**18th May No: 3**

**Integrated Community Equipment**

**Vale of York and North Yorkshire**

**COVID 19 Bulletin**

Ordering Community Equipment

Please note from 18th May the Enhanced TCES Authorisation (Urgent Discharges) monitoring of orders will be scaled back. You may still use the ‘Urgent Discharges’ Authoriser, we simply won’t be checking for orders outside the times stated below.

The Enhanced TCES Authorisation system will be monitored during the below times:

Monday to Friday: 08:00 – 18:00

Saturday and Sunday: 10:00 – 14:00

Equipment speeds:

Medequip have a cut off time for ordering same day deliveries this is 3pm, you are able to order equipment on a same day following the outlined process below:

|  |  |
| --- | --- |
| Equipment request | Prescriber Action: |
| Same day order placed after 3pm but before 5 (Monday – Friday) | You must order this on an Out of Hours Speed. |
| Same day order placed after 5pm ( Monday – Friday) | You must order this on an Out of Hours Speed and call Medequip OOH Team |
| Same day order placed at weekends or bank holidays | You must order this on an Out of Hours Speed and call Medequip OOH Team |

* **Call Medequip Out of Hours Team on: 0208 573 2871 to confirm the order and agree delivery**

Please provide Medequip with as much info as you can:

* Add ‘self-isolating with symptoms’ or ‘COVID-19 positive’ in the ‘Notes for Technician’ (client’s home page) and in the ‘Internal Notes’ (last page before placing the order) with the date of entry and the name of the person making the note in both notes fields.
* As always, please make sure all contact details, for prescribers and clients, are up to date so Medequip can easily contact everybody
* Please make sure somebody will be at the property to let Medequip in to deliver the equipment.

*Thank you*

Should you have any issues in the first instance call:

Medequip contact: (01423) **226240** (Monday to Friday 8-5)

If you are unable to resolve this issue please contact your relevant representative:

**Pam Bolderson**: 07763 552270 Vale of York CCG

**Kate Maud:** 07980 901586 North Yorkshire CCG

**Mandy Welsh** mandy.welsh@northyorks.gov.ukNorth Yorkshire County Council