

5<sup>th</sup> June 2024

Dear Service User,

### **URGENT Service Update – Synnovis IT Outage**

I am 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 some of our systems are currently inaccessible.

The LIMS for the majority of our testing in the Molecular Pathology service at King's College Hospital is functional and we are continuing to process samples received and generate results, however there will be some impact on our haemoglobinopathy service. In the short term, we are processing prenatal and other haemoglobinopathy samples using a paper system while we establish contingency on an alternative LIMS that is not impacted by the cyberattack. If there is significant delay to establishing this contingency, then samples will be re-routed to an alternative testing laboratory. We don't envisage any major disruptions to the service but there may be some slight delays to results.

Please contact the laboratory via our shared inbox [kch-tr.pnd@nhs.net](mailto:kch-tr.pnd@nhs.net) if results for any urgent tests are required during this disruption.

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

We apologise for, and share, the frustration this malicious attack is causing among our people, patients, and partners with which we operate. Your continued support is appreciated.

Kind regards,

**Robert Dunn**

Service Delivery Manager  
Reference Haematology