

MEDICINES DISPLAYED AS “OUT OF STOCK (OOS) / MANUFACTURER CAN’T SUPPLY (MCS) / DISCONTINUED” AT MAIN SUPPLIER ON COMPUTER SYSTEM

COMMUNICATION WITH THE PATIENT:

Are they taking the medication?
How urgent is the prescription?

If temporary stock disruption: Do they have sufficient supplies at home until stock available?

Contact the supplier in the first instance to ascertain:

- If the OOS / MCS / Discontinued message is accurate
[Sometimes these messages are displayed when the item has arrived but not been “booked in” at the depot, or is just unavailable at your primary depot]
- If it is possible to obtain supply from another depot
- Duration medicine is expected to be unavailable

- Order via secondary / other suppliers or directly from the manufacturer
- Check CPS Website (<https://bit.ly/2AMvNhb>) for most up to date shortages information

If not possible consider:

- Borrowing stock from neighbouring pharmacies
- Directing the patient to neighbouring pharmacies known to have stock

[This may require contacting the pharmacies to ensure a good patient journey and good customer service. If possible where the prescription contains more than one item pharmacies should not part dispense the prescription as this requires GP Practices to issue a new prescription and causes further delay to patient treatment.]

If supplies are not available via any of the above routes an alternative may be required:

- Check whether any specific advice has been issued by NHS FV via the pharmacy Generic Mailbox
- Where a suitable substitution can be made (e.g. tablets to capsules) please ensure appropriate endorsement of the prescription * This endorsement can be used where a different formulation is available and supplied where there is no clinical difference between the products eg tablets to capsules, or where a different strength is available eg Amlodipine 10mg to 5mg tablets. NB: this would not be considered appropriate for products which are not bioequivalent, or where there are significant differences in cost such as liquid medicines or where the alternative is unlicensed.
- Check NHS Forth Valley Formulary for formulary alternative
<https://pharmacies.nhsforthvalley.com/local-guidance/forth-valley-formulary/>
- Check BNF for potentially suitable alternatives

[Ensuring that these alternatives are available and do not interact with the patient’s other medicines]

COMMUNICATION WITH THE PATIENT:

Inform them of the situation and that the GP practice will be contacted to discuss an alternative product / medicine

Contact GP Practice with suggested alternative via telephone. You may be able to discuss this with a member of the Primary Care Pharmacy Team within the Practice.

PLEASE CONFIRM WITH PRACTICE THIS PROCESS HAS BEEN FOLLOWED.

If this is a high volume medicine or likely to be a long term stock issue please report by email to the Prescribing Support Team by email. FV-UHB.prescribing-support@nhs.net

*Community Pharmacy staff should be familiar with the endorsements and substitutions they can make without the need for a new prescription. Please see the CPS Endorsing Guide for further information <http://www.communitypharmacyscotland.org.uk/media/1875/endorsing-guide.pdf>