



30 December 2025

Medicine Supply Alert Notice

Pen device for Genotropin® (somatropin) 5.3 mg and 12 mg powder and solvent for solution for injection

Priority: Level 2*

Valid until: early 2027

Issue

1. The reusable pen device for Genotropin® (somatropin) 5.3 mg and 12 mg powder and solvent for solution for injection will be out of stock from the end of January 2026 until at least early 2027.
2. Each reusable pen has a battery life of approximately two years. Patients whose pen has a battery life that will expire during the out-of-stock period will need to be switched to an alternative device.
3. GP practices are required to identify patients prescribed the reusable pen device. For patients whose device is nearing battery expiry, arrangements must be made to switch them to an alternative device until the supply issue is resolved.
4. Homecare patients currently using this pen device will be reviewed by their homecare provider to determine whether a switch is required during the shortage, and will continue to receive supplies from their homecare provider as appropriate.
5. New patients should not be initiated on the Genotropin® Pen device, and new homecare referrals will not be accepted until the supply issue has resolved.
6. Only the reusable pen device is affected. Genotropin® 5.3 mg and 12 mg powder and solvent cartridges, GoQuick® pens, and all strengths of Genotropin® MiniQuick® pre-filled disposable devices remain available, and can support additional demand for new patients and those requiring a switch.

Advice and Actions

7. Primary care clinicians should:
 - not initiate new patients on the Genotropin® Pen reusable device until the supply issue has resolved;
 - identify patients currently prescribed this reusable pen device and liaise with those approaching battery life expiry to arrange a switch to an alternative device during this period (see Additional Information section);
 - seek advice from specialist teams, where appropriate, regarding the management of affected patients and selection of an alternative device; and
 - provide counselling and education to patients and/or carers on any changes, ensuring full understanding of any change in treatment regimen and correct use of the alternative device.

*<https://www.nss.nhs.scot/media/1842/medicine-supply-alert-notices-definitions-of-classifications-21-october-2019.pdf>

8. Health Board Pharmacy Procurement Teams, working with relevant clinical specialists (including endocrinology, specialist pharmacists, and local pharmacy homecare leads), should:
 - ensure that no new patients are initiated on the Genotropin® Pen reusable device until the supply issue has resolved;
 - work with the relevant homecare provider to identify patients whose Genotropin® pen reusable device is approaching battery life expiry and issue new prescriptions for alternatives, ensuring prescriptions reach the appropriate homecare provider ahead of the anticipated shortage date (see Additional Information section); and
 - ensure all affected clinical areas are informed of the supply issue and that any required updates to prescribing guidelines, systems, and/or local formularies are implemented.
9. Homecare Providers should:
 - identify patients currently prescribed the Genotropin® Pen reusable device who are nearing pen battery life expiry;
 - engage with the relevant Health Boards - ideally 8 weeks before expiry - to request a new prescription for a clinically appropriate alternative for affected patients;
 - engage with the relevant Health Boards to ensure pharma funded nurse-led administration training is offered, where required, to facilitate safe transition to the new device; and
 - notify patients of any changes to their medicines or delivery cycles, in line with agreements made with the Health Board.

Additional Information

Clinical Information

10. Genotropin (somatropin) is licensed for the treatment of:
 - Growth disturbance due to insufficient secretion of growth hormone and growth disturbance associated with Turner syndrome or chronic renal insufficiency.
 - Growth disturbance in short children born small for gestational age, with a birth weight and/or length below - 2 SD, who failed to show catch-up growth by 4 years of age or later.
 - Prader-Willi syndrome for improvement of growth and body composition.
 - Replacement therapy in adults with pronounced growth hormone deficiency.
11. The powder and 1 ml solvent are contained in a two-chamber glass cartridge supplied for use in a re-usable injection device, Genotropin® Pen, or sealed in a disposable multidose pre-filled pen, GoQuick®.

Genotropin® Pens

12. These are colour coded and must be used with the matching colour coded Genotropin® two-chamber cartridge to give the correct dose. The Genotropin® Pen 12 (purple) must be used with Genotropin® 12 mg cartridge (purple). The Genotropin® Pen 5.3 (blue) must be used with Genotropin® 5.3 mg cartridge (blue).

GoQuick®

13. The 5.3 mg pre-filled pen is colour coded blue and the 12 mg pre-filled pen is colour coded purple.

Genotropin MiniQuick®

14. This disposable single use device comprises a syringe used to mix and administer a dose. It comes preloaded with powder and 0.25 ml solvent in a two-chamber glass cartridge, and a needle. The solution is prepared by screwing the plunger rod inwards so that the solvent will be mixed with the powder in the two-chamber cartridge.

Supply Information

- The Genotropin® Pen device has a two-year battery life.
- The device begins flashing approximately one month before battery expiry, indicating to the patient that a replacement will soon be required.
- After battery expiry, the pen can still be used; however, the dose must be manually counted by clicks when turning the dial on the pen and administered, as the digital counter will no longer function.
- In the community, patients with a flashing pen would normally order a replacement via the Genotropin Patient website by reporting a pen fault, or via their healthcare professional or homecare provider; patients will still be able to report pen faults on the website during the supply disruption but will not receive a replacement pen and will be directed back to their healthcare professional.
- National Procurement at NSS has advised that Alcura is the only homecare provider commissioned to supply Genotropin® (somatropin) Pen device 5.3 mg and 12 mg in Scotland.
- Alcura has confirmed sufficient capacity to deliver face-to-face or remote nurse-led injection training and/or administration support for all homecare patients requiring a switch during this period.
- Pfizer has issued a Dear Healthcare Professional Letter and an email notification regarding the issue affecting the Genotropin® Pen device.
- Pfizer will also provide additional training materials to support patient education and device switches, particularly in primary care; these will be made available via Genotropin Patient website for patients and the PfizerPro [website for Healthcare Professionals](#).

Availability of Alternatives

15. The following alternative presentations remain available and can support additional demand for new patients and those requiring a switch:

- **Genotropin® GoQuick:** 5.3 mg and 12 mg pre-filled pens.
- **Genotropin® MiniQuick** pre-filled disposable devices: 200, 400, 600, and 800 micrograms, and 1.0, 1.2, 1.4, 1.6, 1.8, and 2.0 mg.
- **Genotropin® refill cartridges:** 5.3 mg and 12 mg

Links to further information

- [BNF Somatropin](#)

- [SmPC Somatropin](#)

Specialist Pharmacy Service (SPS) website

16. The UK Department of Health and Social Care (DHSC) in conjunction with the Specialist Pharmacy Service (SPS) have launched an online Medicines Supply Tool, which provides up to date information about medicine supply issues. To access the online Medicines Supply Tool you need to register with the [SPS website](#). Registration for access to the website is available to UK healthcare professionals and organisations providing NHS healthcare. The tool is located under the Tools tab and then click on the Medicines Supply option.
17. Prescribers, pharmacy professionals, and pharmacy procurement leads in Scotland are encouraged to register with the SPS website and use its Medicine Supply Tool to stay up to date concerning medicines supply disruptions. Please be aware that while medicines supply issues will appear on the SPS website, some of the recommended actions may not always be appropriate / relevant within the Scottish context.

Enquiries

18. Enquiries from Health Boards or healthcare professionals should be directed in the first instance to PharmacyTeam@gov.scot (primary care) or NSS.NHSSMedicineShortages@nhs.scot (secondary care).