

# Managing Serious Shortage Protocols (SSP) in Nexphase - A Quick Reference Guide

Prescription only medicines can only be sold or supplied in accordance with a prescription issued by an appropriate practitioner, such as a GP. This regulation is subject to various exemptions, including the new Serious Shortage Protocol (SSP).

SSPs can help pharmacies to manage any serious shortages of medicines that may occur, without needing to refer patients back to prescribers.



**Important** - Although legislation permits the issuing of SSPs from 1st July 2019, an SSP is only considered and issued if there is a serious shortage of a specific medicine.

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See the [PSNC web-site](#) for further details.

# Configuration

If you encounter an SSP as part of the dispensing process, you must record the SSP reference number and print it on the medication label.

We recommend you add an SSP Dosage to aid consistency. To set up a dosage:

1. From anywhere in Nexphase, select **Drug Info - Dosages**.
2. The Dosages list displays, set up your new Dosage as follows:
  - **Code** - Type **SSP**.
  - **Description** – Type **Supplied under SSP ref -**
3. Select **OK** to save and close.

Now, whenever you dispense under an SSP protocol, after applying the normal medication directions, type "**SSP**" as a dosage and **Supplied under SSP ref** – displays, simply add the SSP reference number to it, for example, **123456**

## FP10/EPSR1 Paper Prescriptions

When you are presented with a paper prescription containing an item that is subject to SSP, the steps to follow are the same regardless of the SSP type.

To process any paper prescription with an SSP:

1. Dispense the item to be supplied as per the SSP, for example, an alternative quantity could be given.
2. Add the dosage text ensuring the SSP reference is included.

Endorsement	Qty	Prescribed Item
1) 112/28 Ramipril 2.5mg caps	112	Ramipril 2.5mg caps Take TWO daily. SSP ref: 123456

3. Attach the label to the dispensed product container.
4. Now select the **Optional Endorsements** screen.

Prescriber Contacted <input type="checkbox"/> Prescriber Not Contacted <input type="checkbox"/>	SP <input type="checkbox"/> ED <input type="checkbox"/>	Dispensed Item Name: <b>112 Ramipril 2.5mg caps TEVA [Alliance Healthcare Dist. Ltd.] (28)</b>
Pharmacist Initials CBA	Dispense Date 09/05/2019	NCSO <input checked="" type="checkbox"/>
Urgent Prescription (n/a)	Date and time 09/05/2019 13:41	Item Price £ <input type="text"/>
Measured and Fitted <input checked="" type="checkbox"/>	No Patient Charge <input type="checkbox"/>	Batch <input type="text"/>
Item for Contraceptive Use <input type="checkbox"/>	Supplier / Manufacturer Name Teva UK Ltd/SSP ref:123456	MHRA licence number <input type="text"/>
		OK Close

5. Complete as follows:
  - **Pharmacist Initials** – Enter as appropriate.
  - **Dispense Date** – Update if required.
  - **NCSO** – Tick.
  - **Supplier/Manufacturer Name** - Enter the SSP Reference number
  - Record any other missing details of what was supplied, for example, any additional endorsements.
6. Select **OK** to save and exit back to the Oscar and finish the prescription.
7. The endorsements display on the Oscar as a guide if you choose to handwrite/transcribe the endorsement.

1) 112/28  
Ramipril 2.5mg  
tabs NCSO  
CBA,20190523,A  
A H Ltd/SSP ref  
123456,28,tablet

Append the endorsements on the paper prescription by hand.

When submitted, paper prescriptions that are part of the SSP process, should be separated from normal paper FP10s.

## Paper claim option for an EPS R2 token

Where one or more items are subject to the SSP protocol:



**Note** – Where SSP is applicable to any dispensed item, any electronic SSP item must be marked as **ND** (Not dispensed) and dispensed manually as if it were a paper prescription item.

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1. From the **EPS** tab, highlight the SSP prescription.
2. Press **<Ctrl+5>** to print the token.
3. Once the token prints, revert to the Oscar and manually dispense the actual product supplied, as if the SSP item were prescribed on a paper FP10.
4. Add the dosage text ensuring you include the SSP free-text, for example, 'SSP ref – 123456'.
5. Ensure the label prints with the SSP text and attach it to the dispensed product.
6. Next, select the **Optional Endorsements** screen and complete as follows:
  - **Pharmacist Initials** – Enter as appropriate.
  - **Dispense Date** – Update if required.
  - **NCSO** – Tick.
  - **Supplier/Manufacturer Name** – Enter the SSP Reference Number.
  - Record any other missing details of what was supplied, for example, any other required endorsements.
7. Enter the NCSO detail, even though it is not strictly valid. It helps NHS Business Services Authority identify the SSP status.
8. Select **OK** to save and exit back to the Oscar where you can complete the endorsements by hand on the dispensing token.
9. Dispense the electronic prescription items as you would normally.
10. Press **<Ctrl+O>** to process the SSP item manually as **Not dispensed**.
11. Whilst it is not clinically correct, apply the **Clinically unsuitable** reason from those offered on the drop down list.
12. Dispense all non-SSP items as usual.

1) 28/28 Simvastatin 20mg tabs	28	28 (two eight) tablet, Simvastatin 20mg tablets Simvastatin 20mg tabs Take one at night Take one at night
2) ND	28	28 (two eight) capsule, Omeprazole 10mg gastro-resistant capsules Omeprazole 10mg g/r caps Take one each morning Take one each morning
3) 28/28 Omeprazole	28	28 (two eight) capsule, Omeprazole 20mg gastro-resistant

Where the SSP has been applied to an item prescribed on an EPSR2 prescription, the dispensing token should be submitted for remuneration within the red separator.

Any electronic items should be claimed as normal.



**Note** – An electronic claim is not generated where all items on a prescription are subject to the SSP protocol. Only a dispensing token is required.

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