


NHS England and NHS Improvement South East Region


Community Pharmacy Briefing

How to Obtain Personal Protective Equipment (PPE) in an Emergency

The NHS has established various escalation routes to obtain PPE if usual supply routes are unable to fulfil orders. It must be stressed that steps 2, 3 and 4 are for emergency stocks only and should be used as a safety net and not as primary source of supply. Please follow the following steps in sequence when sourcing PPE.

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1. In the first instance PPE orders should be placed with current suppliers. It is recognised that the marketplace for PPE is extremely volatile and if stocks are not available the NHS has provided some distributors stocks from the National Stockpile. These providers can be found on the dedicated PPE Supply website:
<https://www.ppe-dedicated-supply-channel.co.uk/>

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2. If current suppliers or the nationally nominated distributors are unable to fulfil orders each area has established a PPE emergency supply route via Local resilience Forums (LRFs). Each LRF has received a limited stock to manage distribution of emergency stocks (to tide over for a few days) to organisations within their region. The email addresses to make requests from LRFs in the South East are below:

Local resilience Forum Area	Local Authority	Ordering/contact email address
Hampshire, Isle of Wight	Hampshire	covidlogistics@hantsfire.gov.uk
Hampshire, Isle of Wight	Isle of Wight	ppe@iow.gov.uk
Hampshire, Isle of Wight	Southampton	covidsilver@southampton.gov.uk
Hampshire, Isle of Wight	Portsmouth	PPE@portsmouthcc.gov.uk
Kent and Medway	All LAs under LRF	MAIC@kent.fire-uk.org
Surrey	All LAs under LRF	ppe@surreycc.gov.uk
Sussex	West Sussex LA	PPE@westsussex.gov.org
Sussex	East Sussex	PPERequest@eastsussex.gov.uk
Sussex	Brighton and Hove	PPE.Distribution@brighton-hove.gov.uk
Thames Valley	NHS BOB ICS	buckscg.covid-19.PPE@nhs.net
Thames Valley	NHS Frimley ICS	nehfccg.ics-frimley.icc-covid19@nhs.net

3. The LRFs have been provided only limited stocks and have many organisations to serve so a further 'Mutual Aid' safety net has been established by each Integrated Care System and may be able to provide PPE should the LRF have depleted their stocks. The contact email addresses for these services are:

NHS Integrated Care System	Local Resilience Forum	Ordering/contact email address
Buckingham, Oxford and West Berkshire	Thames Valley	bucksccg.covid-19.PPE@nhs.net
Frimley	Thames Valley	nehfccg.ics-frimley.icc-covid19@nhs.net
Hampshire, Isle of Wight	Hampshire, Isle of Wight	COVIDLogistics@HantsFire.gov.uk
Kent & Medway	Kent and Medway	mccg.ppeordering.kentmedway@nhs.net
Surrey	Surrey	nwscg.shipc@nhs.net
Sussex	Sussex	Sxccg.sussexmutualaid@nhs.net

4. Finally, and in the event of all earlier requests being unsatisfied requests may be made to the National Supply Disruption Response (NSDR) service. Organisations who have exhausted all other options may contact the NSDR 24/7 hotline on: **0800 915 9965**.

When contacting the NSDR 24/7 hotline, please have the following details to hand:

- 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;
- How long your current PPE stock provides cover for (e.g. <24 hours; 1-2 days, or more than 2 days);and
- Which products you are requesting and in what quantity



Each of the measures above should not replace placing orders with current distributors and are in place as a safety net not as a regular source of supply



For the future a dedicated web service is being developed called the PPE Portal. This is currently being evaluated and rolled out across the country in phases. As soon as the South East and specifically community pharmacies are to be phased into this rollout further communications will be published.