



FRAUD AWARENESS POLICY

Medic Now

Fraud awareness policy

Fraud

On a basic level, fraud is deception carried out for personal gain, usually for money. Fraud can also involve the abuse of a position of trust. By 'NHS fraud' we mean any fraud where the NHS is the victim.

The vast majority of those who use, work in or otherwise interact with the NHS are honest. However, the small minority who commit fraud against the NHS includes a wide range of people, from patients and members of the public to NHS staff, from contractors and suppliers to organised crime groups.

When fraudsters target the NHS and succeed, this results in a loss of resources intended for patient care. We all bear the cost when the NHS loses money to fraud.

Types of fraud

Fraud against healthcare establishments takes many forms; here are just a few examples:

- **False claims** - this can range from patients claiming for free treatment when they are not entitled to it, to temporary staff claiming money for services they have not provided
- **Payment diversion fraud** - this happens when fraudsters trick a healthcare organisation into paying money to them, for example by pretending to be from one of the organisation's regular suppliers
- **Procurement fraud** - this relates to the purchasing of goods and services by a healthcare organisation. An example is bid rigging, when bidders agree between themselves to eliminate competition, denying the organisation a fair price or delivering poor quality goods or services
- **Misrepresentation of qualifications or experience** - this occurs when someone applying for a job claims to have qualifications or experience they do not actually have. This is particularly serious if it occurs in senior and medical positions
- **Timesheet fraud** - this happens when staff falsify their timesheets, for example to obtain payment for hours they have not actually worked

Reporting fraud

Fraud has been identified as the crime that people are most likely to experience in the UK, and no individual or organisation is immune from the risk. Within the NHS, the NHS Counter Fraud Agency (NHS CFA) is equipped and determined to lead the fight against fraud, but everyone has a part to play in combating fraud.

The first steps are being aware of the risk and remaining vigilant. Workers should also know how to report any suspicions or concerns they may have about fraud.

If a worker has any suspicions or concerns about fraud, bribery and corruption affecting the NHS, they can report them to the NHSCFA. Reports can be made [online](#) or by calling 0800 028 4060. All reports are treated in confidence and workers have the option to report anonymously.

The NHS CFA have put together a guide on what workers should/should not do when reporting fraud.

<https://cfa.nhs.uk/fraud-prevention/reference-guide/dos-and-donts-when-reporting-fraud>

Workers can also report any concerns to Medic Now via feedback@yourworld.com

Outside of the NHS fraud can be reported via the following links:

<https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime>

<https://crimestoppers-uk.org/give-information/forms/give-information-anonymously>