



# Serious Shortage Protocol Guide

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## Table of Contents

<b>1. Overview.....</b>	<b>2</b>
<b>2. Dispensing an SSP .....</b>	<b>3</b>
<b>3. Endorsing an SSP.....</b>	<b>7</b>
<b>4. SSP Report.....</b>	<b>10</b>


## 1. Overview

The update to add SSP functionality to RxWeb allows the user to dispense a different item from what has been prescribed and then claim for this via EPS2 with the SSP endorsement.

For example, where a patient is prescribed 14 x Fluoxetine 30mg capsules, but the 30mg tablets are in short supply and an approved SSP applies, the pharmacy could instead dispense 14 x Fluoxetine 20mg capsules and 14 x Fluoxetine 10mg capsules or 42 x Fluoxetine 10mg capsules.

Approved Live SSP's are published on the NHSBSA Website.

<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/serious-shortage-protocols-ssps>

	
<b>SERIOUS SHORTAGE PROTOCOL (SSP)</b> Reference Number: SSP007	
This SSP applies to the following medicine:	
<b>Name of medicine (including strength and formulation)</b>	Fluoxetine 30mg capsules
<b>Legal category</b>	POM
<b>1. Details of medication to be supplied under this SSP</b>	
<b>Name of medicine (including formulation and strength) to be supplied</b>	1 x fluoxetine 20mg capsule <b>PLUS</b> 1 x fluoxetine 10mg capsule  <b>OR</b>  3 x fluoxetine 10mg capsules
<b>Quantity of this formulation (if applicable)</b>	Total quantity supplied under this protocol to be equivalent to the number of days supplied on original prescription.  For every 30mg capsule, the following quantity must be supplied in accordance with this protocol:  1 x 20mg fluoxetine capsule <b>PLUS</b> 1 x 10mg fluoxetine capsule  <b>OR</b>  3 x fluoxetine 10mg capsules
<b>Substitution results in a change to whether the use is licenced</b>	No

## 2. Dispensing an SSP

On the Dispensing screen there is an **SSP** button to the right-hand side of the screen, next to the item grid

The screenshot shows the 'Dispensing' screen for Jojo Stenhouse. The 'Prescribed Item' search box contains 'Fluoxetine 30mg capsules'. The 'Prescriber' is 'FP10NC'. The 'SSP' button is circled in red. The 'Item grid' displays the following items:

Pack	Drug	P	U	Price	Tariff
1 30	Fluoxetine 30mg capsules (Imported) 30 capsule	0	0	n/a	£1.80
2 30	Fluoxetine 30mg capsules (Medihealth (Northern) Ltd) 30 capsule	0	0	n/a	£1.80
3 30	Fluoxetine 30mg capsules (Medreich Plc) 30 capsule 3 x 10 capsules	0	0	£1.80	£1.80
4 30	Fluoxetine 30mg capsules (A A H Pharmaceuticals Ltd) 30 capsule	0	0	n/a	£1.80
5 30	Fluoxetine 30mg capsules (DE Pharmaceuticals) 30 capsule	0	0	n/a	£1.80
6 30	Fluoxetine 30mg capsules (Alliance Healthcare (Distribution) Ltd) 30 caps	0	0	n/a	£1.80

The 'Order (packs)' is 0. The 'Endorsement' is 'Fluoxetine 30mg capsules 14/30 SP'. The 'Directions' are 'As Directed'. The 'Labels' section shows 'One Label' selected, 'Split labels' set to 1, and 'One per pack' selected. The 'Print these labels' checkbox is checked.

When dispensing an EPS prescription, the items in the grid are restricted to match what is written in the **Prescribed Item** search box

For example, if **Fluoxetine 30mg capsules** is written in the **Prescribed Item** search box, only **Fluoxetine 30mg capsules** will be displayed in the Item grid

By pressing the **SSP** button two things happen:

- The restriction is removed, and **all versions** of the Prescribed Item will be displayed in the Item grid
- The **Prescribed Item** search box is **re-enabled** allowing the user to search for a completely different item to dispense

Jojo Stenhouse (14/10/1983 - 37), 126 Whitehouse Road, TS22 5BQ - Not Exempt - Pre: Andrew Chandler - [ESC to close] Previous Next Item 1 of 1

**Prescribed Item** Fluoxetine 30mg capsules Prescriber FP10NC PMR

**Dispersing Items**

	Pack	Drug	P	U	Price	Tariff	SSP
1	30	Fluoxetine 30mg capsules (Medihealth (Northern) Ltd) 30 capsule	0	0	n/a	£1.80	
2	1	Fluoxetine 2.5mg/5ml oral suspension (Special Order) 1 ml	0	0	n/a	n/a	
3	30	Fluoxetine 20mg capsules (Almus Pharmaceuticals Ltd) 30 capsule 3 x 10	0	0	£1.12	£1.12	
4	70	Fluoxetine 20mg/5ml oral solution (Kent Pharmaceuticals Ltd) 70 ml	0	0	£12.75	£4.22	
5	70	Fluoxetine 20mg/5ml oral solution sugar free (A A H Pharmaceuticals Ltd)	0	0	n/a	£12.95	
6	70	Fluoxetine 20mg/5ml oral solution sugar free (Ennogen Healthcare Ltd)	0	0	n/a	£12.95	
7	30	Prozac 20mg capsules (Mawdsley-Brooks & Company Ltd) 30 capsule	0	0	n/a	£1.12	

Update Stock In Stock : 0p On Order : 0p A A H Pharmaceuticals Ltd This item is not mapped to a supplier. **Pack Replacement**

**Prescribed** 14 **Dispersed** 14 ☐ Create Owings **capsule** EAN Code

Once you have selected the new item you wish to dispense (either from the list available or by performing a new search), you may need to either increase the Dispersed Quantity or add more than one Dispersed Item

To increase the dispensed quantity (if you are using a single lower strength drug but upping the dose), simply type the new quantity in the **Dispersed Qty** box and then adjust the directions accordingly

The example below shows 42 x 10mg capsules which are replacing 14 x 30mg capsules

Jojo Stenhouse (14/10/1983 - 37), 126 Whitehouse Road, TS22 5BQ - Not Exempt - Pre: Andrew Chandler - [ESC to close] Previous Next Item 1 of 1

**Prescribed Item** Fluoxetine 30mg capsules Prescriber FP10NC PMR

**Dispersing Items**

	Pack	Drug	P	U	Price	Tariff	SSP
8	30	Fluoxetine 30mg capsules (Imported) 30 capsule	0	0	n/a	£1.80	
9	30	Fluoxetine 10mg capsules (A A H Pharmaceuticals Ltd) 30 capsule	0	0	n/a	£61.43	
10	30	Fluoxetine 10mg capsules (DE Pharmaceuticals) 30 capsule	0	0	n/a	£61.43	
11	30	Fluoxetine 10mg tablets (Alliance Healthcare (Distribution) Ltd) 30 tablet	0	0	n/a	£61.73	
12	30	Fluoxetine 20mg capsules (Medihealth (Northern) Ltd) 30 capsule	0	0	n/a	£1.12	
13	30	Fluoxetine 20mg capsules (Milpharm Ltd) 30 capsule	0	0	n/a	£1.12	
14	30	Fluoxetine 20mg capsules (Bristol Laboratories Ltd) 30 capsule	0	0	n/a	£1.12	

Update Stock In Stock : 0p On Order : 0p A A H Pharmaceuticals Ltd This item is not mapped to this supplier. **Pack Replacement**

**Prescribed** 14 **Dispersed** 42 ☐ Create Owings **capsule 28 over** EAN Code

**Order (packs)** 0

If you are combining items of more than one strength, first select the initial item from the grid and then press the **Add** button at the bottom of the dispensing screen

Jojo Stenhouse (14/10/1983 - 37), 126 Whitehouse Road, TS22 5BQ - Not Exempt - Pre: Andrew Chandler - [ESC to close] Previous Next Item 1 of 1

**Prescribed Item** Fluoxetine 30mg capsules Prescriber FP10NC PMR

**Dispensing Items**

Filter: Preferred Item ☐ Favourite List ☐ With Account ☐ All Items ☒

Update Stock In Stock: 0p On Order: 0p

Pack	Drug	P	U	Price	Tariff	SSP
13 30	Fluoxetine 20mg capsules (Milpharm Ltd) 30 capsule	0	0	n/a	£1.12	
14 30	Fluoxetine 20mg capsules (Bristol Laboratories Ltd) 30 capsule	0	0	n/a	£1.12	
15 30	Fluoxetine 20mg capsules (DE Pharmaceuticals) 30 capsule	0	0	n/a	£1.12	
16 30	Fluoxetine 20mg capsules (Medreich Plc) 30 capsule 3 x 10 capsules	0	0	n/a	£1.12	
17 30	Fluoxetine 40mg capsules (Imported) 30 capsule	0	0	n/a	£1.80	
18 30	Fluoxetine 60mg capsules (Medihealth (Northern) Ltd) 30 capsule	0	0	n/a	£7.46	
19 30	Fluoxetine 60mg capsules (Phoenix Healthcare Distribution Ltd) 30 capsule	0	0	n/a	£7.46	

AA H Pharmaceuticals Ltd This item is not mapped to this supplier. **Pack Replacement**

**Prescribed** 14 **Dispensed** 14 **Create Owings** ☐ **capsule**

**Order (packs)** 0

**Endorsement** Fluoxetine 20mg capsules 14/30

**Directions** press ? for shortcuts As Directed

**Interact** **Warnings** **BNF** **Ingreds** **Conditions**

**Labels** One Label ☐ Split labels 1 Custom One per pack ☒ Copies 1 Combine Spares

**14 x Fluoxetine 20mg capsules**  
As Directed

Miss Jojo Stenhouse 07/04/21  
Kays Chemist, 666 Test Street, Test Town, Test

Keep out of sight and reach of children

Next Item Finish **Add** Close

Print these labels ☒

On the **Prescription Details** screen that follows, you can see that 14 x 20mg capsules have been added

We now need to add another 14 x 10mg capsules to match the prescribed strength

To add another dispensed item, press the **Add Dispensing Item** button

**Exemptions** N: No Exempti... **Number** BF63B525-07F2-9DED-E050-D20AE3A27C9E **Type** FP10NC

**Dispensed** Add Endorsement + Add Prescription Item **+ Add Dispensing Item** Edit Remove

Warnings	Item	Qty	Price	Charge
	<b>Fluoxetine 30mg capsules</b>	14 capsule		
	07/04/2021 - Fluoxetine 20mg capsules (DE Pharmaceuticals) 30 capsule (AA H Pharmac	14 capsule	£1.12	£9.35

Repeat Dispensing **Total Cost: £9.35** Dispense

Select the next strength required from the grid (don't forget to adjust the directions accordingly) and then press the **Add** button at the bottom of the screen

Jojo Stenhouse (14/10/1983 - 37), 126 Whitehouse Road, TS22 5BQ - Not Exempt - Pre: Andrew Chandler - [ESC to close] Previous Next Item 1 of 1

Prescribed Item: Fluoxetine 30mg capsules

Prescriber: FP10NC

PMR

Filter: Preferred Item, Favourite List, With Account, All Items (selected)

Pack	Drug	P	U	Price	Tariff	SSP
74 30	Fluoxetine 60mg capsules (Dr Reddy's Laboratories (UK) Ltd) 30 capsule	0	0	n/a	£5.71	
75 30	Fluoxetine 60mg capsules (Mylan) 30 capsule 2 x 15 capsules	0	0	£4.33	£5.71	
76 70	Fluoxetine 20mg/5ml oral solution (Alliance Healthcare (Distribution) Ltd)	0	0	n/a	£4.13	
77 70	Fluoxetine 20mg/5ml oral solution sugar free (Morningside Healthcare Ltd)	0	0	£12.95	£12.95	
78 70	Fluoxetine 20mg/5ml oral solution sugar free (Medihealth (Northern) Ltd)	0	0	n/a	£12.95	
79 28	Olena 20mg dispersible tablets (Advanz Pharma) 28 tablet 2 x 14 tablets	0	0	£3.44	£3.44	
80 30	Fluoxetine 10mg capsules (DE Pharmaceuticals) 30 capsule	0	0	n/a	£64.10	

Update Stock: In Stock: 0p On Order: 0p

AA H Pharmaceuticals Ltd This item is not mapped to this supplier. Pack Replacement

Prescribed: 14 Dispensed: 14 capsule 14 over

Order (packs): 0

Endorsement: Fluoxetine 10mg capsules 14/30

Directions: As Directed

Interact, Warnings, BNF, Ingreds, Conditions

Labels: One Label, Split labels: 1, One per pack, Copies: 1, Custom, Combine Spares

14 x Fluoxetine 10mg capsules As Directed

Miss Jojo Stenhouse 07/04/21 Kays Chemist, 666 Test Street, Test Town, Test

Keep out of sight and reach of children

Next Item, Finish, Add, Close

Print these labels

On the **Prescription Details** screen you can now see that the strength of the dispensed items match the prescribed item.

Exemptions: N: No Exempti... Number: BF63B525-07F2-9DED-E050-D20AE3A27C9E Type: FP10NC

Dispensed: Add Endorsement Add Prescription Item Add Dispensing Item Edit Remove

Warnings	Item	Qty	Price	Charge
	Fluoxetine 30mg capsules	14 capsule		
	07/04/2021 - Fluoxetine 20mg capsules (DE Pharmaceuticals) 30 capsule (AA H Pharmac	14 capsule	£1.12	£9.35
	07/04/2021 - Fluoxetine 10mg capsules (DE Pharmaceuticals) 30 capsule (AA H Pharmac	14 capsule	£64.10	£9.35

Repeat Dispensing

Total Cost: £9.35

Dispense

Note: You can repeat this process as many times as you need, adding multiple dispensed items until they match the strength of the prescribed item

Press the **Dispense** button at the bottom of the screen to finish dispensing the prescription

### 3. Endorsing an SSP

Endorsing can be done from the **To Be Collected** queue or the **To Be Claimed** queue

Select the prescription which includes the SSP items and press the **View Endorsement** button at the bottom of the screen

### Prescription Queue

Barcode

Show me 

To be Collected

< > For Today

From 6 Apr 2021 To 7 Apr 2021

☐ Select All 5 results found (13 items).

	Patient	Age	Exempt Code	Del	Items	Dispens...	Type	Status	Days to Arc	eRD Due	Prescribed
<input type="checkbox"/>	Lalla Mountfield	39	Exempt : H	No	3	07/04/21	EPS2	Dispensed	183		07/04/21
<input type="checkbox"/>	Jojo Stenhouse	37	Not Exempt	No	1	07/04/21	EPS2	Dispensed	183		07/04/21
<input type="checkbox"/>	Jaipreet Chandha	7	Exempt : A	No	1	07/04/21	EPS2	Dispensed	147	01/03/21	01/03/21
<input type="checkbox"/>	Darshanbir Suppiah	69	Exempt : A	No	4	07/04/21	EPS2	Dispensed	147		01/03/21
<input type="checkbox"/>	Sonny Dryden	8	Exempt : A	No	4	07/04/21	EPS2	Dispensed	147	01/03/21	01/03/21

#### Additional Info

This script was signed by 'EMU' on the 07/04/2021.  
PRESCRIPTION NOTE : Please call the practice.  
PRESCRIPTION NOTE : Fluoxetine 30mg capsules

Collected

View Token

View Endorsement

Print

Exemption

Withdraw

Refresh

Powered by pharmaSys © Confidential: Personal Data about a patient. 2021 RxWeb.

The Dispensed Items will be displayed in the top left-hand panel of the window  
Click on the first SSP item and select **Serious Shortage Protocol** from the **Endorsements** drop-down menu

**Claim Preview - [ESC to close]**

Update Default Patient Exemption ☐

**Exemption** N: No Exemption: appropriate ch... **Evidence Seen** ☐

Dispensed Item	Endorsement Codes
14 x Fluoxetine 10mg capsules (DE Pharmaceuticals) 30 capsule	
14 x Fluoxetine 20mg capsules (DE Pharmaceuticals) 30 capsule	

**Endorsements** Serious Shortage Protocol

**Name**  
**CODE**  
**EXTRAINFO**

**Please provide**

- Invoice Price
- Measured & Fitted
- No Cheaper Stock Obtainable
- No Dispenser Endorsement Co...
- Out of Pocket Expenses (Pence)
- Packaged Dosage
- Prescriber Contacted
- Prescriber Not Contacted
- Rebate Claimed
- Serious Shortage Protocol**
- Special Preparations

**Endorsements for the Item selected above**

> <

Save Changes Cancel

ered by pharmaSys nal Data about a patient. 2021 RxWeb.

You will need to add the **SSP Reference Number** in the **EXTRAINFO** field  
The SSP Reference numbers for each SSP can be found on the NHSBSA website:

<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/serious-shortage-protocols-ssps>

**NHS**

**SERIOUS SHORTAGE PROTOCOL (SSP)**

Reference Number: **SSP007**

This SSP applies to the following medicine:

<b>Name of medicine (including strength and formulation)</b>	Fluoxetine 30mg capsules
<b>Legal category</b>	POM

This needs to be entered in a **3-digit** format, in the example we are using this would be **007**

If the **Reference Number** displayed on the NHSBSA website is less than 3 digits, please add zeros at the start to make it a 3-digit number

**Endorsements** Serious Shortage Protocol

Name	Value (Click to edit)
CODE	SSP
EXTRAINFO	000

> <

**Endorsements for the Item selected above**

Please provide the SSP Code in EXTRAINFO.

Save Changes Cancel

Press the > button to add the endorsement code to the item

**Claim Preview - [ESC to close]**

Update Default Patient Exemption ☐

**Exemption** N: No Exemption: appropriate ch... **Evidence Seen** ☐

Dispensed Item	Endorsement Codes
14 x Fluoxetine 10mg capsules (DE Pharmaceuticals) 30 capsule	SSP
14 x Fluoxetine 20mg capsules (DE Pharmaceuticals) 30 capsule	

**Endorsements** Serious Shortage Protocol

Name	Value (Click to edit)
CODE	SSP
EXTRAINFO	007

> <

**Endorsements for the Item selected above**

SSP, 007

Save Changes Cancel

Repeat the steps to add the endorsement to each of the SSP items

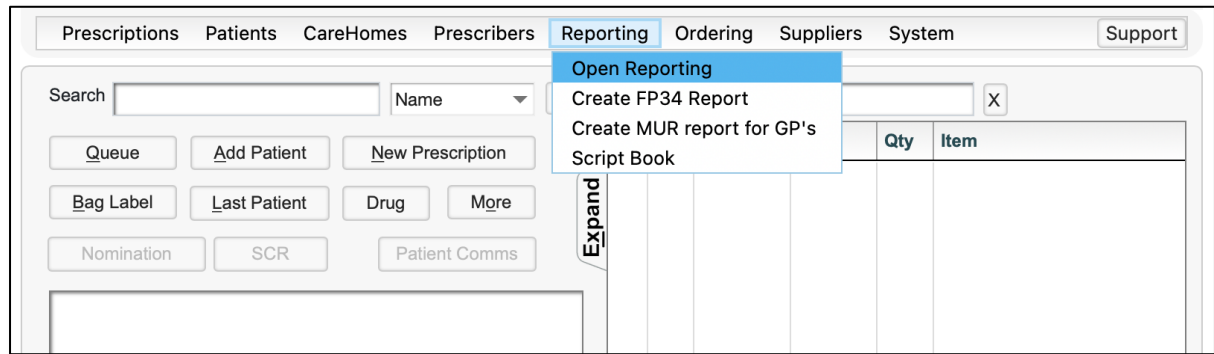
Press the **Save Changes** button at the bottom of the screen when you are finished

You can now claim the prescription as normal

## 4. SSP Report

There is an SSP Report which you can run to see how many SSP Endorsements have been sent for a given period of time.

To run the report, click on **Reporting** in the main menu and select **Open Reporting**



Set the **Report Type** drop-down menu to **ETP2**

Then set the **Report** drop-down menu to **Claims Sent – SSP Endorsement**

A screenshot of the 'Create Reports' form. It has two dropdown menus. The first is labeled 'Report Type' and has 'ETP2' selected. The second is labeled 'Report' and has 'Claims Sent - SSP Endorsement' selected.

Select the date range you wish to run the report for, using the **From Date** and **To Date** calendars

Then click on the **Build Report** button

A screenshot of the 'Create Reports' form, similar to the previous one, but with additional elements highlighted with red circles. The 'From Date' is set to '22 Jun 2021' and the 'To Date' is set to '22 Jul 2021'. Both date fields have calendar icons next to them. The 'Build Report' button is also circled in red.

The results will output the following data:

- Patient Last Name
- Patient First Name
- Patient Date of Birth
- Patient NHS Number
- EPS Prescription ID Number (barcode)
- Repeat Prescription Number
- Claim Message Date
- Prescribed Item
- Prescribed Quantity
- Dispensed Item
- Dispensed Quantity
- SSP Endorsement Code
- Pharmacy Name
- Pharmacy ODS Code
- Waiting Acknowledgement

### Create Reports

Report Type

ETP2

Report

Claims Sent - SSP Endorsement

From Date

1 Apr 2021

To Date

22 Jul 2021

Build Report

Found 2 results.

Print Report

Copy Report to Clipboard

Last name	First name	DOB	NHS Number	Prescription Number	Repeat Number	Claim Message Date	Prescribed Item
Stenhouse	Jojo	14/10/1983	9453531286	136E19-D81015-0EA0F2	1	04/05/2021	Fluoxetine 10mg ca
Stenhouse	Jojo	14/10/1983	9453531286	1F2672-D81015-0EA119	1	22/04/2021	Fluoxetine 30mg ca

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### Create Reports

Report Type
ETP2

Report
Claims Sent - SSP Endorsement

Build Report

From Date
1 Apr 2021

To Date
22 Jul 2021

Found 2 results.

Print Report
Copy Report to Clipboard

	Prescribed Q...	Dispensed Item	Dispensed Q...	SSP code	Pharmacy	ODS Code	Wai...
ules	28	Fluoxetine 10mg tablets (DE Pharmaceuticals) 30 tablet	28	009	KAYS FAX99	FAX99	N
ules	14	Fluoxetine 30mg capsules (Imported) 30 capsule	14	123	KAYS FAX99	FAX99	N

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You can print the report directly from RxWeb using the **Print Report** button

Or copy the results using the **Copy Report to Clipboard** button, and paste them into another program such as Microsoft Excel

Print Report
Copy Report to Clipboard

NHS N...	Prescri...	Repeat...	Claim Message Date
94535312	136E19-D	1	04/05/2021