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|  <b>Belfast Health and Social Care Trust</b><br>caring supporting improving together   |  | <b>Paper Ref. Num.</b><br>2026.05.28_TBP_AgendaItem12.1_P214-2026UpdateOnICTOutageOf11May2026<br><i>Note:- To be completed by HQ meeting organiser</i> |
| <b>Belfast Health &amp; Social Care Trust Meeting Template Sheet (v050526)</b>  |  |  |
| <b>Title of paper (Maximum of 300 characters)</b><br>Update on ICT outage of 11 May 2026  |  |  |
| <b>Purpose of paper</b>   |  | For Oversight  |
| <b>If other purpose please specify</b>  |  |  |
| <b>Meeting</b> TB Public  |  |  |
| <b>If other meeting please specify</b>  |  |  |
| <b>Rationale for confidential consideration (if applicable)</b>   |  | N/A  |
| <b>Presenter</b>  |  | <b>Alastair Campbell</b>   |
| <b>Date of meeting</b>  |  | 28 May 2026  |
| <b>Background (Maximum of 1500 characters)</b><br>Trust Board will be aware of the ICT Outage which occurred on 11 May 2026. This paper provides details of the background, impact, and cause of the outage and the lessons learned |  |  |
| <b>Date considered at Exec Team (If Applicable)</b>   |  | 12 and 19 May 2026   |
| <b>Options for consideration (Maximum of 1500 characters)</b><br>N/A  |  |  |
| <b>Recommendations (Maximum of 1500 Characters)</b><br>The Board are asked :-<br>1. To consider the update provided.<br>2. Raise any queries which they may have.   |  |  |
| <b>Proposed Onward Consideration</b>  |  | Later Agenda   |
| <b>If other</b>   |  |  |

**Note:-**

**Any papers accompanying this template should not exceed 10 pages in length.**

**Please ensure when submitting papers that**

- (1) Orientation of paper is set so that the content of the paper can be read**
- (2) Embedded documents should be [provided a separate attachments**
- (3) Append any papers to this coversheet starting on the next page**

## 1. BACKGROUND

There was a significant IT outage in Belfast Trust on Monday 11 May. Issues were intermittent but caused wide-spread disruption across all services in acute and community settings.

The scale of the disruption became clear at approximately 13:00. The majority of teams moved into business continuity arrangements (BCA) in order to continue patient care. While the vast majority of teams were able to maintain services, some services were forced to cancel planned clinics.

The system was re-established after approximately 3.5 hours with mitigations in place.

## 2. IMPACT

Based on a manual count, the system outage on Monday resulted in the cancellation of:

- 20 Inpatient/Daycase procedures
- 321 Outpatient appointments

Of these, 319 have been confirmed as rebooked. Teams are working to rebook all remaining patients as quickly as possible.

For context, on an average Monday, the Trust delivers 623 IPDC and 4225 OP across all clinics.

The Trust did not call a major incident and did not require support from other Trusts to maintain patient flow.

## 3. CAUSE



The result of the issue was that staff were unable to log in or access key services and there was a highly intermittent service. Since the outage, the Trust's digital team has been working with Microsoft and other partners to establish the root cause. The cause was not immediately apparent and required coordinated multi-party analysis over several days.

The cause of the has now been established and resolved. The system has remained stable since then.

#### 4. LESSONS LEARNED

We are now extremely reliant on digital systems to deliver care. System outage by cyber attack or technical failure is one of our most significant current risks. Cyber attacks are a growing threat internationally and there is also always the possibility of non cyber related system issues.

It is positive that the Trust was able to manage the outage with minimal impact on patients. Nevertheless, despite the fact that this was a relatively short downtime (shorter than many of the regular monthly downtimes), there was an impact on a small number of patients in terms of cancellations.

As this downtime was resolved relatively quickly, it should serve as an important alert to the Trust about the need for every team to be on top of their BCA processes, including post incident recovery.

The Trust has taken learning from the event and there are immediate actions to be taken to improve readiness for any future incidents.

It has been agreed that we will have a dedicated session on cyber security and business continuity at a future Trust Board workshop.