

02 April 2020

## COVID-19: Update



### Message from Lee Joseph

NHS LPP has been working hard to support the NHS and the NHS England COVID-19 team during this time. We are already supporting NHS Nightingale and other critical procurement projects, but we want to make sure we are working with you to take every pressure we can off your hands. So if you identify an area NHS LPP could be working on to support you during the crisis, or have an issue you would like help resolving, please contact your [Account Manager](#) or myself directly. Our contact details are listed at the bottom of this update.

**Supplier contingency:** As you know, we are already working with all NHS LPP suppliers - particularly critical suppliers - to ensure their contingency planning is robust and the supplier reports we have compiled so far are available for members on [my.lpp](#). If it is helpful to free up your valuable resources, we can also contact non-NHS LPP suppliers on your behalf to collect and validate their contingency plans – in particular any suppliers identified as critical to your business. We already have data that identifies the largest suppliers across London and the members who currently use them. We can work with you independently, using this data as a baseline, to identify your key suppliers and agree an engagement strategy. Please reach out and tell us what support you need – we want to help.

Lee

### Supporting our members

The **Medicines Optimisation and Pharmacy Procurement (MOPP)** team are continuing to support local teams with the supply of medicines, including the Nightingale hospital. A second Quick User Guide has also been created for patients, carers and parents on how to use RightBreathe resources, which empower patients with respiratory conditions to use their medication correctly. The second guide provides step by step instructions for patients, parents and carers on how to navigate to useful resources on the RightBreathe [website](#). The site includes a range of information to help patients self-manage and remain healthy at this time, including product specific educational videos to show patients how to use their spacers and inhalers correctly. The team have also issued a short guide for clinicians on prescribing responsibly during the COVID-19 pandemic in response to stock shortages of prescribed respiratory inhaled products.

The **Workforce** team are arranging regular check points with all key suppliers to understand demand and are circulating this to trusts on a regular basis. The team have also this week emailed



new workforce guidance from NHS England, NHS Improvement, NHS Employers and Cabinet Office to suppliers and trusts. An additional NHS LPP FAQs document will be emailed to suppliers in the coming days to clarify what this means from a framework perspective.

A reminder that the Workforce team offers dedicated expertise to help with any additional staffing requirements at this time – they can be contacted on [lppworkforcesupport@lpp.nhs.uk](mailto:lppworkforcesupport@lpp.nhs.uk)

**The Estates, Facilities and Professional Services** team have been informed that the private real estate services and investment firm, Coldwell Banker Richard Ellis (CBRE) are offering support in relation to many aspects of real estate on a pro bono basis to the NHS. This means that you can use their real estate expertise and contacts to help meet any property requirements you have while dealing with COVID-19. This includes property types such as overflow space, hotel bed spaces, short term let accommodation, car parking, storage and office space. Please contact [LPPEFPS@gstt.nhs.uk](mailto:LPPEFPS@gstt.nhs.uk) or Patrick Webb [Patrick.Webb@cbre.com](mailto:Patrick.Webb@cbre.com) and Alfie Stephenson [Alfie.Stephenson@cbre.com](mailto:Alfie.Stephenson@cbre.com) at CBRE if you would like to discuss your requirements further.

Any trust who has an issue with estates and facilities requirements eg: cleaning, catering, portering, transport (staff or equipment) or any other estates and facilities issues can also contact the team on [LPPEFPS@gstt.nhs.uk](mailto:LPPEFPS@gstt.nhs.uk) who will work with you to help find suitable solutions.

## Our work with suppliers

A large number of suppliers have replied to our call to share their resilience and mitigation plans. These can now be viewed by members by going to [my.lpp](#) and selecting the category '**COVID-19 supplier resilience plans**'. The process is slightly slow due to the volume of information, but our team are working hard to get these all uploaded as quickly as possible. Please note these responses remain the property of the suppliers and are not endorsed by NHS LPP. Where supplier mitigation or resilience plans are limited, we are giving feedback and will refresh the website as updated responses are received.

NHS LPP has also identified more than [100 critical suppliers](#), who we contacted to seek answers to more targeted questions on behalf of our members. Many suppliers have now responded with detailed answers to these questions, which our team have begun posting on my.lpp - with more to come over the coming week. Members can access this information by going to [my.lpp](#) and selecting the category '**Critical Supplier Q&A**'.

## Your questions answered

Our team have been supporting members with answers to their questions. Answers to our latest questions are available to members on [my.lpp](#)



NHS Supply Chain have asked us to share that they will be running daily webinars to update on PPE product availability. These webinars will continue to run for the foreseeable future, as there are continued updates on products, processes, and activity to support the current COVID-19 response. Please follow the link below to find out more and register for the webinars.

<https://www.supplychain.nhs.uk/covid19/webinars/>

## Coronavirus guidance

The Government is allowing NHS and other state and authorised non-state bodies to pay no import duty and VAT on protective equipment, relevant medical devices or equipment brought into the UK from non-EU countries during the coronavirus (COVID-19) outbreak. For further information please visit <https://www.gov.uk/guidance/pay-no-import-duty-and-vat-on-medical-supplies-equipment-and-protective-garments-covid-19>

Latest public information and advice on COVID-19 from:

- [NHS website](#)
- [GOV.UK](#)

A new [GOV.UK](#) WhatsApp Coronavirus Information Service has now been launched. The purpose of this product is to combat the spread of misinformation propagated through WhatsApp on an Official Government channel. To use the service, members of the public simply add +44 7860 064422 to their contacts and send a WhatsApp message saying “Hi”.

## Get in touch

Please continue to reach out to your regular contact in NHS LPP, however, if you do not receive a response please refer to our updated [contact list](#) or please email [customer@lpp.nhs.uk](mailto:customer@lpp.nhs.uk) This inbox will be monitored around the clock to ensure we continue to receive your enquiries and maintain our high standard of service. If you would like to give feedback on this bulletin or make suggestions for future updates please contact [customer@lpp.nhs.uk](mailto:customer@lpp.nhs.uk)

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