

## Stock Shortages Email Template

Complete the information in red for your pharmacy. Save the email template so it is available to copy and paste onto an NHSmail message. (You could do this by setting up a [template message](#), or simply sending it as an email to your pharmacy mail address then pinning the email to the top of the page).

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Patient name: **Insert details**

DOB: **Insert details**

Address: **Insert details**

Dear Prescriber,

We are contacting you to ask if you could prescribe an alternative product for the above patient.

They have been prescribed: **Insert drug**

Which is unavailable at all of the following wholesalers: **(list all of the wholesalers you use and save them on the template, so you don't need to add them each time).**

The following alternative/s are available: **Insert alternative/s**

(Please note that we do not have access to the full patient record so can only suggest possible alternatives which *may* be suitable for your patient. If you wish to discuss this further, please contact us on **telephone number**).

Kind Regards,

**Name**

**Pharmacy**

*Please note that before sending this request we have:*

- Tried ordering the product from all wholesalers available to us.*
- Considered directing the patient to another pharmacy but were unable to because: local supplies have been exhausted / the medicine was on a prescription with other items that have already been supplied to the patient.*
- Checked to see if a Statutory Shortage Protocol could be used.*
- Checked that the patient needs the medicine in the next seven days and is unable to wait to see if the product comes back into stock.*