



Assured Supplier



WHITE PAPER

# CYBERSECURITY IN THE NHS

SAFEGUARDING PATIENT DATA IN A DIGITAL  
WORLD



**AdaptiveComms**

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# The NHS is a Target

The NHS, as the UK's largest healthcare provider, stores extensive patient data, making it a primary target for cybercriminals. Recent attacks have highlighted the critical need for robust cybersecurity to protect sensitive information, maintain service continuity, and ensure patient safety.



## The Growing Importance of Cybersecurity in the NHS

Cybersecurity is paramount in healthcare due to the sensitive nature of patient data and the potential life-threatening consequences of system disruptions. Cyber threats to the NHS have increased in frequency and sophistication, driven by the growing reliance on digital systems to manage patient information, coordinate care, and enable remote healthcare solutions.



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# WannaCry Ransomware Attack 2017

The WannaCry ransomware attack was a global cyberattack that occurred on May 12, 2017. It targeted computers operating Microsoft Windows and is considered one of the most widespread ransomware attacks. The attack encrypted files on affected computers and demanded a ransom of either \$300 or \$600 worth of Bitcoin to restore access.

## 200,000 Computers

A staggering 230,000 computers were targeted with the WannaCry malware in over 150 countries. <sup>[1]</sup>

## £92M Cost To NHS

In the Department of Health and Social Care's (DHSC) report, it says that it estimates around £20m was lost during the attack mainly due to lost output followed by a further £72m from the IT support to restore data and systems. <sup>[2]</sup>

## 19,000 Appointments Cancelled

NHS England identified 6,912 appointments had been cancelled, and estimated over 19,000 appointments would have been cancelled in total. Neither the Department nor NHS England know how many GP appointments were cancelled, or how many ambulances and patients were diverted from the five accident and emergency departments that were unable to treat some patients. <sup>[3]</sup>

## 200 Trusts Not Cyber Secure

NHS Digital revealed that none of the 200 trusts tested for cyber security vulnerabilities passed inspection, raising fears over the NHS's vulnerability to another cyber-attack similar to WannaCry. <sup>[4]</sup>

# Synnovis Cyber Attack 2024

On August 29, 2024, Synnovis, a pathology laboratory that processes blood tests for various NHS organizations, primarily in South East London, suffered a ransomware attack. The attack affected the processing of blood tests for numerous NHS organisations, mostly in south-east London.

## 3,000 Hospitals

More than 3,000 hospital and GP appointments were disrupted by the attack. <sup>[5]</sup>

## 10,140 Outpatients 1,704 Elective Procedures

10,140 acute outpatient appointments and 1,704 elective procedures have been postponed at King's College Hospital NHS Foundation Trust and Guy's and St Thomas' NHS Foundation Trust. <sup>[6]</sup>

## Lost Patient Data

Systems essential to run blood tests were unable to work, pushing back important tests and losing sensitive patient data. <sup>[7]</sup>

## 2 Factor Authentication

According to Beverley Bryant, strategic advisor in the frontline digitisation team at NHS England, the cyber attack could have been avoided if Two-Factor Authentication was on. <sup>[8]</sup>



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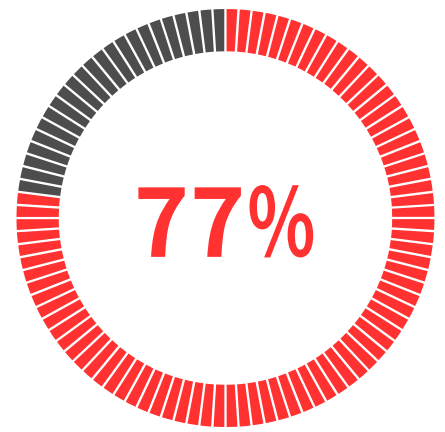
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# No Cybersecurity

Many GPs, suppliers and partners in the healthcare world know the dangers of cyber attacks and want to take action, but they often feel a bit lost about where to start.



Of Healthcare Organisations <sup>[9]</sup>  
have experienced a Cyber Attack

## What Do I Do?



# Consider a vCIO!

vCIO stands for **Virtual Chief Information Officer**, providing the same consulting services and responsibilities as an in-house CIO, but remotely.

Organisations prefer vCIOs to improve cyber security without needing a full in-house team.



## TRUSTED TECH CONTACT WITHIN YOUR BUSINESS

We want to create a strong, productive and personal relationship with you, your staff, and your practice. We want to align our paths to the same goals.

## AFFORDABLE SOLUTION FOR YOUR PRACTICE

Not all practices can have a full in-house IT team, yet the need for quality technology is rising. Having a vCIO allows you to achieve your IT goals without a complete team, providing predictable monthly costs through managed service providers.

## TECHNICAL REPORTING DONE FOR YOU

Technical reporting is crucial for a vCIO, providing a quarterly opportunity to evaluate and respond to practice goals. This reporting assesses key areas such as:

- Compliance Needs
- IT Projects and Expenses
- Support Metrics and Satisfaction
- Project Status
- Relationship Health

## DEFINE IT OBJECTIVES AND PLAN THE TECHNOLOGY ROADMAP

Planning your practice's technological future is vital for a valuable vCIO during digital transformation. We help set long-term direction and informed decisions. Key issues addressed include:

- Intellectual Property Protection
- Disaster Recovery
- Employee Onboarding
- Cyber Security Training



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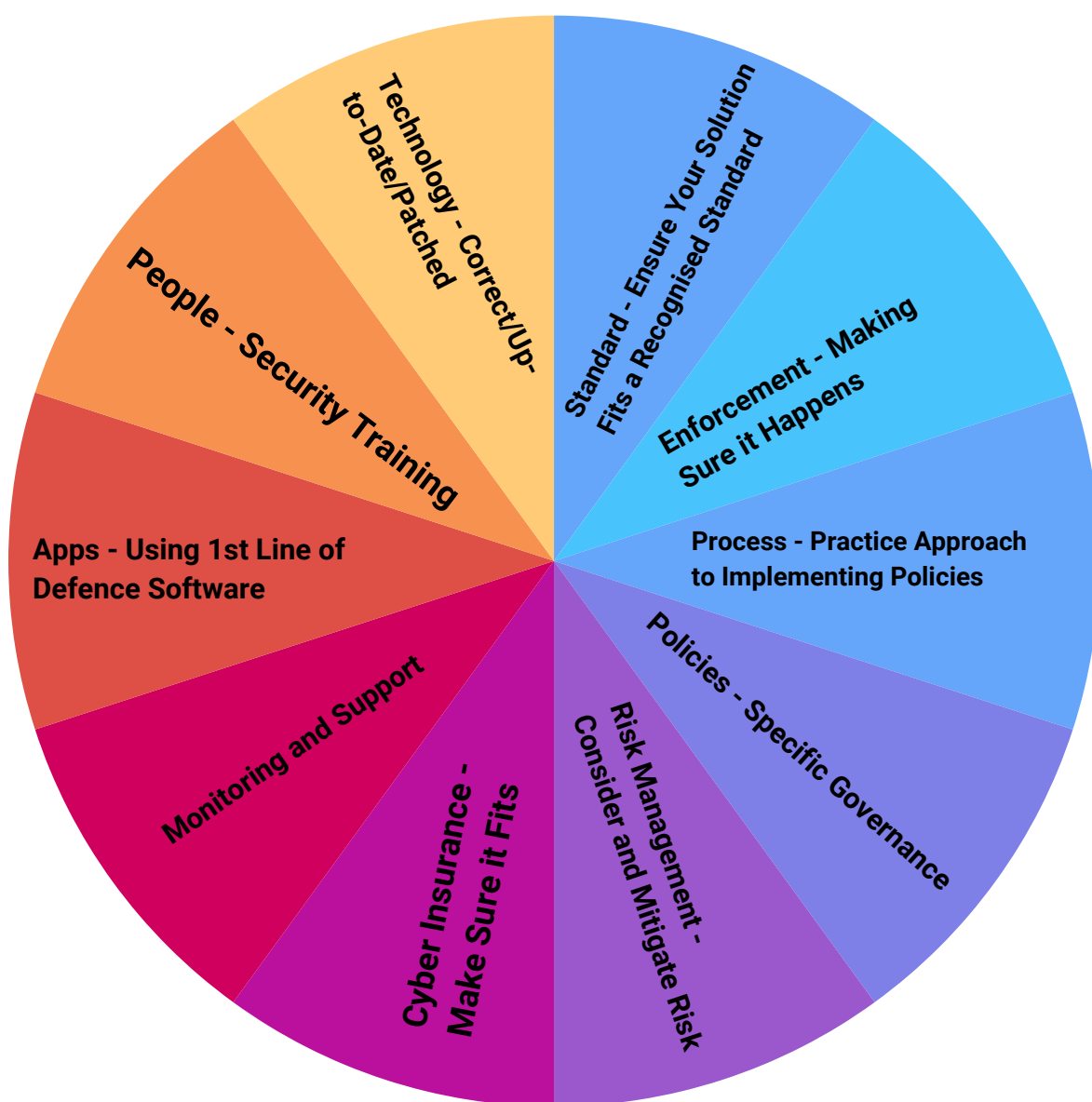
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# Which Cyber Security Protection is Right for Me?

When looking to enhance an organisation's cyber security posture, it's crucial to recognise that cybersecurity protection is not a one-size-fits-all solution. There are multiple components to consider when establishing a robust first line of defense in cyber security.



# AdaptiveComms Approach to Cyber Security



We understand that GP practices are deeply committed to protecting their staff, patients, and the integrity of their operations. You want the reassurance that you are doing everything possible to safeguard the valuable services and trust you have built over the years.

We also recognise that first-line defense cyber security can seem daunting and often feels tailored for larger organisations. However, with AdaptiveComms' first-line defense cyber security package, your practice can access robust protection designed specifically for healthcare providers. Our solution leverages the power of cloud technology to bring enterprise-level security tools within reach for GP practices, all at an affordable monthly cost per user.

At AdaptiveComms, we are dedicated to enhancing your practice's cyber security readiness to meet specified and accredited standards, ensuring that you are fully protected according to the NIST framework. Our comprehensive and methodical approach will guide you through the necessary steps to elevate your systems and processes, making the path to security clear and manageable.



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# Your Cyber RoadMap

## FIRST CONSULTATION

- Assess Where You Are
- Implement Various Procedures
- Implement Hardware & Software
- Provide You with a Clear Understanding of What You Need to do to Maintain the Internal Process Elements of the Keeping it Going

1

## INSTALLATION

- Select and Configure Your Cybersecurity Tools e.g. Firewall, Detection/Prevention Systems, Endpoint Protection and More.
- Implement Network and Device Security Controls
- Deploy Monitoring Systems
- Conduct Testing and Quality Assurance
- Document Installation and Train Team Members

2

## AFTER INSTALLATION

- Ongoing IT User Support
- A Quarterly Practice Review - tracking a roadmap to bring you to the highest standard and maintain it, allowing you to budget for the future
- A standing watch on your systems monitoring for attacks with packages available on a 24/7.365 basis

3

## 8/5 ACCESS TO OUR TEAM

- A vCIO to Plan and Advise on your IT and Cyber Strategy
- Access to the IT support team to keep the day to day IT running smoothly
- Monitoring from the cyber watch team as well as access to our 24/7/365 MDR monitoring team to watching for and responding to threats as they happen

4



# What Our Clients Say:

## Chief Engineer

Southport Hotel

Fantastic company to support your business. As a medium/large-sized hotel, we require a reliable IT support company, and AdaptiveComms has been exceptional for more than 8 years with us. They have thoroughly covered all aspects of our cyber security and maintain a friendly team ready to help at any time.

I highly recommend AdaptiveComms in Southport for their expertise and the sense of security they provide when assisting with any issues, installations and repairs.

## IT Manager

North West Air Ambulance

We have been customers of Adaptive Comms for 4years now, and they always provide excellent levels of service.

The phone system itself is reliable and feature rich, offering us services that assist our teams on a day-to-day basis. The system has developed well over the years and new features are continually added, along with improvements to the phone app.

I would highly recommend AdaptiveComms.

## Organisational Development & Innovation Manager

Options for Supported Living

What felt like a daunting task turned out to be a smooth operation for the team at AdaptiveComms.

The engineers did an amazing job, the system works great and nothing was a problem.

Any problems we do have however are fixed in a flash!

## Business Manager

Manchester Secondary PRU

Words cannot express how grateful I am for AdaptiveComms - the change has been incredible!

The engineers knew exactly what to do to help our organisation and reduce our costs massively, and continue providing ongoing support whenever we need them.

## Charity Co-Ordinator

St Helen's Coalition of Disabled People

Our systems at the St Helens CDP were extremely outdated so we needed to totally update them.

The service we receive is excellent, our Wi-Fi is faster than ever and if we have any issues we find the team are so helpful and quick to fix.

I'm glad we decided to work with AdaptiveComms.

## IT Manager

St Catherine's Hospice

AdaptiveComms made consolidating our business mobiles effortless.

Their quick and attentive local support made us feel highly valued as customers.

It's been a great experience working with them.



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### Sefton Council

Events Officer

The AdaptiveComms team have been excellent - the engineers did an amazing job, the system worked great and nothing was a problem. We have worked with AdaptiveComms now for a number of years on the Southport Air Show and they always provide a high level of service and ensure smooth operation of their IT/Wifi systems.

I can't recommend them enough!

### Public Relations Agency

Director

Adaptive is worth its weight in gold. Our remote setup during a worldwide pandemic has enabled our employees to be able to work from home effectively ensuring maximum productivity and to keep communicating.

It has been a game-changer, we've now adopted a new way of conducting business, offering our employees a better work/life balance.

### North West Based Charity

CEO

We recently moved offices and took a new phone system from Adaptive. In terms of pre move, installation and set up, they were really responsive.

Post move, they have also been really responsive in providing support as well as training and have provided exemplary feedback on other queries and minor issues.

### North West Environmental Company

Managing Director

I first assigned my mobile phone contracts to AdaptiveComms in 2007. Now, AdaptiveComms supports all of my company's telecommunications and IT needs, including landlines and IT support.

My billing and support calls are simpler and overall easier to manage. The team are professional, helpful and will go out of their way to ensure that I am happy with both the products and the service I am receiving.

### North West Trader of Bathrooms & Tiles

Owner

AdaptiveComms has saved my business money by managing our phone lines, mobile contracts, IT hardware, software support and network management.

Our infrastructure can be serviced by one company, making routine maintenance more effective, and the business has access to specialists and a greater consistency of execution.

### North West Multi-Site Car Dealership

IT Manager

AdaptiveComms has been our telephony supplier for over 20 years, handling all our telephony and our DR for resilience across 25 sites.

With over a thousand staff, I need to be able to rely absolutely on our communications provider.

AdaptiveComms have proved an able, agile and reliable partner.

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[1] <https://www.npr.org/sections/thetwo-way/2017/12/19/571854614/u-s-says-north-korea-directly-responsible-for-wannacry-ransomware-attack>

[2] <https://www.nationalhealthexecutive.com/articles/wannacry-cyber-attack-cost-nhs-ps92m-after-19000-appointments-were-cancelled>

[3] <https://www.nao.org.uk/reports/investigation-wannacry-cyber-attack-and-the-nhs/>

[4] <https://www.nationalhealthexecutive.com/articles/wannacry-cyber-attack-cost-nhs-ps92m-after-19000-appointments-were-cancelled>

[5] <https://www.bbc.co.uk/news/articles/c9777v4m8zdo>

[6] <https://www.england.nhs.uk/london/2024/09/13/update-on-cyber-incident-clinical-impact-in-south-east-london-friday-13-september-2024/>

[7] <https://www.nao.org.uk/reports/investigation-wannacry-cyber-attack-and-the-nhs/>

[8] <https://www.digitalhealth.net/2024/09/two-factor-authentication-may-have-stopped-synnovis-cyber-attack/>

[9] <https://www.fiercehealthcare.com/health-tech/disruptive-cyberattacks-against-healthcare-rose-2023-2024-survey-finds>