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Deputy Louise Doublet Chair,  
Health and Social Security Scrutiny Panel  
**BY EMAIL**

08 March 2024

Dear Deputy Doublet,

### **Hospital IT Incident**

The Assistant Ministers and I certainly share the Panel's concerns for patient care and safety that may have been affected by the IT incident that occurred at the General Hospital on the morning of Friday 23rd February.

The Chief Officer confirmed that an initial investigation process on the Friday identified an IT system issue related to a third-party software update carried out during the week commencing Monday 19th February. The software update that may have caused the incident was stopped from running on the Friday afternoon and this resulted in an immediate improvement. The Health and Community Services (HCS) business continuity plans were implemented to maintain patient safety and services. The incident resulted in no reported incidents of patient harm.

A total of 34 patients had their experience of care affected because their planned appointments needed to be rescheduled. 24 Outpatient and 10 elective surgery appointments were rescheduled by the following Thursday.

Officers from HCS and Modernisation and Digital (M&D) are working closely with the third-party provider to identify the root cause of the problem and a large amount of systems diagnostic data are being examined. Whilst I cannot confirm the specific details of the IT system issue at this time, I wish to assure you that I will share the results of the ongoing investigation, any mitigation plans and an analysis of the impact this incident had on patient care with the Panel at the earliest opportunity.

In the meantime, I thank you for your patience and would invite you to contact me should you have any further questions about this incident.

Yours sincerely,



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