

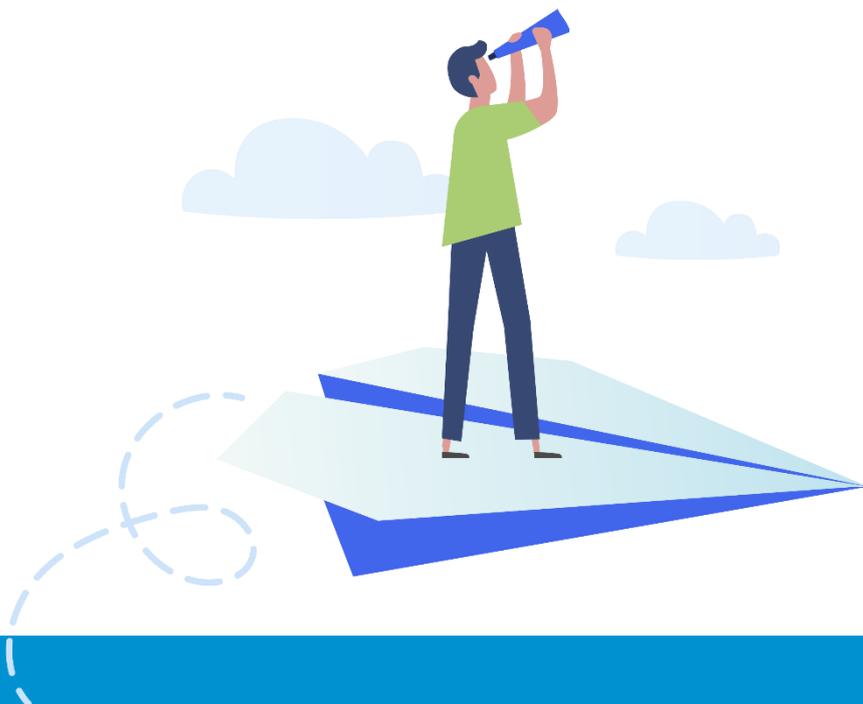


Pharmacy
Manager

Serious Shortage Protocol (SSP) User Guide (England only)

Version 1.4

20 September 2022



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Serious Shortage Protocol (SSP)

Introduction

In Pharmacy Manager version **12.5 or higher** we have introduced Serious Shortage Protocol (SSP) Functionality for EPS Claiming. Following the inclusion of the June 2021 Drug Tariff this functionality can now be utilised, and replaces the existing guidance previously issued.



Note - Where the new SSP endorsement is available it must be used. From 01 October 2021 **ONLY** the new SSP dispenser endorsement can be used to claim for SSP. Do not use NCSO for any Serious Shortage Protocol claims.

What is an SSP?

If the Department of Health and Social Care (DHSC) decide there is a serious shortage of a specific medicine or appliance, then an SSP may be issued. The SSP contains guidance for pharmacists to follow when dispensing a prescription that contains the SSP medication item. Pharmacists must follow this guidance when dispensing the SSP medication item in order to be reimbursed.



Note - Only endorse for SSP where a dispensing is made under the Serious Shortage Protocol.

Pharmacies should regularly check the NHS BSA website for SSP updates:



See [NHS BSA - Serious shortage protocols \(SSPs\)](#).

An SSP may cover the supply of one or more of the following of the medicine that is prescribed:

- An alternative quantity.
- An alternative pharmaceutical form.
- A different strength.
- A generic equivalent.



To dispense a single SSP item, see [Dispensing an SSP item](#) on page [6](#).



To dispense multiple items under SSP, see [Dispensing multiple items under SSP](#) on page [10](#).

 **Note** - Where an alternative inhaler is supplied under SSP and the patient is also given a replacement spacer device because their original spacer is not compatible with the new inhaler, you should follow the process detailed in [Dispensing multiple items under SSP](#) on page [10](#).

 When you are presented with a paper prescription containing an item that is subject to a Serious Shortage Protocol, see [FP10/EPS R1 Paper Prescriptions](#) on page [15](#).

Dispensing an SSP item



Note - Please do not use Robot dispensing when dispensing an SSP item.

To dispense an SSP item:

1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages**



2. Select the required prescription and select **Dispense** 

3. The **Dispensary** screen displays.

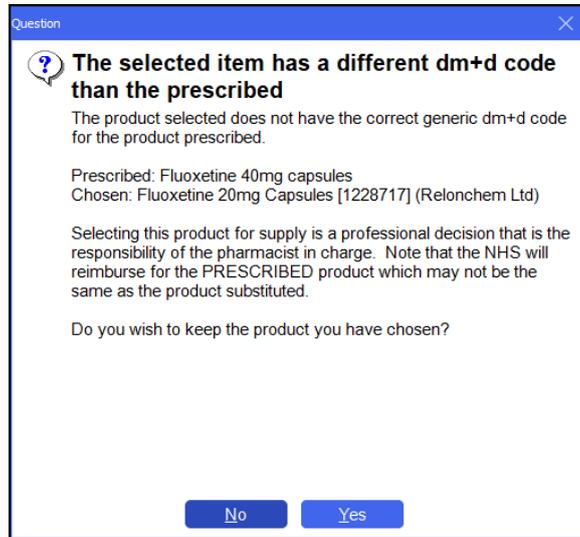
4. Within **Written As**, search for and select the medication item you must dispense as instructed by the SSP:

Item 1 i	
<u>Written as:</u>	<u>Quantity:</u>
Fluoxetine 20mg Capsules i	56
<u>Dispense as:</u>	<u>Qwe:</u>
Fluoxetine 20mg Capsules (30) [Relonchem Ltd] i	
Item 1 Fluoxetine 40mg capsules 28 capsule Take One Three Times A Day DM+D: 376803002	



Note - In the above example, the electronic prescription is for Fluoxetine 40mg capsules, however due to an SSP, the pharmacist is dispensing double the amount of Fluoxetine 20mg capsules.

If the medication item does not match the prescribed item, the **Question** screen displays, informing you that 'The selected item has a different dm+d code than the prescribed item'. Select **Yes** to proceed:



Question

The selected item has a different dm+d code than the prescribed

The product selected does not have the correct generic dm+d code for the product prescribed.

Prescribed: Fluoxetine 40mg capsules
Chosen: Fluoxetine 20mg Capsules [1228717] (Relonchem Ltd)

Selecting this product for supply is a professional decision that is the responsibility of the pharmacist in charge. Note that the NHS will reimburse for the PRESCRIBED product which may not be the same as the product substituted.

Do you wish to keep the product you have chosen?

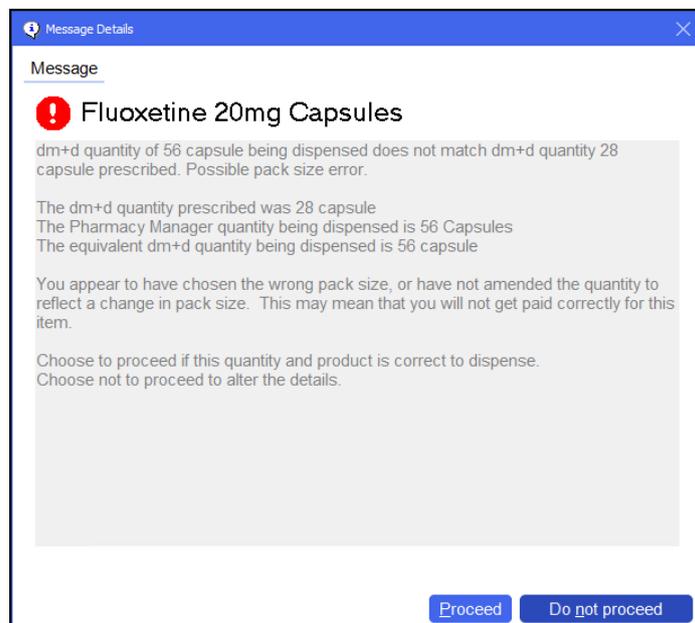
No Yes



Note – Where an SSP is dispensed and correctly endorsed, pharmacies will be reimbursed as per the SSP.

- From **Quantity**, enter the quantity you must dispense as instructed by the SSP.

If you are dispensing a different quantity of the prescribed medication item, a quantity warning displays. Select **Proceed**:



Message Details

Message

Fluoxetine 20mg Capsules

dm+d quantity of 56 capsule being dispensed does not match dm+d quantity 28 capsule prescribed. Possible pack size error.

The dm+d quantity prescribed was 28 capsule
The Pharmacy Manager quantity being dispensed is 56 Capsules
The equivalent dm+d quantity being dispensed is 56 capsule

You appear to have chosen the wrong pack size, or have not amended the quantity to reflect a change in pack size. This may mean that you will not get paid correctly for this item.

Choose to proceed if this quantity and product is correct to dispense.
Choose not to proceed to alter the details.

Proceed Do not proceed

- From **Directions**, enter the necessary directions for the patient to follow when taking the medication. You must also enter **SSP** and the **SSP reference number**, as outlined on the [NHS BSA website](#):

Dispense as:
Fluoxetine 20mg Capsules (30) [Relonchem Ltd] i

Directions:

SSP Ref: 009
Take TWO Three Times A Day

[Edit Trusted Directions](#)

Note - Please ensure that the SSP entered is currently valid (not expired) and the reference number is correct for the prescribed item and those being dispensed against the SSP.

- Select **Endorse**
- The **Endorsements** screen displays:

Endorsements - Fluoxetine 20mg Capsules (Relonchem) X

<p>Ingredient</p> <p><input type="checkbox"/> Quantity</p> <p><input type="checkbox"/> Supplier</p> <p><input type="checkbox"/> Product name</p> <p>Other Endorsements</p> <p><input type="checkbox"/> Measured & fitted</p> <p><input type="checkbox"/> Zero discount</p> <p><input type="checkbox"/> Aseptic dispensed</p> <p><input type="checkbox"/> Use as contraceptive</p> <p><input type="checkbox"/> Extemporaneous preparation</p> <p><input type="checkbox"/> Extemporaneous sterilised</p> <p><input type="checkbox"/> Extra vaginal applicator</p> <p><input type="checkbox"/> No patient charge</p> <p><input type="checkbox"/> Rebate claimed</p> <p><input type="checkbox"/> Discount not given</p> <p><input type="checkbox"/> Broken Bulk</p> <p>Quantity left: <input type="text"/> <input type="checkbox"/> 1st Claim</p> <p>Claim date: <input type="text"/></p> <p><input type="checkbox"/> Urgent</p> <p>Date: <input type="text"/></p> <p>Time: <input type="text"/> <input type="checkbox"/> Holiday</p> <p><input type="radio"/> Non-resident <input type="radio"/> Resident</p>	<p>Special endorsement This is not a special item</p> <p><input type="radio"/> Claim SP fee <input type="radio"/> Do not claim fee</p> <p><input type="radio"/> Claim ED fee</p> <p><input type="checkbox"/> Supplementary Costs (pence)</p> <p>Item Price (trade price for 1 pack) <input type="text"/></p> <p><input type="radio"/> Special invoice price for [56] pack (exc. VAT)</p> <p>Special endorsement info</p> <p>Supplier: <input type="text"/></p> <p>MHRA License no: <input type="text"/></p> <p>Batch no: <input type="text"/></p> <p>Notes, e.g. Ingredient names, quantities and costs:</p> <p><input type="text"/></p> <p>Additional</p> <p><input type="checkbox"/> Multiple flavours Number: <input type="text"/></p> <p><input type="checkbox"/> Text: <input type="text"/></p>	<p><input type="checkbox"/> Clarification Endorsement</p> <p><input type="radio"/> P.C. <input type="radio"/> P.N.C</p> <p>Date: <input type="text"/></p> <p>Initials: <input type="text"/></p> <p><input type="checkbox"/> Prescriber approved</p> <p><input type="checkbox"/> NCSO</p> <p>Pharmacist initials: <input type="text"/></p> <p>Pack size: <input type="text"/></p> <p>Text: <input type="text"/></p> <p>Limited Stability</p> <p><input type="checkbox"/> Extra dispensings <input type="text"/></p> <p>Serious Shortage Protocol</p> <p><input checked="" type="checkbox"/> Serious Shortage Protocol</p> <p>Ref: <input type="text" value="009"/></p> <p><input type="checkbox"/> Out of Pocket Expenses (pence)</p> <p>Cost: <input type="text"/></p> <p>Text: <input type="text"/></p>
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- Within **Serious Shortage Protocol**, place a tick in the box and enter the SSP reference number as provided on the [NHS BSA website](#):

Serious Shortage Protocol

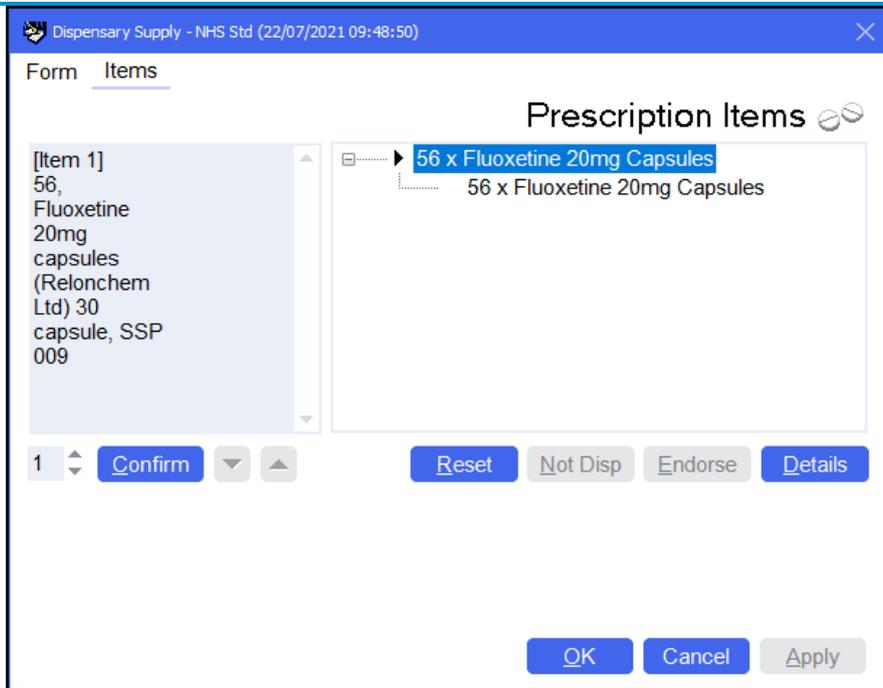
Serious Shortage Protocol

Ref:

10. Select **OK** .

11. Finish dispensing, notify and claim the prescription as normal.

 **Note** - The **Dispensary Supply** screen displays the medication item you have dispensed as instructed by the SSP.



Dispensary Supply - NHS Std (22/07/2021 09:48:50)

Form Items

Prescription Items

[Item 1]
56,
Fluoxetine
20mg
capsules
(Relonchem
Ltd) 30
capsule, SSP
009

56 x Fluoxetine 20mg Capsules
56 x Fluoxetine 20mg Capsules

1

 **Note** - The required information relating to the item dispensed as a result of the SSP will be included in all notifications and claims to the NHS BSA.

Dispensing multiple items under SSP

There may be occasions where you must dispense multiple items due to an SSP.



For example, there is an SSP on Fluoxetine 30mg capsules. You have received a prescription for a patient for 28 Fluoxetine 30mg capsules, so you must dispense 28 Fluoxetine 20mg capsules and 28 Fluoxetine 10mg capsules to fulfil the prescription.

To dispense multiple items under SSP:

1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages**



2. Select the required prescription and select **Dispense**



3. The **Dispensary** screen displays:

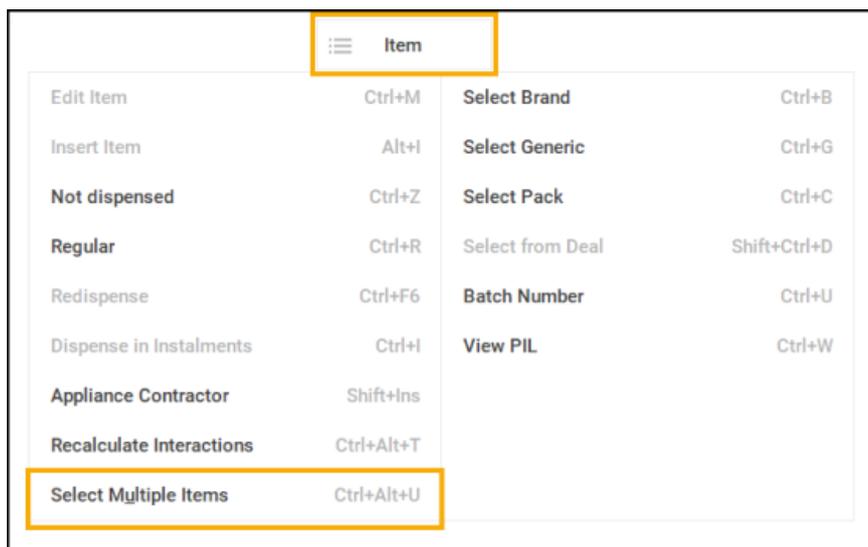
Item 1 Item		123 Highland Way Dingwall Ross and Cromarty Ross-shire IV15 9HL	Age: 35 Sex: Male
Written as: Fluoxetine 20mg Capsules	Quantity: 28	Cost: PIP code: 1228717 Pack size: 30 Used Today / Max: 56 / 56 Min. order / Stock: 0 / 56 Auto order: No Due in / Owe: 0 / 0 Stock level: 0 Trade / Retail: £0.00 / £0.00 Tariff: £1.12 Ingredient Cost: £1.05	Item 1 Fluoxetine 30mg capsules 28 Capsule Take ONE In The Morning DM+D: 32960811000001102 Paul Williams Date: 21/07/2021
Dispense as: Fluoxetine 20mg Capsules (30) [Relonchem Ltd]	Owe:	Caution Direction	
Directions: SSP Ref: 007 Take ONE In the Morning			

4. Within **Written As**, search for and select the first medication item you wish to dispense, as instructed by the SSP, for example, Fluoxetine 20mg capsules.
5. From **Quantity**, enter the quantity you must dispense as instructed by the SSP.
6. From **Directions**, enter the necessary directions for the patient to follow when taking the medication. You must also enter **SSP** and the **SSP reference number**, as outlined on the [NHS BSA website](#).

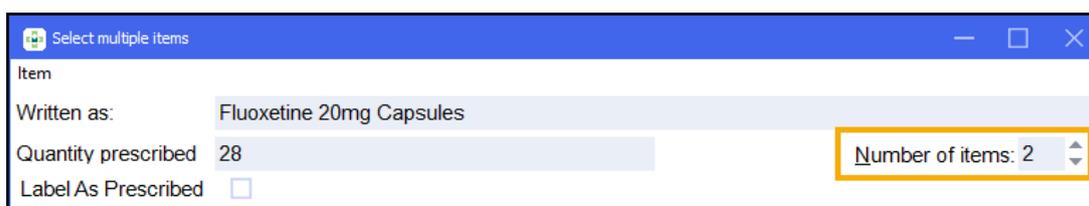


Note - Please ensure that the SSP entered is currently valid (not expired) and the reference number is correct for the prescribed item and those being dispensed against the SSP.

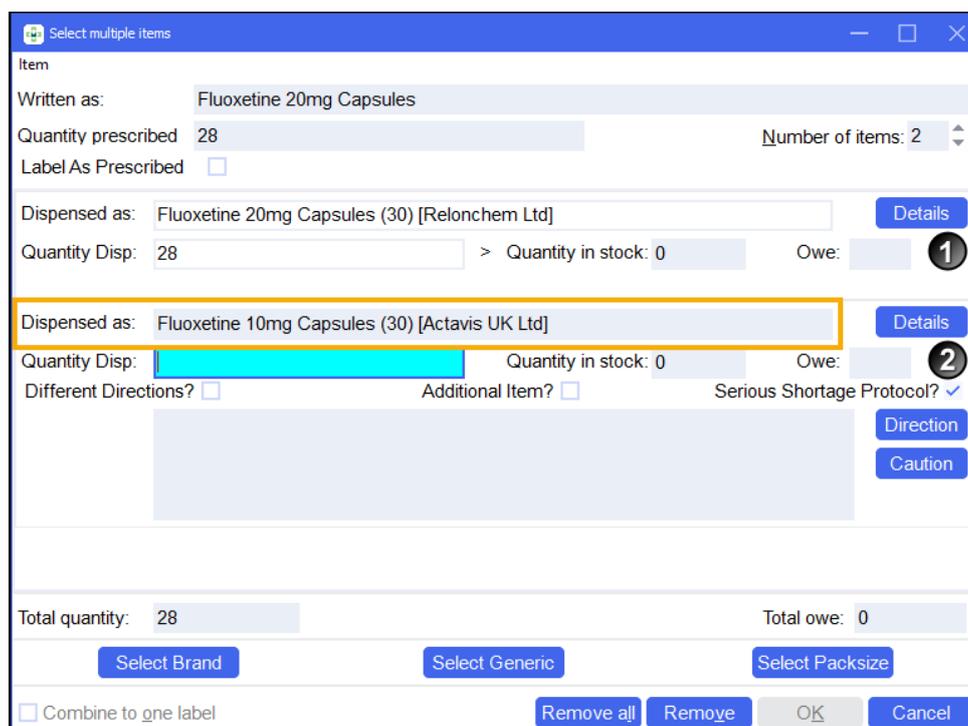
7. Select Item – Select Multiple Items:



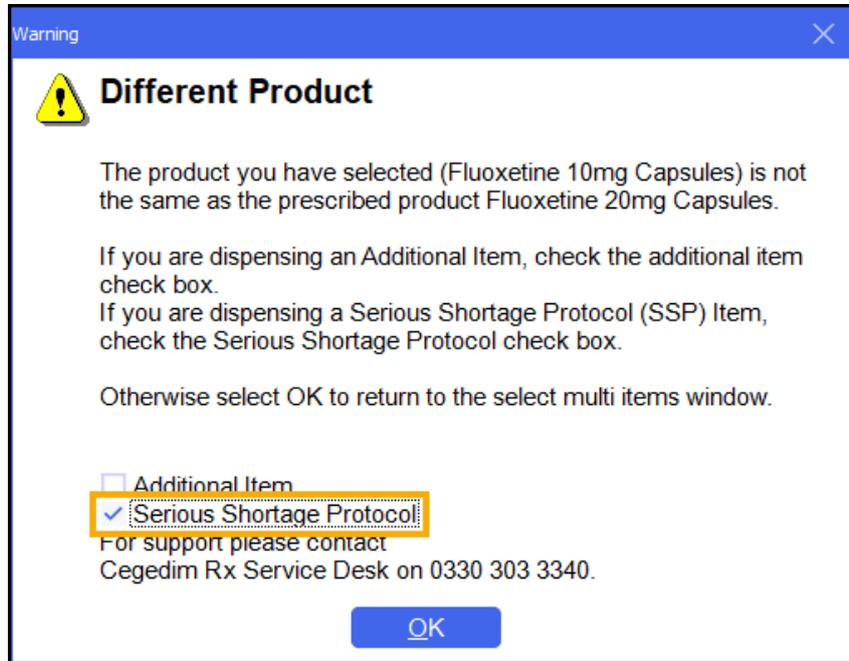
8. The **Select Multiple Items** screen displays. From **Number of items**, enter **2**:



9. From the additional **Dispensed as** field, search for and select the second medication item you wish to dispense under the SSP, for example, Fluoxetine 10mg capsules:



10. If the medication item you selected in the additional **Dispensed as** field is different to what you have selected in the first **Dispensed as** field, the **Warning – Different Product** screen displays. Select the **Serious Shortage Protocol** checkbox and select **OK**:



Warning ✕

 **Different Product**

The product you have selected (Fluoxetine 10mg Capsules) is not the same as the prescribed product Fluoxetine 20mg Capsules.

If you are dispensing an Additional Item, check the additional item check box.
If you are dispensing a Serious Shortage Protocol (SSP) Item, check the Serious Shortage Protocol check box.

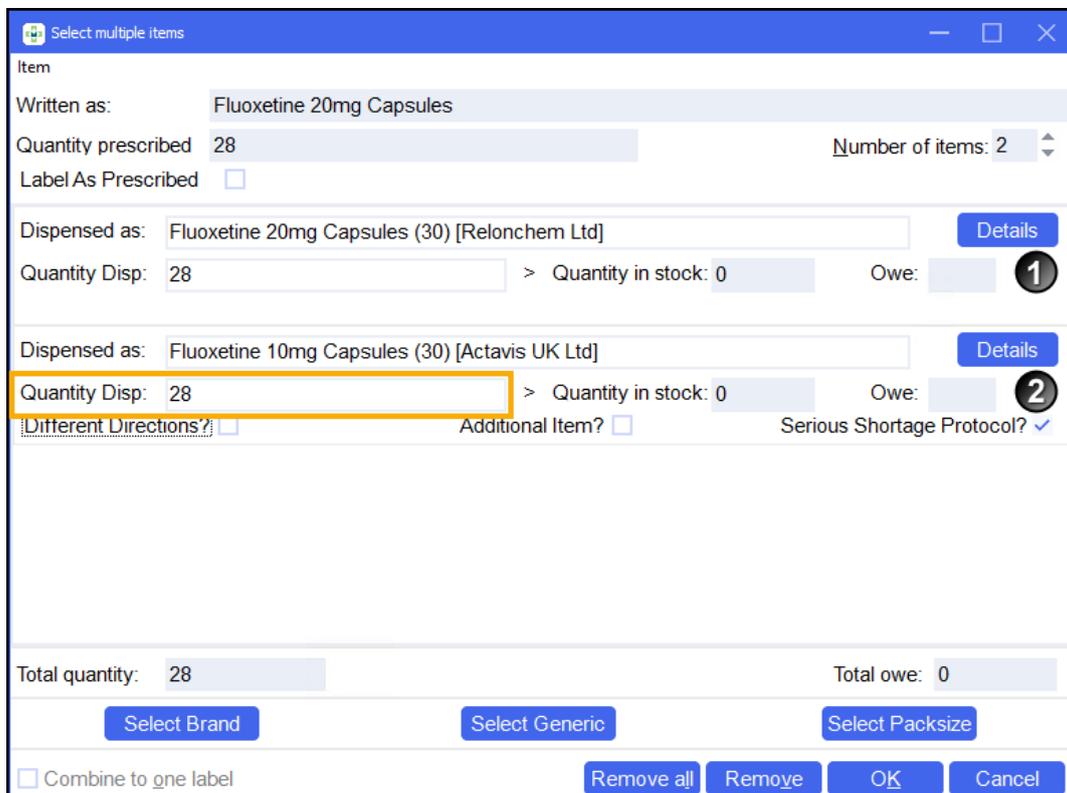
Otherwise select OK to return to the select multi items window.

Additional Item
 Serious Shortage Protocol

For support please contact
Cegedim Rx Service Desk on 0330 303 3340.

OK

11. The **Select Multiple Items** screen displays. Enter the **Quantity Disp** for the second item and select **OK**:



Select multiple items — □ ✕

Item

Written as: Fluoxetine 20mg Capsules

Quantity prescribed: 28 Number of items: 2

Label As Prescribed

Dispensed as: Fluoxetine 20mg Capsules (30) [Relonchem Ltd] Details

Quantity Disp: 28 > Quantity in stock: 0 Owe: 1

Dispensed as: Fluoxetine 10mg Capsules (30) [Actavis UK Ltd] Details

Quantity Disp: 28 > Quantity in stock: 0 Owe: 2

Different Directions? Additional Item? Serious Shortage Protocol?

Total quantity: 28 Total owe: 0

Select Brand
Select Generic
Select Packsize

Combine to one label
Remove all
Remove
OK
Cancel

 **Note** - Owings must not be raised on the **Select Multiple Items** screen for items where the Serious Shortage Protocol box is selected. Please ensure stock is available before dispensing the prescription.

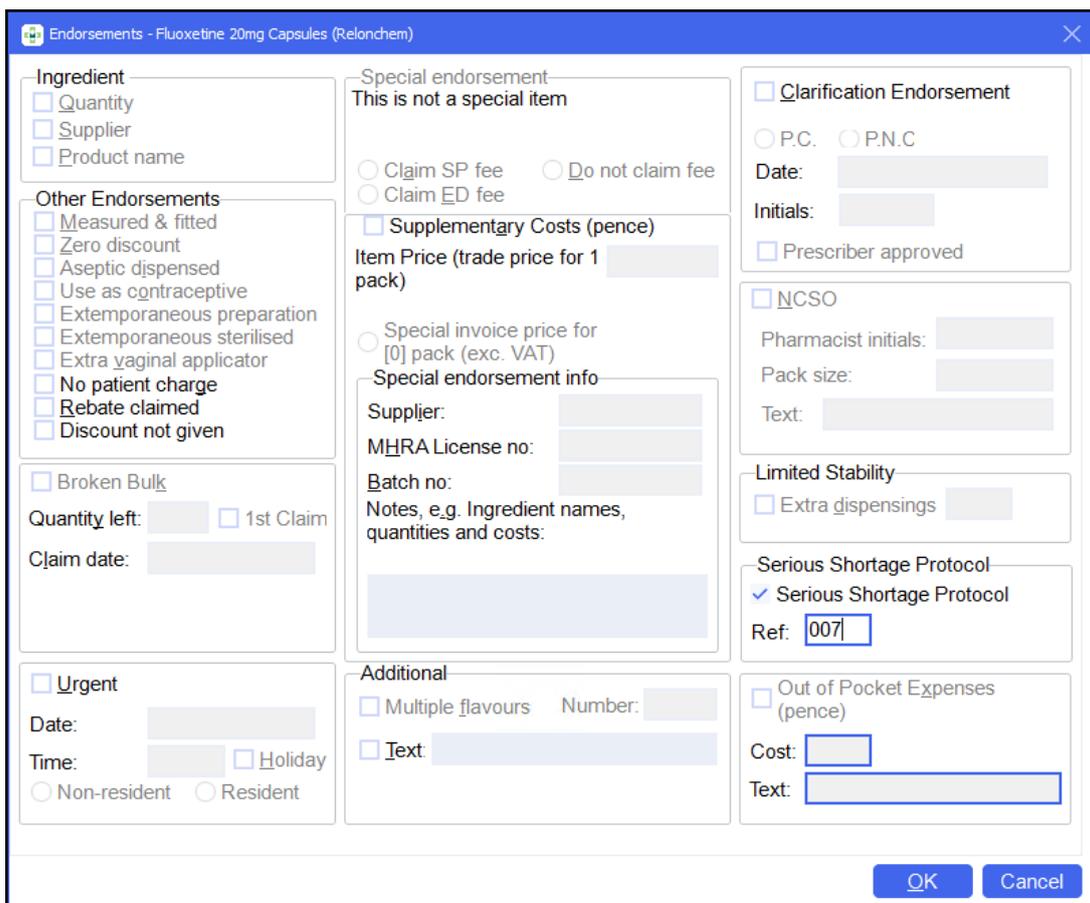
 **Note** - If **Different Directions** is selected for any additional dispensed items, the **SSP Reference number** must be entered in addition to the directions.

 **Note** - After adding each **Serious Shortage Item** to the **Select Multiple Items** screen return to the **Dispensary** screen to review the related **Warnings**.

12. The **Dispensary** screen displays.

13. Select **Endorse** .

14. The **Endorsements** screen displays:



Endorsements - Fluoxetine 20mg Capsules (Relonchem)

Ingredient

Quantity

Supplier

Product name

Other Endorsements

Measured & fitted

Zero discount

Aseptic dispensed

Use as contraceptive

Extemporaneous preparation

Extemporaneous sterilised

Extra vaginal applicator

No patient charge

Rebate claimed

Discount not given

Broken Bulk

Quantity left: 1st Claim

Claim date:

Urgent

Date:

Time: Holiday

Non-resident Resident

Special endorsement

This is not a special item

Claim SP fee Do not claim fee

Claim ED fee

Supplementary Costs (pence)

Item Price (trade price for 1 pack)

Special invoice price for [0] pack (exc. VAT)

Special endorsement info

Supplier:

MHRA License no:

Batch no:

Notes, e.g. Ingredient names, quantities and costs:

Additional

Multiple flavours Number:

Text:

Clarification Endorsement

P.C. P.N.C

Date:

Initials:

Prescriber approved

NCSO

Pharmacist initials:

Pack size:

Text:

Limited Stability

Extra dispensings

Serious Shortage Protocol

Serious Shortage Protocol

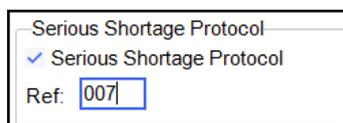
Ref:

Out of Pocket Expenses (pence)

Cost:

Text:

15. Within **Serious Shortage Protocol**, place a tick in the box and enter the **SSP reference number** as provided on the [NHS BSA website](https://www.nhs.uk/medicines/serious-shortage-protocol/):



Serious Shortage Protocol

Serious Shortage Protocol

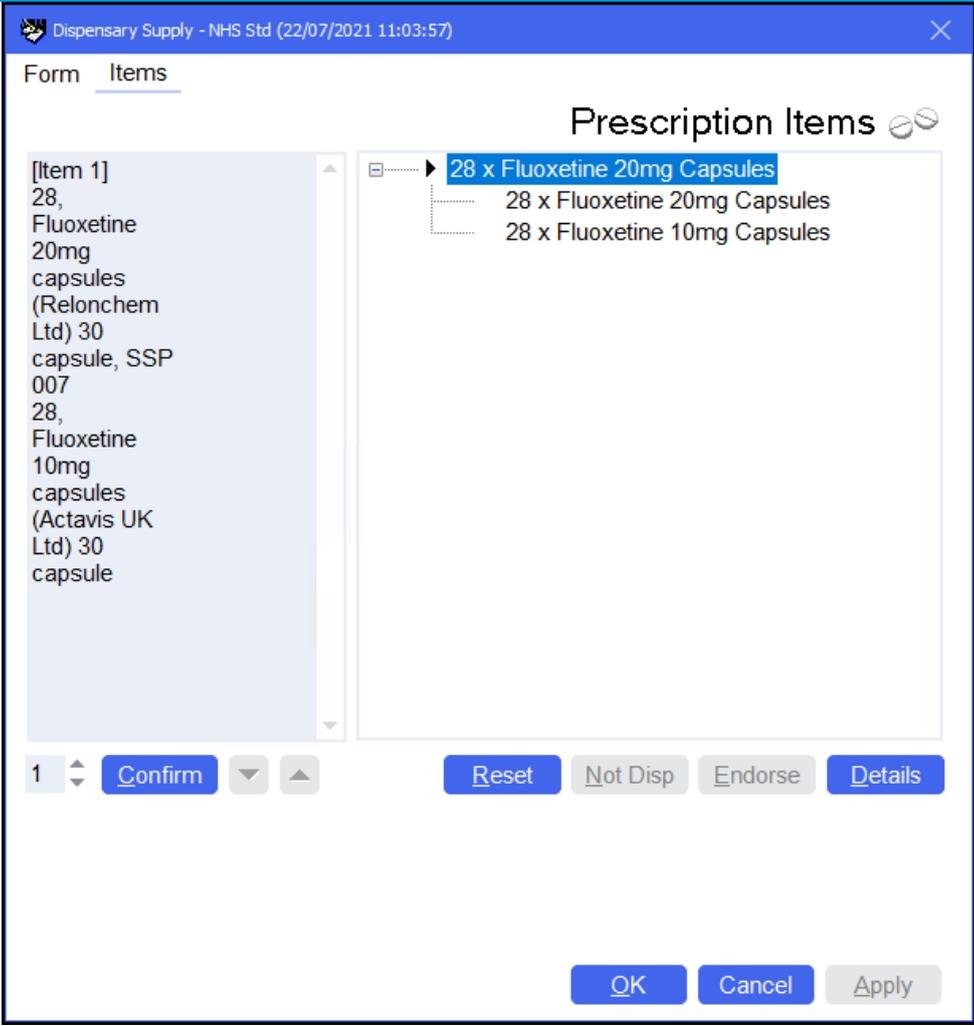
Ref:

16. Select **OK** .

17. Finish dispensing, notify and claim the prescription as normal.



Note - The **Dispensary Supply** screen displays the medication item you have dispensed as instructed by the SSP.



Dispensary Supply - NHS Std (22/07/2021 11:03:57)

Form Items

Prescription Items 

[Item 1]
28,
Fluoxetine
20mg
capsules
(Relonchem
Ltd) 30
capsule, SSP
007
28,
Fluoxetine
10mg
capsules
(Actavis UK
Ltd) 30
capsule

28 x Fluoxetine 20mg Capsules
 28 x Fluoxetine 20mg Capsules
 28 x Fluoxetine 10mg Capsules

1  **Confirm**   **Reset** **Not Disp** **Endorse** **Details**

OK **Cancel** **Apply**



Note - The required information relating to the item dispensed as a result of the SSP will be included in all notifications and claims to the NHS BSA.

FP10/EPS R1 Paper Prescriptions

If you are presented with a paper prescription containing an item that is subject to a **Serious Shortage Protocol (SSP)**, the processing is the same, regardless of the type of SSP.



For example, there is an SSP on Amoxicillin 500mg capsules. You have received a prescription for a patient for 21 Amoxicillin 500mg capsules one to be taken three times a day. You must dispense 42 Amoxicillin 250mg capsules two to be taken three times a day to fulfil the prescription.

To process any paper prescription with an **SSP**:

1. Manually dispense the item/s as per the SSP, for example, you could dispense an alternative quantity.
2. From **Directions**, enter the necessary directions for the patient to follow when taking the medication. You must also enter **SSP** and the **SSP reference number**, as outlined on the NHS BSA website, see [NHS BSA website](#) for details:

Item 1	
<u>Written as:</u>	<u>Quantity:</u>
Amoxicillin 250mg Capsules	42
<u>Dispense as:</u>	<u>Qwe:</u>
Amoxicillin 250mg Capsules (21) [AAH Generics Scheme]	
<u>Directions:</u>	
SSP Ref: 202 Take TWO capsules three times a day. Take regularly and complete the course. Contains a penicillin.	<input type="button" value="Caution"/> <input type="button" value="Direction"/>



Note - Please ensure that the SSP entered is currently valid (not expired) and the reference number is correct for the prescribed item and those being dispensed against the SSP.

3. Select **Finish** to complete the prescription as usual.

4. Hand endorse the prescription with the following information:
- The text '**SSP**' and the three-digit reference number to indicate that a supply was made in accordance with an SSP.
 - The quantity dispensed out of pack size, for example, 42/21.
 - Dispensed pack item/s details including:
 - Drug name.
 - Formulation.
 - Strength.
 - Manufacturer / Brand.
 - Pack size.



Note - The SSP endorsement is in addition to any other endorsement information required by the drug tariff.
