

# Out of Hours, Urgent and Emergency Deliveries

“

This morning we had an urgent requirement for our Intensive care unit. We rang NHS Supply Chain and to our delight, the delivery arrived one hour later. This was an exceptionally quick service by anyone's standards. Thank you for this excellent customer service.

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Steve Begley, Supplies Manager,  
Alder Hey Children's NHS Foundation Trust



We recognise that occasionally situations occur when you may need clinical products in a hurry. We aim to provide deliveries wherever possible in relation to 'urgent' requests (where products are required outside the standard 48 hour delivery cycle) and 'emergency' requests (those related to major incidents and/or medical emergencies).

### Urgent deliveries - Special picks

In the event that you require a product urgently for a same or next day delivery, a special pick can be arranged. As special picks are more costly to process and deliver, these should be kept to a minimum. In the event that a request is made without a valid reason i.e. it is not directly related to patient care, then an additional charge of £35 may be levied in addition to any courier costs incurred. Please contact your customer service team [www.supplychain.nhs.uk/customer-service/customer-service-teams/](http://www.supplychain.nhs.uk/customer-service/customer-service-teams/) at the earliest opportunity with a reason for the request and they will inform you if your request can be accommodated and what, if any, charges will be applied.

### Urgent deliveries - Unscheduled deliveries

These are 48-hour deliveries requested outside of your normal preferred delivery date. These are more costly to process and deliver therefore you should contact your customer service team [www.supplychain.nhs.uk/customer-service/customer-service-teams/](http://www.supplychain.nhs.uk/customer-service/customer-service-teams/) in the first instance stating a reason for your request. You may be charged for the delivery dependent upon the route.

### Support in the event of a major incident or clinical/medical emergency

NHS Supply Chain has a proven emergency service that is available to NHS trusts 365 days per year, 24 hours per day and is committed to delivery of a stocked product within five hours of any emergency request being received. For products that are not stocked within our distribution centre network such as Blue Diamond or eDirect products, then we will endeavour to obtain stock for delivery within the shortest time possible.

### Office hours

If the emergency occurs within working hours (Monday – Friday) 8am to 5pm then you simply contact your named Customer Service Advisor [www.supplychain.nhs.uk/customer-service/customer-service-teams/](http://www.supplychain.nhs.uk/customer-service/customer-service-teams/).

### Out of hours telephone numbers

For emergencies that occur outside of working hours, please contact your supplying distribution centre using the telephone numbers listed below. N.B. Before contacting an emergency number please check which depot you are serviced from.

North West England Runcorn	01928 858500
North East England Normanton	01924 328722
North Midlands Alfreton	01623 587173
East of England Bury	01622 402691
Central England Rugby	01623 587902
Southern England Maidstone	01622 402669
South West England Bridgwater	01623 587187

### For more information

For more details please refer to the full emergency procedure held in your supplies department or contact your named Customer Service Advisor at NHS Supply Chain.

Non-stock products in our catalogue will be marked with a blue diamond or our eDirect logo.

◆ Blue diamond products are non-stock items but can be consolidated and sent out with your NHS Supply Chain delivery.

📄 eDirect products are delivered separately, direct from the supplier.