



AGENDA ITEM

4.3

AUDIT & RISK COMMITTEE

**POST PAYMENT VERIFICATION PROGRESS REPORT – APRIL
2021 TO MARCH 2022**

Date of meeting	28 th April 2022
FOI Status	Open/Public
If closed please indicate reason	Not Applicable - Public Report
Prepared by	Amanda Legge, All Wales Post Payment Verification Manager
Presented by	Amanda Legge – All Wales Post Payment Verification Manager
Approving Executive Sponsor	Executive Director of Finance
Report purpose	FOR NOTING

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals	Date	Outcome
(Insert Name)	(DD/MM/YYYY)	Choose an item.

ACRONYMS

PPV	Post Payment Verification
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1. SITUATION/BACKGROUND

Sefyllfa / Situation

This report highlights the narrative on how practices have been performing over the current Post Payment Verification (PPV) cycle, and two previous.

It also demonstrates the overall performance of the Health Board against the national averages. PPV of claims from General Medical Services (GMS), General Ophthalmic Services (GOS) and General Pharmaceutical Services (GPS) are undertaken as a part of an annual plan by NHS Wales Shared Services Partnership (NWSSP).

The report is intended for information purposes and discussion. PPV provides assurance in all contractor disciplines, except for General Dental Services. At certain times during the COVID-19 pandemic, cash flow to medical and ophthalmic contractors has been maintained based on historical claiming patterns, due to submission of claims for various enhanced services being suspended. NWSSP reviewed how it was able to deliver an agreed level of PPV within the Ophthalmic, Pharmaceutical and Medical disciplines, along with the Clinical Waste Audit.

In 2021-2022, we continued to face challenges associated with the COVID-19 pandemic. To effectively respond to challenges identified within Primary Care, we continue to investigate further avenues to enhance our PPV service. The decision to stop physical visits to our contractor premises was taken to protect our front-line services, to maintain colleagues' safety and to remove any pressure on primary care contractors and their teams during difficult times.

A review of opportunities and a recovery plan has been considered during this time, to maintain an excellent level of PPV, which would continue to provide Health Boards with reasonable assurance that public monies are being appropriately claimed.

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

2.1 General Medical Services (GMS)

The visit plan runs on a 3-year cycle for GMS and is agreed by Health Board Audit Committees. Following review of the All-Wales visit plan and the inability to perform physical visits, we concentrated on our PPV arrangements within the GMS discipline. These visits can be completed remotely and would not be intrusive or place additional requirements on local front-line service provision. Remote access verification took place based on a sample of claims submitted from April 2019 to March 2020, due to the sudden decrease of claims from the point of lockdown in March 2020.

It was agreed by the General Practitioner Committee Wales and Heads of Primary Care that PPV proceed with the GMS visits during the 2021-2022 financial year as part of the PPV three-yearly cycle, utilising 2019-2020 claim data from April 2021.

2.2 General Ophthalmic Services (GOS)

Pre COVID-19, the visit plan for GOS 2020-2021 was agreed by Health Board Audit Committees. However, ophthalmic practices were unable to remain open to the public for certain periods and this is a service where PPV teams did not have the ability to undertake reviews via remote access. We explored PPV remote access options, with full support from Optometry Wales, and have begun to carry out these visits via Microsoft TEAMS which is proving successful. Future visits will now be included in the 2022-2023 visit plan, and we are hoping to increase the number of contractors as we progress in this new way of working which is being encouraged by Welsh Government. We also continue to undertake the GOS quarterly patient letter programme across Wales to provide additional elements of assurance to our Health Boards.

2.3 Pharmacy Services (GPS)

Due to COVID-19, the Medicines Use Review (MUR) service was stopped in March 2020. In 2022, NWSSP is hoping to introduce a pilot for two new service checks by PPV, which are the Quality and Safety Scheme and the Collaborative Working Scheme.

2.4 Other PPV work

PPV have been conducting Bonus Payment checks (as requested by Welsh Government) relating to payments claimed and made to Primary Care Health Service staff in 2021.

The additional reports submitted detail specific risks as outliers in a traffic light system, and provide the narrative for what PPV, Primary Care, Finance and Counter Fraud consider to be the best approach to support practices in improving.

The GMS statistics worksheet now separates the routine and the revisit averages.

Revisits are generally higher percentages due to 100% of the claims being checked over a longer period.

3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

3.1 The reports detail specific risks as outliers in a traffic light system, but provides the narrative for what PPV, Primary Care, Finance and Counter Fraud consider to be the best approach to support practices in improving.

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	There are no specific quality and safety implications related to the activity outlined in this report.
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Related Health and Care standard(s)	Governance, Leadership and Accountability
	If more than one Healthcare Standard applies please list below:
Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.	No (Include further detail below) If yes, please provide a hyperlink to the location of the completed EIA or who it would be available from in the box below. If no, please provide reasons why an EIA was not considered to be required in the box below.
Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.
Resource (Capital/Revenue £/Workforce) implications / Impact	There is no direct impact on resources as a result of the activity outlined in this report.
Link to Strategic Goals	Sustaining Our Future

5. RECOMMENDATION

5.1 The Audit & Risk Committee is requested to **NOTE** the contents of this report.