



Medicine Supply Notification

MSN/2025/072

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

Tier 2 – medium impact*

Date of issue: 23/12/2025

Link: [Medicines Supply Tool](#)

Summary

- 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.
- Each reusable Pen has a battery life of approximately two years. Patients whose battery life expires during the out-of-stock period will need to be switched to an alternative device.
- 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.
- 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.
- 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.

Actions Required

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 Supporting Information);
- 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.

NHS Provider Trust 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 Supporting Information); and

*Classification of Tiers can be found at the following link:

<https://www.england.nhs.uk/publication/a-guide-to-managing-medicines-supply-and-shortages/>

- 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.

Homecare Providers should:

- identify patients currently prescribed the Genotropin® Pen reusable device who are nearing pen battery life expiry;
- engage with the relevant Trusts—ideally 8 weeks before expiry—to request a new prescription for a clinically appropriate alternative for affected patients;
- engage with the relevant Trusts 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 Trust.

Supporting information

Clinical Information

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.

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

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

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

Genotropin MiniQuick

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.
- Alcura, HealthNet, Lloyds Pharmacy Clinical Homecare, and Sciensus are the current homecare providers for Genotropin® (somatropin) Pen device 5.3 mg and 12 mg.
- Homecare providers have 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

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](#)

Enquiries

Enquiries from NHS Trusts in England should in the first instance be directed to your Regional Pharmacy Procurement Specialist (RPPS) or Associate RPPS, who will escalate to national teams if required.

REGION	Lead RPPS	Email	Associate RPPS	Email
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All other organisations should send enquiries about this notice to the DHSC Medicine Supply Team quoting reference number MSN/2025/072.

Email: DHSCmedicinesupplyteam@dhsc.gov.uk.