

Layla Moran MP



HOUSE OF COMMONS
LONDON SW1A 0AA

Sir Jim Mackey
CEO of NHS England
Wellington House
133-155 Waterloo Road
London SE1 8UG

14th August 2026

Dear Jim,

I write with concern regarding the continued use of pager technology in the NHS in light of the recent BBC investigation exposing the routine use of an unencrypted pager network to send sensitive medical data of transplant patients.

There is widespread acknowledgement of the need to modernise technology in the NHS, and the Government has made the shift from analogue to digital one of its three key 'shifts' outlined in the 10 Year Health Plan. Yet pager technology was still being used, 5 years on from when it was meant to have been phased out.

Pager technology is not just antiquated and inefficient, it also represents a serious data security risk, and there is no way of even knowing if the unencrypted information has been accessed.

Has an audit been done to identify the use of pagers or other unencrypted technology in the NHS?

Further, what assurance can you give me that minimum ICO standards are being met across the NHS to avoid further inadvertent data breaches?

For me the most concerning aspect of the data breach was that no one at NHS Blood and Transplant was aware that they weren't compliant. How are all parts of the NHS, including Special Health Authorities such as NHS Blood and Transplant, made aware of cyber and data security requirements?

I look forward to your response.

Yours sincerely,

A handwritten signature in black ink that reads "Layla Moran". The signature is fluid and cursive, with a long, sweeping underline.

Layla Moran MP
Chair of the Health and Social Care Committee

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