

Ref no: 072220517
From: Commercial
Date: 22/05/2017
Subject: Cyber-attack Cancelled appointments

REQUEST

Under the Freedom of Information Act I wish to request the following information:

- 1) Please provide the total financial cost to the trust caused by/associated with the 'cyber attack' of May 2017 (please include any costs including processes changed, eg cost of couriers to send scans to other hospitals, external assistance required, additional staffing, revenue lost)
- 2) Please provide details of the amount, and nature/rough description, of any cancelled appointments or operations.

RESPONSE

The Trust must do its utmost to protect patient and staff information.

Patient information and staff information are the foundations upon which healthcare is built, and the Trust have a clear responsibility to safeguard this information to ensure we are able to provide the necessary care to our service users.

To provide the requested information above would highlight any vulnerability, should any such vulnerability exist (within hardware or software or architecture or Vendor, etc.), within our IT infrastructure which could be exploited for the purposes of ransomware, other malware, or to withhold/disrupt IT functionality within the Trust.

This information relating to the cyber security agenda is likely to assist criminal offenders thereby seriously threatening the effective delivery of healthcare by the Trust. The act of gathering information as requested, in the hacking arena is known as foot-printing and our network architecture is closely protected to at least NHS protect if not NHS Confidential. Therefore:

Our patients (and staff) must have confidence that their very sensitive personal data will be held securely.

They (patients & staff) must have confidence that we'll be able to provide the services they need.

Therefore, providing the specific requested information would put their confidence at risk.

Furthermore, loss of patient and staff data by such an attack would massively impact upon our ability to provide effective healthcare to our service users.

And therefore, this would be extremely harmful to the public & the services the Trust provides.

Therefore in accordance with Section 31 of the Freedom of Information Act the Trust will not be releasing the requested information as this would prejudice our ability to resist cyber-attacks.