

PPE portal Q&A pack

1. What is the PPE Portal?

PPE Portal is an online platform that can be used by social care and primary care providers to order and receive critical coronavirus (COVID-19) personal protective equipment (PPE), free of charge, to ensure that those on the frontline have what they need to carry out their work safely. We aim to meet the PPE requirements arising from the COVID-19 pandemic. The Department of Health and Social Care (DHSC) has partnered with eBay, Clipper Logistics and Royal Mail to develop this service.

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

2. Who can register to receive PPE through the DHSC PPE portal?

The PPE portal can be used by:

- GPs (with an NHS contract)
- residential social care providers
- domiciliary social care providers
- pharmacies (with an NHS contract)
- dentists (with an NHS contract)
- orthodontists (with an NHS contract)
- optometrists (with an NHS contract)
- children's care homes and secure homes
- children's residential special schools
- community drug and alcohol services
- residential drug and alcohol services

3. How do I sign up to the portal?

Providers will have received an invitation to register.

Also, providers can sign up to the PPE portal here: <https://nhs-ppe.co.uk/customer/authentication> using their CQC/MHRA/NHSE/NHS BSA registered email. Providers will then receive a link to that email address to confirm registration. They should click the link and then create a password.

Providers will then be able to order COVID-19 PPE.

4. What if I have problems registering or ordering from the portal?

Invites were sent to a specific email address, and only this email address can be used to register on the Portal. For Social Care this is the email address on your CQC registration. For GPs, it is MHRA. For most other providers it is the NHS BSA email address. Use this email address to register here: <https://nhs-ppe.co.uk/customer/authentication>. Strictly speaking, one does not require an invitation email to register with the portal so you can register with the portal using the correct email address(es) even without a registration email.

If providers are experiencing issues with this then please call our customer services on [0800 876 6802](tel:08008766802), who will be able to advise on which email address is recorded for the eligible provider on the Portal, and how to change it if required.

5. How much PPE can I order from the Portal?

The GOV.UK guidance page for the PPE Portal has the current order limits for social care providers and these order limits have been significantly updated and increased (with our guidance webpage being updated with new order limits figures on the 1st October) to enable all providers to hold at least a week's supply of PPE. The amount of PPE that can be ordered will depend on the size of the provider – categories are detailed at the following link: <https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>.

Please continue to monitor our gov.uk guidance webpage on a weekly basis for updates.

PPE ordered through the portal is intended to meet the increased need that has arisen as a result of the COVID-19 pandemic, i.e PPE over and above the amount which would be used as BAU. Providers should not use the portal to order PPE for non-COVID-19 requirements and should obtain non-COVID-19 PPE through normal channels. The Department will keep order limits under review to make sure these reflect the latest public health guidance, COVID-19 demand modelling and analysis as well as customer feedback

6. How quickly will orders made on the PPE portal be delivered?

Orders will be delivered in 3-5 days via Royal Mail.

7. When will the PPE portal scheme end?

The PPE portal scheme is set to end on 31 March 2020.

8. Is there an opportunity to change the order limits? Our analysis suggests that nursing homes will be underserved by these limits.

Order limits have been set according to demand modelling and analysis as well as customer feedback. The department will keep order limits under review to make sure these reflect the latest public health guidance and modelling. We welcome any feedback from providers; if you are able to provide us with data demonstrating there is a demand that we are not meeting, we will take this into account.

We would like to remind you that the PPE portal is to meet PPE needs arising from the COVID-19 pandemic. You should access your business-as-usual PPE via your normal routes.

9. How often can PPE be ordered from the portal? I ordered 7 days after and it still didn't work.

Order limits are over a 7 day period. The PPE portal is time sensitive, so we receive numerous queries where providers are trying to order before 7 days, e.g 6 days and 14 hours. Ordering at the same time each week is easiest, so do note the *exact* time of your order.

10. Is PPE ordered through the portal free of charge?

PPE ordered from the portal is free of charge.

11. What product range will be available through the PPE portal?

The PPE portal has the following products available: Type IIR masks, aprons, gloves, hand hygiene and visors. As more products become available to order through the portal, this will be displayed on our GOV.UK guidance page: <https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>

12. PPE Portal: How do I raise issues with quality of the products?

Product complaints should be raised at the following link: <https://www.ppe-dedicated-supply-channel.co.uk/product-issues/> . Please provide as much information as you can about the product, including any packaging, following the instructions carefully.

13. Should I continue to order through my usual supplier?

You should continue ordering business-as-usual PPE (I.e. PPE that would've been used without COVID-19) via your usual supplier. Furthermore, the Department of Health and Social Care does not actively discourage eligible health and social care providers from continuing to order through their usual suppliers. Providers are free to choose from the options that are suitable to their respective situations.

14. What if there is a break in the distribution of PPE from the portal, or if I need PPE in less than 72 hours?

The PPE portal will be the primary source of free COVID-19 PPE (including Flu vaccination requirements). However, if there is a severe disruption to distribution, in the first instance get in contact with your local authority or LRF. A gov.uk page will shortly be published with the local authority/LRF contact details. If this route is not possible, get in contact with the NSDR; contact details can be found here: <https://www.england.nhs.uk/coronavirus/secondary-care/infection-control/accessing-supplies-of-personal-protective-equipment-ppe/> or you can call the 24 hour helpline on 0800 915 9964.

15. I am a Optometrist without an NHS email address – what do I do?

If you are an optometrist with an NHS contract, you should register and access the portal here, using your NHS registered email: <https://nhs-ppe.co.uk/>. If you do not have an NHS registered email, for a limited time, there is a more streamlined process for GOS contracting practices to obtain an NHS mail account. This requires the completion of an online form found [here](#).

16. I am a pharmacy – what email address do I use to register?

Pharmacists can register and access the portal here, using you long email address (in this format: nhspharmacy.location.pharmacynameODScode@nhs.net): <https://nhs-ppe.co.uk/>.