



24th April 2020

NHS England and Improvement (NE and  
Yorkshire Region)

To: Providers of Community Pharmacy,  
Dental and Optometry Services in  
West Yorkshire.

Primary Care (West Yorkshire)  
Quarry House  
Leeds  
LS2 4PU

Dear Colleague

**Urgent Personal Protective Equipment (PPE) Supplies in Primary Care (Pharmacy, Dental and Optometry Services) in West Yorkshire**

I am writing to you with regards to the process for accessing urgent PPE for Primary Care Services (Pharmacy, Dental and Optical providers) in the circumstance where you are expecting to run out of supplies within 72 hours. 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.

We have set out below the steps that you need to follow to access supplies of PPE; in addition to this we have also introduced some additional local support to try and help you to work through any issues you may be experiencing. For the most up to date guidance for the use of PPE we would ask that you access the primary care hub <https://www.england.nhs.uk/coronavirus/primary-care/> where you will find this information.

Please note that we are expecting further National guidance with regards to the process for accessing PPE going forward and we will update you accordingly in due course. In the interim we would ask that you follow the process detailed below, please note that it is expected that you have undertaken steps 1-3 within the last 24-48 hour period.

1. **Normal routine supply chain** - Please try to obtain your PPE from your usual supplier or wholesaler in the first instance.
2. **Mutual aid** – Seeking support from your local colleagues, this may be from existing networks that are already established or which have been established by your organisations or representative bodies.
3. If you have not been able to secure supplies through steps 1-2, please contact [england.wypc-response@nhs.net](mailto:england.wypc-response@nhs.net). All queries will be responded to Monday to Friday between the hours of 9am-5pm.

Please note that the National Supply Distribution Response (NSDR) hotline is still in operation, but please do not contact them unless steps 1-3 have been followed and you have been advised to do so by NHS England and Improvement.

NHS England and NHS Improvement



We have implemented the process to try and streamline and help contractors obtain PPE supplies in urgent situations.

I would like to thank you for your ongoing support with this matter and we will continue to work with you and your representative bodies in the coming weeks to continue to improve the process in line with the National programme for PPE.

With very best wishes and my thanks,

A handwritten signature in black ink, appearing to read 'K. Giles', is positioned above the printed name.

**Kathryn Giles**

Head of Primary Care (West Yorkshire)

NHS England and NHS Improvement – (NE & Yorkshire)