



Dear colleague,

Firstly, thank you for your continued efforts to deliver vital services during this challenging period. We really appreciate your dedication and hard work in supporting the national effort to overcome Covid-19.

We recognise the challenges providers have experienced in obtaining PPE supplies over recent weeks. An increase in global demand for both PPE and non-PPE products has put the supply chain under significant pressure.

In advance of the new PPE on-line Portal becoming fully operational, we have worked with the Ministry of Housing, Communities and Local Government to provide Local Resilience Forums (LRF) with supplies of PPE to help them respond to urgent local spikes in need across the adult social care system and other front-line services. Following an initial drop of PPE to all LRFs in England during the week beginning 6 April, we are continuing to make drops of PPE to LRFs identified as being in the highest need of resupply.

These stocks of PPE are intended to support vital services which are not linked to the NHS Supply Chain, and only where service providers are unable to obtain PPE through their usual supplier and dedicated wholesaler routes. The scale of current demand for PPE is exceptionally high and stock will be distributed only where there is a clear and pressing need for use in line with the latest clinical guidance.

Contacting Local Resilience Forums for PPE

The attached document contains the details of how eligible organisations can contact LRFs to request urgent PPE supplies locally. This route should only be used by the organisations listed below in instances where the existing business as usual, and dedicated wholesaler routes (where available for organisations- see Annex A), have been exhausted and where organisations have an urgent need for PPE in order to continue to operate safely. **Please note, this list must not be published online by any stakeholder or service provider, as it has not been agreed for that purpose.**

Organisations will need to have considered the clinical guidance on appropriate use of PPE published [here](#), and be able to demonstrate their clinical need in line with this guidance.

Who can contact the LRF for urgent supplies of PPE?

The PPE is for organisations outside of the NHS supply chain who have the highest need clinically, including:

- Those which currently have close, unavoidable contact with confirmed or suspected Covid-19 cases, including highly vulnerable groups. For example, adult social care (including CQC registered and non-CQC registered care homes, personal assistants, home care (including extra care, and retirement homes if they are providing care), and supported living), hospices and palliative care, and local authority adult social care services for Covid-19 vulnerable groups.
- Other services that would have a high priority need for PPE include some primary care providers such as GPs, pharmacists, and emergency dentists, children's homes, secure children's homes, residential special schools, children's social care services in local authorities, mental health community services, adult social workers, court officers, mortuary and funeral services.

This process excludes organisations which are in receipt of a PUSH delivery of PPE (mainly NHS and ambulance Trusts).

What is the process to obtain PPE from LRFs?

Organisations contacting the LRF are reminded that the process to follow to obtain PPE is as follows:

1. Business as usual supply chains and dedicated wholesalers (Annex A) must be contacted directly in the first instance, before approaching the LRF.
2. If eligible organisations are unable to obtain PPE through these routes and there remains an urgent need, they can contact the LRFs for urgent supplies of PPE through nominated contacts linked here. When approaching the LRF, organisations should outline their needs in line with the latest clinical guidance. **Where LRFs have listed multiple contacts, providers should review the list and select the contact appropriate to their area of business.**
3. If organisations have exhausted all other routes and the LRF is unable to meet their request, they should contact the National Supply Disruption Response helpline. The NSDR helpline should only be contacted if LRF cannot provide the equipment needed. Details of how to contact NSDR are outlined in Annex B.

We recognise the widespread challenges faced in obtaining PPE. Efforts continue to develop a more sustainable and longer-term solution to supply and distribution of PPE, and the full weight of the Government is behind this effort to ensure the right equipment is delivered to the right people.

Yours Sincerely,

Una Bennett

Director, PPE Policy, Department of Health and Social Care

Annex A- Dedicated Wholesalers for certain organisations:

Organisation	Sector
Careshop coronavirus@careshop.co.uk 09.00 - 17.00 Mon - Fri	Social Care (e.g. community care, home care, hospices)
Blueleaf 03300 552288 emergencystock@blueleafcare.com 08.00 - 17.00 Mon – Fri *Please use email contact in the first instance. Monitored 24/7	Social Care (e.g. community care, home care, hospices)
Deliver Net 01756 70 60 50 COVID19@delivernet.co.uk 08.30 - 17.00 Mon - Fri	Social Care (e.g. community care, home care, hospices)
Countrywide Healthcare 01226 719090 enquiries@countrywidehealthcare.co.uk 09.00 - 17.00 Mon - Fri	Social Care (e.g. community care, home care, hospices)
Nexon Group 0800 999 5006 covid-19@nexongroup.co.uk 08.00 - 17.00 Mon - Fri	Social Care (e.g. community care, home care, hospices)
Gompels sales+phe@gompels.co.uk 09.00 - 17.00 Mon - Fri	Social Care (e.g. community care, home care, hospices)
Wightman & Parrish 01323 445001 sales@w-p.co.uk Register for credit account at www.w-p.co.uk 08.30 - 17.00 Mon – Fri	Social Care (e.g. community care, home care, hospices)
Beaucare Medical 01423 873666 ppesupplies@beaucare.com 07.00-19.00 Mon-Fri	Social Care (e.g. community care, home care, hospices)
Halliday Healthcare Ltd sales@hallidayhealthcare.com 08.30- 16.45 Mon-Thurs 8.30.- 15.45 Fri	Social Care (e.g. community care, home care, hospices)
B&M Supplies 01704 553 773 sales@bmsupplies.co.uk 08.30 - 17.00 Mon-Fri	Social Care (e.g. community care, home care, hospices)
Protec 0330 700 0707 Sales@protec.uk.com 09.00 -17.00 Mon - Fri	Social Care (e.g. community care, home care, hospices)
Alliance / NWOP 0330 100 0448 Customerservice@alliance-healthcare.co.uk 09.00 - 18.00 Mon - Fri	Pharmacy
Mckesson / AAH Pharma 0344 561 8899 Register account at aah.co.uk 09.00 - 18.00 Mon-Fri	Pharmacy
Phoenix www.phoenixmedical.co.uk	Pharmacy / GP Surgery

www.allinone.phoenixmedical.co.uk	
Williams Medical Supplies 01685 846666 sales@wms.co.uk 08.30 - 18.00 Mon - Fri	GP Surgery
Henry Schein 0800 023 2558 sales@henryschein.co.uk 09.00 to 17.30 Mon - Fri *Please use email contact in the first instance.	Dentist
DD Group 0800 585 586 salesupport@ddgroup.com 08.00 to 1800 Mon - Fri	Dentists
Wright Health Group 01382 834557 nhsorders@wright-cottrell.co.uk 08.30 - 18.00 Mon - Fri	Dentists
Trycare Ltd 01274 885544 09.00 -17.00 Mon - Fri	Dentists

Annex 2- National Supply Disruption Response

Providers who have an urgent requirement for PPE, which they are unable to secure through their business as usual channels, or via their Local Resilience Forums, should contact the **NSDR** via the 24/7 helpline: 0800 915 9964 (Freephone number in the UK), and a Direct Line from overseas: 0191 283 6543

Required information:

Before calling the NSDR hotline, please ensure you are able to provide the following details to the call handler:

- Name, email and telephone number of the requestor;
- Name, email and telephone number of a contact for the next 24 hours (e.g. out of hours cover if the original requestor will be unavailable);
- Delivery address, including postcode; and named contact for receiving deliveries;
- Confirmation that your organisation is able to receive the delivery outside of normal business hours;
- Number of COVID-19 patients being treated (confirmed and suspected);
- Number of beds in your organisation (if appropriate);
- How long your current PPE stock provides cover for (e.g. <24 hours; 1-2 days, or more than 2 days);
- Which products you are requesting and in what quantity

Notes on requests raised via NSDR

The NSDR is focussed on fulfilment of emergency requests, e.g. where PPE is required in less than 72 hours. We do not have access to the full lines of stock held at other large wholesalers or distributors; but we are able to mobilise small priority orders quickly.

The NSDR has access to some pre-packed kits, similar to those delivered in the Government 'push' deliveries. At a minimum an NSDR kit will contain 100 Type IIR facemasks; 100 aprons and 100 pairs of gloves. Additional items can be requested (e.g. goggles) and if we have stock of these they can be included in your delivery.

The delivery will be shipped with whatever products can be fulfilled (e.g. partial fulfilment). The delivery will not be delayed waiting for any additional items to be in stock. Once a delivery has been shipped your request will be closed; if you still require additional items you should raise a new case through the NSDR.

Please note that raising a request does not guarantee that it can be resolved immediately. We are receiving a very high volume of cases and are working as quickly as possible to resolve priority cases first. We are working in parallel with the Army and other partners to develop systems that can better support efficient distribution of PPE.