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Date 24 May 2017  
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Our Ref JGB/LP  
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Dear Mr Findlay

## **IT Cyber Attacks**

Thank you for your communication of 19 May 2017. Our response to the issues which you have raised is as follows:

**1. What impact did the recent cyber-attack have on your organisation and the public?**

There was no significant impact on NHS Ayrshire & Arran or on any healthcare services provided to the public. A total of two devices were infected, both in different General Practices within East Ayrshire. As a precautionary measure, these were isolated from our networks at a very early stage. Police Scotland have since removed one of the infected devices for further forensic analysis.

**2. Following the cyber-attack how has your approach to prevention of such attacks been revised?**

We are currently undertaking a comprehensive review of our IT Security procedures and our technical infrastructure. This is being led by the Assistant Director of eHealth and Information Services. The focus of the review is on legacy equipment and associated software, including medical devices. Where it is not economically feasible to replace equipment, other mitigation measures will be identified and implemented. When completed, a Review Report setting out the detailed findings, lessons learned and recommended actions, will be submitted to the NHS Board's Corporate Management Team and the Information Governance Committee.



**3. What additional support would assist in preventing such attacks?**

The board has legacy systems that require to be upgraded, which includes:

- Desktop PCs and laptops, some 30% of which are between 6 and 8 years old
- Clinical systems software (Microsoft Windows XP and Windows 2003)
- Wireless infrastructure at University Hospital Crosshouse
- Network switches in our Community sites.

Funding support to make this change quicker would assist the Board's resilience.

**4. To what extent do you collaborate with other Boards on IT security issues?**

There has historically been strong collaboration between all eHealth Leads, eHealth infrastructure Leads and IT Security teams at both a National and Regional level on IT Security issues, with meetings held on a regular basis. NHS Ayrshire and Arran has played a leading role in developing this approach in the West of Scotland. As an example of this, technical IT support staff from NHS Ayrshire and Arran have spent a substantial part of last week, assisting one of our neighbouring Boards to overcome the effects of the latest cyber attacks.

I hope this information is helpful to you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'JG Burns', written over a horizontal line.

**Mr John G Burns**  
**Chief Executive**