Serious Shortage Protocol Guide

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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

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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

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

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 Dispensed Quantity or add more than one Dispensed 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 **Dispensed Qty** box and then adjust the directions accordingly

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

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

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

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

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

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

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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 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

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

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

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

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**
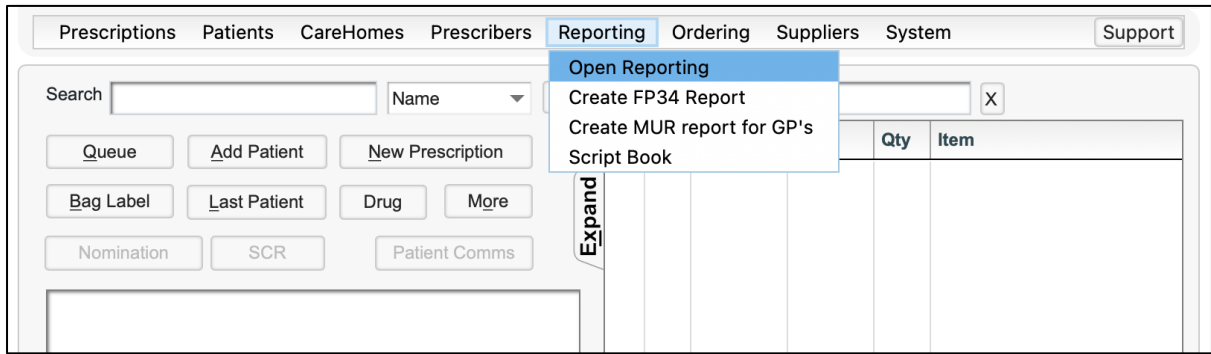
Set the **Report Type** drop-down menu to to **ETP2**
Then set the **Report** drop-down menu to **Claims Sent – SSP Endorsement**
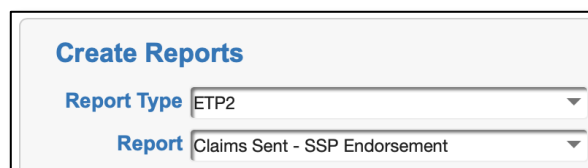
Select the date range you wish to run the report for, using the **From Date** and **To Date** calendars

Then click on the **Build Report** button

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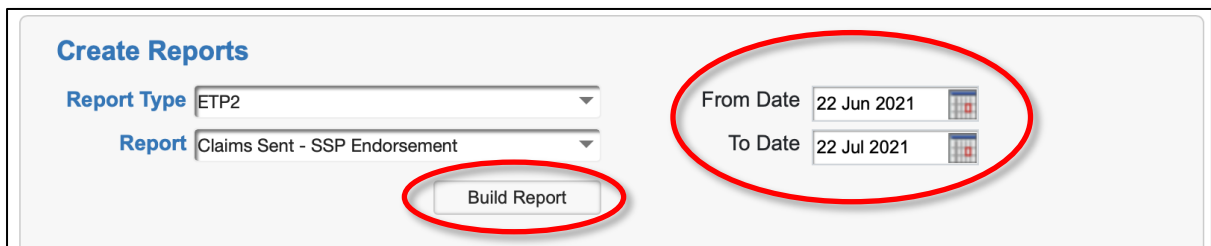
The results will output the following data:

- 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 | | From Date | 1 Apr 2021 |
| Report | Claims Sent - SSP Endorsement | | 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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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