



Serious Shortage Protocol Guide

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Author: Paul Murdoch

BSA Guidance

In conjunction with this guide, the BSA have asked that contractors read their latest guidance on SSPs, and specifically the section on common endorsing errors. Please see the section titled 'Common errors endorsing SSPs' using the link below for more information.

[Endorsing Serious Shortage Protocols \(SSPs\) | NHSBSA](#)

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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>

	
SERIOUS SHORTAGE PROTOCOL (SSP) Reference Number: SSP007	
This SSP applies to the following medicine:	
Name of medicine (including strength and formulation)	Fluoxetine 30mg capsules
Legal category	POM
1. Details of medication to be supplied under this SSP	
Name of medicine (including formulation and strength) to be supplied	1 x fluoxetine 20mg capsule PLUS 1 x fluoxetine 10mg capsule OR 3 x fluoxetine 10mg capsules
Quantity of this formulation (if applicable)	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 PLUS 1 x 10mg fluoxetine capsule OR 3 x fluoxetine 10mg capsules
Substitution results in a change to whether the use is licenced	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 a patient named Jojo Stenhouse. The 'Prescribed Item' search box contains 'Fluoxetine 30mg capsules'. The 'Prescriber' is 'FP10NC'. The 'SSP' button is circled in red. The table below shows the search results:

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

Below the table, the 'Prescribed' field shows '14' and 'Dispersed' shows '14'. The 'Endorsement' field contains 'Fluoxetine 30mg capsules 14/30 SP'. The 'Directions' field contains 'As Directed'. The 'Labels' section shows 'One Label' selected, 'Split labels' set to 1, and 'Copies' set to 1. A preview of the label is shown: '14 x Fluoxetine 30mg capsules As Directed' with contact information for Miss Jojo Stenhouse and a date of 07/04/21. The 'SSP' button is located to the right of the table.

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

Dispersing Items

Filter	Pack	Drug	P	U	Price	Tariff	SSP
Preferred Item <input type="radio"/>	1 30	Fluoxetine 30mg capsules (Medihealth (Northern) Ltd) 30 capsule	0	0	n/a	£1.80	
Favourite List <input type="radio"/>	2 1	Fluoxetine 2.5mg/5ml oral suspension (Special Order) 1 ml	0	0	n/a	n/a	
With Account <input type="radio"/>	3 30	Fluoxetine 20mg capsules (Almus Pharmaceuticals Ltd) 30 capsule 3 x 10	0	0	£1.12	£1.12	
All Items <input checked="" type="radio"/>	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) 70	0	0	n/a	£12.95	
	7 30	Prozac 20mg capsules (Mawdsley-Brooks & Company Ltd) 30 capsule	0	0	n/a	£1.12	Pack Replacement

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

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

Dispersing Items

Filter	Pack	Drug	P	U	Price	Tariff	SSP
Preferred Item <input type="radio"/>	8 30	Fluoxetine 30mg capsules (Imported) 30 capsule	0	0	n/a	£1.80	
Favourite List <input type="radio"/>	9 30	Fluoxetine 10mg capsules (A A H Pharmaceuticals Ltd) 30 capsule	0	0	n/a	£61.43	
With Account <input type="radio"/>	10 30	Fluoxetine 10mg capsules (DE Pharmaceuticals) 30 capsule	0	0	n/a	£61.43	
All Items <input checked="" type="radio"/>	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

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

Dispersing Items

Filter	Pack	Drug	P	U	Price	Tariff	SSP
Preferred Item <input type="radio"/>	13 30	Fluoxetine 20mg capsules (Milpharm Ltd) 30 capsule	0	0	n/a	£1.12	
Favourite List <input type="radio"/>	14 30	Fluoxetine 20mg capsules (Bristol Laboratories Ltd) 30 capsule	0	0	n/a	£1.12	
With Account <input type="radio"/>	15 30	Fluoxetine 20mg capsules (DE Pharmaceuticals) 30 capsule	0	0	n/a	£1.12	
All Items <input checked="" type="radio"/>	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	

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

Supplier: A A H Pharmaceuticals Ltd This item is not mapped to this supplier. **Pack Replacement**

Prescribed: 14 Dispersed: 14 Create Owings EAN Code:

Order (packs): 0

Endorsement: Fluoxetine 20mg capsules 14/30

Directions: As Directed

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

Next Item Finish **Add** Close

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

Dispersed: 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 (A A 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

Dispersing Items

Filter	Pack	Drug	P	U	Price	Tariff	SSP
Preferred Item <input type="radio"/>	74	30	Fluoxetine 60mg capsules (Dr Reddy's Laboratories (UK) Ltd) 30 capsule	0	0	n/a	£5.71
Favourite List <input type="radio"/>	75	30	Fluoxetine 60mg capsules (Mylan) 30 capsule 2 x 15 capsules	0	0	£4.33	£5.71
With Account <input type="radio"/>	76	70	Fluoxetine 20mg/5ml oral solution (Alliance Healthcare (Distribution) Ltd)	0	0	n/a	£4.13
All Items <input checked="" type="radio"/>	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 A A H Pharmaceuticals Ltd This item is not mapped to this supplier. Pack Replacement

Prescribed 14 Dispersed 14 capsule 14 over Create Owings EAN Code

Order (packs) 0

Endorsement Fluoxetine 10mg capsules 14/30

Directions As Directed

Interact Warnings BNF Ingreds Conditions

Labels One Label Split labels 1 Custom One per pack Copies 1 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 (A A H Pharmac	14 capsule	£1.12	£9.35
	07/04/2021 - Fluoxetine 10mg capsules (DE Pharmaceuticals) 30 capsule (A A 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

The screenshot shows the 'Prescription Queue' interface. At the top, there is a search bar and a 'Show me' dropdown menu set to 'To be Collected'. Below this is a 'Barcode' input field and a date range selector set to 'From 6 Apr 2021 To 7 Apr 2021'. A table lists five prescriptions, with the second row highlighted in yellow. Below the table is an 'Additional Info' section containing text about the prescription and notes. At the bottom, there is a row of buttons: 'Collected', 'View Token', 'View Endorsement' (circled in red), 'Print', 'Exemption', 'Withdraw', and 'Refresh'. The footer includes 'Powered by pharmaSys ©' and 'Confidential: Personal Data about a patient. 2021 RxWeb.'

	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

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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

The screenshot shows the 'Claim Preview' window with the following elements:

- Update Default Patient Exemption
- Exemption: N: No Exemption: appropriate ch... Evidence Seen
- Table with columns: Dispensed Item, Endorsement Codes

14 x Fluoxetine 10mg capsules (DE Pharmaceuticals) 30 capsule	
14 x Fluoxetine 20mg capsules (DE Pharmaceuticals) 30 capsule	
- Endorsements dropdown menu:
 - Serious Shortage Protocol (highlighted and circled in red)
 - 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
 - Special Preparations
- Endorsements for the Item selected above: [Empty box]
- Buttons: Save Changes, Cancel
- Footer: ered by pharmaSys Special Preparations 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>

The screenshot shows the NHS Serious Shortage Protocol (SSP) document with the following details:

- NHS** logo
- SERIOUS SHORTAGE PROTOCOL (SSP)**
- Reference Number: **SSP007** (circled in red)
- This SSP applies to the following medicine:

Name of medicine (including strength and formulation)	Fluoxetine 30mg capsules
Legal category	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

The screenshot shows a form titled "Endorsements" with a dropdown menu set to "Serious Shortage Protocol". Below the dropdown is a table with two columns: "Name" and "Value (Click to edit)". The table contains two rows: "CODE" with the value "SSP" and "EXTRAINFO" with the value "000". The "000" is circled in red. To the right of the table are two buttons: ">" and "<". Below the table is a red text instruction: "Please provide the SSP Code in EXTRAINFO." To the right of the table is a large empty box titled "Endorsements for the Item selected above". At the bottom right are two buttons: "Save Changes" and "Cancel".

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

The screenshot shows a "Claim Preview" window with the title "Claim Preview - [ESC to close]". At the top, there is a checkbox for "Update Default Patient Exemption". Below that is a section for "Exemption" with a dropdown menu set to "N: No Exemption: appropriate ch..." and a checkbox for "Evidence Seen". Below this is a table with two columns: "Dispensed Item" and "Endorsement Codes". The table contains two rows: "14 x Fluoxetine 10mg capsules (DE Pharmaceuticals) 30 capsule" and "14 x Fluoxetine 20mg capsules (DE Pharmaceuticals) 30 capsule", both with the value "SSP" in the "Endorsement Codes" column. Below the table is a section for "Endorsements" with a dropdown menu set to "Serious Shortage Protocol". Below the dropdown is a table with two columns: "Name" and "Value (Click to edit)". The table contains two rows: "CODE" with the value "SSP" and "EXTRAINFO" with the value "007". The ">" button is circled in red. To the right of the table is a large box titled "Endorsements for the Item selected above" containing the text "SSP, 007". At the bottom right are two buttons: "Save Changes" and "Cancel".

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

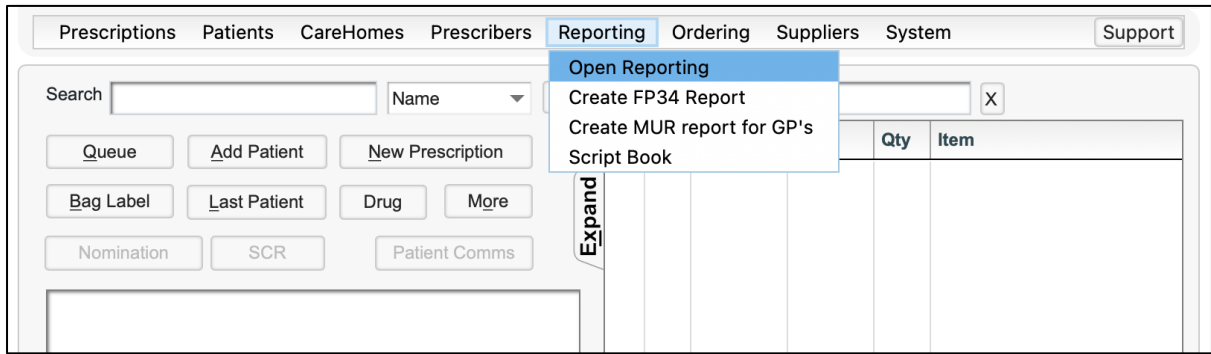
Press the **Save Changes** button at the bottom of the screen when you are finished

You can now claim the prescription as normal

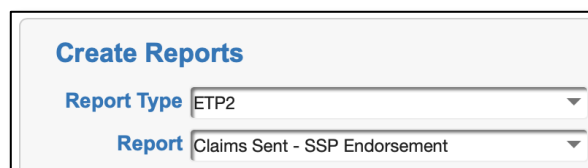
4. SSP Report

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**

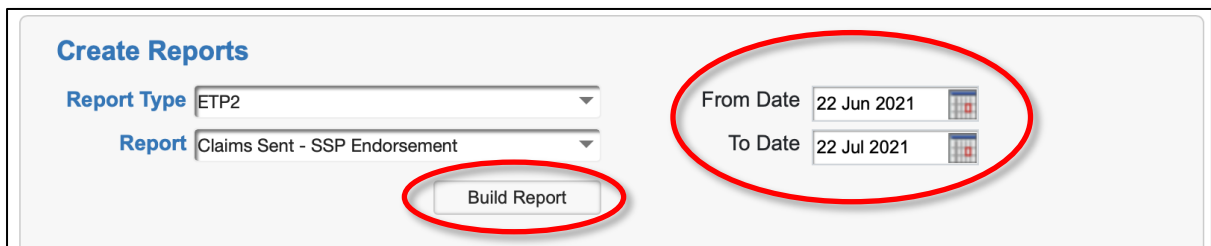


Set the **Report Type** drop-down menu to **ETP2**
Then set the **Report** drop-down menu to **Claims Sent – SSP Endorsement**



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



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

Report

From Date

To Date

Found 2 results.

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

From Date: 1 Apr 2021
 To Date: 22 Jul 2021

Found 2 results.

	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

