

All contractors nationally

PCSE Supplies Portal Update

Dear *First name*

The new online supplies portal is up and running. The portal provides GP Practices, Dentists, Opticians and Pharmacies with an easy way for ordering and tracking supplies, including NHS stationery, pre-printed forms (such as Prescription pads and GOS forms), needles and syringes.

We're aware that initially some users weren't able to access the portal but this has now been resolved.

Over 80% of all practices have now registered to use the portal, which is currently processing over 1000 orders a day.

Urgent supplies orders

For urgent supplies requests, please click on the 'Submit an Urgent Order' link on the portal. There is currently **no charge** for urgent supplies orders.

Charges

You will not be charged for your supplies. The prices on the portal show the costs of orders to NHS England and have been included to help encourage responsible ordering.

Minimum / maximum order quantiles

Based on user feedback, we're revising some of the minimum and maximum order quantities of certain items to ensure you have appropriate amounts for your needs.

Order status

You can check the estimate delivery date for your order on the 'Track Order' page. We've added definitions of all the order status terms to the [FAQ section](#) of our website, so you can be clear on what the status report is telling you. Each practice has an allocated delivery day of the week. The normal delivery cycle is within 10 working days of ordering, and items will be delivered on your allocated day.

Setting up additional users

As the 'Main contact' for your practice, you can set up other portal users in your practice and branches through the 'User Management' section of the portal.

The supplies catalogue

The portal hosts the new national catalogue of approved items. We will notify you via the portal noticeboard when products are added, suspended or removed from the catalogue. If there are items not included in the catalogue which you feel are essential for your practice, please email ENGLAND.SMTinfo@nhs.net

Frequently Asked Questions (FAQs)

Based on users' feedback we've enhanced the [FAQ section](#) of our website. You'll find information on how to view and track orders, manage returns, through to resetting portal passwords and much more.

You can also find a [step by step guide](#) on how to order supplies on our website.

We hope you find this update useful. Updates are sent to the 'Main contact' we hold for each practice, so please share with your colleagues.

Best wishes

Primary Care Support England