

Synnovis Cyber Incident: Information for Patients

What happened?

In June 2024, our pathology partner Synnovis was hit by a ransomware cyber-attack. Some data was stolen and some files were put online later that month. Synnovis rebuilt its systems and, by December 2024, services were back to normal.

Who will contact me if there's a problem with my data?

If we need to tell you about your data, we will contact you directly. Synnovis will not contact you – this helps you spot scams.

Could my data be involved?

The stolen data was mixed and incomplete and consisted of basic identifiers (name, date of birth, and an NHS or patient identifier) and limited health information in the form of test name or code – it does not include test results or contact details.

We are reviewing the dataset sent to us and if we find anything that puts you at high risk we will write to you with clear next steps.

What has been done to protect patients and data?

Synnovis has worked with national bodies and the Police and obtained a court order to limit the use or sharing of the stolen data. We have also reported the incident to the Information Commissioner's Office (ICO).

Questions or concerns about your data?

Contact us: IG@combined.nhs.uk

For independent advice or to raise a concern about data protection, contact the ICO: 0303 123 1113 or visit www.ico.org.uk