

# Welcome to the RBCH eLearning module Security, Violence & Fraud

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## What is Local Security?

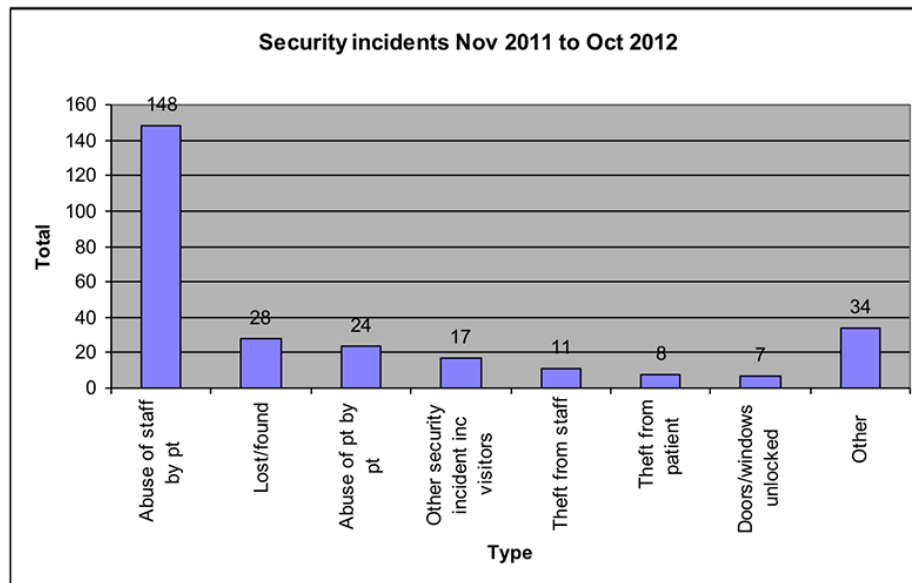
The Local Security Management Specialist at RBCH is responsible for:

- identifying problems and assessing risks
- developing a clear strategy
- creating an effective structure
- undertaking specific areas of action
- delivering improvements to protect the wider NHS.

You can see a diagram [here](#) illustrating what Security Management is responsible for.



You can see more information on security incidents here.



## Crime in the NHS

Hospitals are an open environment with many unknown people moving around them on a daily basis. Hospitals are therefore extremely vulnerable to all types of crime.

These include:

- theft (Staff)
- theft (Patient)
- theft (Hospital)
- intruders
- fraud
- violence & aggression.

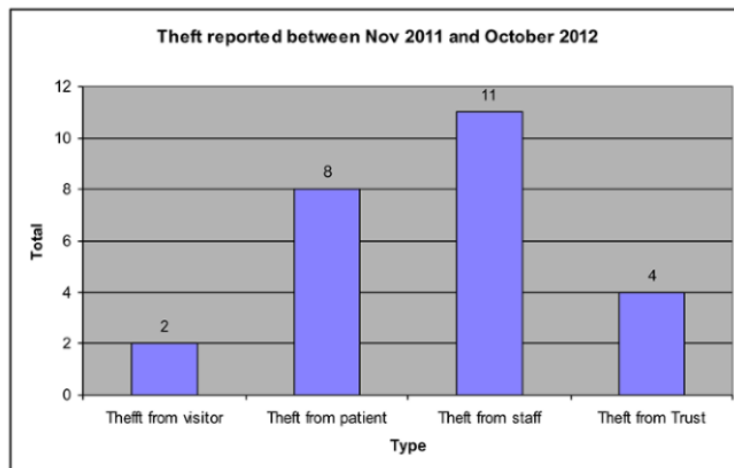
It is estimated that the NHS loses **£600 million** pounds through theft and fraud every year. Examples of stolen items include:

- surgical bed (£5,000)
- portable x-ray (£6,500)
- defibrillator (£3,000)
- floor polisher (£2,250)
- oxygen cylinder (£500).

## Measures can be taken to avoid theft:

- do not bring a large amount of money to work
- ensure all valuables are locked away and/or bolted down
- use lockers provided
- do not assume property is safe if 'hidden' from view
- report theft losses on **AIR** form
- report intruders immediately by dialling **2222**

You can see more information on theft statistics here.



## Patient Property

Within your role you should:

- shred all confidential waste
- do not assume every visitor is legitimate
- greet all visitors into the work area and challenge their identity if necessary.

## Workplace Security

Remember:

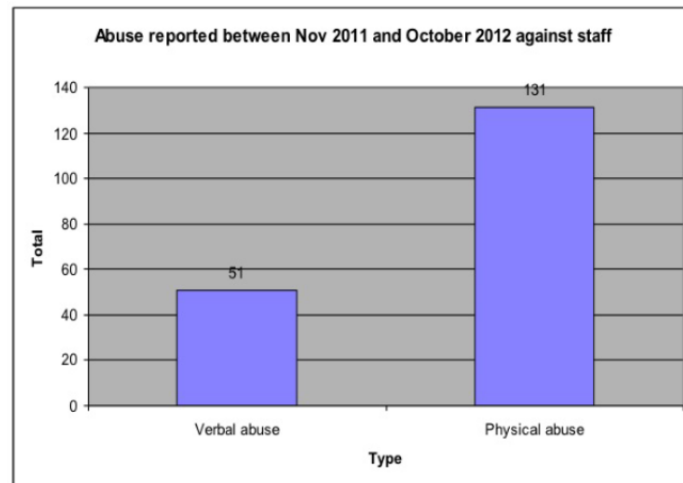
- **do not** disclose keypad numbers to any unauthorised user
- **do not** lend out your ID / pass
- be aware of who might observe you
- **do not** write numbers down
- **do not** hold open doors
- challenge anyone you are unsure of
- ensure secure areas are left secured
- take notice of alarmed doors
- check windows are secure.

**Violence and aggression** may be encountered by NHS staff within a healthcare environment.

Local Security provide:

- face-to-face **Conflict Resolution Training**
- secure designs of systems and procedures
- CCTV
- knowledge of all work areas
- **2222** Incident Response system
- incident reporting
- post incident support.

You can see more information on abuse statistics here.



## What is PREVENT?

Prevent is part of the Government's counter-terrorism strategy known as **CONTEST**.

**CONTEST** is split into four work streams that are known within the counter-terrorism community as the 'four P's': **Prevent**, Pursue, Protect, and Prepare.

Prevent is not solely a police initiative and by working with local agencies and communities to disrupt those who promote the ideology of terrorism, individuals who are vulnerable to being drawn into terrorism can be offered support.

PREVENT – Channel will be covered in your Safeguarding module.

## Lone Working

The definition of lone working is:

'any situation or location in which someone works without a colleague nearby; or when someone is working out of sight or earshot of another colleague'.

When lone working it is important to:

- use a safe system of work
- use a Lone Working Device if provided
- work to the local risk assessment.

Learn more about Lone Working via the **NHS Business Services** website.

## What is Fraud?

Every year, millions of pounds are being diverted from the National Health Service through fraud, corruption and error.

The vast majority of staff and patients within the NHS are professional and honest, but there are a small minority who think that such behaviour is acceptable. This deprives the NHS of valuable resources, which should be focused on improving patient care.

Examples of fraud within the NHS range from the submission of false travel claims and intentional evasion of NHS charges by patients, to complex and high value fraud, sometimes involving millions of pounds.

Fraud is defined as a **criminal deception** and this can take place in any number of different ways.

There are three main components to committing fraud:

- a dishonest act (or failure to act)
- intent to cause an act, i.e. not accidental
- intent to cause an act in order to make a gain or cause a loss.

It is important to note that the dishonest act does not need to be successful and neither does gain need to be personal. Both can constitute fraud.

## Fraud Act

According to the law of the United Kingdom and the Fraud Act (2006), an offense can be committed:

Section 2 - By false representation

Section 3 - By failing to disclose

Section 4 - By abuse of position of trust

Fraud is punishable in UK courts by fines and imprisonment.

## Fraud by failing to disclose information

This means dishonestly failing to say or disclose something when there is a legal duty to do so, with the intent of making a gain or causing a loss to another.

### Examples

- a member of staff or volunteer who fails to disclose they have been convicted of any crime whilst employed by the Trust
- a member of staff who fails to disclose that they hold a 10% share holding in a company they know will shortly be entering into a contract with the Trust.

## Fraud by abuse of position of trust

This is when someone holds a position of trust in which they are expected to safeguard the interests of another person (or organisation) and they dishonestly abuse that position with the intent of making a gain or causing a loss.

- a payroll manager who creates 'false' employees on the payroll system and retains their wages
- a clinician who conducts private work during their NHS contracted hours.

Please note that this offence is not limited to the above. A 'position of trust' could apply to any member of staff. As NHS staff we all have positions of trust and if someone dishonestly abuses their position within the Trust for gain

## Who commits Fraud?

In a healthcare environment four main types of people commit fraud, they are:

- staff
- patients
- suppliers of goods
- contractors providing services.

## Types of Fraud

The main types of fraud are:

- timesheet fraud
- working elsewhere whilst sick
- obtaining drugs by deception
- using a false or stolen identity
- abusing position for personal gain
- suppliers invoicing for goods not provided
- contractors claiming for services not provided
- patient fraud.

## Obtaining Drugs by Deception

An anaesthetist practitioner injected himself with painkillers whilst on duty at **Royal Bournemouth Hospital**.

He stole 5 ampoules of ALFENTANIL per day for 6 months, and created fictional patient names to try cover up the thefts.

A routine check of the controlled drugs register showed it to be inaccurate.

He admitted to stealing drugs from the hospital over 18 months and lost their job.

He was sentenced to 16 months imprisonment at Bournemouth Crown Court in June 2007

## False Identity or Identity Theft

An NHS worker stole another woman's identity to obtain NHS employment and train as a nurse. She used a stolen passport with a substituted photograph to obtain employment as an HCA. She later used the passport and a forged birth certificate to obtain a seconded scholarship to train as a nurse at Thames Valley University.

- Following qualification she used the same documents to obtain employment as a nurse.
- She was convicted of obtaining a pecuniary advantage by deception, sentenced to eight months imprisonment and lost her job.

## Abuse of Position

An NHS Bereavement Adviser stole £753,000 from deceased patients' estates.

She:

- offered to obtain Grant of Probate for grieving families, which gave her power to liquidate assets and accounts
- made fraudulent applications to the Registry Office for patients who died intestate
- forged letters of authority from relatives of deceased patients
- amended a patient's will, naming herself as the executor, wound up the estate and retained £240,000.

She was jailed for **five years** and assets including properties, antiques and a boat were confiscated and are being sold off to repay the relatives.

## False Invoicing

Three men involved in a Hyperbaric Diving Centre colluded to defraud the NHS of **£250,000**.

They falsely used the names of diving students who had attended courses at their centre and the centre issued bogus invoices for expensive emergency decompression treatments to twelve different NHS trusts.

Actually none of the individuals had suffered from 'the bends' or been treated in the hyperbaric chamber.

The two owners were sentenced to 5 years, 3 months and 2 years, 3 months in prison respectively. A diving instructor who colluded with them also received a 2 year suspended sentence.

## Patient Fraud

A Bournemouth man used multiple false identities to target Dorset GP practices so he could obtain opiate based prescription medication.

Using a variety of false names, addresses and dates of birth he registered with 8 different GP practices.

He used forged letters purporting to be from private consultants to deceive GPs in to giving him the drugs he wanted. An investigation found that he obtained 121 prescriptions for drugs, at a cost of £1750.

He also secured countless GP and hospital outpatient appointments wasting health service time and resources.

In August 2012 he was sentenced to 9 months imprisonment for fraud.

## Bribery Act

Offence of bribing another person

It is an offence for a person to offer, promise or give a bribe to another person as an inducement for them to improperly perform any duty.

For example, providing excess hospitality to a potential purchaser or commissioner of the organisation's services.

## Offence of being bribed

It is also an offence to request, agree to receive or accept any financial or other inducement to perform (or as a reward for) the improper performance of any function or activity.

For example, where an employee sells confidential information or provides preferential treatment to suppliers or patients for a fee.





## Tackling Fraud

The **Counter Fraud Service** was set up in 1998.

- **Remit** – to counter all fraud and corruption within the NHS
- **Aim** – to reduce fraud to absolute minimum in 10 years
- **Results** - £825 million saved since 1999

A named Local Counter Fraud Specialist is nominated to each Health Body.

## Business Conduct

The Standards of Business Conduct Policy makes staff and volunteers aware of what the Trust's expectations are in relation to their conduct and behaviour. This Policy contains a number of procedures staff and volunteers must follow to ensure they conduct themselves properly (and make declarations to the Trust when required) regarding declarations of interests.

All staff and volunteers must ensure they do not use their positions for personal gain of any kind. All relevant interests must be declared in writing to the Trust Secretary on form DOI 1, for recording in the Trust's Register of Interests. The Policy defines what a 'relevant interest' is.

## Gifts and Hospitality

Low value gifts (less than £25) as tokens of gratitude from patients or their relatives and unsolicited gifts of low intrinsic value (less than £25) such as diaries, calendars, pens etc., may be accepted.

All other offers of gifts should be politely declined / returned. If it is impossible to refuse a gift valued over £25, then it should be accepted and immediately handed over to the Volunteer Coordinator who may suggest that the item is donated to the Macmillan Caring Locally charity who will provide a receipt.

Staff and Volunteers must not accept money under any circumstances and anyone wishing to make a financial donation should be advised how to make the donation to the Trust or Unit's charitable fund.

Staff and Volunteers should not place themselves under any obligation that might influence or be perceived to influence, the conduct of their duties.

For more information Staff should refer to the Trust's Standards of Business Conduct Policy

## Nolan Principles

The Trust embraces the following Nolan Principles underpinning Public Life and expects staff to conduct themselves accordingly.

Take decisions solely in terms of the public interest and not to gain financial or other material benefits for themselves, their family, or other friends.

Selflessness  
Integrity  
Objectivity  
Accountability  
Openness  
Honesty  
Leadership

## Trust Counter Fraud Policy

The Counter Fraud Policy (the 'Policy') ensures that employees, volunteers, patients and contractors are aware of the correct reporting requirements and of the action the Trust will take to counter fraud, bribery and corruption.

The Policy lists the criminal offences of fraud contained in the Fraud Act (2006) and the bribery offences within the Bribery Act (2010). It also states that disciplinary action may be initiated where an employee is suspected of being involved in a fraudulent or illegal act. Fraud is defined by the Trust as gross misconduct.

The Policy directs that any employee or volunteer of the Trust discovering or suspecting fraud, bribery or corruption should report the matter immediately to the Local Counter Fraud Specialist or the Director of Finance.

The Trust has approved a "Whistle Blowing Policy" in accordance with the Public Interest Disclosure Act (1998). Under this Act, a member of staff is protected as long as they act reasonably and responsibly

## What can I do?

Trust employees and volunteers will likely know their own work systems and practices better than the Local Counter Fraud Specialist. Trust employees and volunteers may also know where somebody could commit fraud if they wished.

The Local Counter Fraud Specialist encourages anyone having a reasonable suspicion that fraud or corruption is taking place, to report their suspicions to the appropriate person. Anyone genuinely reporting their concerns will not suffer as a result of reporting reasonably held suspicions.

Any member of staff who is victimised as a result of disclosing information that they honestly and reasonably suspect fraud or corruption will receive protection from harassment by The Public Interest Disclosure Act 1998.

Further advice can be sought from the charity 'Public Concern at Work'.

Telephone - **0207 404 6609**

The Trust's policy on this matter states that you should immediately contact Stuart Hunter, the Director of Finance or the Local Counter Fraud Specialist.

You should report suspicions as soon as possible. Do not discuss your suspicions with anyone else, this will protect your anonymity and ensure evidence is not lost.

**Under no circumstances should you begin your own investigation**

National Fraud & Corruption Reporting Line has been set up to receive calls from staff and members of the public. Callers can remain anonymous if they wish.

Telephone - **08702 400 100**

Contact Details

Immediate Response - **2222**

Security Supervisor - **4493**

CCTV Control - **5766**

Security Manager - **4731**

Local Counter Fraud Specialist - **01202 305754** - **barry.hards@dhuft.nhs.uk**

Portering Manager - **4157**

Portering Supervisor - **2108 (bleep)**

Duty Manager - **2002 (bleep)**

**Summary**

That completes this module on:

Security, Violence & Fraud

Please complete your knowledge quiz and return to your Volunteer coordinator