

How to reorder your products

1. Call 0800 030 4466
2. Listen for 'Self-Serve' option
3. Press 1 on your phone
4. Enter your patient ID number
5. Enter your date of birth as an 8 digit number (DDMMYYYY)
6. Listen for your delivery date
7. Press 1 on your phone to accept the delivery date
8. Listen for "Congratulations you have successfully activated your 'Call Back' delivery slot and can now finish the call".

You can speak with a Customer Services Advisor at anytime by pressing * on your phone.

Who to contact and when

Contact NHS Supply Chain's Customer Services team:

- To provide an 'alternative delivery point' (ADP).
- To re-order your next delivery.
- Change your address or contact details.
- You are admitted to hospital.
- With a query for your next delivery.
- To inform us that the person receiving the supplies has passed on or no longer uses them.
- If you wish to order your products by speaking with an advisor.

Contact your local District Nursing or Continence service

- For all other treatment changes or product related enquiries.

Home Delivery Service

Delivering your product quickly with the flexibility and independence to order online.



Be prepared for your next call and write down you PIN/ID here:

Who are we?

The Home Delivery Service (HDS) provided to you by NHS Supply Chain is a high quality, discreet service specifically designed to meet your needs as a patient. Our delivery drivers and customer service staff are trained to provide you with a friendly, helpful and reliable service.

Frequently Asked Questions

What does 'Call Back' mean?

Our NHS Home Delivery System provides a call back service allowing you to activate your orders in line with your prescription cycle length. Orders will not be delivered any earlier than the date displayed on your delivery note.

Where can I find my ID number?

Your unique Patient ID number can be found on your introduction letter and needs to be kept in a safe place - perhaps on your mobile phone. If you can't find it contact the NHS Supply Chain Customer Services Team.

Forgotten your patient ID number?

Please speak with your NHS Supply Chain Customer Services Advisor who can assist with your patient ID number.

Can I place an order on behalf of my patients?

Yes, as the nurse or carer of a patient, you can place a HDS order.

When will my delivery arrive?

Deliveries operate Monday to Friday between the hours of 7am and 5pm.

Call Back

The quickest and easiest method for reordering your products. Call Back allows you to place your order without having to wait on hold or leave an answer phone message. This service is available 24 hours a day, 7 days a week and 365 days of the year.

What if I fail to get my delivery?

Your Trust may require a signature for every delivery. Some trusts ask you to provide an 'alternative delivery point' (ADP) where we can place products safely if you are not at home when the delivery takes place. If you are out and you have not provided an ADP redelivery takes place 3 working days later.

How can I arrange collection of unwanted products?

Collections can only be arranged by our Customer Services team, please call 0800 030 4466 and press * to arrange your collection. Collections are only available for unwanted products that are in good condition. Collections may vary depending on area.

What information do I need when speaking with the HDS Customer Services team?

- The delivery post code
- The patients name
- The first line of the delivery address
- Patients date of birth.