



Subject: High-Volume Clinical Letter Incident

Dear GP and Practice Manager,

Thank you for taking the time to contact us regarding the above ongoing incident that we continue to investigate.

A combination of our internal monitoring systems and subsequent correspondence from GP practices highlighted that an unplanned high-volume of patient clinical letters have been emailed out to practices. We are sorry for the impact this is having.

The automated process that sends these routine, non-urgent GP correspondence has been switched off as we investigate the incident. To ensure the utmost responsiveness and assurance of this investigation, it is being Executive-led.

In the early stages of our investigation, we found that:

- The timescale for the incident relates to Friday 13th February to 16th February 2026 at 13:15hrs.
- The incident involves a large volume of routine, backdated care letters – with the longest currently being from 2023.
- The incident has **not** impacted our process for sending urgent, emergency or time-sensitive care correspondence or information to GP's or any other health care professional – this is completed manually rather than automated.
- There have been no information governance breaches – as confirmed by an IG Consultant.

Our current risk assessment regarding patient safety and subsequent harm is **low**.

Having reviewed the scenario, we currently assess the biggest risk to patients stems from any urgent, emergency or time-sensitive communications we have sent you in recent days being lost in amongst this large volume of backdated, non-urgent emails. Out of an abundance of caution, to mitigate this risk, we will therefore manually resend all time sensitive clinical letters from Thursday 12th, Friday 13th and Monday 16th February for you to action.

Our request is therefore that any communications received from Cora from 16th February 2026 at 13.15hrs are processed as usual.

We are communicating with our ICB commissioners regularly to keep all updated and to inform further Primary Care communications.

Yours Faithfully

A handwritten signature in black ink, appearing to read "Andrew Cuff".

Professor Andrew Cuff
Clinical Director

A handwritten signature in black ink, appearing to read "Paul Allan".

Paul Allan
Chief Operating Officer