

GMS							
	Health Board				All Wales		
	2017/2018	2018/2019	2019/2020		2017/2018	2018/2019	2019/2020
Number of practices visited	20	19	33		192	216	
Amount of claims sampled	4,846	6,805	4,871		106,579	93,772	
Claim errors identified	405	489	378		9,969	7,585	
Average claim error rate	8.36%	7.19%	7.76%		9.35%	8.09%	
Recovery amount	£21,577.44	£18,855.66	£13,582.44		£223,134.59	£221,993.26	

GOS							
	Health Board				All Wales		
	2017/2018	2018/2019	2019/2020		2017/2018	2018/2019	2019/2020
Number of practices visited	11	13	19		172	141	
Amount of claims sampled	1,500	2,037	1,836		22,083	17,780	
Claim errors identified	106	76	91		1,342	1,080	
Average claim error rate	7.07%	3.73%	5.25%		5.74%	5.73%	
Recovery amount	£3,852.80	£2,869.65	£2,907.70		£54,640.34	£36,349.55	

GPS							
	Health Board				All Wales		
	2017/2018	2018/2019	2019/2020		2017/2018	2018/2019	2019/2020
Number of practices visited	27	26	33		298	230	
Amount of claims sampled	2,225	2,058	2,780		22,976	18,570	
Claim errors identified	37	14	68		520	845	
Average claim error rate	1.66%	0.68%	2.45%		2.26%	4.55%	
Recovery amount	£1,023.96	£392.00	£1,904.00		£14,079.99	£20,003.71	

Key report points

There are a lot of practices in the green rating which is pleasing to see, we will continue to work with practices to ensure that this remains the case.
The Health Board claim error rate percentage is sat below the national average across the three service areas which is pleasing and shows good progress.
The administrative error rate is high compared to the national average and we have been providing advice to contractors and have the capabilities to deliver training.
The recovery amount is dropping every financial year which is pleasing to see and we would hope that will continue long term.
The PPV team have been delivering support and guidance to the practices on completion of visits and also have been offering one-to-one training to practices if they feel they need extra support.
We have had good communication with Primary Care and Counter Fraud surrounding our work and they receive copies of every report we produce for practices to remain well informed.
The PPV team have began having meetings with the Primary Care, Finance and Counter Fraud team for the UHB area. The purpose of these is to identify measures to help and support those practices with an amber or red rating.
This meeting also gave opportunities for us to discuss arrangement of presentation training for GMS & GOS, but also offering one to one training for any practices that are struggling.
It has been helpful to discuss with the Primary Care team about practices that could merge or close in the future as it allows us to plan with a proactive rather than reactive approach.

Cwm Taf Morgannwg University Health Board
Medical PPV Progress Report: 1st April 2019 to 31st March 2020

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

UHB Claim error % Ave	7.76%
2019/20 recovery amount	£13,582.44

	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	Risk Comments
Practice 1	28/04/2016	Extended	31.91%	£7,592.82	16/02/2018	Revisit	38.30%	£10,386.98	15/04/2019	Routine	207	27	2.42%	£328.93	
Practice 2	15/12/2015	Routine	2.65%	£226.50	29/06/2017	Revisit	8.10%	£986.39	31/05/2019	Routine	295	16	5.42%	£1,070.59	Revisit to take place and training after the fact
Practice 3	09/07/2012	Routine	0.00%	£0.00	11/08/2015	Routine	1.35%	£5.44	21/05/2019	Routine	134	9	6.72%	£265.06	Revisit to take place and training after the fact
Practice 4	20/04/2015	Routine	18.15%	£2,567.87	18/04/2016	Revisit	17.65%	£914.40	19/07/2019	Routine	343	24	7.00%	£637.99	HB to enquire about process changes, revisit to take place and training after the fact
Practice 5	30/11/2012	Routine	5.78%	£280.83	19/05/2015	Routine	0.00%	£0.00	15/07/2019	Routine	256	9	3.52%	£156.00	
Practice 6	10/08/2016	Routine	5.04%	£324.88	14/02/2018	Revisit	0.00%	£0.00	19/08/2019	Routine	124	0	0.00%	£0.00	
Practice 7	12/02/2014	Revisit	10.58%	£7,742.99	03/07/2018	Routine	13.71%	£1,697.76	27/09/2019	Revisit	1058	117	11.06%	£8,048.44	New practice manager now in practice, PPV to offer 1-2-1 training
Practice 8	20/05/2014	Routine	0.89%	£23.49	16/05/2017	Routine	1.26%	£1,531.39	24/05/2019	Revisit	39	8	20.51%	£242.80	Improvements made since routine, PPV to visit in 12 14 months to ensure improvements kept
Practice 9	05/12/2011	Routine	9.33%	£1,816.44	06/04/2016	Routine	1.89%	£138.00	05/08/2019	Routine					
Practice 10	17/04/2013	Routine	1.79%	£33.86	13/06/2016	Routine	1.23%	£98.60	16/09/2019	Routine	590	19	3.22%	£470.75	
Practice 11	05/07/2016	Revisit	12.46%	£372.50	16/10/2017	Routine	5.88%	£76.15	24/09/2019	Revisit					
Practice 12	30/11/2014	Revisit	5.34%	£830.06	01/03/2017	Routine	3.13%	£100.08	08/05/2019	Routine	325	13	4.00%	£121.10	HB to enquire about process changes, revisit to take place and training after the fact
Practice 13									08/05/2019	Revisit	786	97	12.34%	£654.43	
Practice 14	19/02/2015	Revisit	7.41%	£735.62	25/01/2017	Routine	3.56%	£234.23	21/10/2019	Routine					
Practice 15	22/11/2017	Revisit	57.97%	£887.26	23/07/2018	Routine	1.22%	£39.20	14/10/2019	Revisit					
Practice 16	09/04/2014	Routine	0.69%	£7.67	09/03/2018	Routine	4.31%	£205.58	07/10/2019	Revisit					
Practice 17	04/11/2014	Routine	3.17%	£749.82	14/03/2018	Routine	1.82%	£297.92	18/10/2019	Revisit	267	7	2.83%	£180.88	
Practice 18	08/12/2015	Revisit	6.30%	£1,189.42	08/06/2018	Routine	5.23%	£660.87	30/10/2019	Revisit	31	9	29.03%	£792.81	PPV to offer 1-2-1 training
Practice 19	06/05/2016	Revisit	6.68%	£6,568.57	16/03/2017	Routine	1.73%	£260.56	06/11/2019	Routine					
Practice 20									06/11/2019	Revisit					
Practice 21	18/07/2016	Routine	1.20%	£81.13	30/08/2018	Routine	5.65%	£943.77	19/11/2019	Revisit					
Practice 22	14/10/2013	Revisit	14.58%	£2,423.77	07/08/2018	Routine	2.44%	£298.87	12/11/2019	Revisit					
Practice 23	22/05/2013	Routine	5.00%	£7.91	28/11/2016	Routine	1.56%	£218.08	03/12/2019	Routine					
Practice 24									03/12/2019	Revisit					
Practice 25	22/04/2015	Routine	2.60%	£91.96	17/04/2018	Routine	6.94%	£822.75	13/12/2019	Revisit	23	5	21.74%	£440.45	PPV to offer 1-2-1 training
Practice 26	03/06/2015	Routine	3.33%	£99.90	03/05/2016	Revisit	7.16%	£1,678.66	16/12/2019	Routine					
Practice 27	10/06/2014	Routine	3.02%	£209.12	15/10/2018	Routine	1.45%	£202.50	13/12/2019	Revisit	312	0	0.00%	£0.00	
Practice 28	29/10/2015	Routine	0.33%	£22.50	23/08/2018	Routine	5.93%	£558.95	13/01/2020	Revisit					
Practice 29	19/12/2017	Revisit	9.31%	£1,971.16	26/11/2018	Routine	6.64%	£165.47	06/01/2020	Revisit	81	18	22.22%	£172.21	Potential merger in the future, potentially schedule visit for 12-14 months
Practice 30	03/11/2016	Routine	6.19%	£633.03	07/03/2018	Revisit	13.38%	£3,218.33	06/01/2020	Routine					
Practice 31	28/06/2013	Routine	10.78%	£396.52	18/08/2015	Extended	13.84%	£3,330.64	12/02/2020	Routine					
Practice 32	19/11/2013	Routine	3.81%	£10,138.90	21/08/2015	Extended	13.73%	£4,340.33	24/03/2020	Routine					
Practice 33	28/01/2014	Routine	2.65%	£368.43	02/09/2015	Extended	23.49%	£6,218.32	19/03/2020	Routine					

Cwm Taf Morgannwg University Health Board
Ophthalmic PPV Progress Report: 1st April 2019 to 31st March 2020

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

UHB Claim error % Ave	5.25%
2019/20 recovery amount	£2,907.70

	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	Risk Comments
Practice 1	18/05/2017	Routine	6.00%	£208.80	30/04/2018	Revisit	9.67%	£1,084.20	21/06/2019	Routine	103	1	0.97%	£61.20	Identified attendees for presentation training
Practice 2	14/11/2014	Routine	2.00%	£57.50	19/04/2018	Routine	6.00%	£198.10	03/07/2019	Revisit	300	59	19.67%	£1,482.15	
Practice 3	15/10/2012	Routine	1.00%	£152.10	21/06/2016	Routine	4.00%	£149.60	25/07/2019	Routine	103	0	0.00%	£0.00	
Practice 4	New Practice								13/08/2019	Routine	103	1	0.97%	£61.20	
Practice 5	14/09/2017	Routine	10.00%	£225.30	04/03/2019	Revisit	12.33%	£1,286.20	22/05/2019	Routine	103	2	1.94%	£113.15	
Practice 6	07/01/2015	Routine	0.00%	£0.00	16/01/2018	Routine	3.00%	£181.80	18/06/2019	Revisit	300	12	4.00%	£521.60	
Practice 7	22/09/2014	Revisit	12.04%	£1,681.30	05/12/2016	Routine	1.00%	£40.00	09/10/2019	Routine	103	2	1.94%	£120.30	
Practice 8	04/03/2013	Routine	1.00%	£124.50	19/04/2016	Routine	2.00%	£80.00	28/10/2019	Routine	103	1	0.97%	£61.20	
Practice 9	09/09/2016	Routine	6.00%	£128.50	24/11/2017	Revisit	4.00%	£462.70	01/10/2019	Routine	103	1	0.97%	£14.80	
Practice 10	14/09/2016	Routine	4.00%	£174.80	15/11/2017	Revisit	16.33%	£2,263.80	20/11/2019	Routine					
Practice 11	04/02/2015	Routine	0.00%	£0.00	10/04/2017	Routine	0.00%	£0.00	25/11/2019	Routine	103	3	2.91%	£142.80	
Practice 12	New Practice								14/11/2019	Routine	103	1	0.97%	£40.80	
Practice 13	12/10/2016	Routine	3.00%	£68.50	25/10/2017	Revisit	8.67%	£482.10	18/12/2019	Routine					
Practice 14	New Practice								17/12/2019	Routine	103	8	7.77%	£288.50	Revisit in Dec-20, following this offer of training
Practice 15	28/04/2013	Routine	0.00%	£0.00	13/12/2016	Routine	0.00%	£0.00	07/01/2020	Routine	103	0	0.00%	£0.00	
Practice 16	14/11/2018	Routine	7.77%	£315.85					04/02/2020	Revisit					
Practice 17	08/07/2013	Routine	0.00%	£0.00	28/03/2017	Routine	0.00%	£0.00	25/02/2020	Routine					
Practice 18	08/06/2012	Routine	0.00%	£0.00	08/06/2016	Routine	0.00%	£0.00	21/02/2020	Routine					
Practice 19	31/10/2012	Routine	0.00%	£0.00	19/10/2016	Routine	9.00%	£82.60	31/03/2020	Routine					

Cwm Taf Morgannwg University Health Board
Pharmacy PPV Progress Report: 1st April 2019 to 31st March 2020

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

UHB Claim error % Ave	2.38%
2019/20 recovery amount	£1,904.00

	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	Risk Comments
Practice 1	17/03/2017	Routine	5.49%	£103.88	06/06/2018	Revisit	0.00%	£0.00	17/04/2019	Routine	90	0	0.00%	£0.00	
Practice 2	15/02/2017	Routine	2.63%	£56.00					17/04/2019	Routine	58	0	0.00%	£0.00	
Practice 3	04/07/2016	Routine	0.85%	£0.00					02/04/2019	Routine	87	1	1.15%	£28.00	
Practice 4	01/07/2016	Routine	0.00%	£0.00					02/04/2019	Routine	54	1	1.85%	£28.00	
Practice 5	17/03/2017	Routine	0.00%	£0.00					01/05/2019	Routine	100	0	0.00%	£0.00	
Practice 6	06/02/2017	Routine	1.00%	£28.00					01/05/2019	Routine	100	0	0.00%	£0.00	
Practice 7	18/11/2016	Routine	1.04%	£28.00					19/06/2019	Routine	97	0	0.00%	£0.00	
Practice 8									19/06/2019	Routine	50	0	0.00%	£0.00	
Practice 9	09/12/2016	Routine	0.00%	£0.00					04/07/2019	Routine	92	0	0.00%	£0.00	
Practice 10	09/03/2016	Routine	0.00%	£0.00	29/08/2017	Routine	0.00%	£0.00	04/07/2019	Routine	57	0	0.00%	£0.00	
Practice 11	15/02/2017	Routine	4.55%	£84.00					27/08/2019	Routine	83	1	1.20%	£28.00	
Practice 12	06/02/2017	Routine	5.10%	£140.00					27/08/2019	Routine	95	0	0.00%	£0.00	
Practice 13	01/02/2017	Routine	2.27%	£56.00					10/09/2019	Routine	100	1	1.00%	£28.00	
Practice 14	09/09/2016	Routine	0.00%	£0.00					10/09/2019	Routine	100	3	3.00%	£84.00	
Practice 15	20/03/2017	Routine	3.92%	£43.96					16/09/2019	Routine	36	0	0.00%	£0.00	
Practice 16					18/07/2018	Routine	7.66%	£560.00	24/06/2019	Routine	100	1	1.00%	£28.00	
Practice 17	20/03/2017	Routine	2.00%	£56.00					02/09/2019	Routine	100	1	1.00%	£28.00	
Practice 18	20/01/2017	Routine	11.11%	£15.96					24/06/2019	Routine	100	10	10.00%	£280.00	
Practice 19	20/07/2017	Routine	17.50%	£392.00					26/09/2019	Revisit	195	16	8.21%	£448.00	
Practice 20	New practice								15/10/2019	Routine	64	1	1.56%	£28.00	
Practice 21	23/11/2016	Routine	2.48%	£56.00					24/10/2019	Routine	92	2	2.17%	£56.00	
Practice 22	23/11/2016	Routine	2.37%	£56.00					24/10/2019	Routine	100	3	3.00%	£84.00	
Practice 23	14/02/2017	Routine	11.71%	£168.00	10/04/2018	Revisit	3.65%	£140.00	15/10/2019	Routine	46	0	0.00%	£0.00	
Practice 24	24/08/2016	Routine	0.00%	£0.00					13/11/2019	Routine	22	0	0.00%	£0.00	
Practice 25	New practice								13/11/2019	Routine	57	4	7.02%	£112.00	
Practice 26	12/01/2017	Routine	2.08%	£56.00					27/11/2019	Routine	98	0	0.00%	£0.00	
Practice 27	04/01/2017	Routine	15.38%	£308.00	29/01/2018	Revisit	7.30%	£364.00	05/11/2019	Routine	66	3	4.55%	£84.00	
Practice 28	New practice								05/11/2019	Routine	100	9	9.00%	£252.00	
Practice 29	01/02/2017	Routine	0.00%	£0.00					20/11/2019	Routine	43	1	2.33%	£28.00	
Practice 30	02/03/2017	Routine	3.69%	£84.00					20/11/2019	Routine	96	1	1.04%	£28.00	
Practice 31	25/07/2016	Routine	0.00%	£0.00	12/09/2018	Routine	11.11%	£308.00	16/12/2019	Revisit	132	7	5.30%	£196.00	
Practice 32	16/12/2016	Routine	0.97%	£28.00					03/12/2019	Routine	81	1	1.23%	£28.00	
Practice 33	28/03/2017	Routine	0.00%	£0.00					03/12/2019	Routine	89	1	1.12%	£28.00	
Practice 34	17/05/2016	Routine	0.00%	£0.00					20/01/2020	Routine	File in progress				
Practice 35	02/03/2016	Routine	0.00%	£0.00					28/01/2020	Routine	File in progress				
Practice 36	New practice								13/01/2020	Routine	54	0	0.00%	£0.00	
Practice 37	16/12/2016	Routine	0.00%	£0.00					13/01/2020	Routine	20	0	0.00%	£0.00	
Practice 38	12/01/2017	Routine	0.00%	£0.00					03/03/2020	Routine	File in progress				
Practice 39	11/10/2016	Routine	0.00%	£0.00					03/03/2020	Routine	File in progress				