

Fraud Threats to the NHS

Council of Governors Workshop

Why?

£1.25 billion lost

Fewer doctors,
nurses, paramedics
and other staff

Reputational
damage and loss
of trust

Less life saving procedures
and life changing operations

“The NHS is overstretched”



The Fraud Act 2006

Bribery Act 2010

Fraud by false representation

- False invoices
- False expense claims
- Fraudulent supplier bank account changes
- Ghost employees
- False overtime claims

Fraud by failure disclosure

- Supplier not disclosing target claims as required by contract
- Not disclosing conflicts of interest
- Undisclosed changes to supplier status affecting ability to provide service

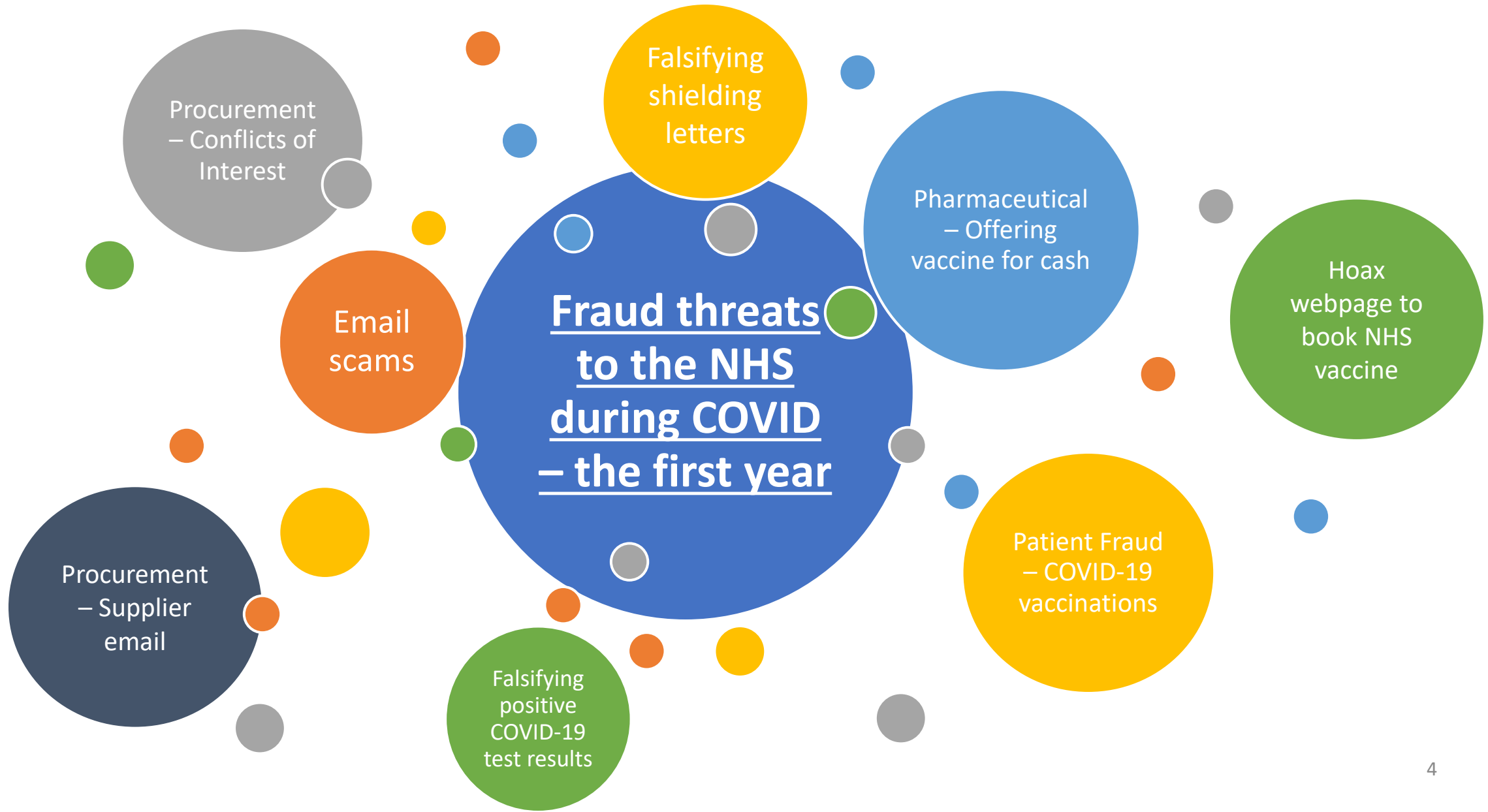
Fraud by abuse of position

- Staff abusing their position to create a false claim and use funds
- Ordering goods or services for personal use

Bribery and Corruption

- Offering a bribe
- Requesting, accepting or agreeing to accept a bribe
- Bribing a foreign official

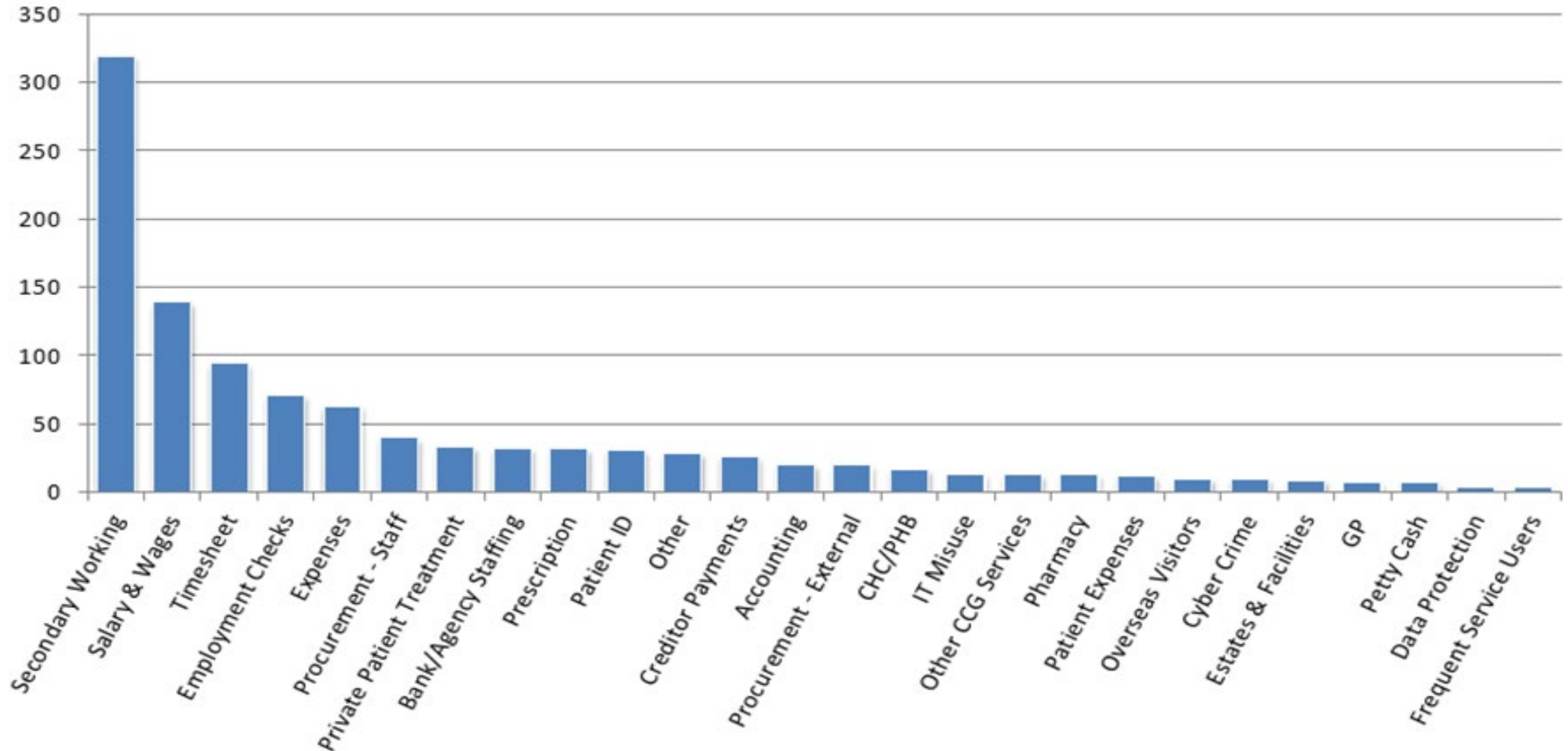
Dishonesty





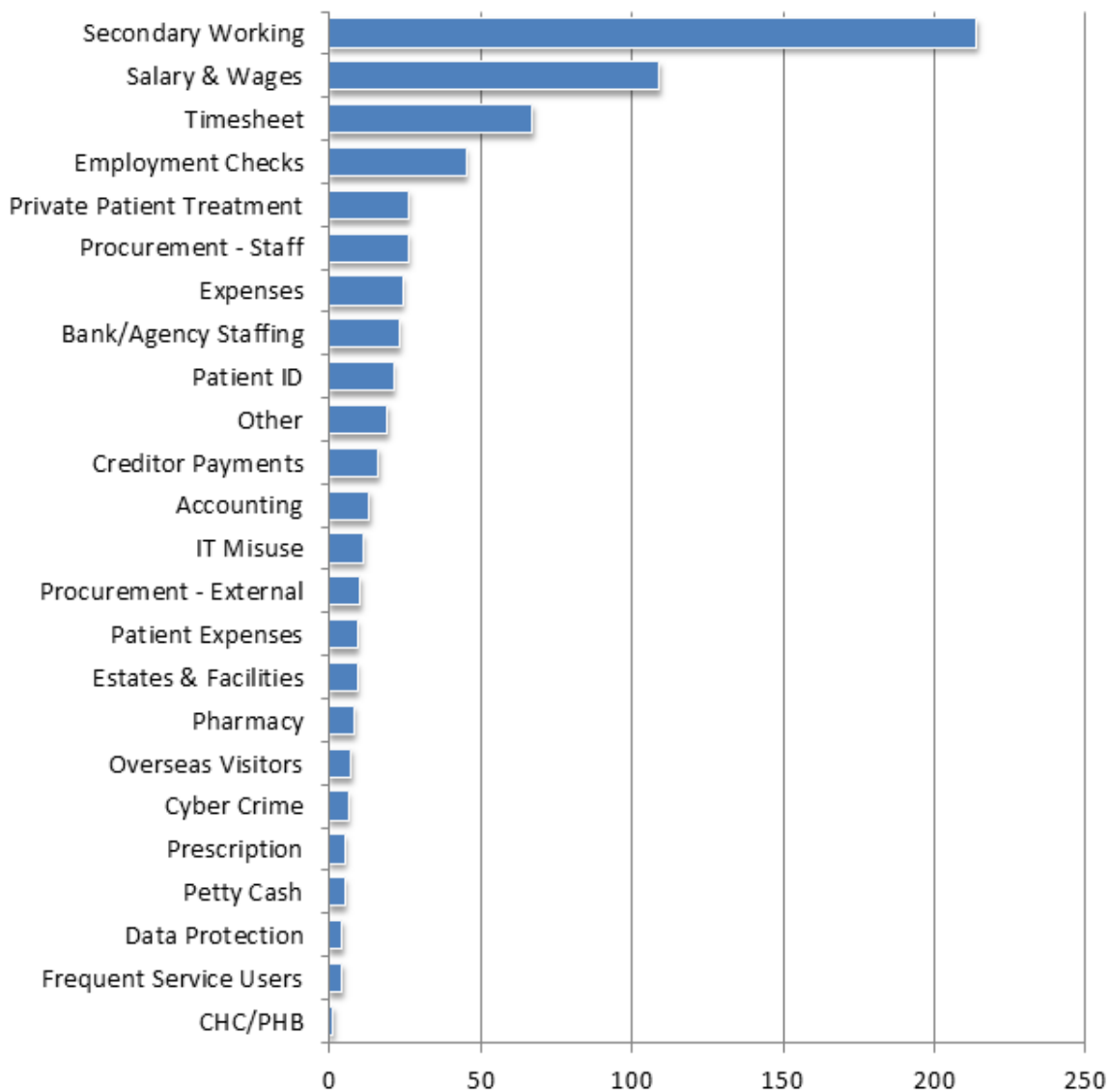
Our benchmarking work

All- Number of referrals by fraud type

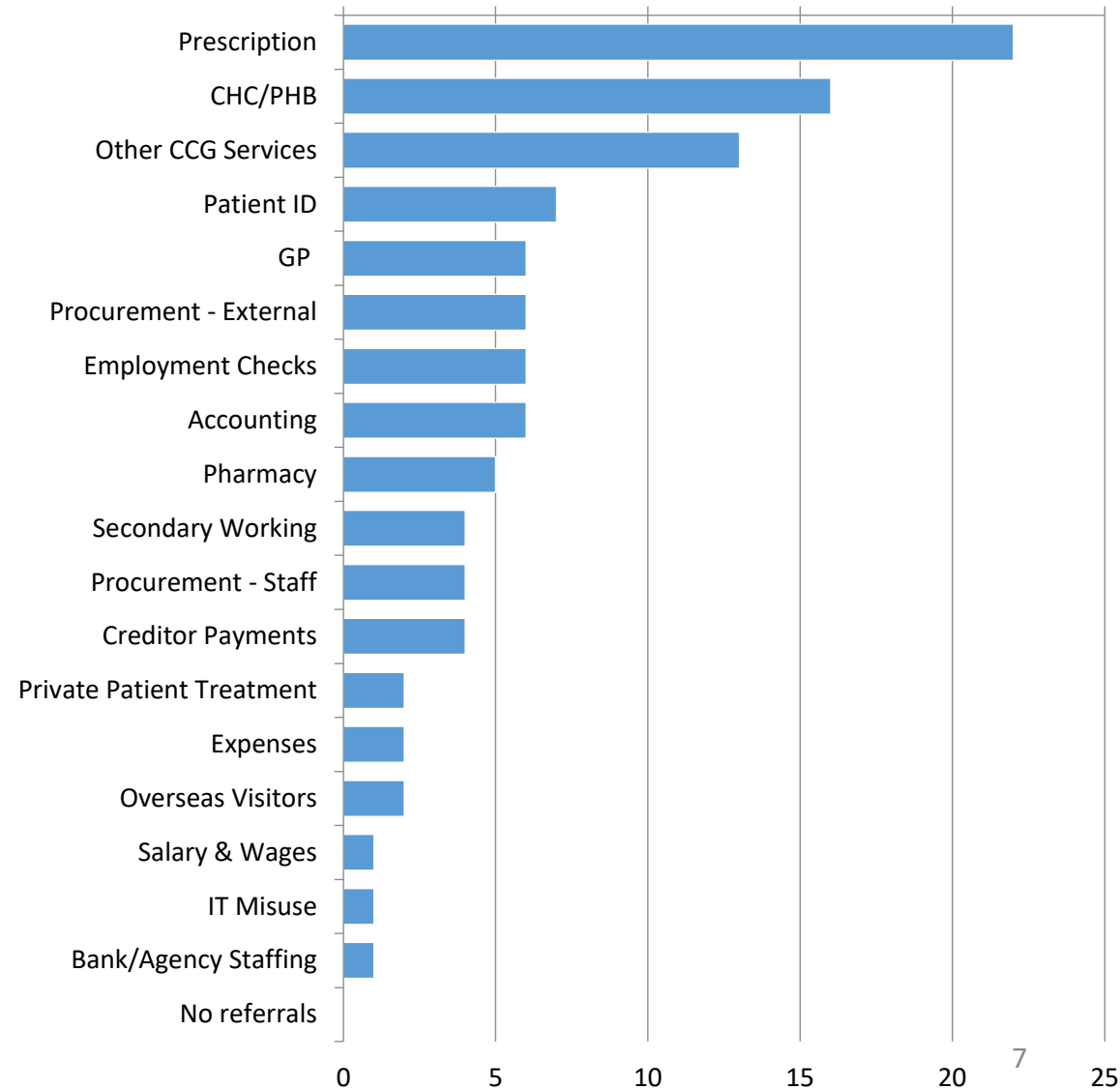


Our benchmarking work

Acute- Number of referrals by fraud type

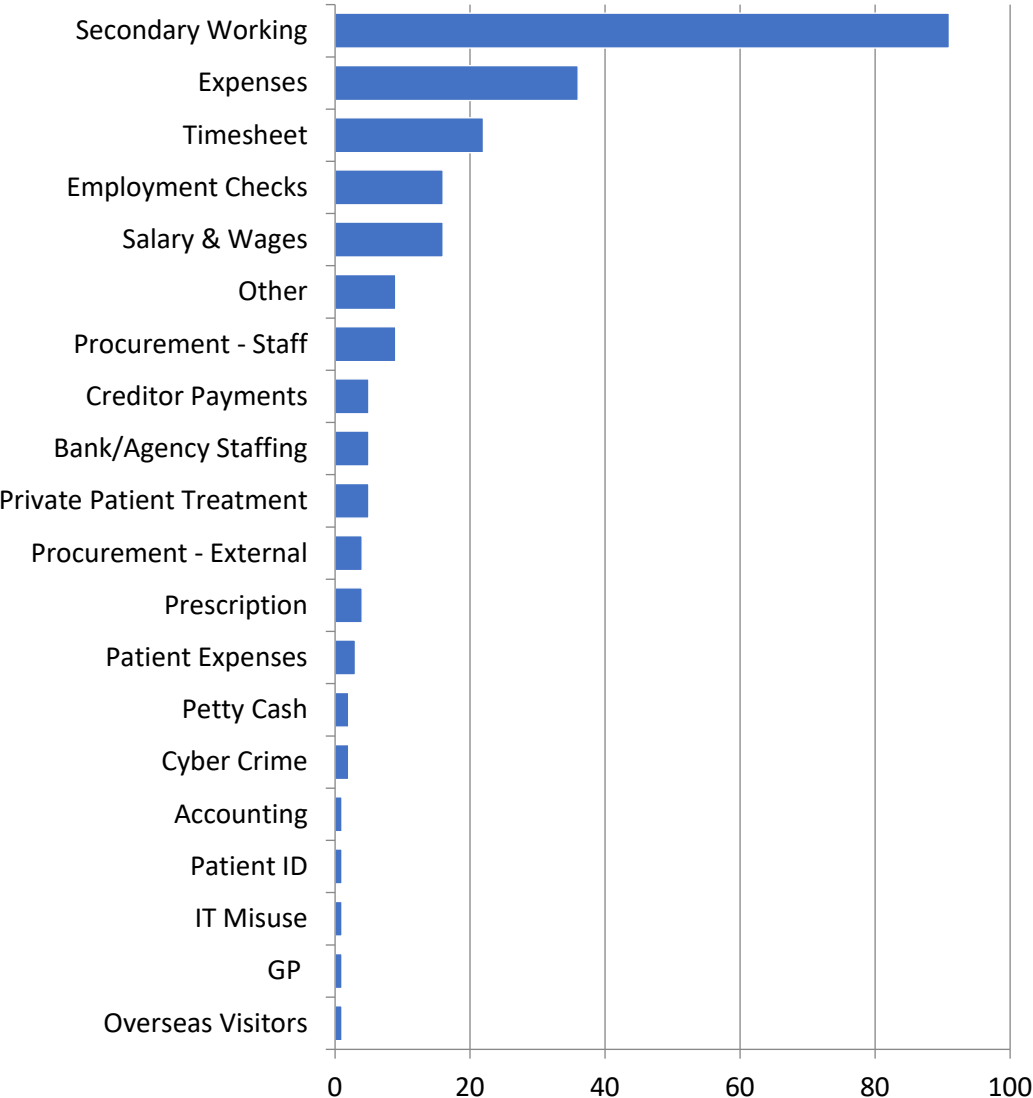


CCG - Number of referrals by fraud type

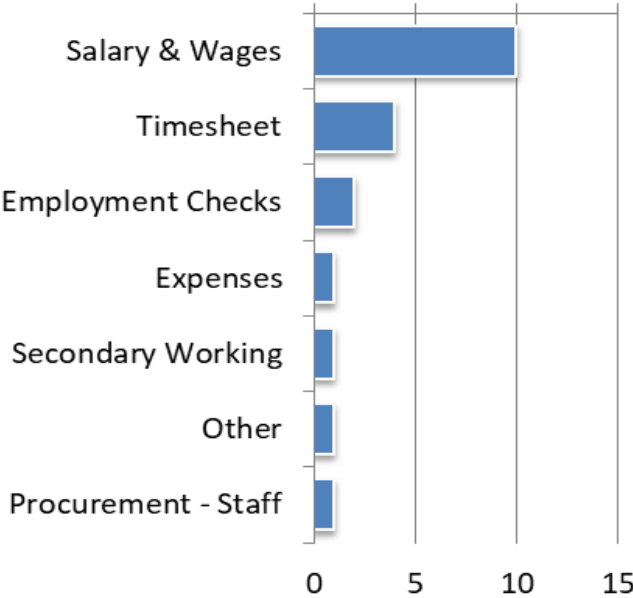


Our benchmarking work

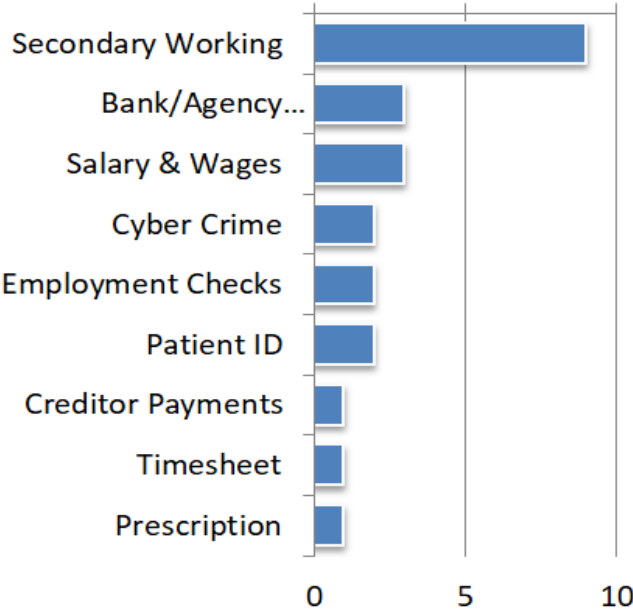
Community and Mental Health - Number of referrals by fraud type



Ambulance- Number of referrals by fraud type



Other- Number of referrals by fraud type



- Levels of fraud reporting within the Trust have increased over the last two years.
- Why is this?
- Many matters as described previously reflect the national picture, but some are very different:
 - ❖ Vaccine Fraud (organised crime)
 - ❖ Theft of mobile devices
 - ❖ Private work in NHS time

B News ▶ Midlands News ▶ Good Hope Hospital

Heartache of Birmingham Covid nurse after life-savings stolen by fraudsters

Good Hope Hospital nurse Nicola Moss twice survived Covid and treated scores of virus-hit patients - but fell victim to scammers who targeted her NHS email

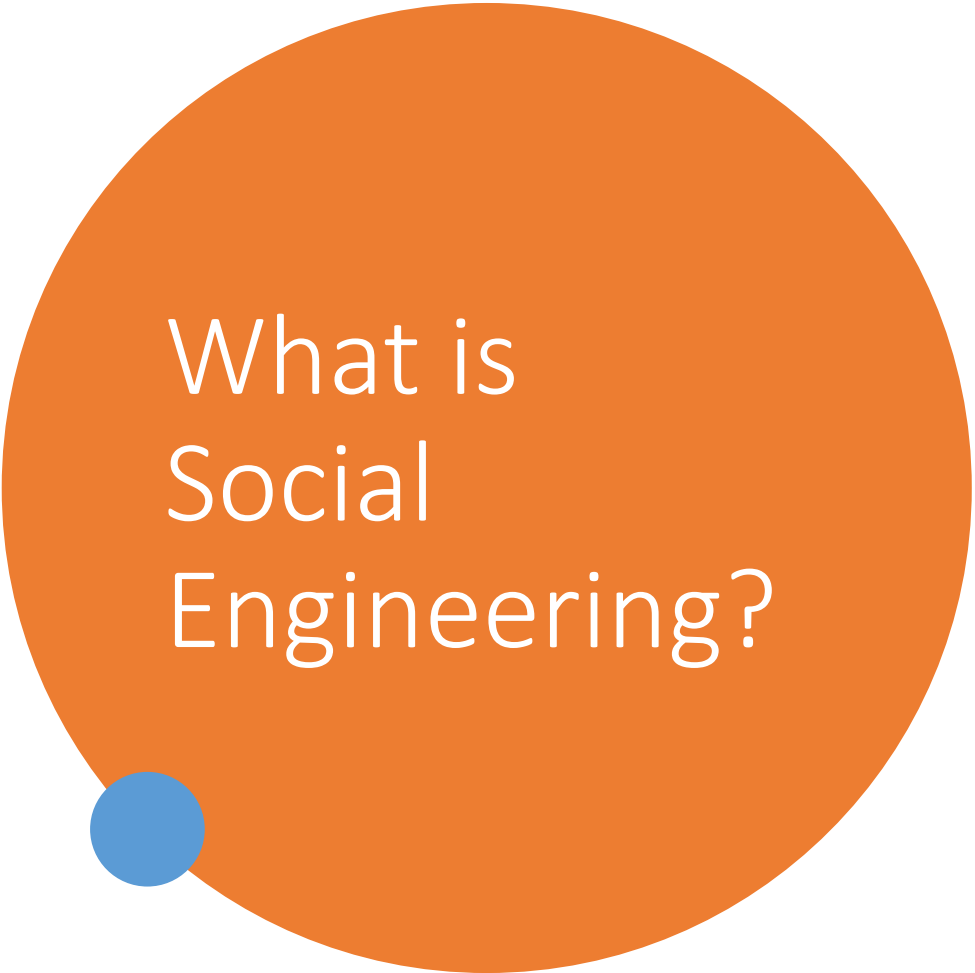
SHARE   

By [Jeanette Oldham](#) Investigations editor
05:30, 2 APR 2021 | **UPDATED** 15:41, 2 APR 2021


NEWS

But the single mum-of-three, who has also overcome Covid twice herself, was [targeted by fraudsters](#) who stole her Halifax life savings after an elaborate scam, known as authorised push payment fraud.

The twisted con began with an official-looking email sent to her work email account in February. It stated she had been booked for a Covid jab but asked for debit card details to pay for any missed appointment.




What is Social Engineering?

- 
- The psychological manipulation of people into performing actions or divulging confidential information.
 - A type of confidence trick for the purpose of information gathering, fraud, or system access



How does it
work?

- 
- Google – publicly available information
 - Target individuals of influence
 - Poor social media protection
 - Phishing

Security Questions

In case you forget your ID or password...

Alternative e-mail (optional)

Secret Question 1

- Select One -

Your Answer

- Select One -

Secret Question 2

Your Answer

What is the first name of your favourite uncle?

Where did you meet your spouse?

What is your eldest cousin's name?

What is your youngest child's nickname?

What is your eldest child's nickname?

What is the first name of your eldest niece?

What is the first name of your eldest nephew?

What is the first name of your favourite aunt?

Where did you spend your honeymoon?

- Type your question below -

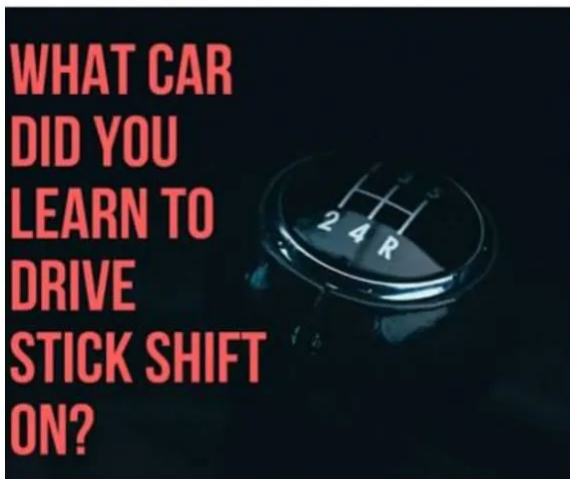
Type the code shown

Facebook quizzes



San Benito Tire Pros
March 31 at 7:24am · 🌐


We want to know! 😊



1.5K 15K Comments 259 Shares

Like Comment Share



November 19 at 11:28pm · vonvon · 

I just wanna say. Speedrunning marathon video back today.



What Are Your Most Used Words on Facebook? - Darren's Most Used Words on Facebook

These are the words Darren used a lot this year! Share now to see how your friends feel about them :D

N-UBF.EN.VONVON.ME

Like Comment Share



NEVER HAVE I EVER

(1 POINT FOR EACH)

1. GOT A TATTOO
2. EATEN SUSHI
3. KISSED ON THE 1ST DATE
4. BEEN ON A CRUISE
5. GOT IN A FIST FIGHT
6. DYED MY HAIR
7. BEEN CAMPING
8. GOT A PIERCING
9. HAD THE FLU
10. BEEN ON A AIRPLANE
11. BEEN TO DISNEY WORLD
12. MET SOMEONE FAMOUS
13. BEEN SKYDIVING
14. BROKEN A BONE
15. VISITED ANOTHER COUNTRY
16. SMOKED
17. CHEATED ON A TEST
18. BEEN IN A CAR ACCIDENT
19. BEEN TO A CONCERT
20. HAD A SIP OF ALCOHOL



How to spot a phishing email?

- Urgent Action
- Bad Grammar/Spelling
- Unfamiliar greetings
- Inconsistent email address
- Links that request logon details or sensitive data
- Too good to be true

yesterday I was contacted by one of my colleagues, or who I thought was a colleague via, Facebook Messenger, it looked like her genuine account with her photograph, it was not her as it happens her account had been hacked.

She told me she had seen my name on the vaccine lottery site as a winner, she told me she had won a raffle prize and sent me a link to claim mine, I looked on the link and my name was on there, immediately an agent came on and asked for me to confirm who I was, saying I had won a prize etc.

The messenger service of who I thought was my colleague, was prompting me to carry on as instructed it was so convincing, the person was communicating exactly like she does, it wasn't her at all but a scammer, conman, trying to get me to pay a shipping tax/ fee on my winnings, which would be put in my account in 24 hours. The last conversation I had with this person before I blocked them was to inform them I was contacting the fraud dept at the NHS.

I looked at my Colleagues Facebook page afterwards and it appears her account was hacked, I didn't know this before the communication started.

Subject: A really worthy cause which you should be aware of.

Subject: Nigerian Astronaut Wants To Come Home
Dr. Bakare Tunde
Astronautics Project Manager
National Space Research and Development Agency (NASRDA)
Plot 555
Misau Street
PMB 437
Garki, Abuja, FCT NIGERIA

Dear Mr. Sir,

REQUEST FOR ASSISTANCE-STRICTLY CONFIDENTIAL

I am Dr. Bakare Tunde, the cousin of Nigerian Astronaut, Air Force Major Abacha Tunde. He was the first African in space when he made a secret flight to the Salyut 6 space station in 1979. He was on a later Soviet spaceflight, Soyuz T-16Z to the secret Soviet military space station Salyut 8T in 1989. He was stranded there in 1990 when the Soviet Union was dissolved. His other Soviet crew members returned to earth on the Soyuz T-16Z, but his place was taken up by return cargo. There have been occasional Progrez supply flights to keep him going since that time. He is in good humor, but wants to come home.

In the 14-years since he has been on the station, he has accumulated flight pay and interest amounting to almost \$ 15,000,000 American Dollars. This is held in a trust at the Lagos National Savings and Trust Association. If we can obtain access to this money, we can place a down payment with the Russian Space Authorities for a Soyuz return flight to bring him back to Earth. I am told this will cost \$ 3,000,000 American Dollars. In order to access the his trust fund we need your assistance.

Consequently, my colleagues and I are willing to transfer the total amount to your account or subsequent disbursement, since we as civil servants are prohibited by the Code of Conduct Bureau (Civil Service Laws) from opening and/ or operating foreign accounts in our names.

Needless to say, the trust reposed on you at this juncture is enormous. In return, we have agreed to offer you 20 percent of the transferred sum, while 10 percent shall be set aside for incidental expenses (internal and external) between the parties in the course of the transaction. You will be mandated to remit the balance 70 percent to other accounts in due course.

Kindly expedite action as we are behind schedule to enable us include downpayment in this financial quarter.

Please acknowledge the receipt of this message via my direct number [REDACTED] only.

Yours Sincerely, Dr. Bakare Tunde
Astronautics Project Manager

[\[REDACTED\]](mailto:[REDACTED])

[http://www.\[REDACTED\]](http://www.[REDACTED])

And finally

Ben Ellery

Monday November 01 2021,
4.35pm, The Times

Clergyman's house stolen and sold off in identity scam



The Rev Mike Hall came home to discover his home in Luton had been stripped of furnishings and his key no longer worked in the door

Thieves stole the house of a clergyman while he was away and sold it without his knowledge.

The Rev Mike Hall came home to discover his home in Luton had been stripped of furnishings and his key no longer worked in the door.



Questions?