

Dear Suppliers,

We are writing to express our appreciation for your continued partnership with Lewisham and Greenwich NHS Trust and to inform you of a significant change to your access to our hospital sites.

Starting with immediate effect, we will be enforcing the use of the MIA System to manage and verify **all** commercial suppliers (including but not limited to **MedTech and Pharmaceutical Representatives, Service Engineers and Clinical Trainers**) visiting Trust sites.

Key reasons for this decision include:

1. Patient Safety

Patient safety is of paramount concern, and the use of a credentialing and appointment booking platform by our suppliers plays a crucial role in mitigating risks, ensuring compliance, and fostering a secure environment for patients receiving care in our hospitals.

2. Quality Assurance

Demonstrating your commitment to excellence and safety by having your qualifications, training, and experience verified by a third party is integral to your continued partnership with us. The resolve to demonstrate transparency throughout our relationship will enhance your prospects for future endeavours.

3. Enhanced Prospects for Continued Financial Partnership

While our main goal is to monitor site visits, we also acknowledge the system's potential for fostering future financial partnerships. By using the system to identify noteworthy products, medicines, and devices in specific Trust/Hospital areas, we aim to proactively engage with suppliers, exploring opportunities to expand use into other applicable areas. These collaborations are envisioned to be mutually beneficial, contributing to improved patient care while strengthening partnerships.

As of **now**, we will impose a 'No Card, No Appointment, No Entry' policy for all suppliers.

Every outside contractor entering **Theatres** must:

- Hold a valid and in-date MIA Membership (details of which can be [found here](#)).

- Register visits through the MIA Appointment Booking System at least 72 hours in advance, unless called for urgent cases. Urgent case visits must still be registered and verified but an email can be sent to the General Manager (details below) and the Associate General Manager with a request for urgent approval and with the reasons why.
- All site visits must be pre-confirmed by the department. Please note that if a visit has not been pre-authorised by the theatres General Manager, Head of Nursing, Matron or Associate General Manager, the visit must take place at another date. Please note that this includes visits booked directly with a surgeon.
- On arrival within the department the individual must register with the floor co-ordinator to let them know they have arrived and wait to be directed to the relevant theatre. Access to the omniceils and stock rooms must be pre-agreed, and must always be accompanied. Please speak to the floor coordinator on arrival to agree this.
- You must ensure you check-in using the app upon arrival to the department **and** check-out again when leaving the department.
- Download the [MIA Smartphone App](#) and wear the physical MIA badge while on-site.

For queries about the MIA System, contact MIA directly at help@miaweb.co.uk or [01732 920 900](tel:01732920900).

If you would like to discuss a potential clinical evaluation/trial please in the first instance email the sourcing team on smarttogclinicalsour@gstt.nhs.uk. Please note that any trials not agreed via this route will not be considered or signed off.

All consignment/equipment/consumables changes must be signed off in writing by the General Manager (Rachel.rutt@nhs.net) in advance. Anything not pre-agreed will be declined. We appreciate that clinical discussions take place with the surgical team, however the budget holder is the general manager and as such they must have full oversight of all discussions before anything is agreed.

Your cooperation in adhering to these processes is appreciated and contributes to a more efficient partnership. We value your commitment to our success and thank you for adapting to these changes.

Kind regards,

Martin Gibson
Procurement Director
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