

South East Haematological Malignancy Diagnostic Service

URGENT Service Update – IT Outage

Dear Service User,

We are writing to update you on the major IT outage affecting all pathology services across Synnovis.

This outage is the result of a ransomware cyberattack and means that our integrated reporting system is currently inaccessible including the web-based results access.

The individual laboratory LIMS are functional and we are continuing to process samples and issue individual test results. Urgent test results will be provided by email. Please contact us by email at kch-tr.sehmdsreception@nhs.net for any required results.

However, due to the inaccessibility of our integrated reporting system we are currently unable to issue final integrated reports.

Due to the disruption to our service we are requesting referrers to consider postponing non-urgent referrals, if clinically appropriate, until further information available.

As you can appreciate this is an evolving situation and we will keep you updated.

We apologise for the disruption and thank you for your continued support.

Dr Debby Yallop, Dr Shireen Kassam, Dr Guy Hannah, Dr Prue Hardefeldt & Dr Henry Wood, SE-HMDS Consultants

Robert Dunn, Service Delivery Manager

Contact details	External callers	Internal callers	Email
SE-HMDS reception	020 3299 5862	35862	Urgent enquiries by phone only Routine enquiries: kch-tr.sehmdsreception@nhs.net
Immunophenotyping Laboratory	020 3299 5869	35869	synnovis.immunophenotypingkch@nhs.net
Cytogenetics laboratory	020 3299 7637	37637	kch-tr.cytogeneticslaboratory@nhs.net
Laboratory for Molecular Haemato-Oncology	020 7848 5809	732 5809	kch-tr.LMH@nhs.net
Histopathology	020 3299 3043 (office)	33043 (office) or 33466 (lab)	kch-tr.histopathologyoffice@nhs.net
SE-HMDS Consultant advice	Email only		kch-tr.KHMDC-consultants@nhs.net
Out of hours clinical advice via King's College Hospital Switchboard (White cell Haematology Consultant and SPR)	020 3299 9000	NA	NA