

Phone scams are on the rise with criminals targeting households across the UK to try and defraud people.

The CCG has been notified that one of our practices has reported a phishing exercise on a patient with someone phoning a patient claiming to be from the practice and asked the patient to confirm some personal details. The patient thought it was odd so didn't provide anything and contacted the practice who confirmed they hadn't called.

Typically fraudsters try to cold call members of the public pretending to be from a trusted organisation – like your General Practice (GP), bank, the police, a utility provider or a computer company.

While the criminals' tactics can vary, the aim is the same. They want to get your personal or financial information, encourage you to hand over your cards or cash, or trick into transferring money into accounts they control.

How to stay safe

Fraudsters can sound extremely professional and will do all they can to convince you that their call is genuine.

But there are some simple steps you can take to keep safe.

Criminals may already have some information about you, for example your name and address. So don't assume that a call is genuine just because they have these details or because they claim to represent a legitimate organisation you use or a person that you know.

Never feel pressured into making a quick response; scammers will sometimes try to hurry you into taking action. A genuine organisation will always give you the time you need to make an informed decision.

If you're ever at all suspicious about a call, then just hang up the phone.

It's really important to be wary of any unsolicited phone calls, especially when they ask for your personal or financial details.

Don't fall for their tricks. When in doubt, report it!!

You can report fraud against the NHS in England and Wales by using our [online reporting form](#) or calling our freephone line [0800 028 4060](tel:08000284060) (available 24/7).