**Coronavirus customer update - 4 May 2020**

Dear customer,

We’re now six weeks into lockdown and like many of you, we have settled into a new way of operating for the foreseeable future.

During this fast moving time, I’ve sent you weekly emails to try to keep you updated with the changes we have made to our services and how we’ve adapted these to keep supporting you to deliver vital patient care. Your feedback on these changes has been positive and I’ve appreciated talking to customers about what we can do to help more. I’ve also been aware of how individuals have often gone above and beyond to help in difficult circumstances and many of you will have seen our national campaign to celebrate the [hidden heroes](https://www.property.nhs.uk/news-insight/updates-on-coronavirus-covid-19-for-our-customers/hidden-heroes/) across the NHS.

We continue to listen and adapt where we can; [last week I outlined](https://www.property.nhs.uk/media/2473/customer-communication-covid19-update-220420-final.docx) the scale and scope of facilities and strategic asset management services the coronavirus has required and will likely need as we move forward through the next few months.

The changes you make to patient care require changes to how the estate is serviced. It’s vital you keep us up to date with any changes to inpatient and community facilities, especially from green to amber sites or creating GP hot sites. This will ensure we can provide the right facilities management services, stay compliant and maintain safety for all. [*Find out more.*](https://www.property.nhs.uk/contact-us/)

**Personal Protective Equipment update**

You will know that Personal Protective Equipment (PPE) has continued to prove a challenge for all parts of the NHS as demand has increased.

We have reviewed Public Health England guidance to ensure that our teams have the appropriate levels of PPE for the areas they are working in and the task they are completing. This should be in-line with the levels of PPE that you are providing for your teams.

Where wards are changing quickly – such as the level of care being provided or aerosol generating procedures be undertaken - on a ward where our teams may be present, please advise the team leader so we can ensure the correct PPE standards are used.

We are also aware that some sites are working outside this guidance. For example, teams may be required to wear a standard level of PPE before entering a building where you provide services.

Please advise us of any special PPE conditions and your Infection Prevention and Control requirements so we can support this.

**Get in touch**

You can find more information at our website [www.property.nhs.uk/covid19](http://www.property.nhs.uk/covid19) or speak to our Customer Support Centre 0800 085 3015 or [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk) who will be happy to discuss our services further.

**Martin Steele**

**Chief Executive Officer, NHS Property Services**