## Counter Fraud

## Parkhill Counter Fraud

Parkhill is a company contracted by Ealing Hospital. So in effect 'employee' of the hospital

They are independent to NHS Counter Fraud

Obvious question:

Where do their ultimate loyalties lie? To the employees who report fraud to them or the employers who pay their wages?

Answer:

Look through the following documents and make your own mind up

Following meeting with David Pratt, Finance Director, with my evidences, I met with Grant Bezuidenhout, from Parkhill in early November 2009 submitting my documented evidences.

The first and only indication that they were going to look into my reported concerns was 9 months later, when I received the one and only email – coincidentally day before I was dismissed.

I was suspended and subsequently dismissed 2 weeks after meeting with David Pratt and Grant on false verbal counter allegations.

#### RE: FCRL Referral

From:

Grant Bezuidenhout (Grant.Bezuidenhout@parkhill.org.uk)

You may not know this sender. Mark as safe Mark as junk

Sent: 03 June 2010 06:10:25

To: sharmila.chowdhury@hotmail.co.uk

Hi Sharmila,

With regards to your referral to the Counter Fraud and Security Management Services (CFSMS), please would you be so kind as to provide me with the name and contact details of your contact at The Clementine Hospital in order for me to follow up with regards to the sessions completed by the two persons mentioned. I require such in order to secure and confirm the evidence from The Clementine Hospital and to ensure the chain of evidence is complete.

Thanking you in advance and I look forward to hearing from you.

Kind regards,

Grant Bezuidenhout Local Counter Fraud Services Team Manager Parkhill T: 0208 869 7463

T: 0208 869 7463 M: 07799 868 838

grant.bezuidenhout@nhs.net ( mailto:grant.bezuidenhout@nhs.net )

\* Response from internal frand after 9 months
from submitting evidences + backing to
them &.

In November 2009, Grant from Parkhill wrote to David Pratt, Finance Director, confirming that Miranda Harvie and Peter Schnatterbeck had NOT fulfilled their obligation with regards to the number of sessions contracted for.

This means that both Miranda and Peter were being paid by the Trust for hours they had not worked.

Red book was used to record staff attendances

----Original Message----

From: Grant Bezuidenhout [mailto:Grant.Bezuidenhout@parkhill.org.uk

Sent: 13 November 2009 10:46

To: Pratt, David Cc: Stanton, Paul

Subject: RE: PAA 3124 Radiography Investigation

Hi David,

Attached please find the updated spread sheet with the A/L added.

I have requested clarity from the referrer and once I receive a response I will let you know.

Attached also please find the spread sheets for the two Radiologists (MH and PS) the information was obtained from the red book and at a first glance there appears to be a few missed sessions and a few weeks where they have not fulfilled their obligation with regards to the number of sessions contracted for.

Perhaps we can discuss early next week.

Kind regards,

Grant Bezuidenhout Local Counter Fraud Services Team Manager Parkhill

T: 0208 869 7463 M: 07799 868 838

grant.bezuidenhout@nhs.net ( mailto:grant.bezuidenhout@nhs.net )

MH - Miranda Harvile PS - Peter Schnatterbeck

Following numerous letters and phone calls to NHS Counter Fraud (CFSMS) into raised concerns, they finally wrote to Parkhill for an update in Radiology.

1. Grant from Parkhill subsequently wrote to Paul Stanton, HR Director, on 14 February 2010, asking progress on radiologists not working their contracted hours.

Again, confirming that there was an ongoing issue with consultants attendances.

Paul was well aware of the ongoing problems since at least 27 July 2009 when Walter Curati, Clinical Director, had written to him, Evidence D, and from 24 August 2009 onwards, when he had been copied into emails (page 20 – correspondences relating to moonlighting).

- 2. Paul subsequently asked David Cahill, interim ADO for Radiology, "I am sure SC put this person up to writing this but is there anything we can report on the consultant issue?"
- 3. David denied any knowledge of any issues despite being sent email from me on 19 October 2009, advising him of the ongoing problems (page 19 over claiming of overtimes).

Clearly, no one had acted on the information from Grant since 13 November 2009, when he advised that the consultants had not been fulfilling their contractual (paid) hours.

#### Leighton, Ruth

From:

Cahill, David

Sent:

16 February 2010 11:21

To:

Stanton, Paul

Subject:

RE: LORT/09/00669 Ealing Hospital Radiology Dept.



Hi Paul,

I am not aware of any reports or evidence, be it verbal or written, that suggests that there was an issue. Jat did not hand anything over to me about this.

Do you want me to follow this up with Walter? What level of response is required?

Thanks, David

David Cahill Assistant Director of Operations- CSS

----Original Message----

From: Stanton, Paul

Jent: Mon 2/15/2010 11:09 AM

To: Cahill, David

Subject: FW: LORT/09/00669 Ealing Hospital Radiology Dept.

ر س

David

I am sure SC put this person up to writing this but is there anything we can report on the consultant issue?

Paul

----Original Message----

From: Grant Bezuidenhout [mailto:Grant.Bezuidenhout@parkhill.org.uk]

Sent: 14 February 2010 14:07

To: Stanton, Paul Cc: Pratt, David

Subject: LORT/09/00669 Ealing Hospital Radiology Dept.

Paul,

T have received further information/referral from the Counter Fraud and Security Inagement Service (CFSMS) with regards to the Radiology Department, please see

Please advise of any progress with regards to the Radiologists not working their contracted sessions.

Thanking you in advance.

Kind regards,

Grant Bezuidenhout

Local Counter Fraud Services

Team Manager

Parkhill

T: 0208 869 7463

M: 07799 868 838

grant.bezuidenhout@nhs.net ( mailto:grant.bezuidenhout@nhs.net )

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1. On 22 March 2010, Grant, Parkhill wrote to David Pratt, Finance Director, and Paul Stanton, HR Director, asking for an update and the best way to respond to NHS Counter Fraud.

One would have expected internal fraud to have acted and responded independently. Instead they are clearly reliant on responses from senior Trust managers, and liaise as a part of the Trust team.

2. Paul replied that Miranda Harvie situation from the annual report was checked and "this was not quite as it appeared" and the matter was being dealt with by "appropriate management action."

What were these? Who was dealing with it? Possibly Bill Lynn, Medical Director. No clarification was given to Grant. Just a vague reassurance. This was clearly good enough for internal fraud.

3. David Pratt, on 22 March 2010 asked for an update – 5 months after I had seen him with evidences

#### Leighton, Ruth

From:

Pratt. David

Sent:

22 March 2010 11:42

To:

Stanton, Paul

Subject:

RE: LORT/09/00669 Ealing Hospital FCRL CB2B5

Paul - I think I need full chapter and verse on the non-SC parts of this, including her allegations, given my responsibility to Secretary of State on counter fraud.

Either that or I need to get an investigation rolling.

Thanks. David

----Original Message----

From: Stanton, Paul

Sent: 22 March 2010 09:32 To: 'Grant Bezuidenhout'

Cc: Pratt, David

Subject: RE: LORT/09/00669 Ealing Hospital FCRL CB2B5

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rant

3C is still suspended and the management case is almost completed, we anticipate this going to a hearing in the next week or so.

The MH situation that came from the annual national report was checked and this was not quite as it appeared. This has therefore been dealt with by appropriate management action.

Should you require any further information please do not hesitate to contact me.

Paul

----Original Message----

From: Grant Bezuidenhout [mailto:Grant.Bezuidenhout@parkhill.org.uk]

Sent: 22 March 2010 09:15

To: Pratt, David; Stanton, Paul

Subject: Fwd: LORT/09/00669 Ealing Hospital FCRL CB2B5

Hi David and Paul,

Please see attached email from the Operational Fraud Manager at CFSMS regarding the diography referral.

"lease advise if there is any update with regards to the extra sessions claimed and erhaps we can discuss to determine the best way forward and to respond to the enquiry from the Operational Fraud Manager at CFSMS.



Kind regards,

Grant Bezuidenhout Local Counter Fraud Services Team Manager Parkhill T: 0208 869 7463 M: 07799 868 838

grant.bezuidenhout@nhs.net ( mailto:grant.bezuidenhout@nhs.net )

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Parkhill is a leading assurance provider hosted by Imperial College Healthcare NHS

For further information about Parkhill, please visit our website www.parkhill.org.uk ( http://www.parkhill.org.uk/ )

6 months later, 9 September 2010 and 11 months after I had spoken to Grant at Parkhill, a report submitted to David Pratt, Finance Director.

1. Grant stated that he could not find any instances where consultants were moonlighting.

However, on 13 November 2009, he clearly advised that obligations were not fulfilled by the consultants. On 14 February 2010 wrote to Paul Stanton asking the progress on radiologists not working their contracted hours and on 22 March Paul wrote to Grant stating in reference to annual report "this was not quite as it appeared" and as a result "appropriate management action" was being taken.

In addition, there are glaring evidences from correspondences with Clementine Churchill – <u>evidences A and B</u>, 'Correspondences relating to moonlighting,' from this web where:

- Peter admitted he was at Clementine Churchill evidence C
- Letter from Walter Curati, Clinical Director, to Bill Lynn, Medical Director voicing his concerns – evidence D
- In addition 'Evidence of moonlighting' and 'over claiming of overtimes' on this website for further examples
- 'When cross referenced with PACS system there were no activity'
   Clearly proving that the consultants were not in the department, so lack of activity in the computerised PACS system
- 3. 'No sessions on Monday afternoons'.

In fact <u>evidence E</u> proves otherwise. Miranda was scheduled to be undertaking HSG's and Peter undertaking Interventional every Monday afternoons and were expected to be at work all day and were paid for it.

Both Miranda & Peter were on full time contract. So, they should not have had any sessions during the week for private work.

Miranda was being paid for 13 sessions per week. 2 sessions per day. So, for 6.5 days per week – evidence F.

4. 'Missed MRI sessions were compensated by working in the evenings.'

So, this confirms that they were at private hospital whilst being paid by Ealing.

It was true that be completed the work as overtime. However, Peter was putting in for overtime payments for these – evidence G.

So although, Grant states that he could not find any instances of moonlighting, his report goes on to state otherwise. So contradicting himself, and available evidences prove otherwise.

There also seems to have been close liaison with Trust managers in their actions and although at some parts seem to have acted independently, they have however, colluded in many instances, such as responding to request by NHS Counter Fraud.





9th September 2010

David Pratt
Director of Finance
Ealing Hospital NHS Trust
Uxbridge Road
Southall
MIDDLESEX
UB1 3HW

Dear David,

RE Alleged private work in NHS contracted time - PAA 3124

#### Allegation

On the 27<sup>th</sup> October 2009 the Local Counter Fraud Specialist (LCFS) received a referral from an employee within Ealing Hospital NHS Trust (the Trust) concerning an allegation that two members of staff had allegedly worked at a Private Hospital during contracted NHS hours.

#### Investigation

The LCFS met with the referrer in order to obtain full details of the allegation and obtained a number of documents to substantiate the allegation.

The LCFS liaised with the Private Hospital and made a request for information under section 29(3) of the Data Protection Act for the dates and times of sessions completed by the two members of staff at the Private Hospital.

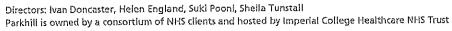
The LCFS received the information requested from the Private Hospital and cross referenced this information with the staff member's job sheets and the Trust Payroll Red Book with regards to sessions completed at the Trust.

The LCFS then cross referenced several inconsistencies in the Trust Payroll Red Book with the PACS system in operation at the Trust and can confirm that there were no instances of either staff member working at the Private Hospital when they were supposed to be working at the Trust. The dates and times of the shifts completed at the Private Hospital were also cross referenced to the PACS system and there was no activity on the PACS system during these dates and times.

#### Conclusion

The cross referencing revealed all the work completed at the Private Hospital was completed on a Monday. According to the Trust Payroll Red Book, and the job sheet, the one staff member does not have any Trust sessions on a Monday afternoon and therefore is able to complete sessions at the Private Hospital. The other staff member has Trust sessions on a Monday however had previously undertook MRI work in the evening to compensate for the time spent at the Private Hospital on a Monday. This has now been changed and the compensatory work is undertaken on a Friday which is outside of the actual job plan.

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## Evidence A

The following email was from a senior manager at Clementine Churchill confirming that Miranda Harvie and Peter Schnatterbeck started sessions at Clementine Churchill since 2006.

It was brought to my attention in 2009

#### Hotmail

New | Delete Junk | Mark as ▼ Move to ▼ |

8 Messenger ▼ | Op

sharmila.chowdhury@h

Inbox (60)

Junk (1)

Drafts (6)

Sent

Deleted (11)

Manage folders

Add an e-mail account

Related places

Today

Contact list

Calendar

Share your story now

RE: radiologist sessions

Reply Reply all Forward |

From: @bmihealthcare.co.uk)

Sent: 11 February 2010 17:16:18

To: sharmila chowdhury (sharmila.chowdhury

Dear Sharmila,

I will look up all the info and get back to you tomorrow. Both on

them started with us in 2006.

Kind regards,

Clementine Churchill Hospital

Tel: 020 8872 3901 Fax: 020 8872 3901

@bmihealthcare.co.uk

From: sharmila chowdhury

[mailto:sharmila.chowdhury

Sent: 11 February 2010 08:53

To:

Subject: radiologist sessions

Dear state,

I wondered if you could provide me with some information as the Imaging Manger at Clementine Churchill.

We currently have 2 radiologists, Miranda Harvie and Peter Schnatterbeck, who are contracted to work at Ealing Hospital, who currently also undertake sessions at the Clementine.

Please could you let me know for Miranda and Peter:

- The regular sessions currently undertaken at the Clementine
- 2. How long have these arrangements been in place

TRAV

THIS \

Released:

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Induigent!
Package in
Treatment
Dove Spa

£299

Exclusive: 5-Star All-I Break, £13 Jetline Travel

£79
2-Night All
UK Hotel B
w/Unlimite
hotelshopUK

£349 Deluxe Sic Half-Board OFF

Hotelsbooked

Sign up

Over 1 UK sub

## Evidence B

The following data shows sessions to Clementine Churchill by Miranda Harvie and Peter Schnatterbeck over a 6 month period.

The dates at Clementine Churchill corresponded with the dates of their absence from Ealing NHS Trust whilst being paid by the Trust

They have been attending since 2006.

# The Following data is from Clementine Churchill - over a 6 month period - Note: They have been aftending since 2006

<u>Date</u>	Dr. M. Harvie	Dr. P. Schnatterbeck							
6 <sup>th</sup> July 09	PM	AM							
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20 <sup>th</sup> July 09	All Day	Market Market market par							
27 <sup>th</sup> July 09	•	$\overline{AM}$							
3 <sup>rd</sup> Aug 09	warrensperich militarie.	AM							
10 <sup>th</sup> Aug 09		AM							
17 <sup>th</sup> Aug 09	All Day								
24 <sup>th</sup> Aug 09	All Day	ACCUSATION AND ACCUSATION							
31 <sup>st</sup> Aug 09	Bank Holiday	Bank Holiday							
7 <sup>th</sup> Sep 09	PM	AM							
14 <sup>th</sup> Sep 09	PM	AM							
21 <sup>st</sup> Sep 09	All Day								
28 <sup>th</sup> Sep 09	All Day								
5 <sup>th</sup> Oct 09	PM	$\overline{AM}$							
12 <sup>th</sup> Oct 09	PM	AM							
19 <sup>th</sup> Oct 09	All Day	AM							
26 <sup>th</sup> Oct 09	PM								
2 <sup>nd</sup> Nov 09	PM	$\overline{AM}$							
9 <sup>th</sup> Nov 09	PM	AM							
16 <sup>th</sup> Nov 09									
23 <sup>rd</sup> Nov 09	All Day	state a state of the state of t							
30 <sup>th</sup> Nov 09	PM	$\frac{\overline{AM}}{AM}$							
7 <sup>th</sup> Dec 09	PM	AM							
14 <sup>th</sup> Dec 09	All Day								
4 <sup>th</sup> Jan 2010		All Day							

· All of the above dates conesponded to the dates the consultants were absent from work at Ealing Truss for which they were being paid.

## Evidence C

Peter admitted that he was not at work in the morning. Completed the work out of hours and claimed for it.

#### Chowdhury, Sharmila

From:

Schnatterbeck, Peter

Sent:

27 April 2009 10:51

To:

Chowdhury, Sharmila

Subject: RE: unpaid leave

#### Dear Sharmila,

Fair enough, though I must say I was roted for MRI in the morning and did the reporting for this session on Monday and Tuesday evening. In fact this is done by most of my colleagues. I have spoken to Walter and we will discuss these issues tomorrow in our meeting.

Dr. Peter Schnatterbeck Consultant Radiologist Department of Radiology Ealing Hospital

> ----Original Message----From: Chowdhury, Sharmila Sent: 23 April 2009 13:27

To: Schnatterbeck, Peter

Cc: Harchowal, Jatinder; Curati, Walter

Subject: RE: unpaid leave

Dear Peter,

This was because you were scheduled to be here on the morning of 30<sup>th</sup> March. However, you were not here but were in fact working at Clementine. You were also not booked on any annual leave, sick, or CME session for the morning.

You did come in, in the afternoon for interventional cases. However, you were not here in the morning. So, this is counted as unauthorized leave and I cannot sign off as you being here in the department when you were clearly not. The reason this was highlighted because we were very short of radiologists that day and you were missed.

I cannot sign the red book stating someone is in the department when they are not. I would be falsifying records. Please feel free to contact me if I have not clarified the situation.

Kind regards

#### Sharmila

Sharmila Chowdhury Imaging Services Manager Radiology department Ealing Hospital NHS Trust UB1 3HW

Tel: 020 8967 5792

From: Schnatterbeck, Peter Sent: 21 April 2009 17:37 To: Chowdhury, Sharmila Cc: Harchowal, Jatinder Subject: unpaid leave \ \X.

## Evidence D

Email from Walter Curati, Clinical Director and line manager of radiology consultants to Bill Lynn, Medical Director raising concerns for Peter's visit to Clementine Churchill

Visits to the private hospital was clearly not an acceptable practice

#### Curati, Walter

From: Cur

Curati, Walter

Sent: 27 July 2009 15:34

To:

Lynn, William

Subject: Peter Schnatterbeck's absence this am

Dear Bill,

When I challenged him, Peter did immediately admit that he was at The Clementine this morning.

I have firmly pointed out that 1. I was prepared to be flexible regarding the rota but also that the rota could not incorporate "ghost sessions". 2. The more serious concern was regarding Clinical Governance as he had agreed to be my Deputy while Akkib was on A/L: he should have either directly arranged an alternative cover in keeping me copied in or asked me to organise the cover for the day. Peter acknowledged that he was in the wrong for the second time.

As you suggested, Peter will provide me with a precise list of his sessions at The Clementine and which SPAs he will forfeit as a matter of compensation. I will then record these in the A/L – S/L Departmental folder, open for inspection for the filling-in of "Red Book" or any audit requested by the Trust.

I will write a letter to Peter confirming all of the above.

I thank you again for your immediate support!

Kind regards, Walter

## Evidence E

Weekly roster for Consultant radiologists

Note: On Monday afternoons (PM)

Miranda is supposed to be undertaking HSGs

Peter is supposed to be doing Interventional

The state of the s		equal DCCs including MDTs	minus SPAs	Total PAs		MDTs	OI A Mewiging	D A Nowland	Dr C Flaic	Primarily BREAST	1st. 01 04 09 - 11 08 09	The 1/2 SPA of the 21/2 SPA per week is accumulated in week. SPA of the 21/2 SPA per week is accumulated in week.		equal DCCs including	minus SPAs	Total PAS	Construction of the constr	The second second	WOTS		Dr J Stroudley	Dr P Schnatterbeck	OT N RIGHTY	DI A Dailyac	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	Dr. M. Hanvie	Dr W Curati	Dr W Rashir	Dr S Banavali		The second of th		The Clinical Director	Department of Kadiology	Ealing Hospital NHS Huse	April 2 H B T T T T T T T T T T T T T T T T T T
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## Evidence F

Miranda's contractual sessions are 13 per week

1 session = half day. So being paid for 6.5days

Was in department for 8 sessions on weeks not at private hospital

Although this arrangement was due for review in 2006, it never took place. 3 years on, in 2009 Miranda continued to be paid 13 sessions per week, despite Clinical Director, Medical Director and Finance were all aware that this needed to be looked into

MIRANDA HARVIC

#### ď, SALARY

The salary of the appointment with this Trust is calculated on the basis of 11 Sessions per week. Salary is outlined in advance letter and is as follows: ber annum (scale point 4) plus London Weighting per annum. You will also receive the following: Allowance of

Daytime intensity supplement of

Band 2 Intensity of

Your salary will be paid by the Payroll Department at Ealing Hospital. Pand 6-S days NHS Trust. You will be paid monthly by Bank Credit.

REGISTRATION

You are required to be appropriately registered with the General Medical Council.

#### 6. CONTINUOUS EMPLOYMENT

For the purposes of your statutory rights under the Employment Rights Act 1996 your continuous period of employment with Ealing Hospital NHS Trust commenced on 1st December 2003.

#### 7. NOTICE

Should either party wish to terminate the contract you are required to give and entitled to receive 3 calendar months notice. Payment in lieu of notice may be made and will not constitute a breach of contract.

#### 8. SUPERANNUATION

You are entitled to be a member of NHS Superannuation Scheme. If you choose to become or remain a member of the Scheme your remuneration will be subject to deduction of superannuation contributions in accordance with the Scheme. Membership of the Scheme is automatic, unless election is made at any time, in favour of provision under a Personal Pension Plan. After opting out of the Scheme, you would assume responsibility for pension provision and compliance with the Social Security Act, 1986.

## Evidence G

Peter claimed for overtime on the days he attended Clementine Churchill in order to complete missed work.

So Trust were paying again to do the work he should have done in the morning.

In summary not only was he not in attendance for the work he was being paid for by the trust, he was then, subsequently claiming overtime.

- Revenue to the control of the cont atterbeck 11/03/2009|MRI atterbeck 30/03/2009|MRI atterbeck 02/04/2009|MRI atterbeck 04/04/2009|MRI atterbeck 18/04/2009|CT

#### Discussion

Looking through these documents, would you say Parkhill behaved totally independently, partially independently or totally colluded with the Trust?

What did you think of Parkhill's final report to David Pratt, Finance Director?

If you are an NHS staff and identify fraud who would you go to?

Do you feel safe raising your concerns to the internal fraud (employed by the Trust)?

Would you go to external fraud, who automatically refer the complaint to the internal fraud despite internal fraud being independent of NHS counter Fraud?

Would you perhaps report the matter to The Treasury? Done that. George Osborne, Treasury not interested.

Go to your MP? Done that. MP wrote to Andrew Lansley, Department of Health, and Ian Green, Chairman of Ealing Hospital. DOH and Chairman not interested

Maybe the Chief executive? Surely, the person with the ultimate responsibility? No, not interested as Julie lowe, Chief Executive, advised 'don't want to get involved as may need to be involved later on.' When exactly?

Perhaps go to the police? No. They will refer the complaint back to the Trust to investigate

There are now various whistleblowing helplines. Would you go to them perhaps? Maybe. Would you feel safe that as a result you won't be persecuted? Are there any protection in place if this happens? No

Finally, go to the papers? If you're employed by the Trust, you risk being disciplined. If not employed, then 1 day articles generate some interest but get forgotten after a couple of days.

At the end of the day it's your choice - whether to be complicit and ignore fraud, or stand up and risk personal safety. It's a 'no win' situation.

In the NHS huge sums of money are lost to fraud - staggering £3bn per year, which should have been spent on patient care. Unless there is an effective body managing, investigating and putting in place necessary changes, monies will continue to be lost and staff lives continue to be destroyed.