

Endorsing SSP Using the New Dispenser Endorsement

For the purposes of the guidance, the scenarios below are test examples. You must always refer to the latest SSP information.

Background

Serious Shortage Protocols (SSPs) are an exemption to regulation 214 of the Human Medicines Regulations 2012, which allow pharmacies to manage serious shortages of medicines.

Once an SSP has been issued by the Secretary of State, it will specify an alternative quantity or product that can be supplied (i.e. strength, formulation, a generic or therapeutic alternative).

Further details on the change to legislation can be found on the PSNC's SSP page and on the NHSBSA website.

Endorsement Requirements

There is guidance for our customers on our Support Centre for:

1. Dispensing an EPS Prescription under an SSP
2. Dispensing a Paper Prescription under an SSP

ProScript Connect version 1.26.2 introduced a feature that will allow users to be able to use a new SSP additional endorsement for both paper and electronic prescriptions (including on dispensing tokens). This SSP endorsement must be used to ensure that correct payments (fees and reimbursements) are made for any SSP supplies.

The following information will be required:

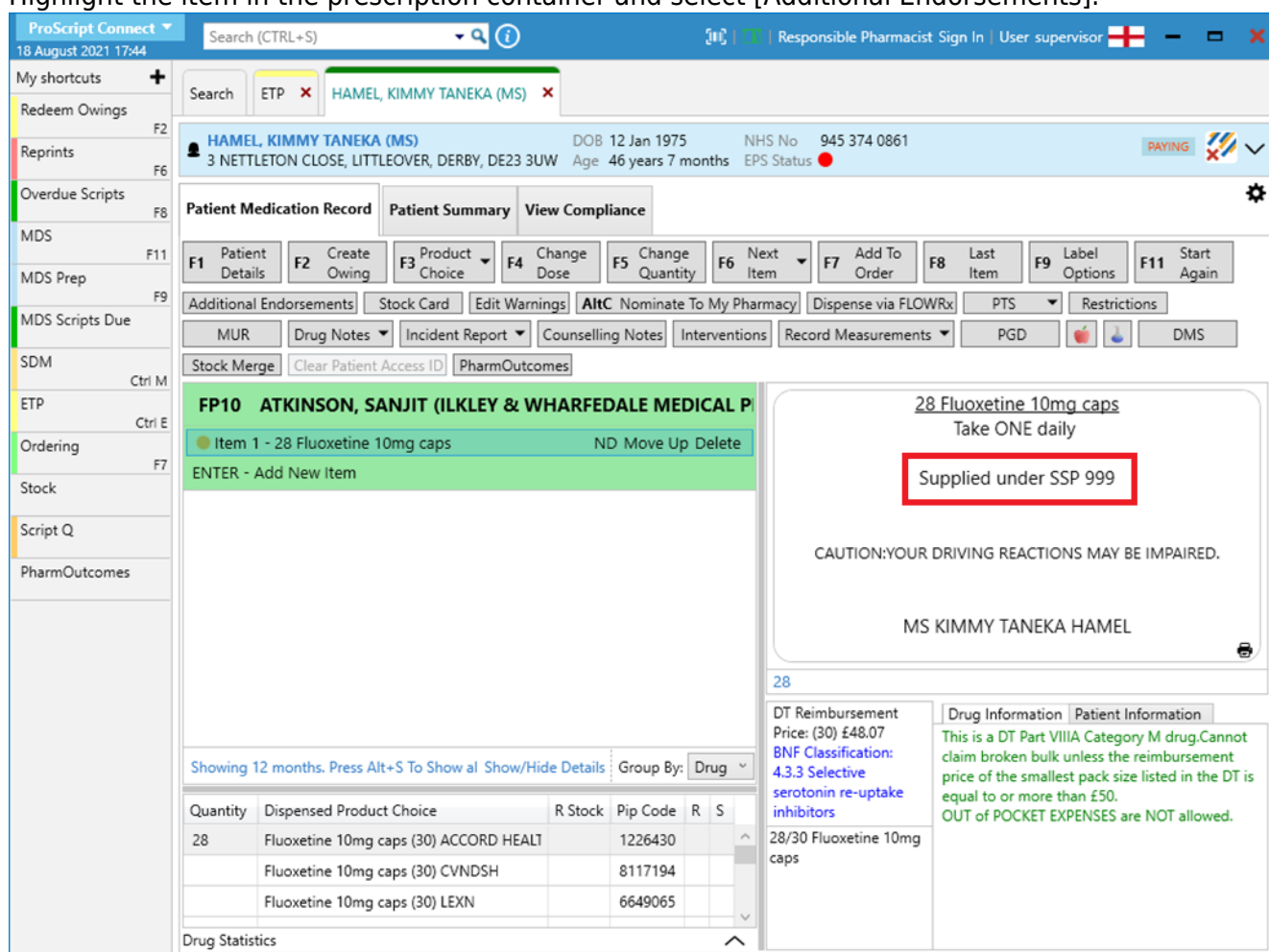
- SSP n (where n is the three-digit reference number applicable to the SSP);
- Details of product supplied in accordance with the SSP (drug name, quantity, strength, formulation, supplier name or brand);
- Quantity supplied;
- Pack size (where multiple pack sizes are available); and
- Invoice price (where there is no list price held by NHSBSA).

Endorsing SSP using PSC

Steps for Single Dispensed Product SSP (Simple SSP)

The term “simple SSP” refers to a one-for-one substitution of an item. For example: under SSP005, Fluoxetine 10mg **tablets** was allowed to be substituted with Fluoxetine 10mg **capsules**.

1. In ProScript Connect, process the prescription as normal and remain in the PMR.
2. We **highly recommend** that at this stage, you add “Supplied under SSP [SSP reference number]” so that this is reflected on the label. This is a requirement and is not optional therefore ensure this is added as per your business processes.
3. Highlight the item in the prescription container and select [Additional Endorsements].



The screenshot shows the ProScript Connect interface for patient HAMEL, KIMMY TANEKA (MS). The patient's details include DOB 12 Jan 1975, NHS No 945 374 0861, and address 3 NETTLETON CLOSE, LITTLEOVER, DERBY, DE23 3UW. The medication list shows 'Item 1 - 28 Fluoxetine 10mg caps' selected. The label preview on the right displays the following text:

28 Fluoxetine 10mg caps
Take ONE daily
Supplied under SSP 999
CAUTION:YOUR DRIVING REACTIONS MAY BE IMPAIRED.
MS KIMMY TANEKA HAMEL

Below the label, drug information is provided:

DT Reimbursement Price: (30) £48.07
BNF Classification: 4.3.3 Selective serotonin re-uptake inhibitors
This is a DT Part VIII A Category M drug. Cannot claim broken bulk unless the reimbursement price of the smallest pack size listed in the DT is equal to or more than £50.
OUT of POCKET EXPENSES are NOT allowed.

Quantity	Dispensed Product Choice	R Stock	Pip Code	R	S
28	Fluoxetine 10mg caps (30) ACCORD HEALT		1226430		
	Fluoxetine 10mg caps (30) CVNDSH		8117194		
	Fluoxetine 10mg caps (30) LEXN		6649065		

4. Scroll down the list and select “Serious Shortage Protocol”. In the field, you will need to enter the SSP reference number. Ensure that you add this as a three-digit value. For example, SSP05 would be entered in as 005.

Additional Endorsements (Fluoxetine 10mg caps (30) ACCORD HEALTH)

Available Endorsements	Serious Shortage Protocol i	Added Endorsement(s)
Brand Name	Serious Shortage Protocol * <input type="text" value="999"/>	F2 - Edit F9 - Delete
Broken Bulk	F8 - Add Item	Endorsement Code Value
Extemporaneously Dispense		
Measured and Fitted		
NCSO		
Out of Pocket Expenses		
Packaged Dose		
Price and NP8		
Rebate claimed		
Serious Shortage Protocol		
Specials		
Supplier		

5. Select [F8 - Add Item] and then [F10 - Save].
6. Save and complete the prescription. You may wish to select [F7 - Don't Print Labels] if the only item you are endorsing is the SSP item.

Prescription Type: FP10 dispensed on 18/08/2021 at 17:41

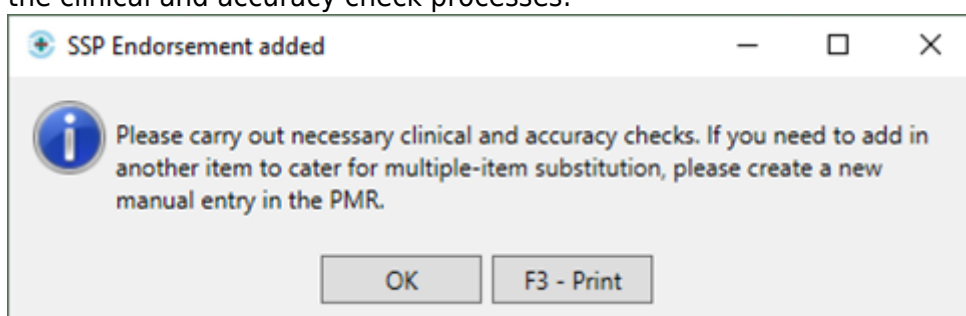
EHCP Pharmacy 11 Colonial Way Belfry Business Park Watford Herts WD24 4WH FA773	DOB 12/01/1975 Age 46 years 7 months	HAMEL, KIMMY TANEKA (MS) 3 NETTLETON CLOSE LITTLEOVER DERBY DE23 3UW [945 374 0861]
1. 28/30 Fluoxetine 10mg caps	28 Fluoxetine 10mg caps Take ONE daily Supplied under SSP 999	28
Paying Patient <input type="checkbox"/> Evidence Seen Professional Fees 1	ATKINSON, SANJIT ILKLEY & WHARFEDALE MEDICAL PRACTICE SPRINGS LANE ILKLEY WEST YORKSHIRE LS29 8TH	

Requires Attention Prescription notes

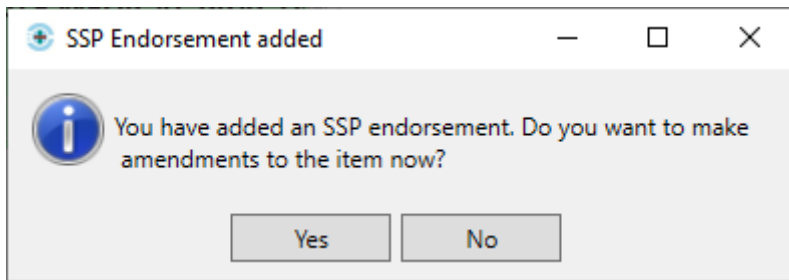
F7 - Don't Print Labels F8 - Don't Endorse Alt+F10 - Same Patient Next Script

Print Bag Label Prescription is clinically checked RD Script Alt+F6 - PCP

7. You will be prompted with the following message, which you can print to a dispensing label to aid the clinical and accuracy check processes:



8. You will then be prompted with the following message:



9. We **recommend** that you make the changes to the item at this stage to prevent a claim being submitted with the original item; if this is done, the NHS BSA may require further information from you to support the claim.
10. Upon selecting [Yes], you will be navigated to the Edit Script screen for the prescription you have just dispensed.
11. On the Edit Script screen, amend the quantity and/or supplied item, using the [F1 - Change Prescribed Qty] or [F3 - Change Prescribed Item] functions, as per the SSP you are using. You may also need to change the dosage instructions using [F2 - Change Dosage] but be sure to add in the "Supplied under SSP [SSP reference number]" so that this is reflected on the label.

Edit HAMEL, KIMMY TANEKA (MS)'s Prescription Dispensed on 18/08/2021

This is an ETP prescription. Status: Dispensed
The following actions are not allowed:
- delete the prescription item.

Prescriber: ATKINSON, SANJIT (ILKLEY & WHARFEDALE MEDICAL PRACTICE) [Change Prescriber](#) EPS

Patient Exemption: Not Exempt ⓘ Evidence Seen

Prescription Tracking Status: **Prescription dispensed on 18/08/2021 17:51:39**

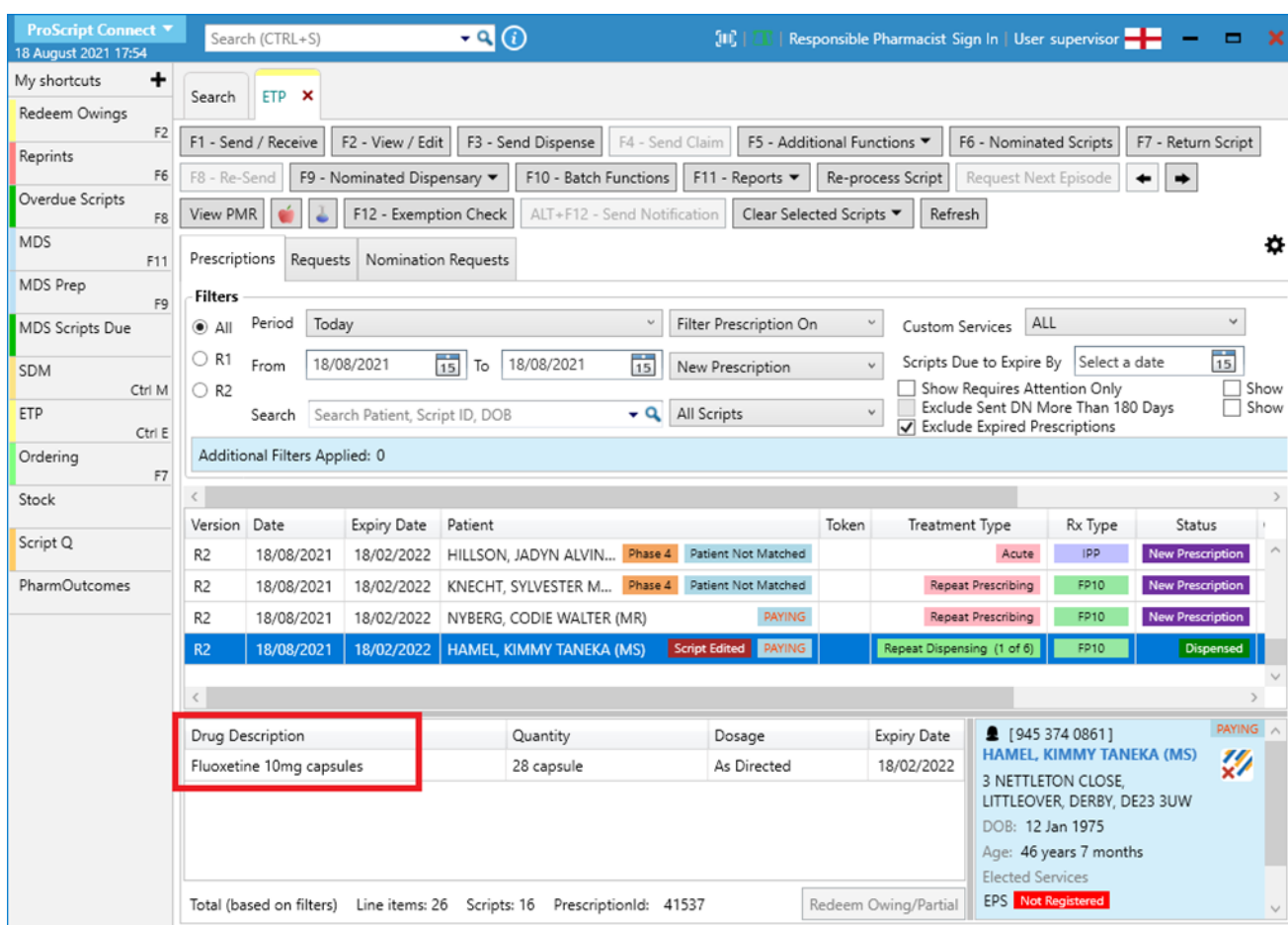
Requires Attention Prescription Notes

Prescription Items	Prescribed Item Details
1) 28 Fluoxetine 10mg tabs Take ONE daily Supplied under SSP...	F1 - Change Prescribed Qty F2 - Change Dosage F3 - Change Prescribed Item F4 - Delete <hr/> Prescribed Fluoxetine 10mg tabs Fluoxetine-10mg-caps <hr/> Quantity 28 Dosage Take ONE daily Supplied under SSP 999 <hr/> Dispensing Details F5 - Change Dispensed Qty F6 - Change Dispensed Item F7 - Not Given F8 - Delete Dispensing F9 - View Drug Warnings/Interactions <hr/> 28 Fluoxetine 10mg tabs (30) AAH (£61.62) Fluoxetine-10mg-caps (30)-ACCORD-HEALTH (£60.58) 18/08/2021 17:51 <hr/> Endorsement Additional Endorsements 28/30 Fluoxetine 10mg tabs SSP999

Reason for Change * Operator Error Edit Reason

Delete Entire Prescription | Added on 18/08/2021 at 17:51 by supervisor

12. Note that when the prescribed item is changed, the dispensed item will also be amended.
13. Check that you have added any other additional endorsements required and save the edits e.g. adding the Price and NP8 endorsement.
14. New dispensing labels will be generated.
15. Make sure to manually amend your order page accordingly.
16. Note that in the ETP Manager, the drug description will refer to the originally prescribed item:



The screenshot shows the ProScript Connect interface. At the top, there's a search bar and navigation options. Below that, a list of prescriptions is displayed with columns for Version, Date, Expiry Date, Patient, Token, Treatment Type, Rx Type, and Status. A red box highlights the 'Drug Description' column for the selected prescription: 'Fluoxetine 10mg capsules'. To the right, a detailed view of the prescription is shown, including patient information (HAMEL, KIMMY TANeka (MS)), address, DOB, and age. The status is 'Paying' and 'Not Registered'.

17. The PMR will reflect an SSP tag to flag up items that have been endorsed with SSP:



The screenshot shows a prescription entry form for 'ATKINSON, SANJIT (ILKLEY & WHARFEDALE MEDICAL PRACTICE)'. The item is '1) Fluoxetine 10mg tabs 18/08/2021'. The endorsement is '10 EPS R2 RD 1 of 6 18/08/2021 17:51 : 28 Take ONE daily Supplied under SSP 999 SSP'. The form also shows 'Edit Rx' and 'View Rx' buttons.

18. When the item is claimed, it will contain:

1. The SSP endorsement with the value you have entered;
2. The VMPP or AMPP codes which will provide details of product supplied i.e. drug name / brand name, quantity, strength, formulation, (manufacturer if applicable) and pack size;
3. Quantity supplied;

19. Note that you will need to add a Price and NP8 endorsement if you are required to also include the invoice price information as per the Drug Tariff rules.

Steps for Multiple Dispensed Product SSP (Complex SSP)

The term “complex SSP” refers to a one-for-many substitution of an item.

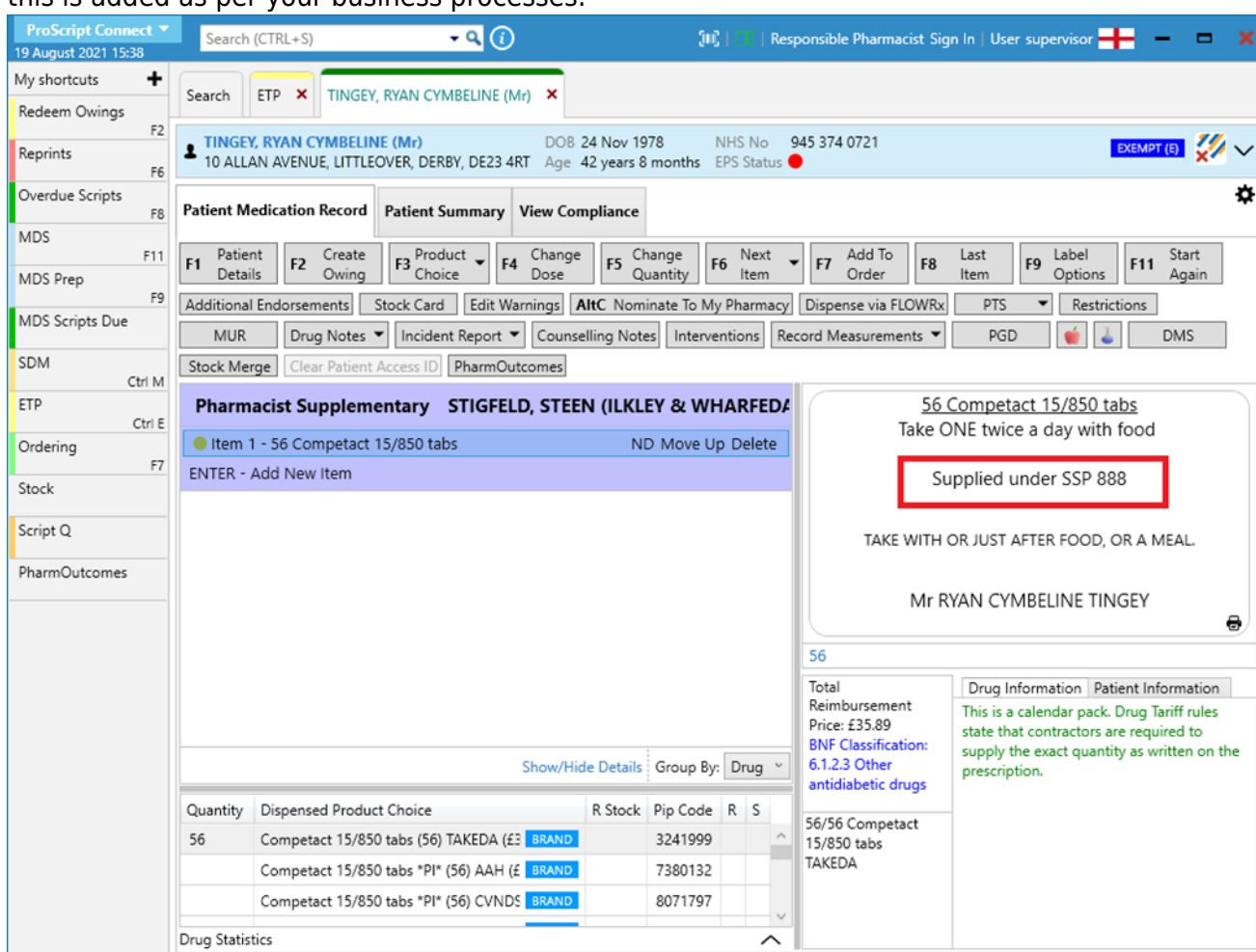
For example: under SSP007, Fluoxetine **30mg capsules** could have been substituted with 1 x

Fluoxetine **20mg capsules** and 1 x Fluoxetine **10mg capsules**

The ProScript Connect application can only cater for a one-for-one substitution. We have agreed with NHS Digital and the NHSBSA to allow for electronic claims to be submitted for one item, as the SSP reference will be indicative of claims where a multiple-item substitution has taken place.

All steps for the Simple SSP also apply for a Complex SSP with some key differences:

1. In ProScript Connect, process the prescription as normal and remain in the PMR.
2. We **highly recommend** that at this stage, you add “Supplied under SSP [SSP reference number]” so that this is reflected on the label. This is a requirement and is not optional therefore ensure this is added as per your business processes.



Pharmacist Supplementary STIGFELD, STEEN (ILKLEY & WHARFEDA)

Item 1 - 56 Competact 15/850 tabs ND Move Up Delete

ENTER - Add New Item

Quantity	Dispensed Product Choice	R Stock	Pip Code	R	S
56	Competact 15/850 tabs (56) TAKEDA (£3 BRAND)	3241999			
	Competact 15/850 tabs *PI* (56) AAH (£ BRAND)	7380132			
	Competact 15/850 tabs *PI* (56) CVNDS (BRAND)	8071797			

Drug Statistics

56 Competact 15/850 tabs
Take ONE twice a day with food
Supplied under SSP 888
TAKE WITH OR JUST AFTER FOOD, OR A MEAL.
Mr RYAN CYMBELINE TINGEY

Total Reimbursement Price: £35.89
BNF Classification: 6.1.2.3 Other antidiabetic drugs
56/56 Competact 15/850 tabs TAKEDA

3. Highlight the item in the prescription container and select [Additional Endorsements].
4. Scroll down the list and select “Serious Shortage Protocol”. In the field, you will need to enter the SSP reference number. Ensure that you add this as a three-digit value. For example, SSP05 would be entered in as 005.

Additional Endorsements (Competact 15/850 tabs (56) TAKEDA)

Available Endorsements	Serious Shortage Protocol i	Added Endorsement(s)						
Brand Name	Serious Shortage Protocol * <input type="text" value="888"/>	F2 - Edit F9 - Delete						
Broken Bulk	F8 - Add Item	<table border="1"> <thead> <tr> <th>Endorsement</th> <th>Code</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Supplier</td> <td>SUP</td> <td>TAKEDA</td> </tr> </tbody> </table>	Endorsement	Code	Value	Supplier	SUP	TAKEDA
Endorsement	Code	Value						
Supplier	SUP	TAKEDA						
Extemporaneously Dispense								
Measured and Fitted								
NCSO								
Out of Pocket Expenses								
Packaged Dose								
Price and NP8								
Rebate claimed								
Serious Shortage Protocol								
Specials								
Supplier								

5. Select [F8 - Add Item] and then [F10 - Save].
6. Save and complete the prescription. You may wish to select [F7 - Don't Print Labels] if the only item you are endorsing is the SSP item.

Prescription Type: Pharmacist Supplementary dispensed on 19/08/2021 at

EHCP Pharmacy 11 Colonial Way Belfry Business Park Watford Herts WD24 4WH FA773	DOB 24/11/1978 Age 42 years 8 months	TINGEY, RYAN CYMBELINE (Mr) 10 ALLAN AVENUE LITTLEOVER DERBY DE23 4RT [945 374 0721]
1. 56/56 Competact 15/850 tabs TAKEDA SSP888	56 Competact 15/850 tabs Take ONE twice a day with food Supplied under SSP 888	56
Exemption E <input type="checkbox"/> Evidence Seen Professional Fees 1	STIGFELD, STEEN ILKLEY & WHARFEDALE MEDICAL PRACTICE SPRINGS LANE ILKLEY WEST YORKSHIRE LS29 8TH	

Requires Attention Prescription notes
 F7 - Don't Print Labels F8 - Don't Endorse Alt+F10 - Same Patient Next Script
 Print Bag Label Prescription is clinically checked RD Script Alt+F6 - PCP

7. Where you are prompted with the following, we highly recommend that you print this to a label as this will serve as a reminder to create a manual PMR entry:

SSP Endorsement added

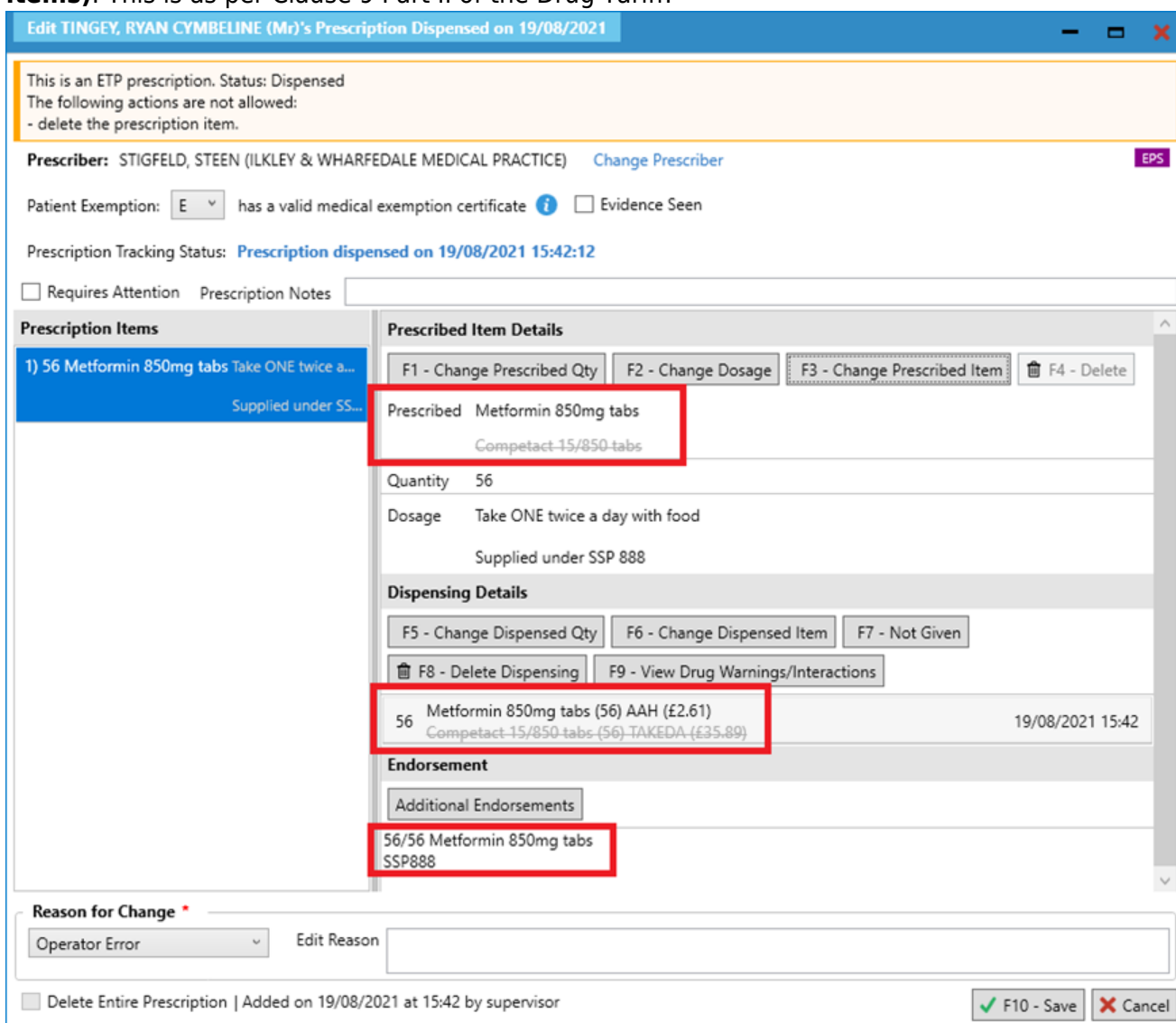
Please carry out necessary clinical and accuracy checks. If you need to add in another item to cater for multiple-item substitution, please create a new manual entry in the PMR.

8. You will then be prompted with the following message:

SSP Endorsement added

You have added an SSP endorsement. Do you want to make amendments to the item now?

9. We **recommend** that you make the changes to the item at this stage to prevent a claim being submitted with the original item; if this is done, the NHS BSA may require further information from you to support the claim.
10. Upon selecting [Yes], you will be navigated to the Edit Script screen for the prescription you have just dispensed.
11. On the Edit Script screen, amend the quantity and/or supplied item, using the [F1 - Change Prescribed Qty] or [F3 - Change Prescribed Item] functions, as per the SSP you are using. You may also need to change the dosage instructions using [F2 - Change Dosage] but be sure to add in the "Supplied under SSP [SSP reference number]" so that this is reflected on the label. As the current functionality does not allow for all replacement products to be endorsed, where a multiple-item substitution is required, the edit must reflect one product against the electronic prescription. **This must be the non-Part VIII product (if this is one of the replacement items)**. This is as per Clause 9 Part II of the Drug Tariff.



Edit TINGEY, RYAN CYMBELINE (Mr)'s Prescription Dispensed on 19/08/2021

This is an ETP prescription. Status: Dispensed
The following actions are not allowed:
- delete the prescription item.

Prescriber: STIGFELD, STEEN (ILKLEY & WHARFEDALE MEDICAL PRACTICE) [Change Prescriber](#) EPS

Patient Exemption: E has a valid medical exemption certificate i Evidence Seen

Prescription Tracking Status: **Prescription dispensed on 19/08/2021 15:42:12**

Requires Attention Prescription Notes

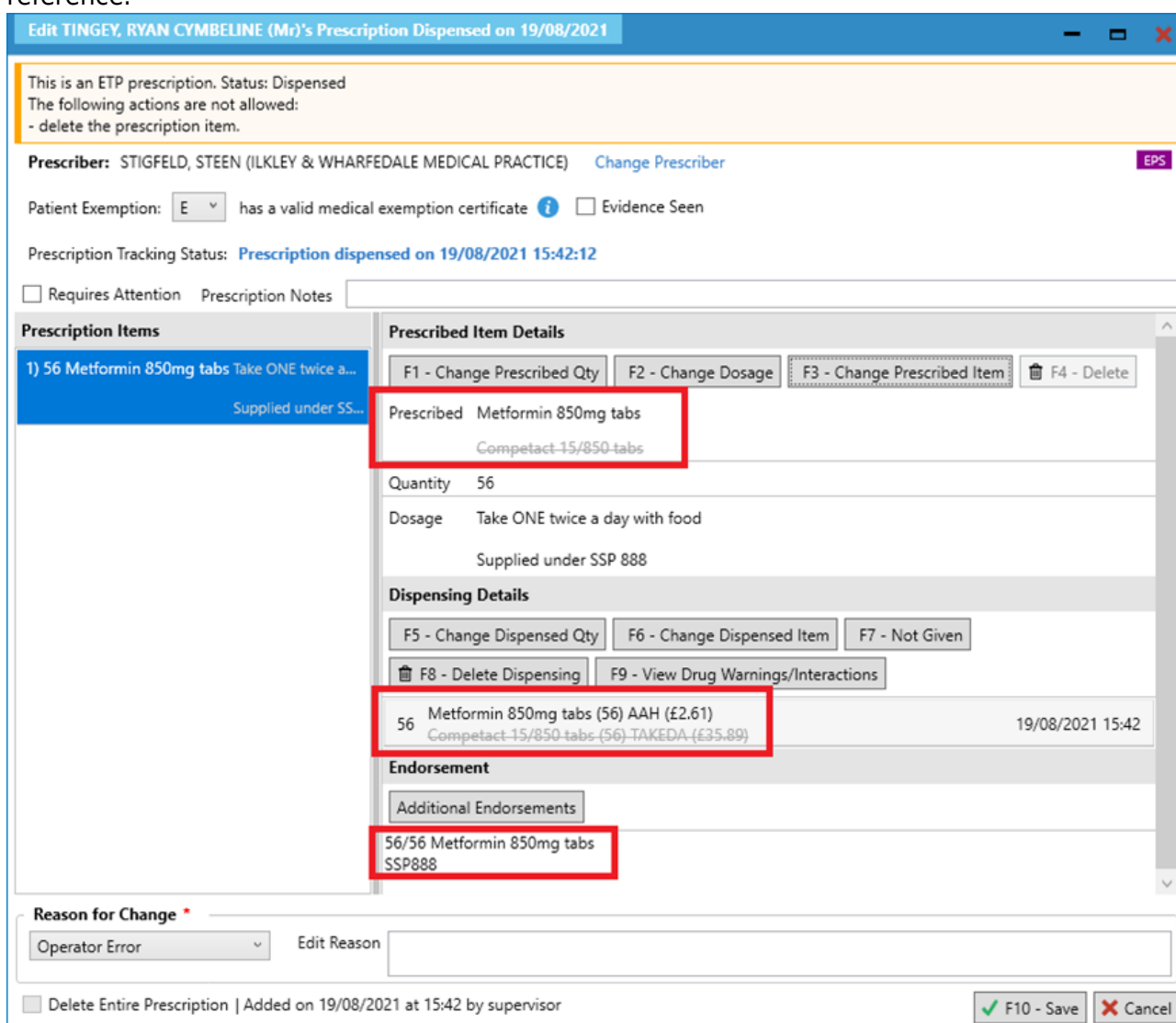
Prescription Items		Prescribed Item Details	
1) 56 Metformin 850mg tabs Take ONE twice a...	Supplied under SS...	F1 - Change Prescribed Qty F2 - Change Dosage F3 - Change Prescribed Item F4 - Delete	
		Prescribed Metformin 850mg tabs Competact-15/850-tabs	
		Quantity 56	
		Dosage Take ONE twice a day with food	
		Supplied under SSP 888	
Dispensing Details			
F5 - Change Dispensed Qty F6 - Change Dispensed Item F7 - Not Given			
F8 - Delete Dispensing F9 - View Drug Warnings/Interactions			
56	Metformin 850mg tabs (56) AAH (£2.61)	19/08/2021 15:42	
	Competact-15/850-tabs (56) TAKEDA (£35.89)		
Endorsement			
Additional Endorsements			
56/56 Metformin 850mg tabs SSP888			

Reason for Change *
Operator Error Edit Reason

Delete Entire Prescription | Added on 19/08/2021 at 15:42 by supervisor ✓ F10 - Save ✗ Cancel

12. Note that when the prescribed item is changed, the dispensed item will also be amended.
13. Check that you have added any other additional endorsements required and save the edits e.g.

- adding the Price and NP8 endorsement.
14. New dispensing labels will be generated.
 15. Make sure to manually amend your order page accordingly.
 16. Once you have edited the item and saved the changes, you will need to return to the patient's PMR to create a manual entry in their record for the remaining replacement item(s).
 1. Remember to include the SSP reference number in the dispensing label.
 2. Remember to add the SSP endorsement to the item. In this case, you will not need to edit the item. This is simple to ensure that an SSP tag has been added to the PMR entry for your reference.



Edit TINGEY, RYAN CYMBELINE (Mr)'s Prescription Dispensed on 19/08/2021

This is an ETP prescription. Status: Dispensed
The following actions are not allowed:
- delete the prescription item.

Prescriber: STIGFELD, STEEN (ILKLEY & WHARFEDALE MEDICAL PRACTICE) [Change Prescriber](#) EPS

Patient Exemption: E has a valid medical exemption certificate ? Evidence Seen

Prescription Tracking Status: Prescription dispensed on 19/08/2021 15:42:12

Requires Attention Prescription Notes

Prescription Items

1) 56 Metformin 850mg tabs Take ONE twice a...
Supplied under SS...

Prescribed Item Details

F1 - Change Prescribed Qty F2 - Change Dosage F3 - Change Prescribed Item F4 - Delete

Prescribed Metformin 850mg tabs
Competact 15/850 tabs

Quantity 56
Dosage Take ONE twice a day with food
Supplied under SSP 888

Dispensing Details

F5 - Change Dispensed Qty F6 - Change Dispensed Item F7 - Not Given
F8 - Delete Dispensing F9 - View Drug Warnings/Interactions

56 Metformin 850mg tabs (56) AAH (£2.61) 19/08/2021 15:42
Competact 15/850 tabs (56) TAKEDA (£35.89)

Endorsement

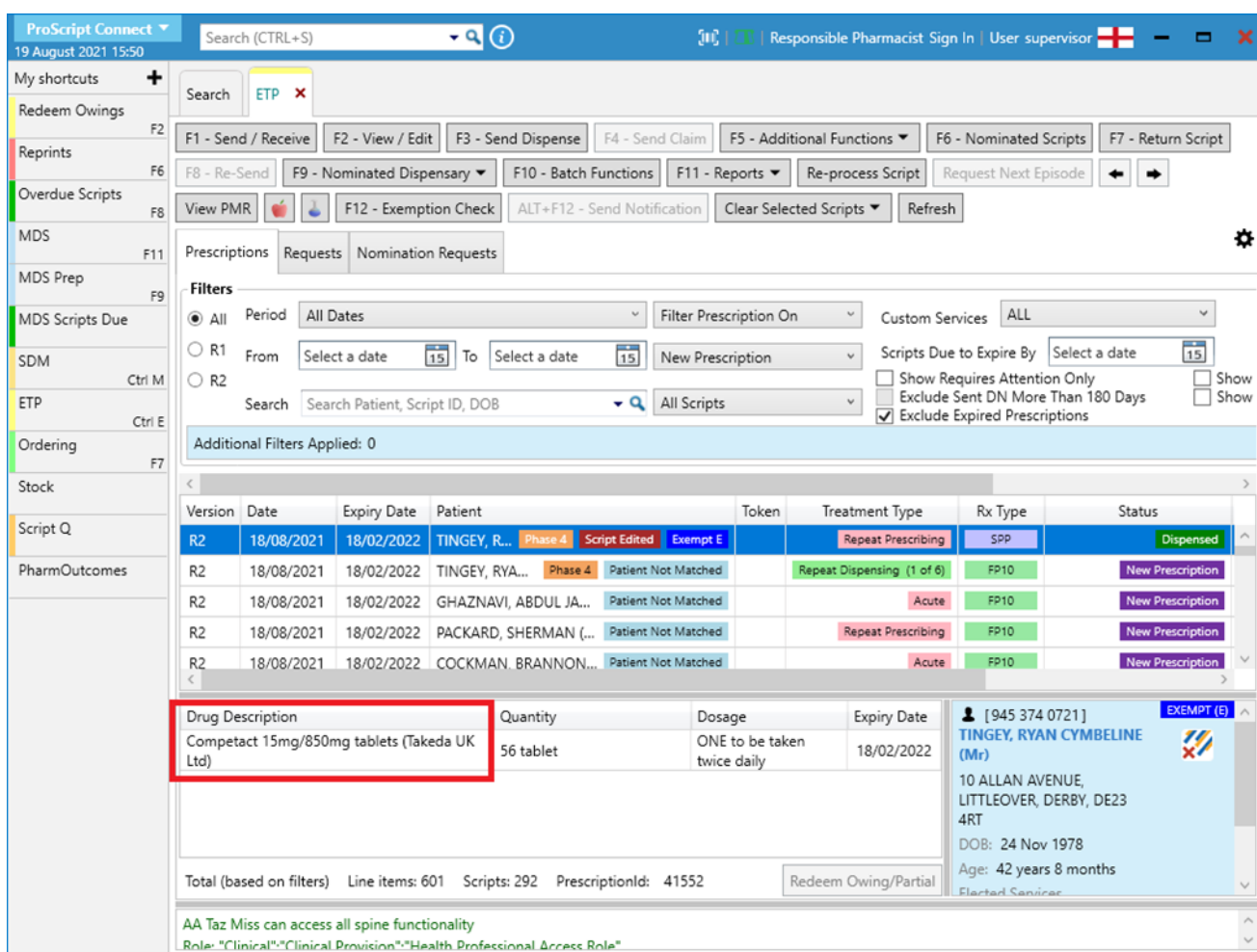
Additional Endorsements

56/56 Metformin 850mg tabs
SSP888

Reason for Change *
Operator Error Edit Reason

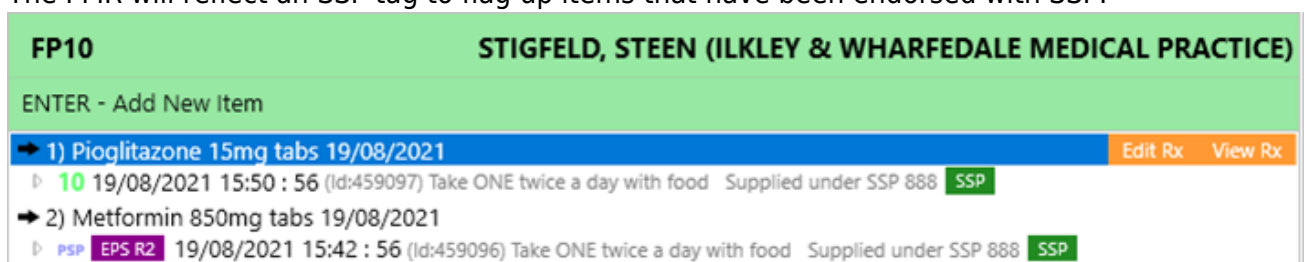
Delete Entire Prescription | Added on 19/08/2021 at 15:42 by supervisor F10 - Save Cancel

17. Note that in the ETP Manager, the drug description will refer to the originally prescribed item:



The screenshot shows the ProScript Connect interface. The top navigation bar includes a search bar, user information, and various function buttons (F1-F12). The left sidebar lists shortcuts for different tasks like 'Redeem Owings', 'Reprints', 'Overdue Scripts', etc. The main area displays a list of prescriptions with columns for Version, Date, Expiry Date, Patient, Token, Treatment Type, Rx Type, and Status. A red box highlights the 'Drug Description' field in the detailed view, which reads 'Compactac 15mg/850mg tablets (Takeda UK Ltd)'. Other details include 'Quantity: 56 tablet', 'Dosage: ONE to be taken twice daily', and 'Expiry Date: 18/02/2022'. The patient information panel shows 'TINGEY, RYAN CYMBELINE (Mr)' with contact details and DOB: 24 Nov 1978.

18. The PMR will reflect an SSP tag to flag up items that have been endorsed with SSP:



The screenshot shows a list of items under the heading 'FP10 STIGFELD, STEEN (ILKLEY & WHARFEDALE MEDICAL PRACTICE)'. The first item is '1) Pioglitazone 15mg tabs 19/08/2021' with an 'SSP' tag. The second item is '2) Metformin 850mg tabs 19/08/2021' with an 'SSP' tag. The interface includes buttons for 'Edit Rx' and 'View Rx'.

19. When the item is claimed, it will contain:

1. The SSP endorsement with the value entered for the edited item;
2. The VMPP or AMPP codes which will provide details of product supplied i.e. drug name / brand name, quantity, strength, formulation, (manufacturer if applicable) and pack size;
3. Quantity supplied;

20. The NHS BSA will use the SSP reference number to determine the other replacement item(s) that you have supplied and reimburse you accordingly.

21. Note that you will need to add a Price and NP8 endorsement if you are required to also include the invoice price information as per the Drug Tariff rules.

Other Information

Other points to note are:

- For patients that normally pay the prescription charge, no prescription charge will be payable if the patient is supplied with a lesser quantity of a product under an SSP for an alternative quantity.
 - The ProScript Connect EPS Claim report does not currently cater for this, so you will need to adjust your figures when submitting your FP34C.
- If you are amending an item such that the unit of measure changes, ensure that the quantity is suitably updated.
 - For example, replacing 15ml Emtrix fungal nail treatment (Moberg Pharma AB) with 1 pack Canespro fungal nail treatment set (Bayer Plc)
- Currently, you may be navigated to the NCSO endorsement upon dispensing an item eligible under an SSP. You will need to select Serious Shortage Protocol from the list to send the correct endorsement.
- If you have amended the prescribed item, you will need ensure you have re-added any other dispenser endorsements that were added to the original prescribed item.

Key Information

The following are key recommendations on using the SSP behaviour in ProScript Connect:

- **For both simple and complex SSPs, ensure that you add “Supplied under SSP [SSP reference number]” so that this is reflected on the label.**
- **On initially saving an EPS prescription containing only one item, you may wish to select [F7 - Don’t Print Labels] to avoid printing excess labels.**
- **When prompted to carry out clinical and accuracy checks or to add additional items to the PMR, print the prompt as a reminder.**
- **After saving a prescription with an SSP endorsement, make the item edits immediately to prevent a claim being submitted with the original item details.**
- **Upon making the item edit:**
 - **Ensure that you have selected the appropriate dispensed product choice.**
 - **Ensure that you have added any further additional endorsements required, such as Price and NP8.**
- **If you are amending an item such that the unit of measure changes, ensure that the quantity is suitably updated.**
- **Review your order page to avoid unnecessary ordering.**
- **Where a multiple-item substitution is required, the edit must reflect one product against the electronic prescription. This must be the non-Part VIII product (if this is one of the**

replacement items).

- **For patients that normally pay the prescription charge and a lesser quantity of a product under an SSP is supplied, the figures submitted for the FP34C must treat this as an exempt item.**
- **Currently, you may be navigated to the NCSO endorsement upon dispensing an item eligible under an SSP. You will need to select Serious Shortage Protocol from the list to send the correct endorsement.**
- **If you have amended the prescribed item, you will need ensure you have re-added any other dispenser endorsements that were added to the original prescribed item.**