

# Serious Shortage Protocol (SSP) for Quetiapine 150mg tablets – corresponding guidance on endorsement, prescription charges, remuneration and reimbursement plus Q&A.

## SSP 064 for Quetiapine 150mg tablets

There are three live SSPs for this product:

- SSP 062 – Where the duration of treatment on the prescription is for one month's supply or less and Quetiapine 150mg tablets are not available.
- SSP 063 – Where the duration of treatment on the prescription is for more than one month's supply and Quetiapine 150mg tablets are available.
- **SSP 064** – Where the duration of treatment on the prescription is for more than one month's supply and Quetiapine 150mg tablets are not available **this SSP applies.**

### 1) Endorsement

The contractor must endorse the prescription form or Electronic Reimbursement Endorsement Message (EREM) as per Clause 9, Part II of the Drug Tariff.

#### Electronic prescription:

Where SSP endorsement functionality is available on the dispensing system the contractor must select SSP and input the three-digit reference number. The contractor must also select in the system the SSP item that has been supplied.

Example	Endorsement Option
<p><b>Example 1: Prescription for Quetiapine 150mg tablets x 84</b></p> <p>Pharmacy contractor supplies Quetiapine 100mg tablets x 28 and Quetiapine 50mg tablets x 28</p> <p>Pharmacy contractor selects in system Quetiapine 100mg tablets x 28 and Quetiapine 50mg tablets x 28</p>	<p>SSP 064</p>

<p><b>Example 2: Prescription for Quetiapine 150mg tablets x 84</b></p> <p>Pharmacy contractor supplies Quetiapine 50mg tablets x 84</p> <p>Pharmacy contractor selects in system Quetiapine 50mg tablets x 84</p>	<p>SSP 064</p>
<p><b>Example 3: Prescription for Quetiapine 150mg tablets x 84</b></p> <p>Pharmacy contractor supplies Quetiapine 50mg tablets x 56 and Quetiapine 25mg tablets x 56</p> <p>Pharmacy contractor selects in system Quetiapine 50mg tablets x 56 and Quetiapine 25mg tablets x 56</p>	<p>SSP 064</p>

**Non-electronic prescription form:**

Example	Endorsement
	Option
<p><b>Example 1: Prescription for Quetiapine 150mg tablets x 84</b></p> <p>Pharmacy contractor supplies Quetiapine 100mg tablets x 28 and Quetiapine 50mg tablets x 28</p>	<p>SSP 064</p> <p>Pharmacy contractor endorses Quetiapine 100mg tablets x 28 and Quetiapine 50mg tablets x 28</p>
<p><b>Example 2: Prescription for Quetiapine 150mg tablets x 84</b></p> <p>Pharmacy contractor supplies Quetiapine 50mg tablets x 84</p>	<p>SSP 064</p> <p>Pharmacy contractor endorses Quetiapine 50mg tablets x 84</p>
<p><b>Example 3: Prescription for Quetiapine 150mg tablets x 84</b></p> <p>Pharmacy contractor supplies Quetiapine 50mg tablets x 56 and Quetiapine 25mg tablets x 56</p>	<p>SSP 064</p> <p>Pharmacy contractor endorses Quetiapine 50mg tablets x 56 and Quetiapine 25mg tablets x 56</p>

2) Prescription charges

For supply in accordance with this SSP 064, no prescription charges will be applicable for Quetiapine 150mg tablets.

In order to ensure prescription charges are reconciled correctly, pharmacy contractors must endorse the correct SSP number.

### 3) Remuneration

Supply in accordance with this SSP 064 will result in the following fees being paid to the contractor:

- One Single Activity Fee (£1.27)
- One SSP fee (£5.35)

### 4) Reimbursement

The supplied product in accordance with this SSP 064 will be reimbursed as if it was dispensed against a prescription. In this instance, contractors will be reimbursed the Part VIIIA reimbursement price for the quantity supplied and endorsed for the specified products and strengths listed below:

- Quetiapine 100mg tablets
- Quetiapine 50mg tablets
- Quetiapine 25mg tablets

## Q&A

### **Will the SSP apply to cross-border prescriptions?**

Yes. Patients from England, Scotland, Wales or Northern Ireland who present their prescriptions for Quetiapine 150mg tablets are eligible to receive a substituted product and a shorter duration of treatment under the terms of this SSP 064.

### **Does the SSP apply to private prescriptions?**

Yes. The scope of this SSP 064 applies to valid prescriptions that meets the requirements of the Human Medicine Regulations 2012, so it would cover both NHS and private prescriptions, unless where it stated otherwise on the SSP itself.

### **Will prescription charges apply under the SSP?**

As a supply in accordance with this SSP 064 is for a substituted product and a shorter duration compared to dispensing the prescription, for NHS prescriptions, no prescription charge will be applicable.

For patient's **EXEMPT** from prescription charges, the exemption should be marked in accordance with the usual procedure. When declaring prescription totals at the end of the month, pharmacists should continue to declare these prescriptions as exempt.

For patient's that **PAY** for their prescriptions, the pharmacist should mark on the prescription that a charge has been paid, however **NO** charge should be taken. When declaring prescription totals at the end of the month, pharmacists should declare these prescriptions as paid. The NHS Business Services Authority will amend total monthly figures to account for prescriptions covered by this SSP 064. In order for the NHS Business Services Authority to appropriately amend the total monthly figures that the prescription is correctly endorsed with the SSP number SSP 064.

### **Can pharmacists use their professional judgement to supply an alternative product to patients?**

Supply in accordance with this SSP only allows supply of specific substitutions and limited to a one month's supply when the prescription is for a longer duration. However, if the pharmacist thinks that an alternative product, other than those specified, would be suitable for the patient, they should either contact the prescriber to discuss this (with the patient's consent) or direct the patient back to the prescriber.

### **How would the pharmacists determine the dosage of Quetiapine 150mg tablets and what should be supplied in accordance with this SSP?**

Where the prescribed dosage of Quetiapine 150mg tablets is unclear, the pharmacist will need to discuss with the patient **and** use their professional judgment. When determining what should be supplied in accordance with this SSP 064, please refer to Annex A.

### **How would pharmacists determine a one month's supply?**

Where it is not clear from the prescription what constitutes a one month's supply, the pharmacist will need to discuss with the patient **and** use their professional judgment.

### **What should pharmacists supply if the prescription states one month's supply or less should be dispensed?**

If the prescription states that either one month's supply or less is to be supplied to the patient, the pharmacist should consider if supply in accordance with SSP 062 is appropriate.

### **Can pharmacists supply more than one month's supply?**

No, in accordance with this SSP 064, pharmacists will only be able to supply one month's supply of the substituted product. Patients should be made aware that under the terms of this SSP 064, the prescription will be deemed complete, and no further supply can be made from the same prescription above the one month quantity.

If the pharmacy contractor is able to source supply of Quetiapine 150mg tablets, the pharmacist should consider if supply in accordance with SSP 063 would be appropriate.

### **What can a pharmacist do if the patient does not consent to receiving the medicine supplied in accordance with this SSP?**

Where a patient does not consent to receiving a substituted product and a shorter duration of treatment in accordance with this SSP 064, the pharmacists should use their professional judgement to determine if other SSPs could be applicable.

Pharmacists in England must consider under their NHS terms of service if it is "reasonable and appropriate" to supply in accordance with this SSP 064 or another SSP, such as SSP 062 or SSP 063. If the pharmacist concludes that it is not reasonable or appropriate to supply the medication in accordance with any of the SSPs, the pharmacist must consider if they can dispense the prescription in the usual way 'in a reasonable timescale'. If they can, the ordinary obligation to dispense in accordance with the prescription applies. If they cannot, because the pharmacist has insufficient supply to fulfil the prescribed quantity within a reasonable timescale, the pharmacist may return the prescription, but if they do so, the pharmacist must provide the patient with appropriate advice about going back to the prescriber.

In the event that the pharmacist concludes that it is reasonable and appropriate to dispense in accordance with the SSP, but the patient persists in refusing to accept the option a substituted product and a shorter duration of treatment, the pharmacist may advise the patient that they will dispense in accordance with the SSP or not at all, if that is in accordance with their professional judgement.

The patient retains the right to either accept the professional decision of the pharmacist or to ask for their prescription to be returned to them.

### **Does the SSP apply to other mental health medicines?**

No, this SSP 064 only applies to prescriptions for Quetiapine 150mg tablets.

### **What if the patient does not understand the change in dosage where they are receiving different strengths?**

Pharmacists should be aware of the vulnerability of this patient group and take particular time to ensure the patient understands the change in the dosing regime. Pharmacists should explain the correct dosage for those patients who are receiving

their Quetiapine in a different strength to that prescribed, emphasising that the effect of the medicine will be the same.

Pharmacists should use their professional judgement to select the appropriate substitution on the basis of the products available to them and the patient.

**Does the SSP allow for other forms of Quetiapine to be substituted?**

No, only the strengths and form of Quetiapine tablets listed above can be dispensed in accordance with this SSP 064.