

# Adults' Health and Care

Update for care providers



21 April 2020

## Coronavirus (COVID-19) Obtaining emergency PPE stock – new order form link

Dear Provider

On 9 April we shared information from the Hampshire and Isle of Wight Local Resilience Forum (HIOW LRF) about obtaining PPE from the HIOW LRF stock.

This small reserve of PPE continues to be for use by all health and social care agencies who are providing care for patients agencies, Hampshire Police, and Hampshire Fire and Rescue, and is for those in critical need only.

**VERY IMPORTANT: If you are a GP surgery or care provider in Southampton, Portsmouth or the Isle of Wight, a local version of this has been set up in your area. If you fall into this category please order from them.**

- Southampton: [covidsilver@southampton.gov.uk](mailto:covidsilver@southampton.gov.uk)
- Portsmouth:
  - For GPs: [GPPPE@portsmouthcc.gov.uk](mailto:GPPPE@portsmouthcc.gov.uk)
  - For all others: [PPE@portsmouthcc.gov.uk](mailto:PPE@portsmouthcc.gov.uk)
  - Isle of Wight: [ppe@iow.gov.uk](mailto:ppe@iow.gov.uk)

### When can you order from this stock?

For health and social care, PPE supply in the medium and long term will be via the national PPE supply chain, supported by Clipper Logistics, directly to the provider. All other agencies have their own routes of business as usual supply. This reserve is for when these supply chains fail.

You must only order from this stock if:

- Your stock levels are critically low
- You have attempted to order from your usual supplier
- You have escalated without resolution
- You are not expecting any deliveries in the near future

You will be asked to justify your request on the order form, and strict maximum order limits will be imposed to make sure the equipment is distributed fairly and in line with the above principles.

### **What is the ordering process?**

If you find yourself in the situation described above:

1. Fill in the [order form](#) (please note this link has been updated since our PPE communication on 9 April)
2. Your order will be processed and delivered to you as fully as possible as soon as possible.

**IMPORTANT NOTE:** Please bear in mind that the warehouse is likely to receive large volumes of orders. Rest assured that our team are working incredibly hard; your order will be processed but this may take some time.

Orders will be fulfilled with the items in stock as swiftly as possible. We cannot guarantee delivery timelines or stock levels in this fast-moving environment and some orders may only be partially fulfilled. You **MUST** continue to attempt to access required items through your normal supply routes and other means, such as mutual aid.

Order processing and deliveries are on a Monday – Friday basis only. There will be no deliveries over weekends.

Please note that the HIOW LRF will always provide stocks of Government supplied PPE first, which is free of charge, but if purchased supplies have to be issued instead this will incur cost recovery for the items being supplied.

Remember:

- Only order from the LRF stock if you have no other option
- Only order what you need in the immediate term.

**Thank you for your continued support in helping to care for vulnerable people in Hampshire.**