

Message

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on behalf of Gareth Rhys Williams <gareth.rhyswilliams@cabinetoffice.gov.uk> [gareth.rhyswilliams@cabinetoffice.gov.uk]
Sent: 23/03/2020 19:09:36
To: psmatthancock [psmatthancock@dhsc.gov.uk]
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Subject: Re: PPE Call [OFFICIAL]

Hi Kitty,

Provided there's a dedicated mailbox for this and a PMO function to triage the offers coming through effectively then we would support this. Worth speaking with BEIS (copying in [redacted] NR who helped run their helpline) or [redacted] NR (copied) here in Cabinet Office about how they've run their webforms to pull data off in an immediately useful way. Using a webform will reduce the need for immediate human interaction to categorise, and this means your team can move straight to contacting suppliers, via the dedicated mailbox, with good offers without constant traffic getting in the way of the suppliers you *actually* want to work with.

We need to avoid a situation again where people are sending emails all over the place, including this inbox, and going via MPs, SpAds and Ministers etc. Creates too much email duplication and workload for people who are not directly involved.

When you send out specifically request details of specification, country of origin, estimated delivery date and volume. This will help the DHSC team in charge prioritise immediately. If it's anything like the response to ventilators you will be inundated with offers, possibly even more given some of the items are less technical than others.

Note also the five main PPE priority categories discussed in a meeting yesterday:

- (a) FFP3 Respirator
- (b) Type IIR Face Masks
- (c) Safety Glasses and/or Visors
- (d) Alcohol Hand Rub and
- (e) Gowns

With the call to arms I would send out the exact spec of the items you want to receive, in advance, and highlight the above categories. That way every supplier has what they need, and it should limit your responses to immediately useful offers. I'd also advise having a dedicated person in your team who will be the person that handles all your relationships with CEOs from major companies, and a deputy for that person.

I'd also advise that you draft and sign off comms in advance to say something along the lines of "thanks for the offer, appreciate you responding, please be patient as we categorise your offer and others and assign to a team to respond". Some suppliers will inevitably wait longer to get a response than others, again we need to avoid a repeat scenario where people stop using mailbox/helpline/webform and then immediately escalate to someone they know, or their local MP, as "urgent". This disrupts the managing team's priorities as they try and drop what they're doing to immediately contact a company who may or may not have the best of offers.