

## **Counter Fraud Alert – GP Practice Invoice Fraud Alert**

It has been brought to our attention that a number of GP Practices have been targeted by Invoice Fraud scams. The fraudster's aim is to trick unsuspecting GP Practices into paying fake invoices for goods neither ordered or received. The fake invoices can be for a variety of goods and are designed to appear genuine, often including company logos, invoice and VAT numbers and contact details. They may also demand payment immediately or claim to be overdue.

The invoices may be for consumables such as stationery, toner cartridges or printer accessories, and may demand immediate payment. Such action is a deliberate tactic designed to hoodwink the victim into making a payment without undertaking sufficient checks.

One such invoice was received from a company named 'Office Supply' or 'The Office Supply'. The invoice contained a company number, VAT number and details of goods allegedly ordered.

The Practices targeted, have no record of receiving the items on the invoices, and no record of placing an order. Similarly, there is no trace of the businesses online and the VAT numbers are incorrect. The fake invoices will often be addressed to practice staff, which are easily obtained from the practice website.

If you receive an invoice you do not recognise:

### **Please ensure you:**

- Check whether you have a record of ordering the goods or services detailed on the invoice
- Check whether the practice has received the items listed
- Consider searching for the company online in an attempt to establish if the business is genuine
- Do not contact the company using the details contained in the invoice
- Do not pay the invoice unless it can be determined that the invoice is genuine and the goods have been received
  - If you suspect that you have received a fake invoice please report the matter to the NHS Counter Fraud Authority on 0800 028 40 60 or report online <https://cfa.nhs.uk/reportfraud>

### **Please ensure all staff:**

- Do not feel pressured to pay invoices for items neither ordered or received
- Do not use contact details contained within invoices or respond to unsolicited emails, texts or calls making demands for payment
- Make sure that you are aware of the threat of invoice fraud and the need to remain vigilant to scams

**If you have been affected by this report it to the NHS Counter Fraud Authority or [Action Fraud](#)**