

Important update for primary care on national PPE eCommerce Portal

Following our last update on the latest PPE ordering process for primary care, we have an update on the national PPE eCommerce Portal. This service, initiated and managed by the Department of Health and Social Care, is now available as an emergency top-up route for:

- GPs
- Small residential social care providers (24 beds or fewer)
- Domiciliary social care providers (99 clients or fewer).

Please continue to use your current methods of ordering PPE before turning to the PPE Portal. The PPE Portal, which is free of charge, is an emergency top-up route only as per Government instruction.

How do you access the PPE eCommerce Portal?

Your invitation to register with the portal has been sent from the PPE Dedicated Supply Channel team to your email account which is registered with the Care Quality Commission (CQC) or the Medicines and Healthcare products Regulatory Agency (MHRA).

If you have not received an email, please contact the PPE Dedicated Supply Channel team on 0800 876 6802.

What can you order?

GPs can order one single box per week (50 IIRs, 200 aprons and 400 gloves) or individual items up to this limit. Order limits are being reviewed with a view to increasing the amount of PPE available per customer on the portal, subject to stock and demand levels.

A DHSC Guidance page about the PPE Portal has also been launched for more information.

What if I need emergency stock and I'm unable to order via the portal?

As we move out of the Covid-19 crisis and into recovery phase, the NEL hub will continue to operate to ensure that organisations have access to the emergency PPE they need to keep staff safe. Please refer to the latest PPE ordering process for primary care online to ensure you are clear about the ways to access PPE