraudsters then have full access to your account, where they can steal sensitive data or perform further attacks on your organisation.

Remember the following to stay safe:

- Hover over links within emails to see where the links are directing you to;
- When logging in to an online email system, don't click on links contained within emails. Type the web address into your browser to access the system; and
- Be familiar with your voicemail system and report any concerns to your IT department before clicking on any links.



WORKING WHILST OFF SICK

A number of NHS bodies have been victim to staff working for other organisations during their normal substantive hours and during periods of sickness absence. In one case, the subject was found to have been working for three other organisations.

Preventative measures

- All employees have a responsibility to declare any secondary employment to the organisation they work for.
- All employees have a personal responsibility to be familiar with their organisation's policies surrounding the requirement to declare secondary employment and working whilst on sickness absence.
- Managers should ensure that controls are in place and that they have an awareness of the work being undertaken by their staff; have the appropriate reporting mechanisms; and always undertake return to work meetings following periods of sickness absence where discussions around any secondary employment are held.

Reporting concerns

Don't be embarrassed to report a scam. Fraudsters are cunning and clever; there is no shame in being deceived. By reporting, you will make it more difficult for them to deceive others.

It is easy to report fraud, bribery or corruption affecting the NHS. Contact your Local Counter Fraud Specialist (LCFS) directly or call the national anonymous, 24-hour reporting line on 0800 028 4060 (powered by Crimestoppers). You can also report online, completely confidentially via <https://cfa.nhs.uk/reportfraud>.

It is the LCFS' role to take every allegation of fraud or bribery seriously and to provide anonymity and confidentiality for anyone who reports a concern. It is recommended that you refer to your organisation's policy on fraud when reporting allegations for further information on how you are protected.

When making a referral please provide as much information as possible, for example:

- the name of the person who you believe has committed a fraud;
- when and where the fraud has taken place;
- how long the fraud has been going on; and
- any details to substantiate your suspicion.

Spot it. Report it. Together we stop it.

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