

NHS Supply Chain Update: COVID-19

Rachel Repper
NHS Supply Chain

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PPE Emergency Stock

The situation so far

- The MOD, NSDR and NHS Supply Chain have been working to find both an immediate and a long term solution to respond to PPE emergency shortages alongside business as usual requirements. Demand is outstripping supply.
- The PPE stocks held in PIPP have been in deep storage. The breakout of these stocks is critical to the urgent response.

Actions to date

- Provided a military team to the Movianto warehouse at Haydock in order to maximise capacity.
- Ensured that NSDR can access stocks of PPE for urgent delivery to customers across the NHS network and beyond. Created a team delivering PPE to NSDR's Express Freight Service, for 24/7 delivery .
- Conducted deliveries to support regional EPRR teams – including stocks to St Thomas' Hospital and to primary and social care trusts across the London region.

What is happening now

- We are building a Parallel Supply Chain (PSC) to the normal NHS Supply Chain service which will take the critical volume/demand PPE items.
- This is a dedicated PPE channel, the core PPE products for COVID-19 will flow through this and **not through** NHS Supply Chain.

Why

- To improve the speed and reliability of delivery of these items.
- To relieve the pressure on NHS Supply Chain to deliver the business as usual.

NHS Supply Chain PPE Activity to Date

- We have been supplying PPE to many healthcare organisations across the country in 2 ways:
 - By responding to orders from healthcare organisations as per our usual processes.
 - By pushing additional PPE products out to customers to speed from the PIPP stockpile.
- We have:
 - Delivered over 170 million units of masks, alcohol hand rub, aprons etc.
 - Delivered to over 58,000 delivery locations in the last two weeks.
 - Provided PPE to over 6500 GP's, 12,000 community pharmacies and 25,000 social care locations.
- The demand for PPE products is so great, that despite increasing staffing levels and running our current supply chain network 24/7, we need more and a different type of capacity.
- We have created a dedicated PPE supply channel. This will support PPE distribution to **all types of healthcare providers.**

The New PPE Dedicated Channel

- This is a dedicated PPE supply channel to handle core COVID-19 PPE products in accordance with PHE guidelines, is with **Clipper Logistics**.
- Clipper Logistics is a well established and agile logistics provider that supports many well recognised brands within the retail sector in the United Kingdom, Germany, and rest of Europe. Clipper have made their network available to support the response to COVID-19.
- We are designing two fulfilment pathways to be supported by Clipper
 - For trusts, a palletised delivery solution that can deliver PPE deliveries on a daily basis to the main trust delivery points. We will plan PPE demand for in conjunction with EPRR leads. This solution will start delivering to trusts from **Tuesday 31 March**.
 - For Community Healthcare partners, we are creating an 'eCommerce' solution to ship core PPE items to community partners. Partners will be able to register for an account on a portal. Delivery from the PPE warehouse will then be undertaken by **Royal Mail**. This solution is anticipated to start delivering **w/c 6 April**. Until that point, there are solutions in place to support Community partners that can be accessed through the NSDR.
- Over time this will take all PPE products out of the standard NHS Supply Chain network to support the effective delivery of non PPE products.

The New PPE Dedicated Channel

- There will also be a new dedicated **Customer Services team** for delivery specific PPE queries. This will **operate 24/7** and address delivery queries such as discrepancies in deliveries or query delivery timescales. Customers will be provided with a new PPE specific contact number.
- All escalations for PPE stock availability should continue to be channelled through NSDR .
- Customer services for NHS Supply Chain, supplying non PPE products, will continue to operate normally.
- In parallel with increasing the ability for us to deliver more PPE products, significant effort is being invested in **assuring supply**. A team lead by the Cabinet Office, reporting directly into NHSEI and working closely with NHS Supply Chain is focused on identifying alternative sources to procure and manufacture critical PPE lines.

The New PPE Dedicated Channel

How will this impact organisations ?

- It will give us more capacity to ship PPE products to healthcare organisations.
- It means that PPE orders won't get slowed down as non PPE order volumes increase and place strain on the network.
- It will be easier to supply PPE to different types of customers – from trusts to GP surgeries and social care.

What will you need to do?

- Channel queries on PPE through your local procurement and supplies teams who are typically best placed to know what PPE stock exists where, and how to escalate issues.
- Ensure your procurement lead joins the daily NHS Supply Chain webinar.
- Set expectations as we enter the Easter period with your supplies teams that we will not be operating a bank holiday schedule by ensuring staff are available to order and receipt stock normally to avoid peaks in demand that the network will be unable to cope with.

Reminder - Customer 24/7 Delivery Contact

Only required for existing NHS Supply Chain customers

- Now over 718 organisations (over 162 of those are NHS trusts) logged.
- Please provide a nominated **24/7 contact** for your organisation.
- To make it easy please **use the webform** provided at:
<https://www.supplychain.nhs.uk/covid19/delivery-schedules/>

The screenshot shows the NHS Supply Chain website's COVID-19 Delivery Schedules page. The page has a blue header with the NHS Supply Chain logo and a search bar. Below the header, there's a navigation menu with links like Home, My Supply Chain, Savings, News, Product Information, Categories, Programmes, Suppliers, Events, Contact, and Customer Services. The main content area has a red banner with 'COVID-19' and a sub-header 'Delivery Schedules'. Below this, there's a text block explaining the need for a 24/7 contact and a form to provide contact details. The form fields are: Organisation name *, Dof code *, Contact name *, Contact mobile *, and Contact email address *. A 'Submit' button is at the bottom.

NHS Supply Chain

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COVID-19

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Delivery Schedules

We have been working with you to evolve new ways to deliver urgent stock. To ensure the fast and safe supply of both PPE and other critical consumables and to give you visibility of your deliveries, we have devised new delivery processes. For NHS Supply Chain Customers ONLY, it is vital we have a 24/7 contact for your organisation. Please complete the form so we can set this contact up:

Organisation name *

Dof code *

Contact name *

Contact mobile *

Contact email address *

Submit

Reminder – Emergency Escalations – NHS Supply Chain

- NHS Supply Chain COVID-19 Emergency Order forms for **Stock only**.
- **Non** NHS Supply Chain customers – please direct your queries and escalations to **NSDR** by using the NSDR Supply Disruption Notification COVID-19 form and emailing to supplydisruptionservice@nhsbsa.nhs.uk

Delivery Manifests (PPE and Consumables – BAU and PHE Push)

- We are now publishing **two delivery manifests** on the **NHS Supply Chain website**:
 - NHS Supply Chain **BAU PPE** and other critical consumables.
 - PHE PPE Push**.
 - Drivers will be phoning ahead from previous drop off, to advise when PPE Push deliveries will take place.
 - Critical that customers check the daily manifests** to know when deliveries will be made (without time slot)
 - Available from **22.00 each evening**.

Over 1000 downloads of the manifests

CHECK MANIFESTS ON A DAILY BASIS

Downloads ▼

PPE 'Push' Delivery Manifests
Friday 27 March 2020.

Please [log in](#) to view this content.

NHS Supply Chain Orders (PPE and Consumables) Manifests
Friday 27 March 2020.

Please [log in](#) to view this content.

PPE 'Push' Stock Pallet Deliveries for Monday March 23

Customer Name	DOI Code	Address	Postcode	Delivery Window	Product
Cambridge University Hospitals NHS Foundation Trust	RGT	ADDENBROOKS HOSPITAL	CB2 0QQ	0700 - 1959	FFP3 Masks PIPP Code BTP104
Chesterfield Royal Hospital NHS Foundation Trust	RFS	CHESTERFIELD ROYAL HOSPITAL	S44 5BL	0700 - 1959	FFP3 Masks PIPP Code BTP104
George Eliot Hospital NHS Trust	RLT	7.5 TONNE VEHICLE	CV12 2DX	0700 - 1959	FFP3 Masks PIPP Code BTP104
Kettering General Hospital NHS Foundation Trust	RNQ	ROTHWELL ROAD	NN16 8UZ	0700 - 1959	FFP3 Masks PIPP Code BTP104
Luton and Dunstable University Hospital NHS Foundation Trust	RC9	LEWSEY ROAD	LU4 0DZ	0700 - 1959	FFP3 Masks PIPP Code BTP104
Norfolk and Norwich University Hospitals NHS Foundation Trust	RM1	NORFOLK AND NORWICH	NR4 7LY	0700 - 1959	FFP3 Masks PIPP Code BTP104
North West Anglia NHS Foundation Trust	RGN	HINCHINGBROOKE HOSPITAL	PE29 6NT	0700 - 1959	FFP3 Masks PIPP Code BTP104
Northampton General Hospital NHS Trust	RNS	NORTHAMPTON GENERAL HOSPITAL	NN1 3BD	0700 - 1959	FFP3 Masks PIPP Code BTP104
Papworth Hospital NHS Foundation Trust	RGM	ROYAL PAPWORTH HOSPITAL STORES	CB2 9AY	0700 - 1959	FFP3 Masks PIPP Code BTP104
Sandwell and West Birmingham Hospitals NHS Trust	RXX	CITY HOSPITAL NHS TRUST	B18 7QH	0700 - 1959	FFP3 Masks PIPP Code BTP104
Shrewsbury and Telford Hospital NHS Trust	RXW	USE BAYS 2 AND 3 ONLY	TF1 6TF	0700 - 1959	FFP3 Masks PIPP Code BTP104
South Warwickshire NHS Foundation Trust	RJC	WARWICK HOSPITAL STORES	CV34 5BW	0700 - 1959	FFP3 Masks PIPP Code BTP104
The Dudley Group NHS Foundation Trust	RNA	RUSSELLS HALL HOSPITAL	DY1 2HQ	0700 - 1959	FFP3 Masks PIPP Code BTP104
The Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust	RCK	QUEEN ELIZABETH HOSPITAL	PE30 4ET	0700 - 1959	FFP3 Masks PIPP Code BTP104
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	RLI	USE BAYS 2 AND 3 ONLY	TF1 6TF	0700 - 1959	FFP3 Masks PIPP Code BTP104
The Royal Orthopaedic Hospital NHS Foundation Trust	RRJ	ROH STORES (RDP UNIT)	B31 2AP	0700 - 1959	FFP3 Masks PIPP Code BTP104
University Hospitals Coventry and Warwickshire NHS Trust	RKB	7.5 TONNE VEHICLE	CV2 2DX	0700 - 1959	FFP3 Masks PIPP Code BTP104
University Hospitals of Derby and Burton NHS Foundation Trust	RTG	QUEENS HOSPITAL BULK STORE	DE11 0RB	0700 - 1959	FFP3 Masks PIPP Code BTP104

www.supplychain.nhs.uk/covid19/delivery-schedules/

Easter NHS Supply Chain Operational Service

- Operations will be working **24 hours a day, 7 days a week** for the foreseeable future.
- **Deliveries will be as normal for Easter Bank Holiday** weekend.

Update - Product Availability

Area	Product Codes to Order
Aprons	BTB062 / BTB272
Body Bags	Adult Body Bags - airfreight stock expected 28/3/2020
Clinical Waste Bags	MVN030 / MVN494 / MVN013 / MVN014 / MVN015 / MVN022 / MVN062 / MVN491
Clinical Waste Containers	FNC042 / FNC043 / FSL2102 / FSL2135 / FSL2136
Eye Protection - Glasses	BTP403 and BTP404 available please order correctly (BTP403 Frames UOI 50/BTP404 Lens UOI 500)
Eye Protection - Visors	BTP056 due w/c 30/03/2020
Face Masks Type IIR	BWM204
Respirators FFP2	Limited amount of BWM198
Respirators FFP3	BTP402 / BTP399 / BTP121
FiT Testing Kits	BTP160 / BTP161 trust to contact NSDR on supplydisruptionservice@nhsbsa.nhs.uk
FiT Testing Solutions	BTP043 / BTP048 / BTP168 trust to contact NSDR on supplydisruptionservice@nhsbsa.nhs.uk
Detergent Cleaning Tablets	MFB256 / MFD365 / VJT568 / MFB294
Gloves (Nitrile)	Full availability
Gowns	Gowns will be in stock from next week
Alcohol Hand Gel	MRB1285 (Hand Rub) more stock due 27/03/2020
Hand Wash Solution	MRB1284 (Hand wash) / MRB961
Swabs	

Managing Demand at Trust Level

Some best practice examples of local procurement and supply chain colleagues supporting management of demand in trusts and would encourage other trusts to adopt their approach.

Key actions you can take

Trusts need to review what local actions are being taken:

- Mask non essential products*
- Mask non essential requisition points.
- Organise in STP.
- Switch to eDirect products.
- Dormant and low volume customers.
 - Do not switch route as we have no extra capacity.

**Thank you to trusts who have confirmed they are sticking to BAU
and doing everything in their power to be consistent and support our network**

* David Barwell, The Pennine Acute Hospitals Trust

* Paul Ralston Rotherham General NHS Foundation Trust

* Jim Collins, University Hospitals of Morecambe Bay NHS Foundation Trust

Measures to Address Demand

- **400** out of 500 **stationery lines** will be **suspended from Monday 30 March 2020**.
- Clinically important Office Solution lines i.e. **patient wrist bands** will continue to be available.
- Any orders placed before Monday will be **cancelled down**– orders will not be fulfilled.

Submit questions to:

events@supplychain.nhs.uk

www.supplychain.nhs.uk/covid19/

Equinox House, Nottingham, NG2 4LA

Twitter: @NHSSupplyChain

www.supplychain.nhs.uk