

Date: 2 February 2026

Subject: Supplier Engagement, Site Access and Governance Requirements

Dear Supplier,

We are writing to reinforce the Trust's requirements for supplier engagement and site access across all Imperial College Healthcare NHS Trust hospital sites, including:

- Charing Cross Hospital
- Hammersmith Hospital
- St Mary's Hospital
- Queen Charlotte's & Chelsea Hospital
- Western Eye Hospital

Following a recent review of supplier access and compliance, it is clear that further reinforcement is required to ensure improved governance, accountability and transparency.

1. Site Access and Representative Visits

- All commercial visitors, including MedTech and Pharmaceutical Representatives, Service Engineers and Clinical Trainers, **must use the MIA System** (Medical Industry Accredited, operated by Medical Industry Ltd) to request, record and attend all site visits.
- Visit requests must be submitted **at least 24 hours** in advance via the MIA system, unless urgent clinical support is required and has prior approval from the Trust.
- Representatives must sign in using the MIA app on arrival and wear a valid MIA ID badge at all times.
- Theatre visits require compliance with local theatre access rules including attire.
- The Trust operates a strict **"No Card, No Appointment, No Entry"** policy.

- Site access activity is monitored, and **non-compliance may result in access restrictions.**

2. Ordering and Deliveries

- The Trust operates a “**No Purchase Order, No Payment**” policy.
- Suppliers must not deliver goods or provide services without an official purchase order raised by North West London Procurement Services (NWLPS) or where applicable, by Integrated Health Solutions (IHS) under managed service arrangements.
- Goods or services provided without a valid purchase order **will not be accepted or paid for.**

Goods or services provided FOC must also be managed through either NWLPS or IHS, and must not be supplied without their prior approval.

- Queries relating to **stock management, ordering, pricing or other commercial and contractual matters** must be directed to NWLPS or IHS, not Trust clinical staff.

3. Managed Service Arrangements

The Trust operates two managed services delivered in partnership with IHS:

Theatres and Interventional Radiology

- Managed service covers **consumables** and **single use devices only.**
- Equipment approval remains subject to Clinical Engineering governance; all equipment approvals including replacements, trials and evaluations must be coordinated directly with Clinical Engineering.

Cardiac Catheter Laboratories

- Managed service covers **consumables, single use devices, equipment** and **maintenance.**
- All equipment approvals including replacements, trials and evaluations must be coordinated directly with IHS.

For both services:

- Where a managed service applies, **all consumable agreements, consignment arrangements** and **new product requests** must be approved and managed via IHS.
- No deliveries may take place without a valid purchase order or written approval from NWLPS or IHS.

Suppliers operating outside managed service areas must continue to work directly with NWLPS.

4. Contracts and Agreements

- Suppliers **must not ask or encourage Trust staff to sign** or approve any commercial documentation, including pricing proposals, loan forms, consignment arrangements or contracts.
- All agreements must be routed through NWLPS or IHS, in line with the Trust's Scheme of Delegation.
- Only authorised signatories may enter into agreements on behalf of the Trust. Any agreement signed by an unauthorised individual will not be recognised by the Trust and may be considered invalid.
- Where reusable equipment or surgical instruments are provided free of charge or as part of a consumables deal, Clinical Engineering approval is required in addition to procurement approval.

5. Consignment Stock

- No consignment stock may be placed, amended, replenished or removed from Trust premises without prior written approval from NWLPS or IHS.
- Informal, retrospective or temporary consignment placements are not permitted.
- Consignment arrangements including any consignment changes must be supported by appropriate written agreements and approval before any stock is delivered.
- Unauthorised consignment stock may be removed at the supplier's cost and site access restrictions may apply.

6. Medical Equipment and Reusable Devices

- **Prior approval from the Clinical Engineering department is required** for any reusable medical equipment or device, whether intended for loan, demonstration, trial or purchase. This approval must be obtained before equipment is brought on site for any reason.
- **Approvals can take up to two weeks** and should be initiated by Trust end users, with supplier input where required.
- This approval process includes completion and sign-off of a **Pre-Acquisition Questionnaire (PAQ)**, as required by the Clinical Engineering department.

- Direct supplier-led approval requests may not be processed efficiently.
- Equipment **must not be delivered, demonstrated or used without written confirmation** of approval.
- All equipment must meet safety, servicing, calibration and decontamination requirements.
- Unapproved equipment may be removed at the supplier's cost and site access restrictions may apply.

7. Contact Details

If you have any questions or are unclear on any aspect of these requirements, please contact:

Team	Contact Name	Contact Details
NWL Procurement Services	Keith Hinchcliffe – <i>Healthcare Solutions Director</i>	keith.hinchcliffe2@nhs.net
Clinical Engineering	imperial.medicaldevices.acquisition@nhs.net	
Integrated Health Solutions (IHS)	Procurement & Supplier Management dept.	rs.ihsmmacxh@ihs-operations.com
Imperial College Healthcare NHS Trust	Lee Matthews – <i>Contracts & Performance Delivery Lead</i>	lee.matthews10@nhs.net
Medical Industry Accredited (MIA)	MIA System Support	help@miaweb.co.uk +44(0)1732 920 900

We appreciate your cooperation in maintaining safe, well-governed clinical environments across all Trust sites.

Kind regards,

North West London Procurement Services
On behalf of Imperial College Healthcare NHS Trust