

Swansea Bay University Health Board

Medical PPV Progress Report: 1st April 2019 to 30th September 2019

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

UHB Claim error % Ave	16.42%
Wales claim error % Ave	
2019/20 recovery amount	£107.80

	Visit 1				Visit 2				Visit 3					
Practice code	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	12/07/2016	Routine	0.00%	£0.00						Routine				
Practice 2	09/04/2016	Routine	4.55%	£60.22	04/09/2017	Routine	3.85%	£151.73	24/04/2019	Revisit	67	11	16.42%	£107.80
Practice 3										Routine				
Practice 4	26/03/2015	Revisit	12.72%	£5,254.98	17/01/2017	Routine	8.62%	£268.73	25/04/2019	Routine				
Practice 5					07/02/2017	Routine	0.34%	£30.35	25/04/2019	Revisit				
Practice 6					24/02/2017	Routine	1.23%	£48.03	15/04/2019	Routine				
Practice 7	11/12/2014	Routine	8.70%	£702.68	18/05/2017	Routine	7.34%	£904.39	05/06/2019	Routine				
Practice 8	20/04/2016	Routine	6.36%	£343.69	09/11/2017	Revisit	11.57%	£1,275.83	05/06/2019	Revisit				
Practice 9					31/01/2017	Routine	4.05%	£93.43	15/05/2019	Routine				
Practice 10	06/09/2016	Routine	4.48%	£100.88	02/11/2017	Routine	30.10%	£239.99	20/08/2019	Routine				
Practice 11	20/01/2015	Revisit	50.00%	£108.85	18/01/2017	Routine	0.94%	£179.45	20/08/2019	Revisit				
Practice 12	21/09/2016	Routine	5.64%	£421.54					17/07/2019	Routine				
Practice 13										Routine				
Practice 14	25/09/2014	Routine	4.49%	£219.15	09/05/2018	Routine				Revisit				
Practice 15	17/05/2017	Revisit	11.08%	£7,265.55	01/06/2017	Routine	4.68%	£154.97	17/06/2019	Revisit				
					17/05/2018	Routine	22.05%	£1,006.13	08/07/2019	Revisit				

Health Board	Year	Anti-Coagulation Monitoring	Anti-Coagulation Slow Loading	Care Homes	Contraceptive	DOAC	Flu	onadorelin	Hep B	Homeless	Learning Disabilities	Minor Surgery	Meningococcal	MMR	Near Patient Testing	Pertussis	Shingles	Substance Misuse	Wound Care	Totals
Swansea Bay	2019/2020																			0
	2018/2019	62	4	100	10	24	18	14	18	5	10	2	10	5	55	4	0	17	77	435
	2017/2018	23	0	1248	117	0	1054	95	79	59	28	7	12	45	219	7	62	0	0	3055

	Health Board			All Wales		
	2017/2018	2018/2019	2019/2020	2017/2018	2018/2019	2019/2020
Number of practices visited	34	29	TBC	193	216	TBC
Amount of claims sampled	36,996	9,213	TBC	106,956	88,044	TBC
Claim errors identified	5,331	766	TBC	9,969	6,495	TBC
Average admin error rate	4.56%	3.96%	TBC	9.77%	4.52%	TBC
Average claim error rate	14.41%	8.31%	TBC	9.32%	7.38%	TBC
Recovery amount	£76,421.92	£15,724.68	TBC	£223,547.14	£194,539.64	TBC

Key report points:
In the case of administrative and claim errors there is a marked improvement for the Health Board region over the financial years which is pleasing to see. The recovery amount is a big improvement since 2017/18.
There are good channels of communication between ourselves, Primary Care and Counter Fraud where we know that conversations can be had around development of files, issues or specifications being released.
Against the national averages the Health Board were above the claim errors but have since shown great improvement to come closer into line with that figure.

Swansea Bay University Health Board

Ophthalmic PPV Progress Report: 1st April 2019 to 30th September 2019

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

UHB Claim error % Ave	6.61%
Wales claim error % Ave	
2019/20 recovery amount	£487.10

	Visit 1				Visit 2				Visit 3					
Practice code	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	19/08/2016	Routine	7.00%	£260.00	03/08/2017	Revisit	19.67%	£2,720.40	04/04/2019	Routine	103	1	0.97%	£59.30
Practice 2	29/07/2016	Routine	6.00%	£284.20	10/08/2017	Revisit	32.00%	£3,049.50	27/08/2019	Routine				
Practice 3	20/08/2014	Routine	1.82%	£107.50	18/07/2017	Routine	5.00%	£181.90	25/04/2019	Revisit	127	19	14.96%	£397.60
Practice 4	03/08/2015	Routine	0.00%	£0.00	11/10/2017	Routine	1.00%	£20.00	15/04/2019	Routine	103	2	1.94%	£30.20
Practice 5					05/12/2017	Routine	5.00%	£189.80	29/05/2019	Revisit				
Practice 6					10/05/2016	Routine	0.00%	£0.00	18/06/2019	Routine				
Practice 7					06/06/2016	Routine	1.01%	£20.00	15/07/2019	Routine				
Practice 8	15/09/2014	Routine	11.57%	£459.60	27/02/2017	Routine	1.82%	£120.00	12/08/2019	Routine				
Practice 9	26/01/2015	Routine	0.00%	£0.00	24/10/2017	Routine	1.00%	£8.80	14/06/2019	Routine				
Practice 10	20/08/2014	Routine	4.55%	£182.90	08/05/2017	Routine	9.00%	£686.30	23/07/2019	Revisit				
Practice 11	22/04/2015	Routine	1.82%	£125.00					04/07/2019	Routine				
Practice 12	23/05/2014	Routine	1.83%	£49.60						Routine				
Practice 13					16/07/2018	Routine	3.88%	£120.25		Revisit				

Health Board	Year	GOS 3	GOS 4	EHEW
Swansea Bay	2019/2020			
	2018/2019	10	32	59
	2017/2018	24	49	225

	Health Board		
	2017/2018	2018/2019	2019/2020
Number of practices visited	29	19	TBC
Amount of claims sampled	3,693	2,152	TBC
Claim errors identified	299	104	TBC
Average admin error rate	5.67%	14.51%	TBC
Average claim error rate	8.10%	4.83%	TBC
Recovery amount	£13,438.81	£3,539.60	TBC

All Wales		
2017/2018	2018/2019	2019/2020
172	141	TBC
22,083	17,506	TBC
1,342	1,080	TBC
7.37%	4.30%	TBC
40.19%	40.79%	TBC
£54,640.34	£37,808.65	TBC

Key report points:

There was an increase in 2018/19 for administrative errors which is something we are addressing as these are just small factors, that are easily correctable, that build up to a patient record which is crucial to be accurate.

It is pleasing to see that from 2017/18 to 2018/19 financial years that the claim error rate and financial recoveries have decreased by a large margin highlighting improvement across the board.

The aim for PPV is to co-ordinate a training event for the Health Board region where we can present to contractors about the importance of claiming correctly and completing records accurately.

Swansea Bay University Health Board

Pharmacy PPV Progress Report: 1st April 2019 to 30th September 2019

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

UHB Claim error % Ave	4.18%
Wales claim error % Ave	
2019/20 recovery amount	£476.71

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	09/02/2017	Routine	2.00%	£56.00					09/04/2019	Routine	100	1	1.00%	£14.68
Practice 2	06/02/2017	Routine	0.00%	£0.00					30/05/2019	Routine				
Practice 3	21/06/2016	Routine	0.00%	£0.00	02/05/2018	Routine	14.21%	£364.00	06/08/2019	Revisit				
Practice 4					07/08/2017	Routine	6.25%	£87.92	08/04/2019	Revisit	143	13	8.33%	£210.03
Practice 5	10/03/2017	Routine	0.00%	£0.00					30/05/2019	Routine	77	1	1.28%	£28.00
Practice 6	07/11/2016	Routine	0.00%	£0.00					06/06/2019	Routine	67	1	1.49%	£28.00
Practice 7	10/02/2017	Routine	3.08%	£364.00					24/07/2019	Routine				
Practice 8	13/03/2017	Routine	18.13%	£812.00	23/07/2018	Revisit	24.63%	£1,876.00		Routine				
Practice 9	07/11/2016	Routine	1.19%	£28.00						Routine				
Practice 10	25/11/2016	Routine	1.67%	£28.00					29/07/2019	Routine				
Practice 11	14/11/2016	Routine	2.86%	£56.00					24/07/2019	Routine				
Practice 12					21/08/2017	Routine	5.00%	£224.00	07/05/2019	Revisit	163	7	4.29%	£196.00
Practice 13	01/09/2016	Routine	3.25%	£56.00						Routine				
Practice 14	25/10/2016	Routine	9.26%	£140.00	18/09/2017	Revisit	5.47%	£336.00	29/07/2019	Routine				
Practice 15	08/12/2016	Routine	4.11%	£84.00					06/06/2019	Routine				
Practice 16	09/03/2017	Routine	0.63%	£28.00						Routine				
Practice 17	05/02/2016	Routine	0.00%	£0.00	27/03/2017	Routine	1.59%	£28.00		Routine				
Practice 18	22/09/2016	Routine	1.55%	£28.00						Routine				

Health Board	Year	MUR	Flu
Swansea Bay	2019/2020		
	2018/2019	190	46
	2017/2018	179	3

	Health Board		
	2017/2018	2018/2019	2019/2020
Number of practices visited	60	41	TBC
Amount of claims sampled	4,881	3,860	TBC
Claim errors identified	182	236	TBC
Average admin error rate	16.99%	16.97%	TBC
Average claim error rate	3.73%	6.11%	TBC
Recovery amount	£5,059.14	£6,069.15	TBC

All Wales		
2017/2018	2018/2019	2019/2020
298	230	TBC
22,931	18,570	TBC
520	870	TBC
16.83%	16.16%	TBC
2.27%	4.68%	TBC
£14,079.99	£20,003.71	TBC

Key report points:

There was an increase in claim errors from 2017-18 to 2018-19 despite us visiting less practices. This will be due to the rolling program we operate but is still something we will continue to offer support and training to reduce.

In 2017-18 the UHB area accounted for 35.93% of the recoveries across Wales whilst in 2018-19 the UHB area accounted for 30.34% of the recoveries across Wales showing a reduction in recoveries against the average by 5.59%

My overall feeling is that the practices are understanding the requirements in general and it is a few that are having issues. This again is something we are working on with our supportive training style.