

11<sup>th</sup> April 2024



Mr Daniel Mcmorrow  
Flat A, 110 Sylvan Avenue  
Wood Green  
London  
N22 5HY

Dear Haringey Resident,

I'm writing to inform you that the main provider of your specialist equipment, NRS Healthcare (previously known as Nottingham Rehab Supplies) (NRS), suffered a cyber security incident over the Easter weekend.

NRS Healthcare are continuing to investigate the circumstances surrounding – and the extent of – this cyber security incident, which is when hackers maliciously attempt to damage or destroy a computer network or system.

Since the onset of the incident, NRS have been working closely with commissioners and their prescribers to enable them to deliver and collect equipment for their service users in the community.

They have also brought in specialist cyber security teams, who are working around the clock to restore functionality safely, securely and swiftly.

Some of their service centre phone lines are now up and running again, although there remains longer wait times while NRS continue to operate their manual process.

NRS have sincerely apologised to their service users who have been adversely affected by this issue and remain grateful for your ongoing patience, support and understanding at this time.

Should you wish to contact NRS directly, some service centres can be contacted on the phone number on your equipment.

If you have an urgent enquiry, you should contact your prescriber in the first instance or email: [urgent@nrshealthcare.co.uk](mailto:urgent@nrshealthcare.co.uk) with the following details:

- Write your council/local authority name (eg: Haringey Council) in the subject headline of your email
- Write your name, contact number and request in the main body text of your email

Further details in relation to this incident and NRS' response to it, including some Frequently Asked Questions (FAQs), can be found on their website: [www.nrshealthcare.com](http://www.nrshealthcare.com).

We will provide a further update as soon as more information comes to light.

Kind Regards/Yours Sincerely,

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Director Adults Health and Communities

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