

**Supply information (including unlicensed products) for Pancreatin Enzyme Replacement Therapies [PERT] (Creon®, Nutrizym® and Pancrex®)**

This local guidance is to help support Healthcare Professionals obtain PERT therapies and offers advice on considering the use of unlicenced products when licensed therapies are not available.

This is the latest National Patient Safety Alert for this shortage issued on 18th December 2024 <https://www.cas.mhra.gov.uk/ViewandAcknowledgment/ViewAlert.aspx?AlertID=103260> which contains actions in addition to the alert issued outlined in the alert issued on the 24th May 2024 <https://www.cas.mhra.gov.uk/ViewandAcknowledgment/ViewAlert.aspx?AlertID=103253>

These National Patient Safety Alerts provides further background, clinical information, and actions for providers.

Please also see the Lincolnshire PACE website for further information including Lincolnshire’s position statement on the ongoing supply of Pancreatic Enzyme Replacement Therapy (PERT) and patient letter <https://lincolnshire-pacef.nhs.uk/news>

The current supply situation is detailed in the latest National Patient Safety Alert and ongoing supply issues are referenced in the Specialist Pharmacy Services guidance on Prescribing and ordering available pancreatic enzyme replacement therapies <https://www.sps.nhs.uk/articles/prescribing-and-ordering-available-pancreatic-enzyme-replacement-therapies/>

Creon® customer service line

The manufacturers of Creon® have initiated a free customer service line. The Creon® customer service line can be reached via 0800 8086410. Operators will respond from UK and handle enquiries in real time. The service will be active from Monday to Friday from 9:00 am to 5:00 pm. See Appendix 1 for further details.

The purpose of the service is to provide the most up to date information on the supply of Creon®. To support access, with the patient's consent to provide their location details, the service will aim to provide information on the nearest pharmacies which have recently received supply. <https://www.creon.co.uk/>

Community pharmacists and Dispensing GP practices can also contact Viatris customer services directly to ascertain which wholesaler has stock of Creon® or when the next delivery is due to a given wholesaler using the following contact details: Telephone: 01707 853100 E-mail address: [UKcustomer.services@viatris.com](mailto:UKcustomer.services@viatris.com)

Unlicensed Imports

These should only be considered where licensed alternatives are unavailable. Details of unlicensed products available and ordering times can be found on the Community Pharmacy England website <https://cpe.org.uk/our-news/medicine-supply-notification-pancreatic-enzyme-replacement-therapy-pert/>

If there is currently no listing on dm+d for the imported product for prescribers to select using their prescribing systems an EPS prescription for the unlicensed product cannot be issued.

Where a prescriber wishes to prescribe a specially manufactured or imported product, an FP10 paper prescription should be issued as ‘Specified imported product (Special Order)’ and endorsed by the pharmacy as a non-Part VIIIB special with the following information:

* Amount dispensed over pack size used;
* Invoice price per pack size from which the order was supplied **less** any discount or rebate;
* Manufacturers’/importers’ MHRA licence number;
* Batch number of the product supplied;

Please also refer to the Specialist Pharmacy Services website in relation to the use of unlicensed medication <https://www.sps.nhs.uk/articles/using-unlicensed-medicines/>

This resource is compiled by:

Lincolnshire ICB Medicines Optimisation Team

on behalf of

(United Lincolnshire Teaching Hospitals, Lincolnshire Integrated care Board, Community Pharmacy)

January 2025

Appendix 1:



As the marketing authorisation holder and distributor of Creon® in the UK, we were notified by

our third-party manufacturing partner, Abbott, of a global supply constraint of Creon®. This

constrained supply is due to high global demand and reaching maximum manufacturing supply

output.

The constrained supply is not due to any quality, safety or efficacy issues of Creon® being produced.

In the UK, Creon® 25,000 and 10,000 are in constrained supply. However, our current

expectation is that during this period of constraint, we will be able to meet the majority of

demand. Viatris is currently receiving continuous supply of Creon® from Abbott. Distribution of

all marketed strengths of Creon® from Abbott to our distribution partner and onwards to

pharmacies in the UK will continue as shipments arrive.

We are committed to providing reliable access to medicines for our patients, and fully appreciate

how important this medicine is for individuals who rely on pancreatic enzyme replacement

therapy (PERT) and understand the challenges this situation poses for patients and their

healthcare professionals.

For this reason, as part of the actions taken to mitigate the impact of the shortage on patients

and healthcare professional, Viatris UK has initiated a free Creon® customer service line

dedicated to patients and healthcare professional affected by Creon® supply constraint.

The purpose of the service is to provide the most up to date information on the supply of Creon®.

The service will aim to provide information on the nearest pharmacies which have recently

received supply. In order to identify potential pharmacies with stock of Creon, patient consent is

required before sharing their post code.

The Creon® customer service line can be reached via 0800 8086410. Operators will respond from

UK and handle enquiries in real time. The service will be active from Monday to Friday from 9:00

to 17:00.

We are aware of the difficulties that patients are facing in this shortage situation, we think that this

service could be a valuable additional support for them.

Yours sincerely,

Mohammed Shehzad

Therapy Area Lead Viatris

UK-CRE-2024-00012 July 2024

This email is intended for UK healthcare professionals. Please continue to report suspected

adverse drug reactions with any medicine or vaccine to the MHRA through the Yellow Card

Scheme. It is easiest and quickest to report adverse drug reactions online via the Yellow Card

website: https://yellowcard.mhra.gov.uk/ or search for MHRA Yellow Card in the Google Play or

Apple App Store. Alternatively, prepaid Yellow Cards for reporting are available by writing to

FREEPOST YELLOW CARD (no other address details necessary), by emailing

yellowcard@mhra.gov.uk, at the back of the British National Formulary (BNF), by telephoning the

Commission on Human Medicines (CHM) free phone line: 0800-731-6789, or by downloading and

printing a form from the Yellow Card section of the MHRA website. You can also report adverse

reactions direct to the marketing authorisation holder at pv.uk@viatris.com