

Use of Medical Industry Accredited system at Mersey & West Lancashire Teaching Hospitals NHS Trust

We are writing to express our appreciation for your continued partnership with Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL), and to advise you of the process to access our hospital sites.

We use the Medical Industry Accredited (MIA) System to manage and verify visits to our sites by commercial suppliers.

Please note, MIA system has been in use for a number of years at both of the Trusts who came together to form MWL in July 2023, so this communication is a reiteration of information you may have previously received for St Helens & Knowsley Teaching Hospitals NHS Trust and Southport & Ormskirk Hospital NHS Trust, rather than a new requirement. MIA is our chosen LifeScience Industry Accredited Credentialling Register.

Key reasons for the use of MIA:

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. The system ensures that visitors to the Trust are who they purport to be and are not bringing in products which have not been authorised for use. Crucially, our staff time is valuable for the delivery of patient care. The ability to manage visits, rather than dealing with cold-calling, allows us to better deliver patient care.

Staff and visitor safety

By registering visitors, we will be aware of who is on our sites and when. In the unlikely event of a problem, such as a fire alarm, we know who is in what area.

Prevention of wasted visits

By booking visits in advance, we can reject visits; advise if the visit is no longer required; move meetings to other methods, such as virtual or telephone; or rearrange if there is some need to, for example, staff unavailability on the day.

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.

MIA Process

Effective immediately, we will impose a 'No Card, No Appointment, No Entry' policy for all suppliers. Every outside contractor entering any area of the Trust 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 **48 hours in advance**, unless called for urgent cases.
- 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:01732 920 900).

For queries relating to Procurement at MWL, please contact purchasing@sthk.nhs.uk

Your cooperation in implementing this pre-registration process 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,

Procurement Department,

Mersey & West Lancashire Teaching Hospitals NHS Trust