

IN PARTNERSHIP

Spring 2019

Adding Value Through Partnership

Procurement Services
Accounts Payable Team Win
GO Team of the Year

National Agreement Document
Launched to Protect Violence
Against Staff in NHS Wales

New Obstetric Multi-
Professional Training
Programme Launched for
Wales

NWSSP Confirmed as New GP Indemnity Scheme Partner in Wales



NWSSP Celebrates Excellence at Wales Quality Centre Awards

Shared Services were ultimately
successful in two categories.



NWSSP Director Formally Receives MBE

Anne-Louise Ferguson awarded
the MBE for services to NHS
Wales.



GIG
CYMRU
NHS
WALES

Partneriaeth
Cydwasaethau
Shared Services
Partnership

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WELCOME TO IN PARTNERSHIP

*The Magazine for our
Staff, Health Boards
& Trusts*

This publication aims to highlight some of the recent achievements that the NHS Wales Shared Services Partnership (NWSSP) has delivered on behalf of Health Boards and NHS Trusts across Wales.

In this Spring edition, we focus on collaborative working within NHS Wales, illustrating how Shared Services staff extend their commitment to supporting others. One of the key articles this month highlights how NWSSP is helping to protect staff against violence in NHS Wales through the launch of the National Agreement Document. This document will provide the necessary support to NHS staff who are victims of deliberate verbal or physical assaults at work and ensure that those who attack staff deliberately face the full force of the law. I would like to take this opportunity to thank the NWSSP-Legal and Risk Services for their immense efforts in bringing this agreement to fruition.

It is also notable that NHS Counter Fraud Services (Wales) who are hosted by NWSSP has gained much positive publicity recently with a string of successful prosecutions as a result of investigating fraud within NHS Wales. The role that Counter Fraud provides is vital to the NHS and the articles highlighted in this edition of 'In Partnership' provide an excellent insight into some of the work that they undertake.

It is also pleasing to note NWSSP's continued success in attaining the ISO14001 environmental standard, with our team working very hard to meet the required Environmental Management Systems (EMS) standards. Going forward, we will continue to promote carbon management, environmental protection, resource conservation and improved efficiencies in our every-day business, to ensure sustainable development is embedded for the well-being of future generations.

Whilst reflecting on partnership working, I am delighted to announce that NWSSP has been confirmed as the partner to operate the GP indemnity Scheme. The scheme will cover clinical negligence liabilities arising from activities of contractors who provide primary medical services. As an organisation, we look forward to delivering the Scheme in partnership with General Practitioners and Primary Care professionals throughout NHS Wales.

Statistically, 1 in 4 of us will experience a mental health problem in any given year. As part of our ongoing commitment to this, NWSSP recently supported Time to Talk Day which encourages conversation about mental health. As an organisation, we want everyone who works at Shared Services to feel that they can be open about their mental health, and ask for support if they need it.

Finally, I would like to reflect upon the recent success for NWSSP at the Wales Quality Centre Awards. This recognition is a culmination of the efforts of our staff and I wish to thank all staff who have made this ambition a reality, and to thank them also for their ongoing hard work and dedication as NWSSP continues on its journey in providing world class services supporting NHS Wales.

Neil Frow
Managing Director



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National Agreement Document Launched to Protect Violence Against Staff in NHS Wales



Andrew Hynes (Legal & Risk Services), with signatories, from left; Chief Crown Prosecutor Barry Hughes (Crown Prosecution Service), Dr Andrew Goodall (Welsh Government), Assistant Chief Constable Rhiannon Kirk (Gwent Police), Chief Constable Matt Jukes (South Wales Police) and Detective Chief Superintendent Shane Williams (Dyfed Powys Police)

An updated agreement entitled 'Obligatory Responses to Violence in Healthcare', with regards to violence and aggression towards NHS Wales staff, has been launched. This document was developed by NHS Wales, the Police and Crown Prosecution Service (CPS) and has been updated from a previous agreement in terms of criminal procedure and sentencing legislation.

The agreement includes references to the assaults against Emergency Workers Act 2018, which increases the penalties available to the courts, recognises the aggravating features of such assaults and has been shortened to make it digestible, with operational guidance. The document also contains fully revised appendices and will be hosted by NWSSP.

Cabinet Secretary for Health and Social Services, Vaughan Gething:

"We all deserve to feel safe and supported in our working environments and our hardworking staff should not have to feel fear and apprehension about attending work. This is not a privilege, it is a fundamental right. With this in mind, there is a real sense that NHS Wales staff are front and centre within the 'Obligatory Responses to Violence in Healthcare' agreement.

I would also like to take this opportunity to thank the Anti-Violence Collaborative for their immense efforts to bring this agreement to fruition."

All parties to this agreement will encourage individual Police services, CPS areas and NHS bodies to seek the strongest possible action in appropriate cases. All NHS staff are also strongly encouraged to actively report all violent incidents.

Dr Andrew Goodall, Director General of Health and Social Services/Chief Executive, NHS Wales:

"NHS victims are expressed as central to this document and in addition, the name 'Obligatory Responses to Violence in Healthcare' has been deliberately adopted to confirm the intent of this agreement.

This agreement also recognises that staff should feel safe and secure in their working environment.

To ensure this is the case, this document also encourages incident reporting and that the reporting of violent incidents is worthwhile and that violence is never accepted as part of the job."

Dr David Bailey, Chair of the British Medical Association (BMA) Welsh Council:

"BMA Cymru Wales welcomes this important document. Everybody has the right to feel safe and secure at work and it is especially important that assaults on NHS staff, who are working in pressurised environments to the best of their ability, receive as much support as possible when they are deliberately assaulted – be it physically or verbally."

This document, alongside the Assaults on Emergency Workers Act 2018, will provide the necessary support to NHS staff who are victims of deliberate verbal or physical assaults at work and ensure those who attack staff deliberately face the full force of the law."

The Obligatory Responses to Violence in Healthcare document, plus branded posters that can be printed for health premises, can be found below:

www.nwssp.wales.nhs.uk/page/97264



The launch was attended by many staff across NHS Wales



From Left: Detective Chief Superintendent Shane Williams (Dyfed Powys Police), Chief Constable Matt Jukes (South Wales Police) and Assistant Chief Constable Rhiannon Kirk (Gwent Police)



NWSSP Director Formally Receives MBE

Congratulations to Director/ Managing Solicitor of Legal & Risk Services, Anne-Louise Ferguson, who has been formally awarded the honour of 'Member of the Most Excellent Order of the British Empire' (MBE) by Her Majesty the Queen, for services to NHS Wales.

Anne-Louise has had a rich and varied career which initially began as a legal trainee in Manchester. During the early 1990's Anne-Louise moved to Wales, initially working for the Welsh Office before being appointed Managing Solicitor of Legal & Risk Services in 1996.

On being honoured with the MBE, Anne-Louise said:

"I am thrilled to have been given this honour and appreciate every single one of the messages of congratulations. My success, such as it is, is all due to the hard work and brilliant results of everybody in my teams in Legal & Risk and Welsh Risk Pool Services."

"The trip to Buckingham Palace with my husband and children to collect my MBE was wonderful. I loved wearing my new hat, Prince Charles was friendly, the sun shone, and we had a fabulous lunch afterwards."

NWSSP Managing Director, Neil Frow:

"I'd like to offer my congratulations to Anne-Louise on her formal award of the MBE. This recognition is a reflection of her professionalism, dedication and tireless efforts within Legal & Risk Services, Welsh Risk Pool Services and to NHS Wales as a whole. This is a fantastic achievement and I am pleased that Anne-Louise's dedicated service has been honoured with the MBE."



Pictured: Anne-Louise Ferguson, outside Buckingham Palace, London, with her MBE award medal



Anne-Louise receives her MBE from Prince Charles at Buckingham Palace, London





NWSSP Confirmed as New GP Indemnity Scheme Partner in Wales

The Minister for Health and Social Services, Vaughan Gething, has formally announced a key step forward in delivering a new state-backed scheme to provide clinical negligence indemnity for GPs in Wales.

The Health Minister has announced Legal and Risk Services as the partner to operate the Future Liability Scheme (FLS) from 1 April 2019. The Future Liability Scheme (FLS) will be aligned to the scheme announced in England, ensuring that GPs in Wales are not at a disadvantage to those in England. The new scheme will also ensure that GP recruitment and cross-border activity will not be adversely affected by the differing schemes operating in England and Wales. The scheme will cover clinical negligence liabilities arising from activities of contractors who provide primary medical services. This includes GP practice staff and medical professionals such as salaried GPs, locum GPs, practice pharmacists, practice nurses, healthcare assistants.

Health Secretary, Vaughan Gething said:

"This new scheme will provide greater stability and certainty for GPs in Wales. It will support GP practices and primary care clusters in their delivery of sustainable and accessible health care. The confirmation of NHS Wales Shared Services Partnership – Legal and Risk Services to operate the FLS scheme has been welcomed by GPC Wales and NHS Wales, who have worked with Welsh Government in developing the scheme."

Dr Charlotte Jones, Chair of General Practitioners Committee (GPC) Wales:

"GPC Wales supports the Welsh Government's decision for Legal and Risk Services to operate the future liability scheme from 1 April 2019. The proposed scheme will address one of the biggest financial pressures on GPs, and will enable all GPs, practice teams and wider cluster healthcare professionals to work more closely together taking forward the transformation of Welsh primary."

Neil Frow, Managing Director of NHS Wales Shared Services Partnership (NWSSP), said;

"I am delighted that NHS Wales Shared Services Partnership – Legal and Risk Services, has been officially announced by the Minister for Health and Social Services as the partner to operate the Future Liability Scheme. As an organisation, we look forward to delivering the Scheme in partnership with General Practitioners and Primary Care professionals throughout NHS Wales."



NWSSP Directors celebrate at the Wales Quality Centre Awards. Third from left (front row): Audit & Assurance Services Director Simon Cookson, Primary Care Services Director Dave Hopkins, and Employment Services Director Paul Thomas

NWSSP Celebrates Excellence at Wales Quality Centre Awards

NWSSP were recognised by the Wales Quality Centre (WQC) in terms of improvement and excellence at their recent awards ceremony. The Wales Quality Centre Awards was one of the first award programmes to be run in Wales, based on an internationally recognised model for Business Excellence.

Organisations receive awards after a robust and comprehensive assessment that uniquely includes all aspects of an organisation's activities, providing a Health Check to be used as a cornerstone for improvement. Best practice is identified and then shared throughout Wales.

Shared Services were ultimately successful in two categories, firstly as the 'Most Improved Organisation' where Specialist Estates Services

(SES) were 'recognised for excellence', and secondly the organisation as a whole was named winner for the 'Sustained use of the Business Excellence Model'. On the recognition of the Most Improved Organisation award, Specialist Estates Services Director, Neil Davies, said:

"I am delighted that SES has been recognised as one of the most improved organisations since the inception of the Wales Quality Centre. SES has been in the vanguard of quality assurance for many years and it is a testament to the professionalism and dedication of our staff that quality continues to maintain such a high profile across the division."



The awards ceremony was a 30 year celebration for the Centre, where it looked back over its history to find the best of the best in Wales.

In addition to well-deserved awards, guests were treated to a peek into the future with futurist speaker, Richard Watson, an address by broadcaster Vincent Kane, a perspective of the economy with Ian Derrick from the Bank of the England Agency for Wales, and the opportunity to attend topical masterclasses.

NWSSP Managing Director Neil Frow;

"I am delighted that Shared Services performed so well at the Wales Quality Centre Awards. We strive to deliver world class services supporting NHS Wales whilst seeking continuous improvement on this journey. I wish to thank all staff who have made this ambition a reality and for their ongoing hard work and dedication across the organisation."

WQC Chief Executive Denise Phillips;

"It is truly humbling that 30 years on we are still helping businesses to improve. Of our first 10 members, 8 are still with us today, so we must be doing something right. Our team have practical experience across a range of sectors, and the quality of our training and support is second to none."

The services we offer, and the knowledge and expertise we provide, is as relevant today as it was 30 years ago. I am so proud of everything we have achieved, and count myself lucky to be able to work with so many amazing organisations in Wales."



From left: Audit & Assurance Services Director Simon Cookson, Primary Care Services Director Dave Hopkins, and far right Employment Services Director Paul Thomas

Specialist Estates colleagues celebrate their achievements. Suzanne Pullen (second from left), Martin Cooper (fourth from left) and Director Neil Davies



Procurement Services Accounts Payable Team Win GO Team of the Year

NWSSP's Procurement Services Accounts Payable team recently won Team of the Year at the Government Opportunities (GO) Awards. The award was in recognition for all the hard work the team have put in over the last few years, where process have changed with efficiencies realised and the continuous journey for improvements standardised across the board.

Mark Roscrow MBE, Director of Procurement Services:

"Many congratulations to the team on the win. It's a fantastic achievement and I think marks a true reflection of the progress that has been made by you all. Really pleased for all concerned."

Graham Davies, Deputy Director of Procurement Services and Health Courier Services:

"Excellent news! I'm really pleased for the team – the hard work and constant improvement has been recognised, so well done to all."



Collecting the award, from left: Rowena Bines, Joanne Bateman and Sarah Potter



The Accounts Payable team based in Companies House, Cardiff



Health Courier Services Success in Certification to **ISO14001:2015**

During February 2019, our external assessment body, SGS UK Ltd, conducted an audit to assess Health Courier Services (HCS) conformity to the ISO14001:2015 Standard, at Westpoint Industrial Estate, Leckwith. The external assessment ultimately resulted in success, with the audit team recommending that based on the results and our Environmental Management Standard (EMS)' demonstrated state of development and maturity, our certification be extended to include the site.

Objectives

- Determine conformity to our EMS, or parts of it, with audit criteria and its ability to ensure applicable statutory, regulatory and contractual requirements are also being met satisfactorily
- Ensure effectiveness of the EMS, insofar as we can reasonably expect to achieve our specified objectives
- Identify, as applicable, areas for potential improvement.

Auditor Comments

"Overall this was an excellent extension to scope audit; the system is well managed, the staff at the site had a very proactive approach to environmental management and the system. The objectives of this assessment have been achieved and certification granted.

Based on the objective evidence reviewed during the audit, the areas during the visit were found to be well managed and the audit was conducted in a very open manner. I must commend the site for the high level of housekeeping observed during the audit.

Overall the system is well organised and robust; this is reflected through to the knowledge of the system and site activities. I would like to thank the team for their help and co-operation during the audit."

Future Plans

As we grow as a Shared Services Partnership, we will look to expand on the scope of our certification to include new services, such as Surgical Materials Testing Laboratory who we are working with to bring into scope in the near future.

We will continue to promote carbon management, environmental protection, resource conservation and improved efficiencies in our everyday business, to ensure sustainable development is embedded for the well-being of future generations.

To maintain our certification, the annual surveillance audit has been scheduled to take place from 31 July to 2 August 2019. The proposed audit plan will cover Charnwood Court, Nantgarw HQ, Bridgend Stores, Princess of Wales Hospital and Brecon/Cwmbran House, Mamhilad.

What is ISO14001?

The ISO14001:2015 Environmental Management Standard was developed and published by the International Standards Organisation and specifies requirements for organisations who wish to achieve and demonstrate sound environmental performance, through controlling the aspects and impact of their activities, products or services on the environment. We successfully achieved transition to the updated Standard last summer, placing particular emphasis on continual improvement and demonstrating a process approach and risks and opportunities through the management of needs and expectations of our interested parties.

Employment Team shortlisted for In-House Team of the Year

The Employment Team are part of one of the specialist areas within Legal & Risk Services. The team, in defending cases at Employment Tribunals (ET), and advising at local workforce and at national policy level, has contributed to substantial savings for Health Boards and Trusts thereby supporting NWSSP to deliver its aim to provide a world class public service across Wales.

This work ethic, aligned with strong collaborative relationships built with clients, has ensured the team made estimated savings in the region of £556,156 for NHS Wales. On this basis, this could equate to an annual saving of approximately £1,500,000 and would allow a hospital to perform an additional 600 endoscopies, 7,500 MRI scans and 10,000 CT scans.

This dedication, innovation and professionalism has led to the team being shortlisted for 'In House Team of the Year' by the prestigious Wales Legal Awards.

Background

Since its inception in 2012, the Employment Team has defended Health Boards and Trusts against a wide and diverse range of ET claims, whilst also providing ad hoc advice, bespoke training and assistance in the creation and drafting of All Wales Contracts and Policies in order to meet the needs of Workforce/ Human Resources colleagues throughout NHS Wales.

Starting as a team of 3, the team had 19 ET claims in the first year.

In only 6 years, the team now consists of 11 team members, comprising 8 Solicitors, a Trainee Solicitor, a Paralegal and an administrative secretary.

The Employment Team not only defends these claims but helps prevent them by being available to provide advice and guidance prior to key decisions being made.

Having access to legal advice on pre litigated matters, allows for a well balanced, carefully considered decision to be made by managers and employers dealing with complex workplace situations.

The team also offer bespoke training package to assist with defending and reducing litigation.

The team have had excellent feedback for their work from across the public sector. These comments include:

"Thank you, this is very helpful and my executive colleagues have also expressed their appreciation for your very clear, succinct advice."

Board Secretary/Director of Corporate Services

"Many thanks once again for the clear advice set out in your paper."

Director of Workforce and Organisational Development

"The feedback we have had has been excellent and the training has certainly provided us with a sound basis on which to approach investigations in the future... another job well done."

Workforce & OD Director Award winners will be announced at a ceremony at the Mercure Cardiff Holland House Hotel on 17 May 2019.



The Legal & Risk Services Employment Team



Chief Nursing Officer Professor Jean White speaks at the PROMPT launch

New Obstetric Multi-Professional Training Programme Launched for Wales

A new multi-professional programme: PRactical Obstetric Multi-Professional Training (PROMPT) has been launched within NHS Wales to dignitaries at the Clayton Hotel, Cardiff.

The PROMPT Wales programme has been launched in partnership with obstetricians, midwives and anaesthetists, to make childbirth safer through training, education and research.

PROMPT is a multiprofessional training programme which is run in a cascade training format, with 'Train-the-Trainer' sessions and local teams training together in the services where they work. Key drivers behind the programme include NHS Wales Chief Medical Officer Dr Frank Atherton and Chief Nursing Officer Professor Jean White CBE who were guest speakers at the launch.

Jean White said:

"I am delighted to recognise the formal launch of PROMPT Wales, which unites members of the multi-professional teams within maternity services. PROMPT Wales will improve safe outcomes for mothers and babies through multi-professional training in obstetric emergencies throughout the NHS in Wales."

Successful pilots of PROMPT training have been undertaken in Abertawe Bro Morgannwg, Aneurin Bevan and Betsi Cadwaladr University Health Boards.

Following a review of all available options, the Wales Maternity Network has recommended that PROMPT training should now be rolled out across NHS Wales.

The Welsh Risk Pool, in collaboration with the Wales Maternity Network, will coordinate the development and support of training to teams based within each Health Board, support the inclusion of NHS Wales strategies into the training material and monitor the uptake and engagement through its forum meetings.

The Wales Maternity Network believes that PROMPT Wales will enhance situational awareness, human factors and will change the culture within maternity settings.

The PROMPT Maternity Foundation will provide support to Wales to help embed the delivery of training into daily practice, therefore making it sustainable and right for Wales.

Sarah Hookes, National Lead Midwife PROMPT Wales:

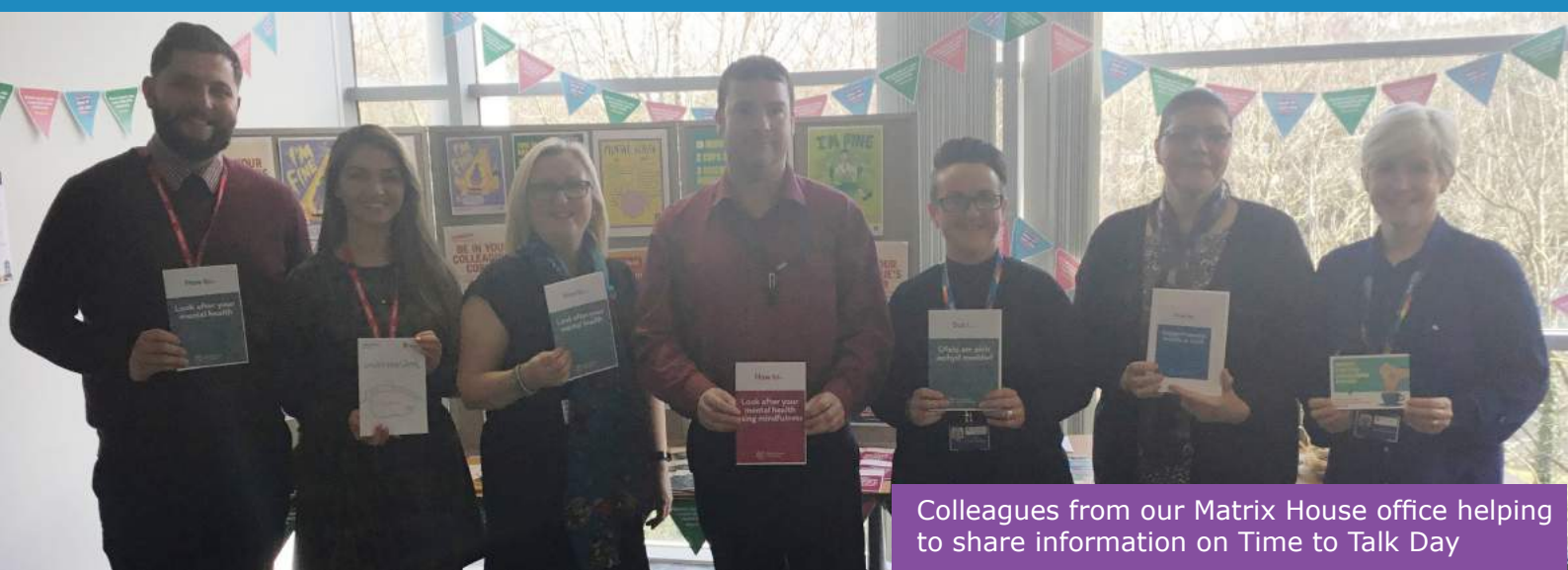
"PROMPT Wales is collaborating with the seven Health Boards across Wales, enhancing multi-professional relationships by learning and training together. PROMPT Wales focuses on improving teamwork and communication, both of which are associated with improvements in safety and the birth experience."

Further information

Sarah Hookes
Lead Midwife, PROMPT Wales

Email: sarah.hookes2@wales.nhs.uk

Web: www.nwssp.wales.nhs.uk/promptwales



Colleagues from our Matrix House office helping to share information on Time to Talk Day

Time to Talk Day 2019

Time to Talk Day was held on 7 February 2019. This is a national day when everyone in the UK is encouraged to have a conversation about mental health. NWSSP is fully committed to this, and encourages all staff to feel they can be open about their mental health and ask for support if they need it.

During the day, a number of initiatives were held across the organisation at our Nantgarw headquarters, Matrix House, Companies House and Alder House offices.

These initiatives included staff having informal conversations with fellow colleagues regarding their mental health over a cup of tea and biscuits. Display stands were also set up which provided information about mental health including leaflets, posters and other hand-outs.

Employment Services colleague and mental health first aider Kerry Flower- Fitzpatrick, who led the Matrix House initiative said:

"Time to Talk Day is so important as it encourages people to not be afraid to open up and discuss their mental health and any issues that they may have."

"Having experienced mental health issues myself I know how difficult this can be. But with the right company and the right professional support, you can turn things around. Believe in yourself, as recovery is possible and change will come."

Why attitudes to mental health matter

Too many people with mental health problems are made to feel isolated, ashamed and worthless.

The overwhelming majority of people with mental health problems report being misunderstood by family members, shunned and ignored by friends, work colleagues and health professionals, called names and much worse by neighbours.

Stigma and discrimination prevent people from seeking help. This can delay treatment and impair recovery. It isolates people, excluding them from day-to-day activities and making it hard to build new relationships or sustain current ones. It can stop people getting or keeping jobs.

Experiencing a mental health problem is hard enough, without having to deal with the shame and isolation that often comes with it.

Time to Talk's objectives include:

- Improving public attitudes and behaviour towards people with mental health problems
- Reducing the amount of discrimination that people with mental health problems report in their personal relationships, their social lives and at work
- Making sure that even more people with mental health problems can take action to challenge stigma and discrimination in their communities, in work places, in schools and online
- Creating a sustainable campaign that will continue long into the future.

Pictures from across Shared Services during Time to Talk Day 2019



Time to Talk display in Companies House office, Cardiff



Time to Talk information on display in Alder House, North Wales



Kerry Flower-Fitzpatrick chats with colleagues in Matrix House, Swansea



Time to Talk display in Matrix House, Swansea



Time to Talk display in our Nantgarw headquarters, Cardiff

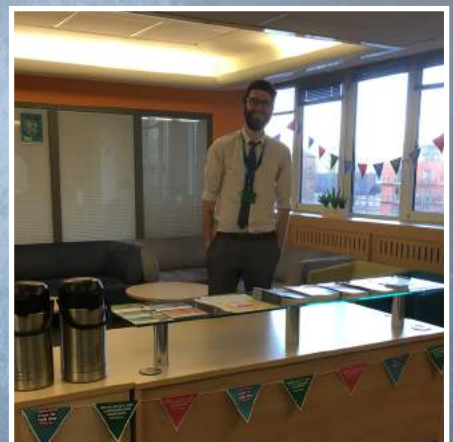
time to change
time to talk day
07/02/19



Time to Talk display in our Nantgarw headquarters, Cardiff



Kerry Flower-Fitzpatrick chats with colleagues in Matrix House, Swansea



Time to Talk display in Companies House office, Cardiff

Three Managers Jailed for £822,000 NHS Fraud

From left: Michael Cope, Mark Evill and Robert Howells



STOP! NHS Wales Fraud

Three NHS Wales managers were sentenced to a combined total of 14 years imprisonment (for defrauding Powys Teaching Health Board (PTHB) of £822,000) following investigation by NHS Counter Fraud Service Wales (NHS CFS Wales). Who are hosted by NWSSP.

Mark Evill was sentenced to 7 years imprisonment, Robert Howells to 4 years imprisonment and Michael Cope to 3 years.

Mark Evill organised the fraud, assisted by Robert Howells and Michael Cope. Mr Evill and Mr Howells were both employed through Resourcing Group Agency as project managers for the Health Board's Estates department, while Cope was employed directly by the board as a Senior Estate Manager.

The investigation revealed that Evill and Howells knew each other prior to joining the agency and PTHB. An anonymous allegation was received via the NHS Fraud & Corruption Reporting Line, which stated that Evill and Howells had misappropriated NHS money by receiving "pay-offs" from external contractors.

Evill's responsibilities included sourcing external contractors, approving tenders and quotes, authorising payments of invoices and verifying work completed. A water supplies and electrical supply project was allocated £342,000 by PTHB, and Evill directed that a specific contractor George Morgan Ltd should be used.

An investigation conducted by NHS CFS Wales confirmed that George Morgan Ltd was actually set up and run by Evill, with the intention of paying himself for the work he was supposed to be contracting out on behalf of PTHB.

Under the guise of George Morgan Ltd, Evill invoiced the Health Board using false names "Paul Hewson" and "David Evans", making over £822,000. Paul Hewson and David Evans are better known as Bono and The Edge from the rock band U2.

The investigation established that Evill spent approximately £300,000 of the defrauded monies on a number of properties in and around Aberdare, South Wales, and went on luxury holidays which included flying business class to Dubai.

He also bought expensive watches and motor vehicles. Howells knew from the outset of Evill's connection to George Morgan Ltd, with Cope finding out some time later. Both became complicit in the fraud by accepting bribes from Evill, who gave them envelopes containing cash or cheques which he posted to their home addresses.

The Judge commended lead investigator Cheryl Hill, Deputy Manager of NHS CFS Wales, noting that her investigation and case preparation had greatly assisted the judicial process.

Cheryl Hill, Deputy Manager of NHS Counter Fraud Service Wales:

"Defrauding NHS Wales in any capacity is totally unacceptable. Evill, Howells and Cope were all entrusted to ensure that the money spent by Powys Teaching Health Board was to be used to benefit NHS patients; instead they decided to line their own pockets with NHS money via a well-planned and deliberate deception".

Nurse Convicted of Theft After Investigation by Counter Fraud Services

A nurse who was mistakenly paid a monthly salary for 17 months after she quit her job failed to disclose the error to her former bosses.

Sarah Glenys Merry stopped working at Cwm Taf University Health Board in January 2017 but was paid her monthly salary in error until May 2018.

Merry, of Tylcha Wen Close, Tonyrefail, didn't tell anyone in the NHS about the overpayments, which totalled £25,500. As the payments rolled in, she spent the money and made no attempt to inform her former employer she was still receiving a salary, a court was told.

The error came to light during a review of salary payments and the case was then referred to Counter Fraud Services for investigation. In her interviews, she said she had received the monthly salary money and knowingly spent it.

Merry was given a sentence of six months in prison, suspended for 12 months. At an earlier hearing at Merthyr Tydfil Magistrates Court, she pleaded guilty to theft. She was ordered to carry out 200 hours of unpaid work and to attend a rehabilitation course.

Cwm Taf University Health Board was given full compensation, which she will repay at a minimum of £250 per month. Prosecution costs of £360 were also awarded.

Speaking after the verdict, deputy operational fraud manager at Counter Fraud Services Wales, Cheryl Hill:

"Sarah Merry deliberately spent NHS money that she had not earned and did not belong to her. Instead of alerting her previous NHS employers to the continued salary payment error, she decided to keep the money and spend it on herself, money which should have been spent on NHS services."

"The vast majority of NHS staff are honest and care greatly for their NHS, but Sarah Merry has let down her profession through her greed. NHS staff are reminded that they should always contact their employers regarding any possible salary overpayments, or face the consequences if they decide to retain and spend the money."



Cheryl Hill, Deputy Operational Fraud Manager



Sarah Merry

Counter Fraud on TV!

Counter Fraud Services colleagues recently appeared in a TV series 'Fraud Squad NHS', which was broadcast on BBC 1 over five consecutive mornings from 4 February.

The series reviewed the potential fraud risks to NHS services in England, Scotland and Wales and highlights the deterrent impact of the major criminal, civil and disciplinary sanctions secured via the excellent work of the relevant counter fraud teams.

Staff featured include Craig Greenstock, Lead Local Counter Fraud Services at Cardiff & Vale University Health Board, who detailed the case of Ms Tammy Gunter who was convicted of Bursary Fraud.

Also featured are NWSSP colleagues Cheryl Hill and David Rees, who detailed the recent convictions of NHS Wales Managers Mark Evill, Robert Howells and Michael Cope who were sentenced for defrauding Powys Teaching Health Board of £822,000.

Watch on BBC iPlayer below:
www.bbc.co.uk/programmes/b0c2p9wb

Former NHS Manager Guilty of Fraud Following Investigation by NHS Wales Counter Fraud Services

Former Surgical Materials Testing Laboratory (SMTL) Manager, Elise David, had claimed she was in too much pain to work but was caught on camera jumping over fences at four different horse riding competitions.

Ms David, from Nottage, Bridgend, was paid approximately £12,000 of her £49,000 salary while off work, Newport Crown Court heard. She was off sick for four months from June 2016, saying she had back injuries and "cognitive deficiencies" after stating that she had fallen from her horse.

David told her employers, SMTL, that she was "struggling to walk". But prosecutor Nigel Fryer said that during that time she took part in four show jumping events on her horse Caereau Freeway.

Local Counter Fraud Specialist (LCFS) enquiries with British Eventing confirmed that Ms David competed at several show jumping events at various locations in South Wales and the South West of England in July, August and September 2016.

During that period, she claimed she was in too much pain to carry out her role at the laboratory.

David had told the court that she took her doctors' advice to do "gentle exercise" as a green light to continue horse riding. Furthermore, Ms David underwent medical examinations only a matter of days after she was found to be competing at equestrian events.

Witnesses to her medical examinations claimed that Ms David appeared to "shuffle" and said "her gait was timid" and she walked with a stick at the occupational health appointments which determined whether she was fit to work.

Judge Daniel Williams condemned this as a "*comical act*", adding "*That was quite a contrast to the photographs I saw of you towering over jumps on your horse.*"

Upon sentencing, Judge Williams said Ms David had been "calculated, deliberate and dishonest" in claiming the sick pay. She was sentenced to a 12-week jail term, suspended for one year.

Ms David was also ordered to complete 180 hours of unpaid work and must pay £8,216.71 compensation to Cardiff and Vale University Health Board, as well as £2,500 in costs.

LCFS Lead investigator Nigel Price, Cardiff and Vale University Health Board, said that for a year:

"Elise David thought she had got away with it. But like others before her who have tried, unsuccessfully, to defraud the NHS, she was wrong. For three months in 2016 she fraudulently claimed a bad back was preventing her doing her job as a senior manager in a surgical materials testing laboratory, while she focused on developing her amateur [eventing] career.



Elise David

A year after that period of sickness, her true activities were discovered. This resulted in a widely publicised criminal conviction, and great damage to her career."

Graham Dainty, Manager of NHS Counter Fraud Service Wales, stated that:

"This successful prosecution of a former Senior NHS Manager following an excellent investigation by the LCFS Nigel Price shows that fraud against NHS Wales will not be tolerated. Anyone trying to defraud NHS Wales risks a criminal record, having to repay the proceeds of their crime and losing their job or profession. The widespread media publicity on this case reinforces this zero tolerance of fraud and helps deter potential fraudsters".

This is What it's Like to go Through the Menopause in Your Thirties...

When Employment Services colleague Jodanna Beynon needed to undergo a hysterectomy, it brought on the menopause at the age of just 35. But rather than simply experiencing hot flushes, the condition triggered a range of debilitating symptoms which affected her mental and physical wellbeing.

Now Jodanna is aiming to reassure other women going through premature menopause that they are far from alone in their experiences.

"I want to prove to people that it's not just women aged 50-plus who go through the menopause. It is actually younger women as well," said Jodanna.

Jodanna's recalling of her experiences has gained much media coverage, making the local and national news. Jodanna, who works as a senior recruitment advisor, needed a hysterectomy after cancer cells were found in her cervix.

She underwent the procedure at Singleton Hospital, Swansea, in January 2018, which immediately brought on her early menopause.

"It was absolutely horrendous. A lot of people just think it's hot flushes – which are unbearable and hard enough to go through – but it's much more than that."

To combat her symptoms, Jodanna underwent different types of hormone replacement therapy (HRT), some of which didn't work. Now she's on another form of HRT and so far that seems to be working a little bit better.

As part of World Menopause Day, Jodanna decided to film herself talking about her surgically-induced menopause. The video has been viewed more than 6,000 times.

"The response has been overwhelming. I've had so many messages of support. I felt so alone in my own battle with menopause, and that listening back to the video made me realise she wasn't going loopy."

Jodanna's story can be seen via the WalesOnline website below:

www.walesonline.co.uk/news/health/what-its-like-go-through-15363706

Jodanna's video is also available to view via YouTube below:

www.youtube.com/watch?v=bPQIxTIBBTE



Our Charity Work

A charity raffle cake sale in aid of Dementia UK was held on 11 March by kind hearted colleagues at our Alder House office.

First prize was a salted caramel buttercream cake designed by award winning baker, Zoe Gamble from Primary Care Services.

Second prize was a cherry blossom cake. Both cakes are pictured opposite.

After a successful day of sales, a total of **£133.81** was raised.



IN PARTNERSHIP

Adding Value Through Partnership

Spring 2019

If you have any news items for inclusion within "In Partnership" please contact Nathan Williams, Digital Communications Officer

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