

NHS Protect

Managing Change

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NHS Protect: why the change?

- Time of massive change across the whole NHS;
- No NHS body can stand still;
- Limited resources, but still a massive task to undertake;
- Have to do things differently - more with less.

What is NHS Protect?

- NHS Protect replaces NHS CFSMS
- Promotes greater local NHS accountability & delivery
- Professional Anti-Fraud and Pro-security support resource
- National resource for legislation, policy and guidance
- National NHS information and intelligence function

What does NHS Protect do?

- Tackles fraud, bribery, violence, corruption, criminal damage, theft and other unlawful action such as market-fixing.
- The national centre for NHS anti-fraud and pro-security work;
- Target aims in local NHS partnership
- Identify serious and organised risks / trends through technology
- Provide greater local support, training, coaching and mentoring.

What NHS Protect looks like?

**Deterrence &
Engagement**

**Information &
Intelligence**

Local Support & Development Services

Policy & Standards

National Investigation Services

NHS Protect : Services

Educate & Inform

- Anti-crime culture
- Training
- Local Support & Development
- Engagement
- Media & Communications

Prevent & Deter

- Operational guidance and advice
- System design and recommendations
- Best Practice
- Media & Communications

Hold to Account

- Detection
- Investigation
- Sanctions
- Quality Assurance
- Seek Redress

Emerging Risks in the NHS

- Impact of current economic climate on individuals
 - Identity theft
 - Tailgating
- Efficiency savings and reduced resources
 - Reduced staff
 - Reduced internal controls
- Published expenditure information
 - Accounts Change process
 - High Value Invoicing

Case Study : Invoice Scam

- Building Contracts in NHS site development
- Publication of Expenditure over £25
- BACS process & reconciliation
- High Value Invoices
- Overseas Bank accounts

Case Study : Tailgating

- Security of premises
- Access controls
- Security of property , identity
- Theft and Fraud

<http://www.nhscounterfraud.nhs.uk/crime.wmv>

NHS Protect in practical Terms :

- Enhanced Area Anti-Fraud Management and support
- Enhanced coverage for Area Security Management
- Partnership consultancy for tailored pro-security & anti-fraud strategies
- Local Advice, Training and Support
- Access to centralised Information and Intelligence, powers and legislation guidance

Our Work with you :

- Partnership creation of tailored Anti-Fraud & Pro Security Strategies
- Access to NHS related Intelligence and Information
- Robust Best Practice and Information sharing
- Professional investigation advice
- Dedicated Stakeholder liaison and Local support

Any Questions?

Contact NHS Protect

- www.nhsprotect.nhs.uk
- Report NHS fraud online at www.reportnhsfraud.nhs.uk
- Report using NHS fraud freephone number :
Tel: 0800 023 40 60
- West Midlands Local Area Support
 - Amanda Hill : Anti-Fraud amanda.hill@nhsprotect.gsi.gov.uk
 - Nick Aronin : Pro-Security nicholas.aronin@nhsprotect.gsi.gov.uk