

Royal Shrewsbury Hospital  
Mytton Oak Road  
Shrewsbury  
Shropshire  
SY3 8XQ  
Tel: 01743 261000  
Date: 2<sup>nd</sup> December 2025

**IMPORTANT NOTICE, PLEASE DO NOT IGNORE**

Dear Suppliers,

Further to our correspondence from July 2025 (attached as additional pages below), we are writing to inform you of an important change to the way representatives and contractors access our hospital sites.

We have now expanded our use of the MIA (Medical Industry Accredited) System to **all departments across each hospital**.

From **Thursday 1<sup>st</sup> January 2026**, **all visitors to any department** at the following hospitals must have registered their visit in advance via the MIA Platform:

- Royal Shrewsbury Hospital
- Princess Royal Hospital

Any commercial supplier found on-site without a registered visit will be asked to leave immediately. Repeated non-compliance may result in your details being reported to MIA and your employer for further action.

These decisions have not been made lightly. The move to a standardised access and credentialing process across our hospitals reflects our ongoing commitment to:

- Improve patient safety and infection control
- Ensure accountability and visibility of all visiting company representatives
- Reduce administrative burden for our clinical and administrative teams
- Support fair and compliant access for suppliers across all departments

The MIA system will also enable suppliers to manage their visits more efficiently, ensuring the correct approvals are in place and reducing the likelihood of denied access on arrival.

If you or your organisation are not yet registered with MIA, please ensure that you complete registration and are accredited before arranging any visits to the above sites. Guidance on registration and visit booking can be found at [www.miaweb.co.uk](http://www.miaweb.co.uk), or you can contact MIA directly at [help@miaweb.co.uk](mailto:help@miaweb.co.uk).

We thank you for your cooperation and for working with us to maintain the highest standards of safety, governance, and professionalism across our hospitals.

Kind regards,

**Shropshire Healthcare Procurement Service (SHPS)**

*Working across Shropshire, Telford & Wrekin Integrated Care System on behalf of The Shrewsbury & Telford Hospital NHS Trust, The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust and Shropshire Community Health NHS Trust*

**Appendix A: Letter to Suppliers – 07/2025**

Royal Shrewsbury Hospital  
Mytton Oak Road  
Shrewsbury  
Shropshire  
SY3 8XQ  
Tel: 01743 261000  
Date: 28<sup>th</sup> June 2025

Dear Suppliers,

We are writing to express our appreciation for your continued partnership with the **Shrewsbury and Telford Hospital NHS Trust** and **The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust** and to remind you of our rules for access to our hospitals.

We currently enforce 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 our 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 hospital.

**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 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.

We operate a 'No Card, No Appointment, No Entry' policy for all suppliers. Every outside contractor entering any area of our hospitals 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](mailto:help@miaweb.co.uk) or [01732 920 900](tel:01732920900).

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,

**Shropshire Healthcare Procurement Service (SHPS)**

*Working across Shropshire, Telford & Wrekin Integrated Care System on behalf of The Shrewsbury & Telford Hospital NHS Trust, The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust and Shropshire Community Health NHS Trust*

## Guidance for Suppliers

NHS organisations work closely with its suppliers to deliver high quality healthcare services. A supplier access policy operates to ensure that an effective partnership exists between all parties.

### 10 'Golden rules' have been adopted.

1. The Procurement team must be the first point of contact both for current, new and potential suppliers.
2. All supplier/company staff whilst on site must wear an ID badge with their name and company clearly visible.
3. Trust staff should seek advice and support from the Procurement team where there are issues/queries.
4. "Cold Calling" or visiting Wards/Departments without permission or an appointment is strictly prohibited (Action will be taken against any supplier ignoring this).
5. Orders for goods or services must not be solicited from Trust staff – the only recognised documentation is an official order issued by the Procurement
6. Price/Commercial discussions can only be conducted in conjunction with the Procurement team.
7. Trust staff must not be offered samples of products unless by prior agreement with the Procurement team.
8. Business gifts (other than items of a very small intrinsic value such as diaries or calendars) must not be offered and will not be accepted.
9. Items of Medical equipment loaned to the Trust will be subject at all times to our Medical Equipment Management procedures including indemnity arrangements.
10. Ensure professionalism and courtesy are shown and reciprocated at all times.

Contact details for new/potential suppliers can be found via the website link below, or from a web search of the following:

[Shropshire Healthcare Procurement Service](#)

2 Douglas Court | Anchorage Avenue | Shrewsbury Business Park | Shropshire | SY2 6LG