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National Supply Disruption Response system

Dear colleague,

As part of the national contingency planning to get ready for the end of transition period on 31 December 2020, led by the Department of Health and Social Care (DHSC), I am writing to you with details of the **National Supply Disruption Response (NSDR)** and actions trusts should take in the event of supply disruption regardless of whether the UK and the EU agree a Free-Trade Agreement (FTA).

As you will be aware, established systems and processes already exist for responding to serious supply disruption events for medical products (as set out in Annex A), and in all cases you should continue to use these "business as usual" channels to respond to and resolve issues where possible. To enhance this capability at a national level, these processes will be coordinated through the NSDR, set up by DHSC. NSDR systems and operations will monitor the supply situation at a national level and coordinate actions to address any supply disruption incidents should these occur.

Annex A identifies what actions staff should take locally in the event of them experiencing supply disruptions to products and services. Escalation to NSDR should be made via organisational procurement leads (or equivalent). Guidelines on when to escalate to the NSDR and contact details have been shared with NHS Heads of Procurement.

While for many suppliers there are well-established processes to deal with stock and manage shortages, we recommend that clear processes are in place for the early identification, management and reporting of supply issues. This can include:

- Identification: ensure you have processes in place for monitoring stock positions and supply chain performance that allow for developing issues to be identified, and escalated, at the earliest opportunity;
- Management: ensure that you have processes in place for the investigation and management of all supply disruption incidents and prompt escalation;

- Reporting: cascade the above details on how to report supply issues to members of staff as relevant.

Please note that this communication does not change the way you report or handle supply issues regarding Personal Protective Equipment (PPE). Supply issues with regards PPE should continue to be raised in the same way irrespective of end of transition period contingencies and this communication.

Thank you for your continued support in the weeks and months ahead.

Yours sincerely,

Professor Keith Willett

Strategic Incident Director for COVID-19

Strategic Incident Director for EU Exit

National Director for Emergency Planning and Incident Response

Annex A: Reporting a supply disruption issue

Product Category	
Medical Devices, Clinical Consumables (MDCC) and Non-Clinical Goods and Services (NCGS)	**ACTION**
	In the first instance, please follow your BAU processes to resolve the issue. Should you be unable to resolve, please escalate the issue to your Regional Coordination Centre who will look to support you. Should you still be unable to obtain a satisfactory resolution, please escalate to the NSDR.
	Considerations / Notes
Medicines	**ACTION**
	Report via your Pharmacy Department to the Regional Pharmacy Procurement Specialist.
	Considerations / Notes
	You should continue to manage medicines supply issues as per current processes. Any medicines supply issues (regardless of whether or not they are considered to be related to the end of the transition period) that you are concerned about, or for which you require further assistance, should continue to be reported via your Pharmacy Department to the Regional Pharmacy Procurement Specialist.
Vaccines	**ACTION**
	Report locally procured vaccines via your Pharmacy Department to the Regional Pharmacy Procurement Specialist. For vaccines that are ordered through the ImmForm website (and centrally procured by PHE), you should continue to use existing channels when you need to replenish stock.
Clinical Trials	**ACTION**
	Report to the chief investigator of the trial or investigation.

	Considerations / Notes
	For clinical trials and clinical investigations supplies, you should seek to resolve the issue through the chief investigator of the trial or investigation. If needed, the Trial Sponsor/organisation running the trial will be able to escalate supply issues through the National Supply Disruption Response unit. If it relates to supplies being provided as part of treatment as usual and/or through normal NHS supply routes, then you should follow relevant procedures for the relevant supplies – please see above for Medical Devices and Clinical Consumables, and for Medicines.
Blood and Organs	**ACTION**
	Report issues involving blood and blood products using existing channels via your blood service. **Report issues involving organs via the usual routes through NHS Blood and Transplant.**
Tissues and Cells	**ACTION**
	Report via existing channels to the Human Tissue Authority (HTA) or the Human Fertilisation and Embryology Authority (HFEA)