

# NAVIGATING THROUGH A POTENTIAL SUPPLY ISSUE

## Stock Management

- Check stock across all hospital locations
- Correct any discrepancies in pharmacy stock control system
- Check if alternative strength/form can be supplied from local stock

## Central Resources

- Medicines Supply Tool (<https://www.sps.nhs.uk/home/tools/medicines-supply-tool/>)
- MPSC Supply Issues Report (contracted lines only)

## Manufacturers

- Check Pharma Company websites, some publish supporting information on their pages
- Contact Customer Services at Pharma Company to ascertain
  - Their stock position
  - Resupply position
  - Depot replenishment schedule
  - Is stock available direct from manufacturer

## Wholesalers

- Contact Customer Service or Account Manager
  - May be a restocking issue
- Check websites
  - Non contracted alternatives
  - Consider search by brand names
  - Consider search by GTIN or PIP Codes
- Check retail wholesalers e.g. Sigma
- Check if available direct from Alloga / Movianto

## Other options

- Check Vend on Rx-Info
- Check for parallel imports
- Check on [dm+d browser](https://dmd-browser.nhsbsa.nhs.uk/) (<https://dmd-browser.nhsbsa.nhs.uk/>) for potential alternative suppliers

If resupply date at the distributor takes you into an OOS position,

- Contact commercial Specials manufacturers\*
- Check Pro-File (<https://www.pro-file.nhs.uk/>) for alternatives\*
- Check with importers\*

\* Escalate to Regional Team if sourcing unlicensed medicine

## ESCALATION IF ACTIONS ABOVE DO NOT RESOLVE SUPPLY ISSUE



Follow local pharmacy procedures in communicating / managing supply issues

Contact your Regional SPS Procurement Team

Contact detail:  
[danny.palmer@uhbw.nhs.uk](mailto:danny.palmer@uhbw.nhs.uk)  
[natalie.bryson@uhbw.nhs.uk](mailto:natalie.bryson@uhbw.nhs.uk)

Provide with key information including:

- Name, Strength, Form
- Share any intel gathered to date e.g.
  - Checked on Medicines Supply Tool (SPS), MPSC Supply Issues Report
  - Wholesaler depot
  - Any resupply information suggested and source
  - Urgency of request