

We have been advised by the Department of Health and Social Care that an online portal for ordering PPE (Personal Protective Equipment) has being rolled out.

This portal is available to 'small social care services', this is Care Homes with 24 beds or fewer and Home Care with 99 service user's or fewer. This email has been sent to you as I believe your home/agency falls into this criteria.

Please ensure that you are routinely checking your email accounts registered with CQC/MHRA for your invite to join.

Users are able to place an order for PPE **once a week**.

How providers register:

- Providers will receive an invitation email from DHSC to register on the portal.
- Providers should use the link within the email to access the portal and complete the registration process.
- After registering, providers will receive email confirmation. Providers are asked to check their junk mailbox if the email is not received.

Please note that only providers contacted directly by DHSC will be able to register.

Current order limits

Small social care providers can order:

- **One combined pack**, containing 100 IIR masks, 400 aprons and 800 gloves (400 pairs), **per week** or up to this amount of separate items.
- These limits may change as demand, the PPE portal, and the wider distribution system for PPE develop over time.
- PPE ordered through the portal should arrive within 48 hours if the order is placed before 1pm. Orders placed after 1pm will be subject to an additional 24 hours.
- Providers should continue to use existing suppliers for other vital equipment.
- The PPE offered on the portal will be **free of charge** for all invited customers.

If providers have problems accessing the site or registering, they should contact nhs-ppe.site-support@ebay.com. Other queries can be raised with customer services at: 0800 876 6802. Developed in partnership with eBay to deliver this service.

I must highlight, the portal is to only be used when normal procurement has being exhausted. Further top-up's can still be requested from the LRF stocks if required via the current route (email to ascocovid19@eastriding.gov.uk).

We will contact you further early next week to confirm if your registration was successful and to clarify your new PPE ordering process. Until this time, please continue submitting LRF Requests if you require support with PPE items.