

To Action: All providers to register with Online Portal to access FREE PPE.

Dear Provider

I am writing to you with regards to important information regarding the process for accessing PPE supplies to meet the extra need for PPE that has arisen as a direct result of the COVID-19 pandemic.

We appreciate this is a difficult time for all our providers and as a system we are working together to ensure supplies are accessible in the areas that they are needed.

All Primary Care Providers (including Dental, Pharmacy, GP and Optometry) can now access free PPE from the Department of Health and Social Care PPE Online Portal. *The portal has been developed by DHSC in partnership with eBay UK, NHS Supply Chain, the Army, Clipper and Royal Mail.*

All Providers are strongly encouraged to register promptly, to ensure you can order your full supply of Covid related PPE from a central inventory.

All Providers should have received an email invitation from the PPE Dedicated Supply Channel ppe.dedicated.supply.channel@notifications.service.gov.uk (please note this email address does not accept incoming emails)

Please ensure that you are regularly checking all your NHS email accounts, this may include any generic inboxes, in order to ensure that the invitation is received and actioned. (For Pharmacies this will include your NHS mail account, for GPs this will include your email registered to MHRA or CQC, for Dental and Optometry this will include the email you have registered with the BSA). Please also check your junk or spam folders of your inbox.

If you cannot find this email or you are having any difficulties in registering, please contact the portal customer service team on **0800 876 6802**.

Orders through the portal should arrive within 48 hours if placed before 1pm. Orders placed after 1pm will be subject to an additional 24-hours. Information on what items are available for your sector and size are available on the [DHSC Guidance webpage](#).

Order limits have been set according to patient activity levels, please note these have been recently increased, however if any provider feels their limit is incorrect then they can contact the portal customer service team on 0800 876 6802.

Please note however that you should not use the portal to order PPE for non-COVID-19 requirements, these should be purchased through your normal channels.

If you have any queries please contact the PPE portal customer services on 0800 876 6802 in the first instance.

If you have any queries regarding the content of this message, please send your questions to: england.primarycarePPE@nhs.net All queries will be responded to Monday to Friday between the hours of 9am-5pm.

Kind Regards

NHS England and NHS Improvement – North East and Yorkshire

Please note the Primary Care Teams are co-located at:

Waterfront 4, Goldcrest Way, Newburn, Newcastle Upon Tyne, NE15 8NY; and
The Old Exchange, Barnard St, Darlington, DL3 7DR.