Hospices NHS PPE Portal

Introduction
The Department of Health and Social Care have committed to extending the provision of free PPE to the health and care sector to 31 March 2023, or until the UK Infection Prevention Control guidance is withdrawn or significantly amended, whichever is sooner.

DHSC have now determined that in order to provide a more sustainable model for PPE distribution, the regional hubs will be stood down, and hospices will be able to order PPE through the PPE Portal. Hospices need to sign up and using the portal by 4 March 2022.

The current 4 week ordering via the regional hubs will cease on 4 March 2022. There will be a period of transition to ensure all eligible hospices are signed up and using the portal by the end of March because after 1 April 2022 Hospice UK, and the regional hubs will be stood down completely, and all PPE enquiries and information will be provided directly by the NHS PPE Portal.

PPE Portal FAQ’s

What is the "PPE Portal" and how does it work?
The PPE portal is an online platform that enables the distribution of personal protective equipment (PPE) to eligible primary care, social care and public sector organisations, free of charge. The new platform has been set up in collaboration with CTI Digital to replace the original portal, which was set up by eBay.

Eligible users including hospices can order PPE and related items offered on the portal up to their weekly order limits, which are determined by their user group, sector and size. Order limits on the PPE Portal are kept under review based on the latest public health guidance, COVID-19 trends and user feedback.

How to sign up

Please use the link below to register for the PPE Portal.

What is needed to register for the portal?
An email address, PPE delivery address, and named contact is needed to open a PPE portal account. There are two options for signing up to the portal

Option 1: One account for the hospice
All PPE for the hospice, regardless of how many sites, is ordered through the one account.
Noting that:
- If there are multiple sites, distribution of the PPE between sites has to be managed and co-ordinated by the hospice.
• PPE ordered through the portal can only be delivered to the address allocated to the account.
• If more than one person will need access to the portal account then multiple people will need access to the password and email associated with the hospice account. It is therefore advised to use a generic email address.

Option 2: one account per hospice site
Each hospice site is responsible for ordering its own PPE. Each site registers its own account. Noting that:
• An email address and delivery address will be needed per site, with each site being responsible for its own account.
• If more than one person will need access to the portal account then multiple people will need access to the password and email associated with the hospice account. It is therefore advised to use a generic email address.

Questions about ordering
How many login profiles can a hospice have?
Hospices can set up one account per site. For example if a hospice has 3 sites then it is possible for each site to have its own account with separate login and equipment limits.

How will the PPE supply be delivered?
Small packages will be delivered via DPD or Parcelforce and larger packages will be delivered by a Pallet delivery service.

If an order is 80 boxes or more, then it is likely to be delivered on a pallet. If a site is not able to accept pallets then please ensure that each order is less than 80.

Small orders can be tracked on an account: My Orders (ppe-portal.nhs.uk)

How quickly will orders be delivered?
Orders will be delivered within 5 working days.

How much does it cost?
At the current time all of the PPE ordered by hospices through the PPE Portal is free of charge.

How much PPE can be requested?
Each hospice will have a weekly ordering limit depending on its size. Weekly PPE Order limits and the date this entitlement limit refreshes can be found here My Account (ppe-portal.nhs.uk). Please go to Order Limits under the My Account section.

PPE ordered through the portal is intended to meet the increased need that has arisen as a result of the COVID-19 pandemic. The Department keeps order limits on the PPE Portal under review to ensure these reflect the latest public health guidance, COVID-19 trends and user feedback.

How often can an order be placed?
Each hospices allocated PPE Order limits applies for a 7-day period. It is recommended that orders are placed weekly.
Can an order be cancelled, amended or returned?
Unfortunately, due to the high volumes and complexity involved, order amendments, cancellations and returns are not possible.

Can PPE still be ordered through the Hospice UK Regional Hub System?
No. As from 1 April 2022 the regional hubs will no longer be receiving any deliveries. Hospices will only be able to access PPE by signing up to the PPE Portal.

Trouble navigating the PPE Portal.
If you have any queries about using the PPE Portal, please go to Contact Us (ppe-portal.nhs.uk). Alternatively, please contact the NHS PPE Portal team directly by telephone on 0800 876 6802. The customer service team is available from 7am to 7pm, 7 days a week to help you with your queries.

Please note: Hospice UK will not be able to assist with any queries.

How to change an email address registered to a PPE Portal account?
An email address can be changed as long as the new email has the same domain. Please go to Account Information (ppe-portal.nhs.uk) under the My Account section. This section also explains what an email with the same domain is.

If the new email has a different domain name please go to Request Email Address Change under the My Account (ppe-portal.nhs.uk) section. This change should take approximately 7 days.

How to change the delivery address registered to a PPE Portal account?
If the delivery address needs to be changed, please go to Request Address Change under the My Account (ppe-portal.nhs.uk) section. This change should take approximately 7 days.

Not able to check out?
Sometimes if an item added to a basket may have gone out of stock in the warehouse by the time the order is completed. The advice is to remove everything from a basket and re-add the items. Alternatively, please call the customer service team 0800 876 6802.

How to increase order limits?
Please contact Contact Us (ppe-portal.nhs.uk) page. Alternatively, please call the customer service team on 0800 876 6802. The customer service team is available from 7am to 7pm, 7 days a week.

What if there is a break in the distribution of PPE from the portal, or if PPE is needed in less than 72 hours?
DHSC has a central process in place for urgent PPE required within 72 hours. Providers can access PPE through the PPE customer services team. Providers should note that this is an emergency-only route and should only be used for urgent requests. To reach the customer services team for emergency PPE requests, please call 0800 876 6802. Their opening hours are Monday to Sunday, 07:00 to 19:00.

Items missing from an order.
All orders will be completed as accurately as possible. However, should there be cases where certain items are unavailable, they will either be replaced with another similar product (e.g. a Medium glove swapped for another medium glove SKU) or will be removed from the order and the available items will be shipped.
In some cases, a delivery may require more than one box to be shipped. Occasionally, this means that the items are separated and may, come in more than one delivery.

If PPE has not been received after 7 days of ordering it, please contact the customer service teams regarding this using Contact Us (ppe-portal.nhs.uk) Form or call the customer service number on 0800 876 6802. The customer service team will be available to help you with queries from 7am to 7pm, 7 days a week.

What do I do if an item is unavailable on the portal?
Occasionally, items of PPE appear to be unavailable on the PPE portal. This usually happens when stock is being redistributed within our warehousing system and is not due to a shortage of PPE. These items will usually be available again within a few hours.

Please only get in contact with the customer service team if the item(s) required has been unavailable on the PPE Portal for over 24 hours.

What product range will be available through the PPE portal? Why are some supplies not available? Can specific equipment be requested?
The focus of the portal is to distribute crucial COVID-19 PPE and related items for eligible health, care and public sector organisations. The Department of Health and Social Care (DHSC) and our partners keep the product offering on the PPE Portal under review based on the latest public health guidance, COVID-19 trends and user feedback.

What advice or guidance is available from the Department of Health on PPE use?
The Department of Health and Social Care (DHSC) and the UKHSA, an executive agency sponsored by DHSC, have published guidance and recommendations on PPE. A few key publications are included below for your convenience. This guidance is under constant review in light of the Omicron variant and the pages below will be updated with any potential changes.

COVID-19: infection prevention and control (IPC):
COVID-19: infection prevention and control (IPC) - GOV.UK (www.gov.uk)
Coronavirus (COVID-19): personal protective equipment (PPE) hub:
UK IPC Cell Consensus Statement in response to the Omicron variant:
UK IPC Cell consensus statement in response to the emergence of the Omicron variant of SARS-CoV-2 - GOV.UK (www.gov.uk)