

## Obtaining PPE stocks for Non-NHS Supply Chain Customers

During these challenging times the current supply lines of stocks and in particular Personal Protective Equipment (PPE) have fallen short of expectations. This is predominately due to unprecedented demand, disruption to these supply lines and a requirement by services that, in normal times, would have minimal need for this equipment.

The purpose of this briefing is to provide you with guidance regarding the arrangements being put in place to create smooth future supply arrangements for these items. It also sets out what we recommend you should be doing to order PPE until such times as these plans are up and running.

### Ordering PPE Equipment from 7<sup>th</sup> April 2020

To ensure continuity of supply a brand new logistics route is being created for PPE equipment for **all organisations** in the health and social care system. The new system will be run by an experienced logistics organisation called Clipper. Clipper will take responsibility for logistics of PPE equipment from NHS Supply Chain in its entirety and will provide a new trusted supplies partner for all organisations who are not currently NHS Supply Chain customers (such as primary care, social care, Local Authority Care Homes, CIC and other private sector providers). The new system will be an e-ordering system and delivery arrangements for these non-NHS Supply Chain organisations will be via The Royal Mail. The full range of equipment to be included in this service has yet to be published

The service is due to start operating from Wednesday 1<sup>st</sup> April for existing NHS Supply Chain customers only, with a first phase of other organisations (Primary Care and Social Care) coming on line from Tuesday 7<sup>th</sup> April. Full details of how this service will operate are expected to be published in the next few days and in due course details of further phases (and which organisations are included) will follow.

Any organisation wishing to use this service from the 7<sup>th</sup> April will need to register with Clipper and we understand an email will be sent directly inviting these organisations to register for this service. As soon as registration instructions are published please make it a priority to register for this service. We will also provide information of these through our named ICS/STP PPE points.

### Obtaining PPE Equipment in the interim

To cover the period until this new service is up and running it is anticipated organisations will need around two weeks stock to tide them over. Organisations who do not have sufficient stocks and are not NHS Supply Chain customers should obtain PPE stocks by:-

1. Placing PPE orders with your current suppliers and/or.
2. In the event of your existing supplier being unable to fulfil your order (as has been the case with most distributors) you should contact:

**National Supply Disruption Response Service (NSDR)**

Tel hotline: 0191 283 6543 or 0800 915 9964.

[supplydisruptionresponse@nhs.uk](mailto:supplydisruptionresponse@nhs.uk)

The NSDR should be able to issue emergency PPE equipment to you.

A Supply Disruption notification form is attached with this message and should be completed and sent if you communicate via email.

However it is recommended you phone through your requirements on one of the two numbers listed as this is more likely to receive urgent attention as the volume of emails to this service is very high. When logging your call you must state that your usual supply route has not been able to supply you with your order and make sure you are given a log number.

If you cannot get through, or the NSDR is unable to help, each STP area has a nominate lead who may be able to provide you with 'mutual aid' PPE stocks until such time as your order is delivered. This will be provided from stocks elsewhere in the local health system.

### 3. Mutual aid

The list of PPE leads for each STP is shown below. The lead will make enquiries into any stock capacity from the local hospitals and other care providers which can be shared as 'mutual aid'.

The PPE lead will be the conduit to escalate any ongoing issues through to the regional PPE co-ordinators and supply chain links who in turn can raise issues on the National forums.

STP / ICS	Co-ordination Lead	Contact email
Hampshire, Isle of Wight	David Strivens	<a href="mailto:david.strivens@nhs.net">david.strivens@nhs.net</a>
Buckinghamshire, Oxford and Berkshire West	Brian Day	<a href="mailto:brian.day@nhs.net">brian.day@nhs.net</a>
Sussex	Glyn Dodd	<a href="mailto:Glynn.dodd1@nhs.net">Glynn.dodd1@nhs.net</a>
Surrey Heartlands	Clare Stone	<a href="mailto:Clare.stone3@nhs.net">Clare.stone3@nhs.net</a>
Kent and Medway	Rachel Jones	<a href="mailto:Rachel.jones22@nhs.net">Rachel.jones22@nhs.net</a>
Frimley	Fiona Slevin-Brown Rob Morgan	<a href="mailto:f.slevin-brown@nhs.net">f.slevin-brown@nhs.net</a> <a href="mailto:Robert.morgan2@nhs.net">Robert.morgan2@nhs.net</a>

### Contact Detail

If you continue to experience supply problems please contact the STP/ICS lead in the table above. If necessary then they will be able to make contact with the relevant staff within the Regional Office of NHS England and Improvement to escalate matters.