

We have representatives from every Health Board in Wales and have set up a newly reformed GMS working Group. This is to keep communications open and transparent between PPV and Health Boards whilst also collaboratively working to review specifications and ensure standardised approach for PPV remote access samples. This group is proving very successful.

We are in the process of becoming an All Wales service. This will guarantee a more robust PPV team and ensure business continuity.

We have developed a video recorded guide to PPV to aid contractors and equip them with useful information in a simplified format/update FAQ documents.

To use technology to continue one-on-one training requirements from practices that request this as this was previously undertaken in person in the practice premises.

All PPV audit reports are sent to the Director of Primary Care for information purposes and for feedback.

We are restarting PPV training events/roadshows to Practice Managers across Wales, utilising technology to host these events as opposed to 'in-person' presentations. We are basing the contents of training on our trend analysis data that we collect.

We have re-establish our quarterly meeting with ourselves, Primary Care, Counter Fraud and finance in our quarterly meetings. The idea behind this being that we can decide on appropriate actions from the appropriate division for all the practices in Amber and Red.

In General Ophthalmic Services, previously from PPV reinstatement in October 2020, we launched a recently successful pilot where we utilised trend analysis data to write out to patients to ensure they are receiving the services that have been claimed. This is now an All Wales quarterly process that we run to provide assurance to our HB's. We have also piloted remote access for Ophthalmic PPV via Microsoft TEAMS. This was successful and we are looking to roll this out by October 2021.

PPV will begin working on 2 New services checks for Pharmacy in April. These are the Collaborative working Scheme and the Quality and Safety Scheme.

GMS

	Health Board			All Wales		
	2018/2019	2019/2020	2020/2021	2018/2019	2019/2020	2020/2021
Number of practices visited	19	33	20	216	145	188
Amount of claims sampled	6,805	4,871	12,311	93,772	107,335	83,248
Claim errors identified	489	378	664	7,585	9,699	10,401
Average claim error rate	7.19%	7.76%	14.18%	8.09%	9.04%	12.49%
Recovery amount	£18,855.66	£13,582.44	£22,135.19	£223,105.62	£161,817.08	£215,460.57

N.B There are 6 visits that were undertaken and we are awaiting Practice or HB responses many of these due to Covid-19 and the Average claim error rate is relating only to the 14 visits that have been closed.

Cwm Taff Morgannwg University Health Board
GMS PPV Progress Report: 1st October 2020 to 31st March 2021

0-4%	Low risk
5-9%	Medium risk
10%+	High risk

UHB Claim error % Ave	14.18%
Oct 2020 to Mar 2021	
Recovery Amount	£22,135.19

Practice code	Visit 1				Visit 2				Visit 3					
	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Sample size	Claim errors	Claim error %	Recovery
Practice 1	Apr-15	Routine	0.00%	£0.00	Jun-17	Routine	0.86%	£88.09	Nov-20	Routine	198	14	7.07%	£892.87
Practice 2	Jan-15	Routine	2.47%	£350.07	Oct-17	Routine	0.00%	£0.00	Nov-20	Routine	135	1	0.74%	£25.84
Practice 3	Jul-17	Routine	5.38%	£392.28	Jan-19	Revisit	0.00%	£0.00	Nov-20	Routine	157	2	1.27%	£40.32
Practice 4	Aug-15	Routine	1.55%	£5.44	May-19	Routine	6.72%	£265.06	Feb-21	REVISIT	116	Visit file in progress		
Practice 5	Jan-18	Routine	2.83%	£360.81	Mar-19	Revisit	29.73%	£968.99	Nov-20	Routine	222	6	2.70%	£186.96
Practice 6	Oct-17	Routine	3.83%	£358.22	Jan-19	Revisit	8.22%	£2,355.35	Nov-20	Routine	263	22	8.37%	£1,033.17
Practice 7	Apr-18	Routine	6.94%	£822.75	Dec-19	Revisit	21.74%	£440.45	Nov-20	Routine	171	3	1.75%	£449.03
Practice 8	Nov-17	Routine	11.44%	£866.58	Jan-19	Revisit	20.03%	£4,326.44	Nov-20	Routine	210	24	11.43%	£1,131.86
Practice 9	Mar-15	Routine	2.51%	£353.76	Apr-17	Extended	11.79%	£2,002.84	Nov-20	Routine	198	Visit file in progress		
Practice 10	Jun-17	REVISIT	8.10%	£986.39	May-19	Routine	5.42%	£1,070.59	Mar-21	REVISIT	89	39	43.82%	£3,510.00
Practice 11	Apr-16	REVISIT	17.65%	£914.40	Jul-19	Routine	7.00%	£637.99	Mar-21	REVISIT	740	371	50.14%	£11,130.00
Practice 12	Nov-13	Routine	3.81%	£511.66	Aug-15	Extended	13.73%	£4,340.33	Feb-21	Routine	166	22	13.25%	£927.89
Practice 13	Jan-14	Routine	2.65%	£368.43	Sep-15	Extended	23.49%	£6,218.32	Feb-21	Routine	195	43	22.05%	£2,000.83
Practice 14	Jan-19	Revisit	13.81%	£2,843.50	Jan-19	Routine	6.00%	£1,109.76	Feb-21	Revisit	3271	Visit file in progress		
Practice 15	Apr-14	Routine	1.82%	£43.15	Apr-17	Routine	3.38%	£134.86	Oct-20	Routine	213	4	1.88%	£34.64
Practice 16	May-17	Routine	1.26%	£111.75	May-19	Revisit	20.51%	£242.80	Oct-20	Routine	234	Visit file in progress		
Practice 17	Aug-14	Routine	0.80%	£36.95	Jul-17	Routine	0.20%	£9.80	Oct-20	Routine	278	2	0.72%	£22.53
Practice 18	Apr-17	REVISIT	4.77%	£1,398.47	Oct-18	Routine	13.33%	£1,691.29	Mar-21	REVISIT	3499	Visit file in progress		
Practice 19	Jun-16	Routine	1.23%	£98.60	Sep-19	Routine	3.22%	£470.75	Feb-21	REVISIT	1623	Visit file in progress		
Practice 20	May-19	REVISIT	12.34%	£654.43	May-19	Routine	4.00%	£121.10	Mar-21	REVISIT	333	111	33.33%	£749.25

There are 6 visits files that have been undertaken that we are awaiting Practice or HB responses many of these due to Covid-19

It is important for the average claim error % to note that a REVISIT checks 100% of claims triggered from a Routine whereby a particular service was over 10% in errors.

In these circumstances the % error rate is generally high which increases the average.

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