

Overview

A new Out-of-Stocks (OOS) process is being introduced to improve communication between General Practices (GPs) and Community Pharmacies (CPs). Using AccuWeb, the OOS process aims to create a single streamlined communication method to handle medicine shortages efficiently.

Multiple ways



Single way



Key Highlights

- **Streamlined Communication:** Reduces time spent managing medicine shortage queries for both GPs and pharmacies.
- **AccuRx Platform:** Free, web-based tool enabling direct pharmacy-to-GP communication via "@Message GP practice".
- **Easy Access:** Web-based and accessible from any secure device (mobile, tablet, desktop) with NHS credentials.
- **Collaborative Workspaces:** Improved team coordination and visibility.

Process

Each pharmacy will need to establish its own process. We strongly recommend engaging with practices to agree how you will work together.

When notifying the practice of an out-of-stock medication, consider the following:

- Check if the patient has any supply of the medication at home. This may help determine how urgent the need for an alternative is.
- Attach any supporting information from the wholesaler, if available.
- Suggest an appropriate alternative, if possible.
- Inform the patient promptly. Consider using the AccuRx patient messaging function for efficient communication.
- Keep the patient's PMR (Patient Medication Record) up to date with the status of the item.
- Attach a copy of the email correspondence to the prescription for reference.
- Clearly indicate to both the practice and within the pharmacy whether you will return the script or mark the item as 'Not Dispensed.'

Which GP Practices are involved?

Barnsley: All GP Practices (excluding White Rose Medical Centre, Penistone Group Practice and High Street Royston tbc) have agreed to action OOS "@Message GP practice" messages they receive. 'Live' since May 25.

Doncaster: All GP Practices have agreed to action OOS "@Message GP practice" messages they receive. 'Live' since: January 25.

Rotherham: All Rotherham GP Practices have agreed to action OOS "@Message GP practice" messages they receive. 'Live' since early 2024.

Sheffield: The [following GP Practices](#) have agreed to action OOS "@Message GP practice" messages they receive. 'Live' since July 2025.

NB. This list will be updated as more practices agree to go live

AccurxWeb Support Articles

- ["How to sign up and get started"](#)
- ["What is Message GP practice in Web?"](#)
- ["How to create or join a Workspace?"](#)
- ["Interactive Step-by-Step demo" of sending OOS message](#)
- [AccurxWeb - All Supporting Articles](#)

Implementation Checklist

Activity	Completed
Set up AccuRx: Ensure the platform is ready for use.	<input type="checkbox"/>
Join One Organisation: Create a collaborative workspace for better team coordination.	<input type="checkbox"/>
Daily Access: Ensure at least one staff member per day has access to AccuRx (following NHS Mail guidelines).	<input type="checkbox"/>
Engage with GP Practices: Communicate with local practices to confirm their participation in the new process. A list of participating GP Practices can be found here.	<input type="checkbox"/>
Send a Test Message: Familiarise your team with the system.	<input type="checkbox"/>
Create a Standard Operating Procedure (SOP): Develop an SOP for using AccuRx and share it with the entire team and locums.	<input type="checkbox"/>

Contact Information

For general enquiries about this process or for help engaging with your GP Practice please contact Info@cpsy.org.uk