



QUICK GUIDE – TO MEDICINES SUPPLY PROBLEMS

Can't Get A Medicine?

Have you tried the following?

1. Telephone your main wholesaler first then reserve wholesaler
 - When you receive computer generated replies detailing out of stocks it is worth while contacting your wholesaler directly, as they may be able to obtain the item from another depot or place a hold on future stock
2. Telephone the manufacturer direct, please find most commonly required numbers below (thanks to PSNC CPN magazine, July 09)
 - Almost all manufacturers will hold emergency stock which they can send you directly, usually in 1-2 days. Check with manufacturer the best way to be billed for the item so you make sure your pharmacy receives its discount, also note on script the delivery and handling charges as expenses (or you risk dispensing at a loss)
3. Telephone the patients Doctor if you still cannot obtain supplies
 - The LPC placed an article in their 'purple pages' to raise the profile however many doctors will not be aware of the problems obtaining medicines. The Doctor may be able to prescribe an alternative where there are equivalents to help you and the patient
4. Notify The PSNC of the problems, use their online reporting form:
http://www.psnc.org.uk/quota_feedback.php or call 01296 432823
 - The PSNC is able to use the evidence it collects to inform manufactures where there are regular problems and PSNC can also make the Department of Health aware of the health of the supply chain.

Astellas

Tel: 0178 441 9615

Novartis

Tel: 0845 741 9442

Astra Zeneca

Tel: 0800 032 0501

Novo Nordisk

Tel: 0845 600 5055

Bayer

Tel: 0163 556 3000

Pfizer

Tel: 0845 608 8866

Boehringer Ingelheim

Tel: 0134 442 4600

Proctor & Gamble

Tel: 0178 447 4900

GSK

Tel: 0208 990 9000

Roche

Tel: 0800 731 5711

Janssen Cilag

Tel: 0800 333 0001 Fax: 0149 456 7401

Sanofi-aventis

Tel: 0800 854 430

Lilly UK

Tel: 0870 850 0401

Schering Plough

Tel: 0170 736 3785

Lundbeck

Tel: 0190 863 8935

UCB

Tel: 0177 351 0123 Fax: 0177 381 0644

MSD

Tel: 0199 245 2094

Wyeth

Tel: 0845 850 5544