

Introduction

It is estimated that the NHS loses £1.25 billion per year or roughly £3.4 million per DAY to fraud. This is enough money to pay for over 40,000 staff nurses, or to purchase over 5,000 frontline ambulances. This is taxpayers' money that is taken away from patient care and falls into the hands of criminals. When we say 'fraud', we refer to a range of economic crimes, such as fraud, bribery and corruption or any other illegal acts committed by an individual or group of individuals to obtain a financial or professional gain.

How does the CHOICE fight fraud?

AuditOne works closely with the company to combat fraud with a team of experienced counter fraud specialists delivering a full range of counter fraud, bribery and corruption services including prevention, detection and investigation. Our professionally qualified counter fraud specialists work to identify potential fraud, bribery and corruption risks through policy and system reviews and suggests remedial action to reduce and mitigate these risks. We are experienced in carrying out timely criminal investigations, from referral to prosecution.

AuditOne is an NHS consortium providing counter fraud services to numerous NHS organisations across the North of England. It is hosted by Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and is a not for profit organisation.

Who is the company's counter fraud specialist?



Paul Bevan

Counter Fraud Specialist

How can you help tackle fraud?

The best way you can help tackle fraud is to follow the company's policies especially those that focus on behaviour. The company has a suite of policies covering the following areas:

- Standards of business conduct - https://intranet.stsft.nhs.uk/download_file/9374/1474
- Gifts and hospitality policy - https://intranet.stsft.nhs.uk/download_file/9374/1474
- Declarations of interest policy - https://intranet.stsft.nhs.uk/download_file/9374/1474

It is the responsibility of each member of staff to know what these policies say.

Preventing fraud

The NHS Counter Fraud Authority have issued some useful reference and prevention guidance documents for NHS bodies. There are several fraud reference guides available which cover the following areas:

- [NHS staff](#) - This relates to a person/organisation working for the NHS in any capacity. This includes salaried employees, retired employees receiving an NHS pension, agency staff, trainees, contracted staff such as GPs, dentists, pharmacists, opticians and their organisations and any other contractors who work for the NHS in the same manner as an employee.
- [NHS patients](#) - This relates to a patient, that is someone obtaining treatment, services or medication from the NHS. It may relate to someone using the NHS (either in the UK or abroad) to obtain medical, dental, optical or pharmacy services.
- [NHS suppliers](#) - This relates to a person/organisation providing goods/services to the NHS. This can include contractors (individuals or companies), suppliers, or other organisations.
- [NHS systems](#) - This relates to fraud in relation to financial accounting, performance, incentives or penalties or any other financial issue.
- [Third parties](#) - This relates to a person or organisation not linked to the NHS but trying to gain financially from it. This would include a third party making unsolicited requests for payment from the NHS or someone using an NHS facility to which they are not entitled.

There are also eight quick guides which covering different types of procurement frauds to aid prevention of these types of fraud:

- [Contract splitting prevention quick guide](#)
- [Contract reviews quick guide](#)
- [Buying goods and services quick guide](#)
- [Due diligence quick guide](#)
- [Suppliers' code of practice quick guide](#)
- [Mandate fraud quick guide](#)
- [Petty cash fraud quick guide](#)
- [Credit card fraud quick guide](#)

How to report fraud

If you suspect fraud is occurring, you can help by reporting your suspicions confidentially to the counter fraud specialist.

Follow these simple guidelines when reporting your suspicions:

- Do make an immediate note of your concerns
- Do deal with the matter promptly if you feel your concerns are warranted
- Don't do nothing
- Don't be afraid to raise your concerns
- Don't approach or accuse individuals yourself
- Don't try to investigate the matter yourself

Contact our Counter Fraud Specialist

Our Counter Fraud Specialist deals with all reports of suspected fraud in the strictest confidence. You will be informed of the progress of the investigation and you will not suffer any recriminations from voicing reasonably held suspicions.

Fraud Hotline: 0191 441 5936

Email: counterfraud@audit-one.co.uk

Contact the National Fraud and Corruption reporting line

Alternatively, you can phone the National Fraud and Corruption reporting line: 0800 028 40 60

All calls are made in strictest confidence and no attempt will be made to persuade you to provide your personal details if you want to remain anonymous. You will be given a call reference number which you can quote if you phone again with additional information.

Relevant links

Fraud Insight newsletter - https://intranet.stsft.nhs.uk/download_file/view/12965/4164

Counter Fraud, bribery and corruption policy – https://intranet.stsft.nhs.uk/download_file/11140/1474

Fraud awareness videos:

- [Fraud Awareness](#)
- [Patient travel claims](#)
- [Fraud by abuse of position](#)
- [Fake Qualifications](#)
- [Invoice Fraud](#)
- [Working whilst sick](#)
- [Timesheet fraud](#)
- [Bribery](#)
- [Mandate Fraud](#)