

Sefton Council Personal Protective Equipment Supplies Guidance

Document History

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Sefton Council PPE Supply

To assist Care Homes, Domiciliary Care Agencies and Supported Living providers with access to PPE supplies, this document is intended to provide a list of suppliers that the Council has used so far or have been suggested by the **National Supply Disruption Response (NSDR)**.

*The document **should not be a recommendation**, nor does the council accept any responsibility for quality or supply standards offered by these suppliers.*

Personal Protective Equipment Portal

The National PPE Portal organised by the Department of Health & Social Care. Providers can order additional personal protective equipment (PPE) through the portal to top up their existing supplies for COVID-19 in an emergency.

Who can use the portal?

The PPE portal can be used by:

- **Adult Social Care Providers**
- **Children's Care Providers**
- **Dentists**
- **GPs**
- **Pharmacies**
- **Optometrists**

How to register for the portal?

You can only log in and place an order if you've received an email invitation to register.

If you're a provider in one of these categories, your invitation to register will be sent to your email account registered with the Care Quality Commission (CQC) or the Medicines and Healthcare products Regulatory Agency (MHRA).

<https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>

Wray Brothers

The Council is working with their PPE supplier, Wray Bros, to offer an opportunity to Merseyside Care Providers. You can obtain PPE at competitive rates based on arrangements that your council has put in place for its own provision.

From the 1st September 2020 you will be able to purchase discounted PPE products such as disposable aprons, masks, gloves, and surface disinfectant wipes at agreed contractual prices

To open your account, contact Mark Woodworth, Customer Services Manager
Email - mark.woodworth@wraybros.co.uk
Telephone - **0151 709 2271**

Simply provide your address and contact details and Wray bros will provide you with your login details

Other suppliers that can supply PPE are listed below

Name of Supplier	Contact Details
<p>ARCO UK based supplier of PPE Products: Masks</p>	<p>Email - customer.services@support.arco.co.uk Telephone - 0330 390 2950</p>
<p>Blakes Liverpool based supplier of PPE supplies. Products: Nitrile Gloves</p>	<p>Email - michael.byrne@blakeswis.co.uk Telephone - 0151 559 1787</p>
<p>Blueleaf Recommended by NSDR Products: General PPE</p>	<p>Email - emergencystock@blueleafcare.com Telephone - 03300 552 288</p>
<p>Careshop Product: Gloves, Aprons, Masks</p>	<p>Email - coronavirus@careshop.co.uk</p>
<p>CMT UK based supplier of PPE Products: Masks</p>	<p>Email - James.haughton@cmt.co.uk Telephone - 020 8311 1144</p>
<p>Countrywide Healthcare Recommended by NSDR Products: General PPE</p>	<p>Email - enquiries@countrywidehealthcare.co.uk Telephone - 01226 719 090</p>
<p>CPC Products: Long sleeved coveralls</p>	<p>Email - Andy.Hollinghurst@cpc.co.uk Telephone - 03447 880 088</p>
<p>DELF Birkenhead based manufacturer of hand sanitiser. Products: Hand Sanitiser</p>	<p>Email - Chris.jones@delf-uk.com Telephone - 0151 630 0405</p>
<p>Delivernet Recommended by NSDR, not used by Wirral Products: General PPE</p>	<p>Email - lee.morris@delivernet.co.uk Telephone - 01756 706 050</p>
<p>Ghosh Medical Group Wirral based supplier. Products : Surgical Gowns, Gloves, Goggles</p>	<p>Email - danny@ghoshmedicalgroup.com Telephone - 0333 200 3338</p>
<p>Goyals Ltd Products: Aprons</p>	<p>Email - seemagoyal4@gmail.com</p>
<p>Harmony Fire UK based manufacturer, who produce disposable aprons. Products: Water Resistant Surgical Masks and Isolation Gowns</p>	<p>Email - connor.mitchell@harmonyfire.co.uk Telephone - 07539 152996</p>
<p>HBS Healthcare Another UK based manufacturer HBS have provided a number of PPE items. Products: Masks, Disposable Aprons, Gloves.</p>	<p>Email - as@hbsgrp.com Telephone - 01772 256 756</p>
<p>Indigo promotions Winsford based supplier who expanded it's PPE range due to COVID. Products: 50ml Hand Sanitiser</p>	<p>Email - liam@indigo-promotions.co.uk</p>
<p>Kanban Solutions <i>Kanban have helped to source a</i></p>	<p>Email - renewals@kanbanmps.com Telephone - 0844 846 0111</p>

<i>number of items</i> Products: Surgical Gowns, Gloves and Eyewear.	
Lloyd Jones- Wirral Branch Products: Masks	Email - wirral_branch@lloyd-jones.com
Niho Care Products: Gloves	Email - nihocare@gmail.com Telephone - 01606 871555
PPE Suppliers Limited Products: Hand sanitizer 60ml & 300ml	Email - andy@ppesuppliers.uk Telephone - 01642 467654
Richmond Paper Liverpool based packaging material supplier. Products: Aprons and Gloves	Email - richmondpaper@btconnect.com Telephone - 0151 933 1000
Rubi living Products: Disposable aprons	Email - info@rubiliving.co.uk Telephone - 0333 772 1219

NSDR Emergency Supply Arrangements

This document is intended as an update for health and care sector providers about access to medical supplies and equipment during the current response to COVID-19. We appreciate the challenges providers may have experienced in obtaining PPE supplies. An increase in demand for both PPE and non-PPE products has put the supply chain to deliver such products under significant pressure. It is therefore important that usage of PPE equipment across the sector is in line with national guidance which is available at:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-andcontrol>

Whilst there are stocks of PPE items in the supply chain, there have been capacity constraints in the NHS Supply Chain network. To address this, DHSC, NHSE/I, NHS Supply Chain and the Army have worked together to develop a Parallel Supply Chain (PSC) to support the normal supply chain. This is a dedicated PPE channel, and core PPE products for COVID-19 will flow through this.

The PSC will improve speed and reliability of delivery for these items, whilst relieving pressure on the established supply chain to deliver business as usual products. In the interim period, until this new solution is fully operational, we are doing two things:

1. Working to provide stock of PPE equipment to wholesalers and distributors for pharmacies, GPs, dentists, adult social care providers (such as care homes), and the third sector (such as hospices). This should allow more providers to order PPE through their BAU supply chains.
2. We have mobilised the National Supply Disruption Response (NSDR). Providers who have an urgent requirement for PPE, which they are unable to secure through their business as usual channels, 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

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**

Given the possibility of ongoing localised disruption in the short-term, providers are advised to also make contact with their local health and care sector partner organisations to explore options for mutual aid, via local redistribution of supplies to priority local services.

FAQs

When should I contact National Supply Disruption Response

You should only contact NSDR if you have followed business as usual processes to access PPE stock (such as ordering from NHS Supply Chain, or your usual wholesaler or distributor) and are still unable to acquire PPE stock.

Please see above for the required information you will need to have before contacting NSDR.

The NSDR is focussed on fulfilment of emergency orders, e.g. orders 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.

I am an NHS Supply Chain customer, but they are out of stock can NSDR help

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 and will be delivered 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 order will be closed; if you still require additional items you should raise a new case through the NSDR.

I have contacted the NSDR hotline but they cannot tell me when my package will be shipped.

The NSDR contains a number of functions and the contact centre is the 'front end' customer facing function.

A call handler will capture details of requests on our system which will support triage of the case based on the information provided, and these cases are then picked up by a case management team with knowledge of the health and care sector.

This team reviews cases; follows up with requestors for any additional information required and will check requests against available NSDR stock then arrange for a package to be delivered.

Our express freight service then pick, pack and deliver the emergency package. These processes have been stood up at short notice and are not supported by sophisticated warehousing and delivery tracking software.

As a result call handlers do not have visibility of the other steps in this process, or live delivery tracking information.

I contacted NSDR and received a package but it didn't contain everything I needed

The NSDR is focussed on fulfilment of urgent orders.

The delivery will be shipped with whatever products can be fulfilled (e.g. partial fulfilment) at the time of picking.

The delivery will not be delayed waiting for any additional items to be in stock.

Once a delivery has been shipped your order will be closed; if you still require additional items you should raise a new case through the NSDR; if you received a case reference number for your previous case please provide these details to your call handler.

We are unable to keep track of items which we have not been able to fulfil against emergency orders, because we do not have a robust digital system in place to manage partial orders and to manage subsequent fulfilment and delivery. In parallel to any requests to NSDR providers should be trying to meet their needs through business as usual supply channels.

I contacted the NSDR before but haven't received any delivery.

At present 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 to improve our systems so that we have better management information on cases that will ensure we are able to respond efficiently.

A number of cases logged with NSDR have not included clear indications of what stock is required, or attempts have been made to contact the requestor have been unsuccessful.

Once details of cases raised are recorded they are sent to a case management team which reviews and instructs an express freight service.

Call handlers do not have visibility of delivery schedules and cannot answer queries about future deliveries.

I contacted NSDR and the call handler said there is no PPE stock/ I need to order my own PPE stock through distributors

As the role of NSDR has flexed to respond to the rapidly evolving supply chain, the advice issued to call handlers has changed.

At the time of the Government 'push' deliveries, the handling advice was that providers needed to order their own stock through BAU. Given that Government intervention is still required to support the supply chain during this time of peak demand, the latest lines call handlers should be using have been updated.

If you do receive advice to order stock through business as usual, which you have followed and have been unsuccessful with, please ask your call handler to check your case details and complete an NSDR PPE Supply Disruption form for you.

The call handler will then process this information and generate a case in our internal system.

I have placed a BAU order for more PPE stock but it will not arrive for 5 days and I will run out of stock in three days, should I contact NSDR.

Yes, you should contact NSDR with all required information indicated above to arrange enough stock to cover the 2 day anticipated gap in stock cover.

Sefton Emergency Supply Arrangements

Providers who have an urgent requirement for PPE, but are unable to secure it through their business as usual channels, can contact the Sefton Emergency PPE Hub.

The pathway below provides guidance on when to contact the Sefton PPE Hub for emergency supplies.

**Sefton Covid 19 Response:
Personal Protective Equipment (PPE)
Shortage of PPE – Pathway for Providers**



