



SERIOUS SHORTAGE PROTOCOL (SSP)

Reference Number: SSP068

- SSP 068 (**this SSP**) – Where the duration of treatment on the prescription is for one month's supply or less and quetiapine 300mg tablets are not available.
- SSP 069 – Where the duration of treatment on the prescription is for more than one month's supply and quetiapine 300mg tablets are available.
- SSP 070 – Where the duration of treatment on the prescription is for more than one month's supply and quetiapine 300mg tablets are not available.

This SSP applies to the following medicine:

Name of medicine (including strength and formulation)	<p>Quetiapine 300mg tablets where the prescription is for one month's supply or less and quetiapine 300mg tablets are not available.</p> <p>Where the duration of treatment on the prescription is for <u>more than one month's supply</u> and quetiapine 300mg tablets are available, please refer to SSP069.</p> <p>Where the duration of treatment on the prescription is for <u>more than one month's supply</u> and quetiapine 300mg tablets are not available, please refer to SSP070.</p> <p><u>Pharmacists must ensure that the patient's prescriber and/or GP practice is notified when supplying a patient in accordance with this SSP. Pharmacists in Northern Ireland should note the specific guidance included in the addendum to this SSP.</u></p>
Legal category	POM

1. Details of medication to be supplied under this SSP

Name of medicine (including formulation and strength) to be supplied	For every quetiapine 300mg tablet, the following quantity must be supplied (listed in order of preference) in accordance with this protocol: 3 x 100mg quetiapine tablets OR 2 x 100mg and 2 x 50mg quetiapine tablets
Quantity of this formulation (if applicable)	Total quantity supplied under this protocol is to be equivalent to the number of days supplied on the original prescription.
Substitution results in a change to whether the use is licenced	No

Scope for which this Serious Shortage Protocol (SSP) applies

The SSP applies to the following parts of the UK	UK-wide
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Clinical situation to which this Serious Shortage Protocol (SSP) applies

Scope of SSP	All NHS and private prescriptions.
Criteria for inclusion	The patient presents with a valid prescription (meeting the requirements of the Human Medicines Regulations 2012) for one month's supply or less for quetiapine 300mg tablets and the tablets are not available.
Criteria for exclusion	<ul style="list-style-type: none"> • The patient presents with a prescription for a medicine other than quetiapine 300mg tablets. • The patient presents a prescription which is not valid. • The patient presents a prescription for quetiapine 300mg tablets for an amount greater than one month's supply. • The patient/carer does not consent to receiving the medicine supplied in accordance with this SSP.
Cautions including any relevant action to be taken	<ul style="list-style-type: none"> • Pharmacists should note that the order of preference for substitutions is for patient safety reasons. • 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.
Special considerations for specific populations of patients	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.
Action to be taken if the patient is excluded	Refer the patient back to the prescriber.
Action to be taken if the patient or carer declines the supply	If a patient/carer declines to receive the medicine under this SSP, the pharmacist should use their professional/clinical judgement to determine if other courses of action are appropriate whilst taking into consideration wider supply issues. If this does not address their concerns, the patient/carer should be referred back to their prescriber for advice.

Valid from:	16/07/2024
Expiry date:	13/09/2024
Reference number:	SSP 068
Version number:	1.0

Any queries regarding the content of this SSP which was issued by the Secretary of State for Health and Social Care, should be addressed to NHS Prescription Services.

You can get in contact by:

Email: nhsbsa.prescriptionservices@nhsbsa.nhs.uk

Telephone: 0300 330 1349

Textphone: 18001 0300 330 1349

You can also write to us at:

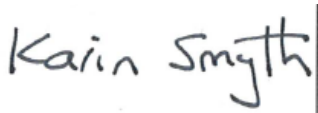
Newcastle	Middlebrook	Wakefield
NHS Prescription Services Bridge House 152 Pilgrim Street Newcastle upon Tyne NE1 6SN	NHS Prescription Services Ridgway House Northgate Close Middlebrook Horwich Bolton BL6 6PQ	NHS Prescription Services 4 th Floor Wakefield House Borough Road Wakefield WF1 3UB

Change history

Version number	Change details	Date
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2. Conditions under which this Serious Shortage Protocol (SSP) will operate

- The decision to supply any medicine under this protocol rests with the individual registered pharmacist who must abide by the protocol.
- Whilst pharmacy staff may support the dispensing process of the protocol, this must be carried out under the supervision of the registered pharmacist.
- Pharmacists using this SSP must ensure that it is only used within its authorised dates and within the criteria set out within the SSP. Pharmacists must check that they are using the current version of the SSP, particularly when referring to a hard copy version. Amendments may become necessary prior to the published expiry date. Current versions of SSP templates can be found at <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/serious-shortage-protocols-ssps>.
- Users must not alter, amend or add to the content of this document; such action will invalidate the SSP.

Ministerial ratification by:			
Name	Position	Signature	Date
Karin Smyth	Minister of State for Health		16.07.2024

ADDENDUM

Supporting information on notifying other healthcare professionals

- Any items supplied in accordance with an SSP in response to an NHS prescription also needs to be supplied in accordance with the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.
- Those Regulations provide that where a therapeutic equivalent is supplied, a pharmacist will need to inform a patient's GP practice. This would generally be expected within the next working day, but further guidance would be given in any case where this applied.
- Guidance on this SSP is that **prescribers should be informed** of any patients supplied in accordance with it.
- In the absence of any preferred local alternate communication channels, all feedback to prescribers should be sent by NHSmail. The NHS 111 Directory of Service finder is a way for pharmacies to look up the email address of the patient's GP.

Northern Ireland

- Pharmacists must ensure that the patient's prescriber and/or GP practice is notified when supplying a patient in accordance with this SSP as soon as practically possible, and within 3 working days. Please refer to '[Outline of Operational Guidance for Dispensers in response to issue of a Serious Shortage Protocol](#)' on the BSO website for more information.