

Example Name
123 Example Street
Post Code

17 May 2017

Dear Patient Name

The WannaCry Incident and your NHS Care

This letter is regarding the impacts of the recent WannaCry computer virus and its impact on NHS **care**. On Friday, 12 May 2017, a global cyber-attack known as WannaCry impacted organisations worldwide, including the NHS. This was a form of malicious software or ransomware that targeted older computer systems running Microsoft Windows software.

Impacts on NHS:

- It Locked Our Systems: The ransomware encrypted (locked) the files on some of our computers. This meant staff in directly infected hospitals lost access to digital records, X-rays, and appointment systems.
- It Disrupted Your Care: To contain the virus, many NHS sites, including GP practices, urgently took their IT systems offline. This action caused service disruption, especially in infected hospitals, which saw an overall 6% decrease in-patient admissions. Specifically, we had to cancel 13,500 outpatient appointments in these affected hospitals, and in a few areas, divert ambulances from Accident & Emergency (A&E) departments.

Our Response

Staff in affected areas immediately switched to paper records, using landlines and printed documentation to maintain essential services and patient safety.

We can confirm that we **did not pay the ransom** demanded by the attackers. Critically, we have confirmed that the attackers **did not access, steal, or compromise** any patient data.

Moving Forward

We recognised this attack highlighted critical vulnerabilities in our infrastructure. We learned hard lessons, and we are moving decisively to prevent future issues.

Since the WannaCry incident, the NHS has taken and continues to take the following long-term actions:

- We are implementing security patches for all our systems to ensure that their security is up to date
- We have secured our firewalls to prevent future attacks
- We have developed better disaster response protocols, ensuring staff know exactly how to continue delivering care, even if our IT systems face another disruption.

Yours sincerely,

On behalf of the entire NHS system