Managing Serious Shortage Protocols (SSP) in Pharmacy Manager - 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.

See the PSNC web-site for further details.

Configuration

If you encounter an SSP, you should flag it ready for dispensing to ensure the endorsements are applied correctly. It has been agreed with the NHS Business Services Authority (NHSBSA) that you can use the **NCSO** flag.

1. Select the item to be dispensed under the SSP by selecting **Product Inquiry**.

2. Select the **Endorsing** tab.

3. From **NCSO Details** select **Sometimes**.

4. Tick **Display NCSO** if you want the system to alert you to an SSP item.
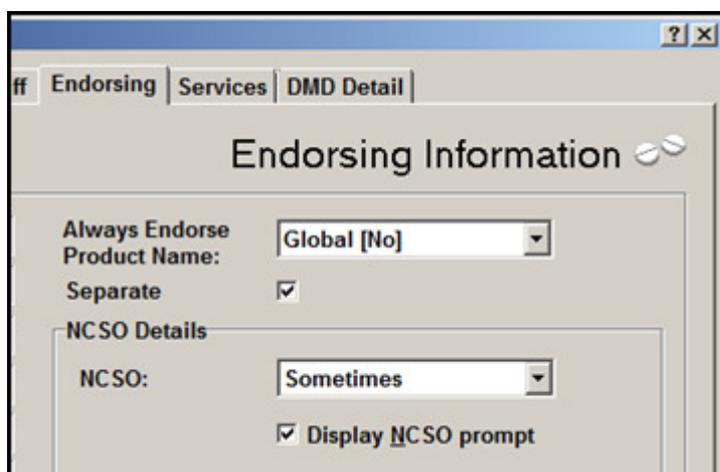
> 📓 **Note** – When there is no further requirement to flag an item, you can change the **NCSO** details on the drop-down menu back to **Never** in order to switch the configuration off.

SSP Reference Number

The SSP reference number for each protocol must be recorded and printed on the medication labels. To quickly and easily accomplish this, add it to **Directions**.

To add an SSP reference number to the stored **Directions**:

1. From any screen in **Pharmacy Manager**, select **Tools - Inquiry - Direction**.
2. Give the direction a name, for example, **SSP**.
3. Add the text such as '**Supplied under SSP – ref**'.

To use your SSP direction, when dispensing under an SSP, dispense in the usual way, but in Direction, enter SSP (or whatever you have named your SSP direction) and simply add the SSP reference number to the end.
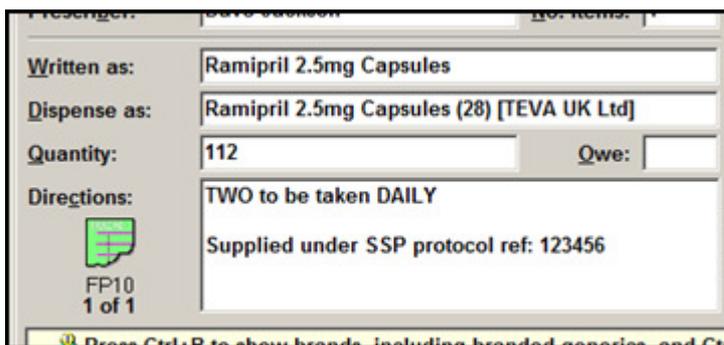
Pharmacy Manager can be set up to prompt you when a prescription needs separating, to set this up:

1. From any screen in **Pharmacy Manager**, select **Tools - Pharmacy Details - Dispensing**.
2. Tick **Prescription Separation**.

Now a separation flag appears, when appropriate, on the **Dispensary tab**.

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.

If the SSP medication has already been flagged as NCSO, dispense the item as you would for a paper prescription.

To process any paper prescription with a SSP:

1. Dispense the item as per SSP, for example, an alternative quantity could be given. Ensure the label prints the SSP text and number.
2. Once you have selected **Finish**, select the **Pending** tab.
3. Select **Endorse** and highlight the SSP item.
4. From the **Dispensary Supply** screen, highlight the SSP item and select **Endorse**.
5. Tick NSCO and any NCSO endorsing information is automatically added.

NCSO

Pharmacist initials: CE
Pack size: 28 tablet
Text: TEVA UK Ltd

Additional

☐ Multiple flavours   Number:
☑ Text: SSP Ref 123456

6. Tick **Additional Text** and enter the SSP reference number.
7. Record any missing details , for example, the usual endorsements.
8. Select **OK** to save and exit back to the **Dispensary Supply** screen.
9. Endorse/print the paper prescription, either handwriting or printing.

[Item 1]
SSP Ref
123456 NCSO
TEVA UK Ltd,
112/28, ,
Initials CE,
23/07/19

When submitted, SSP paper prescription tokens are part of the SSP process and should be separated from your normal paper FP10 prescriptions.

Paper claim option for an EPSR2 token

Where one or more items on an EPSR2 token are subject to the SSP protocol.

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

Before you start, ensure any item to be dispensed under SSP is flagged as **NCSO.**

1. From the **eMessages** tab, highlight the prescription with the SSP item.
2. Select the **Speedbutton** to print the dispensing token.
3. Now, select the **Dispensary** tab and manually dispense the actual product supplied as if the SSP item were prescribed as a paper FP10.
4. Add the dosage text ensuring the dosage area includes the SSP free-text in the dosage instructions, for example, **Supplied under SSP ref: 123456**.
5. Complete the label as required and then select **Finish**.
6. Attach the label to the dispensed product as usual.

Manually append endorsements for the SSP item to the dispensing token:

1. From **Pharmacy Manager**, select the **Pending** tab
2. Highlight the SSP medication and select **Endorse** .
3. Tick NCSO, stored endorsements are applied automatically.
4. Tick Additional Text and add the SSP reference number.
5. The endorsements display on the Dispensary Supply tab as a guide to handwrite the endorsement on the token.

Process the remainder of the EPS prescription:

1. Dispense the remainder of the electronic prescription as normal, however, mark the SSP item which has been manually processed as **Not dispensed** as an electronic item.
2. On the **Dispensary** tab, select **Not Disp** and apply the **Clinically unsuitable** reason from those offered.

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 notified and 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.