

17th April 2020

Dear Colleague

Urgent Personal Protective Equipment (PPE) Supplies in Primary Care

I am writing to you with regards to the process for accessing urgent PPE for Primary Care Services (GP, Pharmacy, Dental and Optical providers) in the circumstance where you are expecting to run out of supplies within 72 hours. We appreciate this is a difficult time for all our providers and as a system we are working together to ensure supplies are accessible in the areas that they are needed.

We have set out below the steps that you need to follow to access supplies of PPE and in addition to this we have also introduced some additional local support to try and help you to work through any issues you may be experiencing. For the most up to date guidance for the use of PPE we would ask that you access the primary care hub <https://www.england.nhs.uk/coronavirus/primary-care/> where you will find this information.

Please note that we are expecting further National guidance with regards to the process for accessing PPE going forward and we will update you accordingly in due course. In the interim we would ask that you follow the process detailed below, please note that is expected that you have undertaken steps 1-3 within the last 24-48-hour period.

1. **Normal routine supply chain** (Please try to obtain your PPE from your usual supplier or wholesaler in the first instance (details of some suppliers are provided in appendix 1))
2. **Mutual aid** – Seeking support from your local colleagues, this may be from existing networks that are already established such as within your PCN or chain of pharmacies etc or which have been established by your CCG.
3. **NSDR re emergency request** – supplydisruption@nhsbsa.nhs.uk or call 0800 915 9964 or 0191 283 6543 this is a 24/7 service. Please note that this service should only be used for emergency requests where PPE is needed in under 72 hours, this will result in pre-packed kit being made available which will contain limited quantities. Please ensure you are provided with and record your reference number. Currently in some instances this may refer you to your Local Resilience Forum (LRF) **PLEASE DO NOT CONTACT THE LRF DIRECTLY GO TO STEP 4.**
4. If you have not been able to secure supplies through steps 1-3:
 - **for General Practices please contact your CCG;**

- for all other primary care providers please contact england.HCVPPE@nhs.net detailing the type of PPE you require, the small quantity needed (72 hours Supply only) including the NSDR number as above and confirmation that you have tried and been unable to secure PPE through the 3 steps set out above. All queries will be responded to Monday to Friday between the hours of 9am-5pm.

I would like to thank you for your ongoing support with this matter and we will continue to work with you and your representative bodies in the coming weeks to continue to improve the process in line with the National programme for PPE.

Geoff Day

Head of Primary Care (North Yorkshire and Humber)

NHS England and NHS Improvement – North East and Yorkshire

Appendix 1 – Supplier Information

Organisation	Healthcare Sector
Alliance / NWOP 0330 100 0448 Customerservice@alliance-healthcare.co.uk	Pharmacy
Phoenix	Pharmacy / GP Surgery
Mckesson / AAH Pharma 0344 561 8899 Register at aah.co.uk	Pharmacy
Williams Medical Supplies 01685 846 666 sales@wms.co.uk	GP Surgery
HenrySchein 0800 023 2558 sales@henryschein.co.uk *	Dentist
DD Group 0800 585 586 salesupport@ddgroup.com	Dentist
Wright Health Group 01382 834 557 nhsorders@wright-cottrell.co.uk	Dentist
Trycare Ltd 01274 885544 Mark.Hackin@trycare.co.uk	Dentist
Careshop coronavirus@careshop.co.uk	Social Care (e.g. community care, home care, hospices)
Blueleaf 03300 552 288 emergencystock@blueleafcare.com *	Social Care (e.g. community care, home care, hospices)
Delivernet 01756 706 050 lee.morris@delivernet.co.uk	Social Care (e.g. community care, home care, hospices)
Countrywide Healthcare 01226 719 090 enquiries@countrywidehealthcare.co.uk	Social Care (e.g. community care, home care, hospices)

Most distributors are open Mon-Fri, 8/9am- 5/6pm (varied); * indicates preferred contact method