

Unavailable from Wholesaler

- Manufacturing Problem - not available from the manufacturer
- Not currently available from the main wholesaler
- Not normally stocked by the main wholesaler, e.g. recently discontinued from its inventory

Not Normally Stocked in Pharmacy

- Limited shelf life items such as feeds/breads
- Ostomy supplies
- Recently released drug
- Drug not normally used by your usual GPs
- Expensive item - not kept in stock
- Large quantity ordered - usually do not stock the quantity that has been ordered

Failure of delivery

- Wholesaler sent wrong item - e.g. picking error
- Order arrived late - e.g. new driver
- Order not received - e.g. computer fault

Failure by Pharmacy

- Ordered incorrect item - e.g. wrong strength, dosage form or brand
- Ordered wrong quantity - e.g. pack size change
- Forgot to order item - e.g. forgot to add to order or forgot to send order

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