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Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Meeting Date	17th May 2018	Agenda Item	4b
Report Title	PPV Year-end report 2017/2018		
Report Author	Scott Lavender		
Report Sponsor	Scott Lavender		
Presented by	Scott Lavender and Sue Tillman		
Freedom of Information	Open or Closed		
Purpose of the Report	This paper is a summary of the Post Payment Verification findings for the 2017 to 2018 financial year. It also encompasses the proactive work we have been doing to collaborate and engage with stakeholders.		
Key Issues	The key points in this paper are the percentages of errors both claiming and administration to outline where contractors have performed well or otherwise. This keeps in line with Health Boards goals to ensure the best service is provided to the patients.		
Specific Action Required <i>(please ✓ one only)</i>	Information	Discussion	Assurance
			Approval ✓
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • Approve <p><u>Items for information will not be allocated time for consideration within the Board/Committee meeting.</u></p>		

Post Payment Verification year-end report 2017/2018

1. INTRODUCTION

The report for PPV is to disclose all of the vital statistics surrounding the work undertaken by the team for the ABMU area. It outlines in detail how many claims have been looked at, how many had issues to resolve and the financial recovery amount as well. The report also gives an overall average percentage rate to show how the ABMU area performed for the year for Enhanced Services, Ophthalmic Services and Pharmaceutical Services.

2. BACKGROUND

This report is not to seek an action from the Audit Committee. It is to provide the Committee with all of the relevant information for the financial year and to see how well the area has performed. It is also a good opportunity for the Committee to ask any questions of myself as the All Wales Manager or Sue as the Regional Manager for the area to obtain clarity or understanding on anything they are unclear on, before agreement for the report can be decided.

3. GOVERNANCE AND RISK ISSUES

The factor that most consider a risk for the PPV reports is the financial figure and how high that is. The team are consistently looking to work with contractors to reduce the recovery amounts and offer a wide range of help to rectify this. Another issue that is for consideration is the administrative error rate, whilst this has no financial impact, it is considered a risk for patient safety as it means part of the record is not a true reflection of the treatment (for example a date could be slightly wrong). The PPV team are consistently highlighting this issue to contractors to ensure they realise the importance of correct and accurate records and we also have an FAQ page that we share with contractors to help them.

4. FINANCIAL IMPLICATIONS

The financial element of this report has already been accounted for. When the PPV team send a final report to the Health Board they await agreement and then send the recovery to the Shared Services Partnership Payments team for action. This report is outlining the recoveries that have been made by the team already for information purposes.

5. RECOMMENDATION

More than a recommendation the report is designed to outline to the Audit Committee that the PPV team is looking to do more than we have historically. We are aiming to work with contractors to help them with the process, we are aiming to have heavier engagement with Primary Care teams in the Health Boards to ensure we are going in the right direction and that we are aligning ourselves with Governing bodies to elicit change in a healthy way.

Governance and Assurance										
Link to corporate objectives (please ✓)	Promoting and enabling healthier communities		Delivering excellent patient outcomes, experience and access		Demonstrating value and sustainability		Securing a fully engaged skilled workforce		Embedding effective governance and partnerships	
					✓		✓		✓	
Link to Health and Care Standards (please ✓)	Staying Healthy	Safe Care	Effective Care		Dignified Care		Timely Care	Individual Care	Staff and Resources	
Quality, Safety and Patient Experience										
Patient safety is an issue any time there are administrative or claim errors in a record. We ensure that these are highlighted and the significance is demonstrated to the contractors to ratify the issues moving forwards.										
Financial Implications										
As mentioned above the financial impact of this report is nil in present or moving forwards. The recoveries highlighted have already occurred.										
Legal Implications (including equality and diversity assessment)										
The contractors have an obligation to adhere to Health Board protocols when they are taking on the services that we verify. We ensure that all contractors are treated fairly and equal by the PPV team when we are working within their premises.										
Staffing Implications										
There are no staffing implications.										
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)										
This report does affect some of the 5 ways or working; Long term – we are aiming for a flawless service where recoveries are minimal in the future. Collaboration – we work with contractors to correct issues and with the Health Board to ensure the approach is right Prevention – we are there to prevent mis-claims Integration – we help to embed new services with stakeholders Involvement – we put on training presentations and one on one training to get involved in the process of help										
Report History		This is my first time presenting to ABMU Audit Committee. PPV have presented papers previously but this is a new report template with new information.								
Appendices		Word report – supporting information Appendix 1 – GMS statistics Appendix 2 – GMS graph Appendix 3 – GOS statistics Appendix 4 – GOS graph								

	Appendix 5 – GPS statistics Appendix 6 – GPS graph
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Partneriaeth
Cydwasaethau
Gwasanaethau Gofal Sylfaenol
Shared Services
Partnership
Primary Care Services

Post Payment Verification Progress Report

For the period: 1st April 2017 to 31st March 2018

Abertawe Bro Morgannwg University Health Board

Issued: May 2018

Prepared by: Mr Scott Lavender (PPV Location Manager)

This document has been prepared for the internal use of Abertawe Bro Morgannwg University Health Board.

For any queries or further information relating to this report, please contact Mr Scott Lavender. E-mail: scott.lavender@wales.nhs.uk

1. Introduction

This report has been prepared for the Audit Committee of Abertawe Bro Morgannwg University Health Board. The aim of this report is to summarise the work undertaken by the Post Payment Verification (PPV) department in accordance to the Welsh Assembly Government (WG) directions in respect of General Medical Services (GMS), General Ophthalmic Services (GOS) and General Pharmaceutical Services (GPS).

The purpose of a PPV visit to GMS contractors is to ensure that claims submitted by contractors in respect of GMS Enhanced Services are correct and in accordance with the Statement of Financial Entitlement (SFE) and service specifications set by WG and LHBs.

The purpose of a PPV visit to GOS contractors is to ensure that claims submitted by contractors in respect of GOS are correct and in accordance with the relevant NHS General Ophthalmic Services regulations and any specific LHB procedure.

The purpose of a PPV visit to GPS contractors is to ensure that claims submitted by contractors in respect of GPS are correct and in accordance with the relevant NHS General Pharmaceutical Services regulations and any specific LHB, CPW or WG procedures.

The aim of the PPV process is to ensure propriety of payments of public monies by the LHBs. The probity checks conducted during a PPV visit will provide reasonable assurance to LHBs that public money has been spent appropriately by contractors making accurate claim submissions, contractors internal protocols are clinically sound and services are being claimed for in accordance to clinical specifications.

2. Post Payment Verification process

The PPV department carry out routine visits to all General Practitioner contractors on a three year cycle. During a GMS visit, the PPV department will analyse a sample of 20 claims or 10% of the total number of claims submitted during the year prior to the visit (whichever is the greater) for each enhanced service commissioned to the Practice.

The PPV department carry out routine visits to ophthalmic contractors based on the average number of GOS3 forms submitted during the year. The following table is used in determining the GOS visit schedule in a three year cycle:

Average monthly GOS3 submissions	Number of visits within a three year cycle
Up to 200	1
201 – 400	2
401 – 600	3

During a GOS visit, the PPV department will analyse a sample of 100 claims consisting of GOS1 (Sight tests), GOS3 (Vouchers), GOS4 (Repairs and replacement) and EHEW claims.

The purpose of a GPS PPV audit is to ensure that claims submitted by Pharmacy contractors in respect of GPS are correct and in accordance with the relevant NHS General Pharmaceutical Services regulations and any specific specification set by WG, HB's and CPW.

Following a visit, an initial report is sent to the General Practitioner/Ophthalmic contractor summarising the observations and findings of the visit and request further information from the contractor to queries that arise from the visit. The contractor is given 28 days to reply to the queries. If no response is received by the contractor, it will be assumed that they are satisfied with the report findings. If the contractor provides feedback, the PPV department will consider this information and assess if it clarifies the queries.

Taking the above into account, the report is finalised with recommended recoveries (If appropriate) and sent to the UHB Finance and Primary Care lead for approval.

If the report is approved, the PPV team will instruct the Payments department within NWSSP Primary Care Services to make the recovery against the contractor.

Where the PPV team identify a high number of claim errors for a particular service (10% for GMS, GOS & GPS), a recommendation will be made to the UHB that a more substantive review of the service needs to be carried out. If this is the case, the PPV team will carry out a revisit to the contractor within one year of the routine visit. During this visit all claims submitted by the contractor for the identified services only will be analysed for the period between the last visit and the routine visit date, usually three years.

In addition to carrying out visits, the PPV team continually monitor claims submitted by GMS, GOS and GPS contractors to assist in the identification of trends and outliers. This information is used to assist in the preparation of visit samples and also to alert the UHB and Local Counter Fraud Specialist if suspicious claiming patterns emerge.

The PPV team are also available to provide advice, support and guidance to contractors and UHBs when required.

3. Summary of findings and observations

General Medical Services

Planned visits for UHB	Completed visits	Visits on-going	Total visits carried out	Variance
34	30	4	34	0

During the period 1st April 2017 to 31st March 2018, the PPV team has visited thirty-four GMS contractors as per the visit plan agreed with ABM UHB. The PPV team have recovered £28,940.55 from completed visits to GMS contractors in the ABM UHB area due to errors identified in contractor's enhanced service claims. Recoveries are also to be made from on-going visits. These recoveries have not been included in the above total as they have not been authorised by the UHB. A summary of the GMS visits can be found in appendix one of this report.

The overall claim error rate for the locality was 11.73% from all claims sampled. A graphical representation of the claim error rates following GMS visits can be found in appendix two of this report.

The majority of errors this year were for claims of Contraceptive services and Care homes.

General Ophthalmic Services

Planned visits for UHB	Completed visits	Visits on-going	Total visits carried out	Variance
29	29	0	29	0

During the period 1st April 2017 to 31st March 2018, the PPV team have visited twenty-nine GOS contractors as per the visit plan agreed with ABM UHB. The PPV team have recovered £13,438.81 from completed visits to GOS contractors in the ABM UHB area due to errors identified in contractors' GOS and EHEW claims. A summary of the GOS visits can be found in appendix three of this report.

The overall claim error rate for the locality was 8.10% from all claims sampled. A graphical representation of the claim error rates following GOS visits can be found in appendix four of this report.

The majority of claim errors identified so far this financial year are consistent with previous year's findings and relate to GOS 3 and EHEW claims.

General Pharmaceutical Services

Planned visits for UHB	Completed visits	Visits on-going	Total visits carried out	Variance
57	56	1	57	0

During the period 1st April 2017 to 31st March 2018, the PPV team has visited fifty-seven GPS contractors as per the visit plan agreed with ABM UHB. The PPV team have recovered £4,807.14 from completed visits to GPS contractors in the ABM UHB area due to errors identified in contractor's Medical Review Use claims. A summary of the GPS visits can be found in **Appendix 5** of this report.

The overall claim error rate for the Health Board was 3.69% from all claims sampled.

A summary of the PPV teams findings from visits by service can be found in **Appendix 5** of this report with a graphical representation of the error rates by service can be found in **Appendix 6**

The majority of claim errors identified so far this financial year are in relation to MUR claims.

4. Collaborative working

The PPV team and Primary Care team have a heavy involvement with each other in communication of practice findings and any issues outlined. The PPV team will always seek advice where uncertain on anything, especially of a clinical nature, and this produces good results for all involved.

The PPV team are pleased that the new appeals process document has been a success as it was a service need identified. The PPV team was also pleased with the collaboration surrounding producing a training event for GOS contractors.

5. Conclusions and recommendations

The PPV department is working hard to strongly collaborate with contractors, Health Board members and other stakeholders to ensure understanding and confidence in the specifications. We offer training and

also have provided documents to the contractors to aid them in the process of PPV.

The PPV team will continue to assist the UHB in providing training, advice or informally meeting with contractors or their staff to discuss PPV related issues.

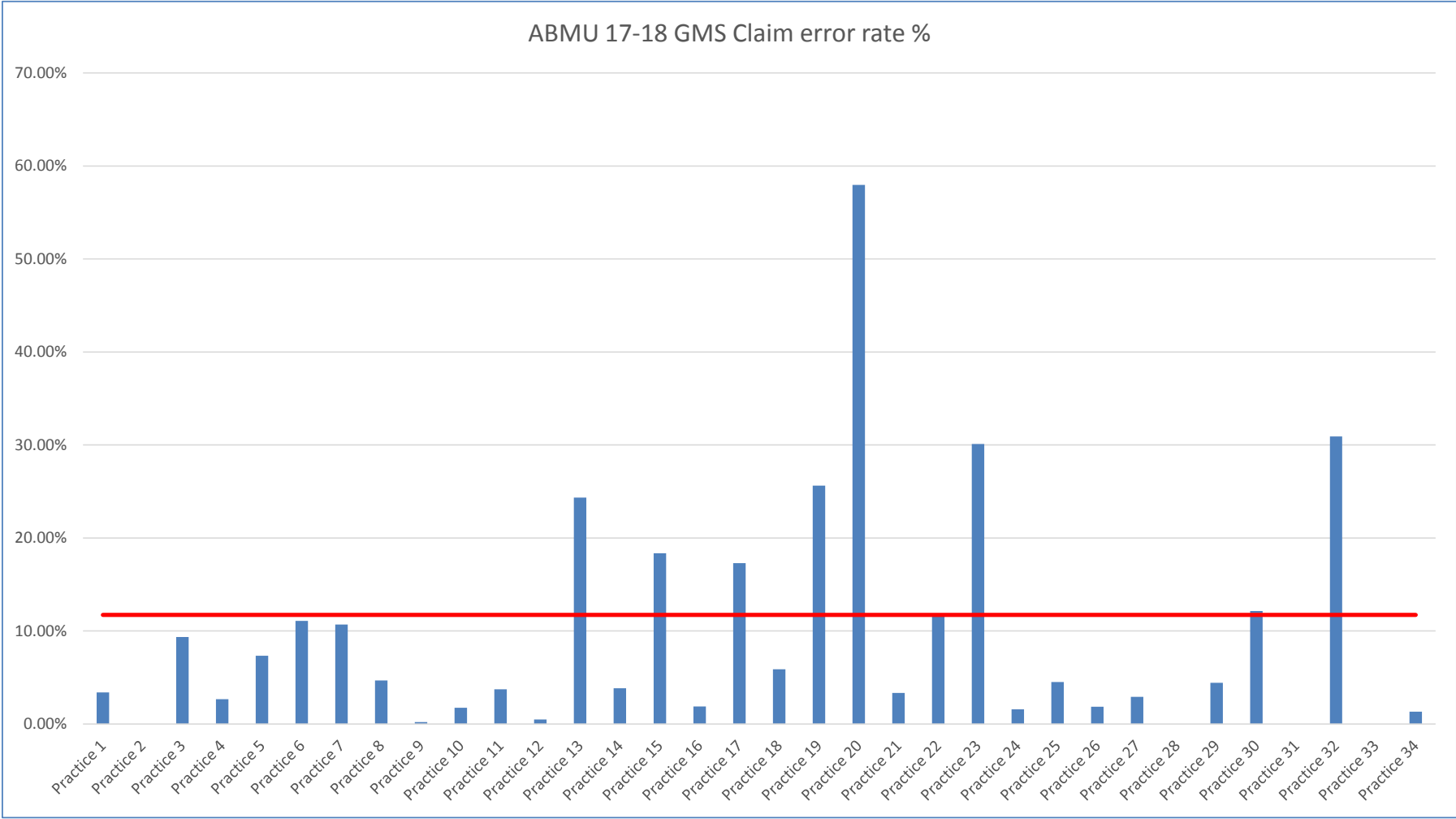
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GMS PPV Progress Report: 2017/18

Completed GMS visits

Practice Name	Visit Status	Sample Size (numeric)	Claim errors found (numeric)	Admin error rate %	Claim error rate %	Recovery	Main error areas
Practice 1	Routine	237	8	0.84%	3.38%	£134.86	2 x Minor Surgery, 2 x Hep B, 3 x MMR and 1 x Anti-coagulation Monitoring
Practice 2	Routine	327	0	0.00%	0.00%	£0.00	All claims were verified
Practice 3	Extended	1,977	205	1.26%	9.36%	£1,531.39	1 x Minor Surgery, 2 x Contraceptive Services and 202 Shared Care
Practice 4	Routine	375	10	3.47%	2.67%	£80.81	1 x Minor Surgery, 2 x Hep B, 6 x MMR and 1 x Flu

Practice 5	Routine	327	24	6.12%	7.34%	£904.39	1 x Minor Surgery, 3 x Contraceptive Services, 4 x Hep B, 2 x MMR, 1 x Learning Disabilities, 3 x Care Homes, 5 x Sexual Health, 4 x Shared Care and 1 x Men B
Practice 6	Revisit	6,001	665	0.00%	11.08%	£7,256.55	59 x Homeless, 314 x Flu and 292 x Care Homes
Practice 7	Revisit	281	46	5.69%	10.68%	£254.24	29 x Administration of Gonadorelins and 1 x Shared Care
Practice 8	Routine	363	17	6.06%	4.68%	£154.97	10 x Hep B, 3 x Shared Care and 4 x Anti-coagulation monitoring
Practice 9	Routine	496	1	0.40%	0.20%	£9.80	1 x Hep B
Practice 10	Revisit	289	5	0.00%	1.73%	£38.61	2 x Hep B and 3 x Pertussis
Practice 11	Routine	402	15	1.99%	3.73%	£240.15	15 x Care Homes
Practice 12	Routine	411	2	2.19%	0.49%	£19.60	2 x Flu. (PPV also recovered additional £6,853.20 from duplicated claims for the Flu service - these were from previous financial years and were not part of the standard visit)
Practice 13	Routine	341	83	1.47%	24.34%	£907.16	6 x Contraceptive services, 2 x Anti-coagulation monitoring and 75 x Rotavirus (extended part of sample)
Practice 14	Routine	208	8	2.88%	3.85%	£151.73	1 x Minor Surgery, 1 x Administration of Gonadorelins, 1 x Flu, 1 x Shared Care and 4 x Rotavirus
Practice 15	Revisit	403	74	0.00%	18.36%	£1,337.42	48 x Contraceptive services, 6 x Hep B and 20 x Shingles
Practice 16	Routine	212	4	0.00%	1.89%	£51.01	2 x Administration of Gonadorelins, 1 x Hep B and 1 x Shared care
Practice 17	Revisit	688	119	0.00%	17.30%	£1,314.42	20 x Pneumococcal, 4 x Learning Disabilities, 67 x Rotavirus and 28 x Shingles
Practice 18	Routine	255	15	7.06%	5.88%	£76.34	1 x Contraceptive services, 1 x Flu, 1 x Shared care, 8 x Anti-coagulation monitoring and 4 x MenAWCY
Practice 19	Revisit	1,994	511	0.00%	25.63%	£9,252.57	499 x Care homes and 12 x Learning disabilities
Practice 20	Revisit	69	40	0.00%	57.97%	£887.26	40 x Contraceptive services
Practice 21	Revisit	301	10	0.33%	3.32%	£171.25	10 x Administration of gonadorelins
Practice 22	Revisit	1,391	161	0.00%	11.57%	£1,275.83	10 x Contraceptive services and 151 x Shared care
Practice 23	Revisit	103	31	0.00%	30.10%	£239.99	28 x MMR and 3 x Hep B
Practice 24	Routine	379	6	3.17%	1.58%	£346.36	1 x Flu and 5 x Care Homes (plus additional Pneumococcal)
Practice 25	Routine	442	20	2.04%	4.52%	£318.85	2 x Administration of gonadorelins, 1 x MMR, 14 x Care homes and 3 x Shared care
Practice 26	Routine	378	7	0.26%	1.85%	£539.20	2 x Hep B and 5 x Learning disabilities
Practice 27	Routine	310	9	0.00%	2.90%	£276.20	2 x Hep B, 2 x Men B, 4 x MenAWCY and 1 x Shingles

Practice 28	Routine	174	0	0.57%	0.00%	£0.00	All claims were verified
Practice 29	Revisit	204	9	3.92%	4.41%	£455.75	5 x MMR and 4 x Learning disabilities
Practice 30	Routine	321	39	2.49%	12.15%	£713.84	1 x Contraceptive services, 37 x Care homes and 1 x Shared care
Practice 31	Routine						Still in PPV process
Practice 32	Revisit	925	286	0.00%	30.92%		Awaiting HB closure
Practice 33	Routine						Still in PPV process
Practice 34	Routine	151	2	0.66%	1.32%		Awaiting HB closure
UHB average		20,735	2,432		11.73%	£28,940.55	

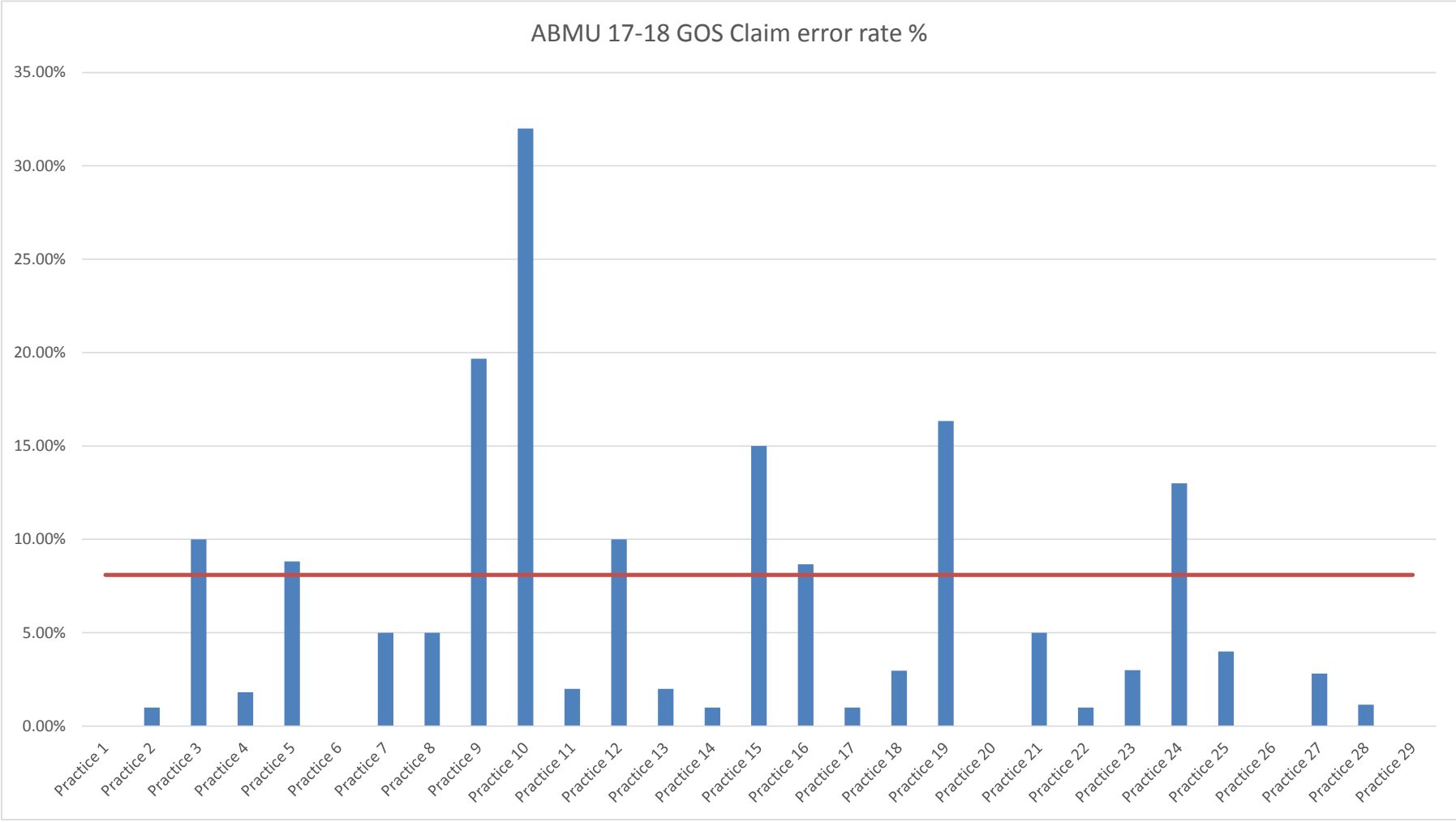


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GOS PPV Progress Report: 2017/18

Completed GOS visits

Practice Name	Visit Status	Sample Size (numeric)	Claim errors found (numeric)	Admin error rate %	Claim error rate %	Recovery	Main error areas
Practice 1	Routine	100	0	4.00%	0.00%	£0.00	All claims verified
Practice 2	Routine	100	0	4.00%	1.00%	£0.00	All claims verified
Practice 3	Routine	100	10	31.00%	10.00%	£686.30	6 x EHEW and 4 x GOS 3
Practice 4	Routine	110	2	14.55%	1.82%	£60.00	2 x EHEW
Practice 5	Revisit	68	6	5.88%	8.82%	£206.50	6 x GOS 4
Practice 6	Routine	100	0	0.00%	0.00%	£0.00	All claims verified
Practice 7	Routine	100	5	7.00%	5.00%	£181.90	2 x GOS 3 and 3 x GOS 4
Practice 8	Routine	100	5	9.00%	5.00%	£84.10	4 x GOS 4 and 1 x GOS 3
Practice 9	Revisit	300	59	1.33%	19.67%	£2,720.40	59 x EHEW (plus additional issue payment recoveries)
Practice 10	Revisit	300	59	0.00%	32.00%	£3,049.50	54 x EHEW and 5 x GOS 4
Practice 11	Routine	100	2	2.00%	2.00%	£80.00	2 x EHEW
Practice 12	Routine	100	10	30.00%	10.00%	£225.30	6 x EHEW, 2 x GOS 3 and 2 x GOS 4
Practice 13	Routine	100	2	6.00%	2.00%	£329.20	2 x GOS 3 (plus additional issue payment recoveries)
Practice 14	Routine	100	1	1.00%	1.00%	£20.00	1 x EHEW
Practice 15	Routine	100	15	7.00%	15.00%	£414.60	10 x EHEW and 5 x GOS 3 (practice were due to a revisit but closed so agreed to a further £2,500 recovery as a result)
Practice 16	Revisit	150	13	16.00%	8.67%	£482.10	13 x GOS 4
Practice 17	Routine	100	1	6.00%	1.00%	£8.80	1 x GOS 3 (tint)
Practice 18	Routine	101	3	0.00%	2.97%	£146.01	1 x GOS 1 and 2 x GOS 3
Practice 19	Revisit	300	49	0.00%	16.33%	£2,263.80	49 x EHEW
Practice 20	Routine	100	0	5.00%	0.00%	£0.00	All claims verified
Practice 21	Routine	100	5	5.00%	5.00%	£189.80	4 x EHEW and 1 x GOS 3
Practice 22	Routine	100	1	0.00%	1.00%	£20.00	1 x EHEW
Practice 23	Routine	100	3	1.00%	3.00%	£161.60	3 x EHEW
Practice 24	Revisit	300	39	4.00%	13.00%	£1,634.60	23 x EHEW and 16 x GOS 4
Practice 25	Routine	100	4	3.00%	4.00%	£332.90	1 x EHEW and 3 x GOS 3 (one additional GOS 1 recovery)
Practice 26	Routine	34	0	0.00%	0.00%	£0.00	All claims verified
Practice 27	Routine	142	4	0.70%	2.82%	£121.20	4 x EHEW

Practice 28	Routine	88	1	0.00%	1.14%	£20.20	1 x GOS 3
Practice 29	Routine	100	0	1.00%	0.00%	£0.00	All claims verified
UHB average		3,693	299		8.10%	£13,438.81	



Abertawe Bro Morgannwg University Health Board
GPS PPV Progress Report: 2017/18

Completed GPS visits

Practice Name	Practice Code	Visit Status	Sample Size (numeric)	Claim errors found (numeric)	Admin error rate %	Claim error rate %	Recovery	Main error areas
Practice 1	605800N	Routine	83	0	6.02%	0.00%	£0.00	All Claims Verified
Practice 2	605852M	Routine	100	0	6.25%	0.00%	£0.00	All Claims Verified
Practice 3	605854C	Routine	99	2	17.28%	2.47%	£56.00	2 x MUR
Practice 4	605545A	Routine	67	0	7.46%	0.00%	£0.00	All Claims Verified
Practice 5	605648B	Routine	30	1	10.17%	3.39%	£28.00	1 x MUR
Practice 6	605804O	Routine	100	0	7.50%	0.00%	£0.00	All Claims Verified
Practice 7	605818A	Routine	100	7	15.00%	8.75%	£196.00	7 x MUR
Practice 8	605854B	Routine	96	5	17.11%	6.58%	£140.00	5 x MUR
Practice 9	605854I	Routine	100	0	10.00%	0.00%	£0.00	All Claims Verified
Practice 10	605618H	Routine	100	0	52.94%	0.00%	£0.00	All Claims Verified
Practice 11	605800P	Routine	101	4	16.43%	4.71%	£112.00	4 x MUR
Practice 12	605818D	Routine	100	2	17.50%	2.50%	£56.00	2 x MUR
Practice 13	605854K	Routine	96	0	16.32%	0.00%	£0.00	All Claims Verified
Practice 14	605854P	Routine	100	2	23.75%	6.25%	£43.22	1 x MUR and 1 x Flu
Practice 15	605802B	Routine	100	1	9.20%	1.00%	£28.00	1 x MUR
Practice 16	605852P	Routine	100	4	20.00%	5.00%	£112.00	4 x MUR
Practice 17	605857C	Routine	100	14	20.00%	17.50%	£392.00	14 x MUR
Practice 18	605857D	Routine	100	0	10.00%	0.00%	£0.00	All Claims Verified
Practice 19	605857L	Routine	100	6	31.25%	7.50%	£168.00	6 x MUR
Practice 20	605352A	Routine	100	4	47.50%	6.25%	£87.92	2 x MUR and 2 x Flu
Practice 21	605850P	Routine	100	3	38.75%	3.75%	£84.00	3 x MUR
Practice 22	605852F	Routine	100	3	3.75%	3.75%	£84.00	3 x MUR
Practice 23	605852G	Routine	100	4	5.00%	5.00%	£112.00	4 x MUR
Practice 24	605854D	Routine	100	8	70.00%	10.00%	£224.00	8 x MUR
Practice 25	605854F	Routine	100	1	22.50%	1.25%	£28.00	1 x MUR
Practice 26	605348B	Routine	100	0	4.00%	0.00%	£0.00	All Claims Verified
Practice 27	605514I	Routine	30	1	3.39%	3.39%	£28.00	1 x MUR
Practice 28	605677C	Routine	96	3	7.29%	3.13%	£84.00	3 x MUR
Practice 29	605850O	Routine	100	7	21.25%	8.75%	£196.00	7 x MUR
Practice 30	605854L	Revisit	194	12	18.56%	6.19%	£336.00	12 x MUR
Practice 31	605855F	Routine	73	2	19.43%	3.77%	£56.00	2 x MUR
Practice 32	605857N	Revisit	227	46	2.64%	20.26%	£1,288.00	46 x MUR
Practice 33	605145B	Routine	100	7	3.00%	7.00%	£196.00	7 x MUR
Practice 34	605421C	Routine	84	2	41.48%	3.09%	£56.00	2 x MUR
Practice 35	605514G	Routine	49	0	6.12%	0.00%	£0.00	All Claims Verified
Practice 36	605555A	Routine	48	0	7.14%	0.00%	£0.00	All Claims Verified
Practice 37	605819F	Routine	96	0	6.32%	0.00%	£0.00	All Claims Verified
Practice 38	605801A	Routine	100	0	7.00%	0.00%	£0.00	All Claims Verified
Practice 39	605802D	Routine	100	0	17.50%	0.00%	£0.00	All Claims Verified

Practice 40	605857E	Routine	100	1	90.00%	1.25%	£28.00	1 x MUR
Practice 41	605120C	Routine	76	0	18.43%	0.00%	£0.00	All Claims Verified
Practice 42	605802E	Routine	100	0	11.25%	0.00%	£0.00	All Claims Verified
Practice 43	605838D	Routine	100	0	2.50%	0.00%	£0.00	All Claims Verified
Practice 44	605006C	Routine	20	0	25.00%	0.00%	£0.00	All Claims Verified
Practice 45	605398A	Routine	20	0	0.00%	0.00%	£0.00	All Claims Verified
Practice 46	605521B	Routine	7	0	0.00%	0.00%	£0.00	All Claims Verified
Practice 47	605566A	Routine	20	1	45.00%	5.00%	£28.00	1 x MUR
Practice 48	605677A	Routine	33	2	12.12%	6.06%	£56.00	2 x MUR
Practice 49	605818B	Routine	80	12	15.00%	15.00%	£336.00	12 x MUR
Practice 50	605838M	Routine						Still in PPV process
Practice 51	605118A	Routine	11	1	9.09%	9.09%	£28.00	1 x MUR
Practice 52	605545B	Routine	39	2	0.00%	5.13%	£56.00	2 x MUR
Practice 53	605619J	Routine	100	0	21.25%	0.00%	£0.00	All Claims Verified
Practice 54	605814L	Routine	100	3	5.00%	3.75%	£84.00	3 x MUR
Practice 55	605400A	Routine	1	0	0.00%	0.00%	£0.00	All Claims Verified
Practice 56	605545D	Routine	94	0	2.14%	0.00%	£0.00	All Claims Verified
Practice 57	605677B	Routine	17	0	23.53%	0.00%	£0.00	All Claims Verified
UHB average			4,687	173		3.69%	£4,807.14	

ABMU 17-18 GPS Claim error rate %

