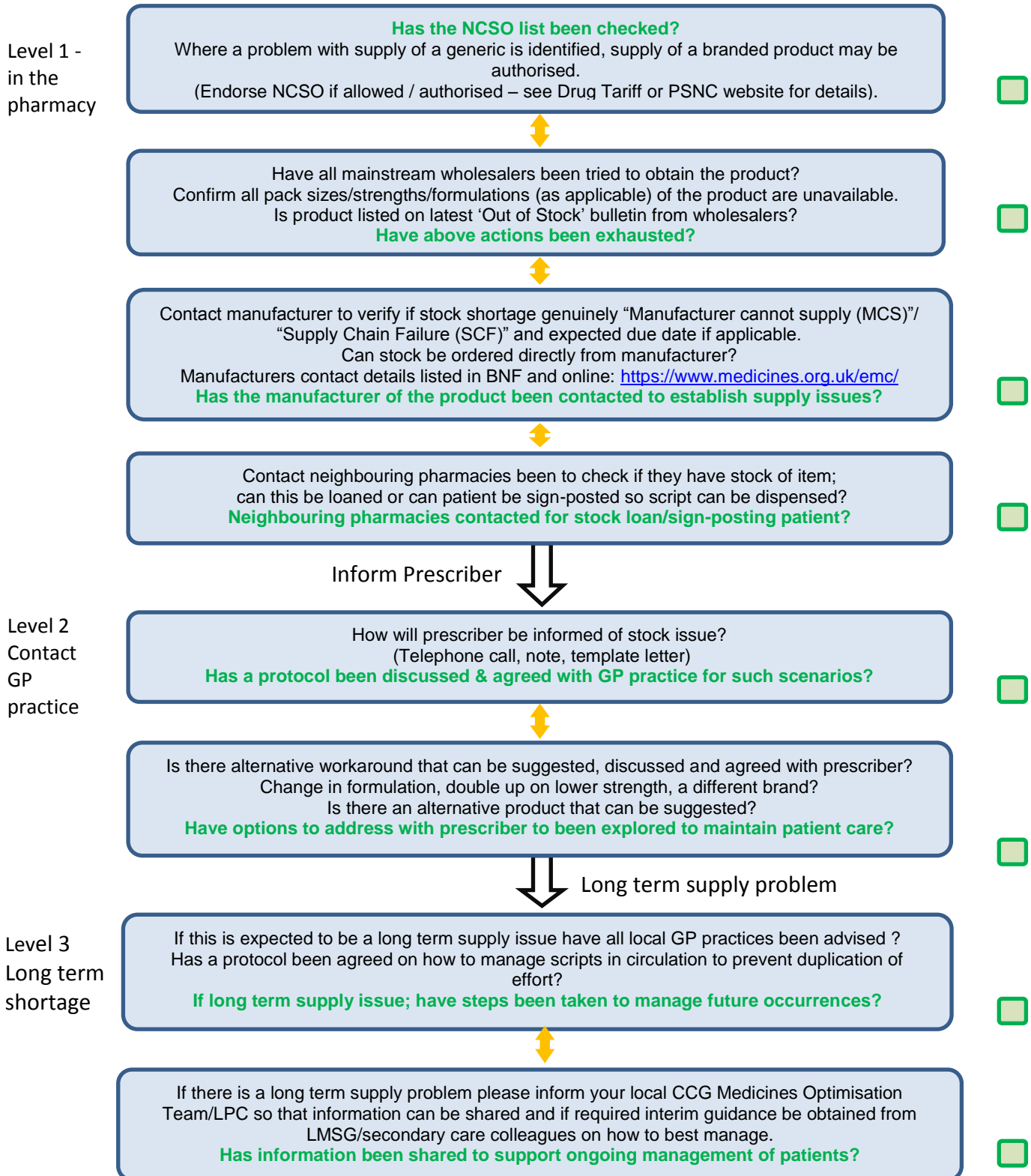


'Out of Stock' Guidance and Checklist

In order to ensure patients have access to their medicines with reasonable promptness (within 24 hours under normal circumstances) and to fulfil the requirements of the Pharmacy Contract Essential Service "Dispensing", the three Leicestershire CCGs, the LPC and LMSG advise that the following actions are taken, in the order listed, when an 'out of stock' situation occurs in your pharmacy:



It is recognised that stock shortages can be a frustrating and a time-consuming task for community pharmacies to manage however it is important the above suggested actions are carried out accordingly so that there is minimal disruption to patient care.
Please ensure your patient is advised of current situation and actions taken to address at all times.
Patients should not be used as an intermediary for poor working relationships between Community Pharmacies and GP practices.

| Date of preparation | Date of last review | Date of next review | Approved by LMSG | Version |
|---------------------|---------------------|---------------------|------------------|---------|
| Nov 2017 | - | Nov 2019 | Nov 2017 | 1.0 |

Version controls log

| Version | Section | Description of amendments | Date | Author / amended by |
|---------|---------|---------------------------|----------|----------------------------|
| 1 | | First version | Nov 2017 | Amit Sammi (MOT LC CCG) |
| 2 | | | | |

| Date of preparation | Date of last review | Date of next review | Approved by LMSG | Version |
|---------------------|---------------------|---------------------|------------------|---------|
| Nov 2017 | - | Nov 2019 | Nov 2017 | 1.0 |