

## Communications pack for practices – 20 June 2024

This pack contains communications materials for general practice to use over the next few days. Updated versions of the pack will be shared with general practice in a timely manner as the situation develops. Here we have included:

- Statement for practices to place on their websites
- A script to follow in case of queries
- A short paragraph to share with partner organisations
- A telephone message for practices
- A poster to be printed and displayed in waiting rooms

### Statement for practices to place on practice websites

NHS organisations across London continue to work in partnership to manage patient care following the ransomware cyber-attack on Synnovis earlier this week.

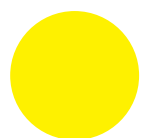
Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust and South London and Maudsley NHS Foundation Trust remain in a critical incident, while Oxleas NHS Foundation Trust, Lewisham and Greenwich NHS Trust, Bromley Healthcare, and primary care services in South East London continue to be impacted.

NHS staff are working around the clock to minimise disruption to patient care following the ransomware cyber-attack on Synnovis.

Unfortunately, some operations and procedures continue to be postponed, the majority of routine pathology tests have been postponed in primary care services in South East London.

Synnovis has informed us that a significant number of tests undertaken since 3 June have been cancelled. We apologise for any inconvenience and uncertainty caused by this. We will contact you if your test has been cancelled and needs repeating. Please note, however, that if your test is non-urgent or routine, all phlebotomy appointments for clinics which feed into Synnovis services have been postponed until the end of June. We will provide a further update as soon as one is available.

We apologise to all those who have been impacted and staff will work hard to re-arrange appointments and treatments as quickly as possible.



Urgent and emergency services are available as usual so patients should access services in the normal way by dialling 999 in an emergency and otherwise use NHS 111 through the NHS App, online or on the phone.

If you have not heard from your healthcare provider, please attend appointments as normal as services including outpatients and community services are mostly running as usual, including cervical screening.

### **A script to be shared with practices**

On Monday 3 June Synnovis, a pathology partnership between SYNLAB, Guy's and St Thomas' NHS Foundation Trust and King's College Hospitals NHS Trust, was the victim of a ransomware cyber attack.

Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust and South London and Maudsley NHS Foundation Trust remain in a critical incident, while Oxleas NHS Foundation Trust, Lewisham and Greenwich NHS Trust, Bromley Healthcare, and primary care services in South East London continue to be affected. We apologise for the inconvenience this is causing to patients and their families. There is an ongoing investigation into the full extent and impact of this incident.

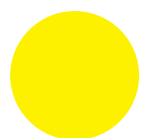
Testing is being prioritised to ensure the most critically ill patients are supported. Emergency care continues to be available, so patients should access services in the normal way by dialling 999 in an emergency and otherwise using 111, and patients should continue to attend appointments unless they are told otherwise. The majority of routine pathology tests in primary care in south east London have been paused to ensure that the most critical tests can be done. We will continue to provide updates for local patients and the public about the impact on services and how they can continue to get the care they need.

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### **A short paragraph to share with partner organisations**

On Monday 3 June Synnovis, a pathology partnership between SYNLAB, Guy's and St Thomas' NHS Foundation Trust and King's College Hospitals NHS Trust., was the victim of a ransomware cyber attack.

This is having a significant impact on the delivery of services at Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust and South London and Maudsley NHS Foundation Trust, while Oxleas NHS Foundation Trust,



Lewisham and Greenwich NHS Trust, Bromley Healthcare, and primary care services in South East London continue to be affected.

All pathology services, including blood tests, are affected and testing is being prioritised to ensure the most critically ill patients are supported. Synnovis has asked for patients to delay having non-urgent bloods taken until further notice and asked phlebotomy providers to pause the majority of non-urgent appointments. More information is available at [www.selondonics.org/synnovis-cyber-attack/](http://www.selondonics.org/synnovis-cyber-attack/).

### **A poster for practices**

Will be developed shortly.

### **A telephone message for practices**

“Due to a recent cyber-attack on Synnovis, we cannot undertake any routine blood tests at present. There are also issues sending other diagnostic samples and receiving results. We understand this may cause distress and are awaiting further instructions. We are grateful for your patience; we will update you as soon as possible.”

