

NHS England SSW has received a number of incidents concerning the cold-calling of patients by sales representatives who seem to know the patient's medical history. Some companies allegedly claim to have obtained this information from the patient's GP surgery.

The companies are selling a variety of products, beds, chairs, vitamins and pressurise the customer into buying or agreeing to a sales appointment.

If you hear of such an incident, please do the following:

- Get as much information about the call from the patient as you can.
- Inform us immediately via the Significant Event Audit form to england.devcorn-incidents@nhs.net
- Inform the Action Fraud online service - (and obtain and inform NHS England of the Police incident number)
- Inform the LMC

ActionFraud
National Fraud & Cyber Crime Reporting Centre
 **0300 123 2040**

Action Fraud is not an emergency service
dial 999 if you are in immediate danger.

We will inform the Head of Primary Care, Commissioning and Contracting on your behalf, as well as the Information Governance Lead and Communications department.