

Supplier Representatives Policy

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1. Summary

The aim of this policy is to provide a clear, structured, and safe pathway for Supplier Representatives to engage with Homerton Healthcare NHS Foundation Trust (HHFT) staff.

2. Introduction

Suppliers wishing to do business with HHFT have at times been unrestricted in accessing employees on hospital premises which has led to inefficient use of employee's time and contributed towards the de-standardisation of products purchased by HHFT.

Such practice may lead non-procurement staff to enter negotiations and sales which are not in line with HHFT's Standing Financial Instructions (SFIs) and Policies, due to a lack of knowledge and expertise in the public sector procurement process and thus render HHFT at risk of unsafe financial commitments or breaches of the governing legislation and guidelines.

It is recognised that, in addition to providing information to health practitioners, the prime function of Supplier's Representatives is to promote and sell their products and services. This function should be carried out in a proper and ethical manner and must not contravene HHFT, NHS or government policies.

3. Objectives

The purpose of this policy is to:

- Provide a clear, structured and safe pathway for Supplier Representatives to engage with HHFT staff.
- To define the procedure to be followed by Supplier Representatives who wish to engage with HHFT staff.
- To continue to maintain a professional working relationship between the Supplier Representatives and the Trust.
- To prevent HHFT staff from entering into a commercial agreement to procure or consign products outside of those listed as standard or contracted without consultation with the relevant Service Manager and HHFT Procurement and Supply Chain department.
- To ensure all HHFT employees read and understand this policy via the intranet, and that all Supplier Representatives via MIA website.



4. Scope

This policy applies to all staff working in HHFT who engage with external suppliers, employees at procurement partners who may be required to engage with Suppliers on behalf of HHFT, and all Supplier Representative visiting the Trust.

These include but are not limited to Supply Chain Coordination Ltd (SCCL), London Procurement Partnership (LPP), Health Trust Europe (HTE), and Crown Commercial Services (CCS).

5. Duties

5.1. Trust Employees

It is the responsibility of each HHFT employee who engages with external suppliers to familiarise themselves with the contents of this policy and to always keep within the confines of the policy.

It is the responsibility of each HHFT employee to ensure Suppliers have an appointment when any meetings are requested and confirmed. The staff can login via the MIA website to confirm the Supplier Representative confirmed appointment. Staff will be offered drop-in training session on MIA if required to perform MIA checks.

5.2. Supplier Representatives

5.2.1 All Supplier Representatives at HHFT should be familiar with the contents of this policy and are expected to comply with it. The policy is available from the HHFT Procurement and Supply Chain Department and is held on the HHFT website:

<https://www.homerton.nhs.uk/trading-with-homerton/>.

6. Details of the Policy

In addition to providing information to health practitioners, it is recognised that the prime function of Supplier Representatives is to promote and sell their products and services. This task should be carried out in the proper and ethical manner and should not contravene HHFT, NHS or government policies.

When on site all Supplier Representatives must comply with the following:

- any instructions given by an authorised member of staff in the event of any emergency situation e.g. a fire or major incident.
- no smoking policy, Infection Prevention and Control Operational, and any other policies or guidance that might be relevant at the time.
- only make the visit once an appointment has been confirmed via MIA.



7. MIA Platform

The Trust is introducing the Life Sciences Industry (LSI) National Credentialing Register, supported by the Medical Industry Accredited (MIA) Scheme which allows staff to check the credentials of Supplier Representatives to ensure that they are properly qualified to engage with the Trust. It captures Supplier Representatives movements and their activities whilst on site and electronically records appointments. Supplier Representatives and/or service engineers are required to register their site visits on the MIA portal – www.miaweb.co.uk, so that the Trust is able to obtain an electronic audit trail of who has been on site and the nature of their visit as detailed in Appendix A below.

Should you wish to have access to the account and review who is due in your department or to check cardholder details – please email miahelp@medicalindustry.co.uk and they will be happy to send you an access guide with log in details for your department.

The system is designed to control access to our hospital and improve patient safety by ensuring that suppliers have the right training and credentials when visiting certain areas such as Theatres.

By ensuring that Supplier Representatives and/or service engineers are registered and carry a valid MIA or National Register card, helps us to ensure that visitors have reached a professional national standard level of training so that they are aware of their responsibilities when in our departments and adhere to our visitor policies.

Supplier Representatives and/or service engineers will be required to carry and display a MIA or National Register Card on them at all times. Please be aware that letters have been sent to all our suppliers in advance so will be aware of this requirement.

Any trials and evaluations must be undertaken in line with the New Products and Trial and Evaluation Policy.

Supplier Representatives may be present in Operating Theatres during surgery in the following circumstances:

- To provide professional product support in the event of a new Product introduced to HHFT;
- To support new / junior / trainee staff on the use of products; or
- Other exceptional circumstances as agreed by Theatre staff prior to surgery.

The presence of Supplier Representatives in Theatres during surgery is not to be used as a sales opportunity for other products, nor should it infringe patient dignity.

Suppliers must not unpack and hand products to the surgeon / other clinical staff during surgery.



Members of staff authorised to use MIA will be responsible for checking the identity of Supplier Representatives when they arrive at the relevant clinical reception to check-in for an appointment.

To obtain more information on requirements for Supplier Representative when applying for MIA ID card which ensures that they are qualified to be present within hospital environments please visit <https://www.medicalindustry.co.uk/> for more details.

8. HHFT employee contact with Company Representative meetings

Only senior HHFT staff (i.e., Consultants, Senior Nurses and Senior Managers (i.e., General, Divisional Managers or equivalent/above)) may authorise meetings with Company Representatives.

Such meetings should be organised in advance, and should be attended by a senior member of HHFT staff and must fulfil one of the criteria below:

- To receive training and education on HHFT approved products and equipment only Training relevant to education, learning and development is excluded.
- To obtain technical advice with regard to a specific product,
- To discuss and receive updated literature and research around a company's products or specialist area.
- When the proposed meeting is in connection with a current contract or purchasing agreement a member of staff from Procurement should be present / invited to the meeting as commercial issues will be under discussion.

Such meetings should not involve detailed commercial information (e.g., agreement of price or discussion of existing contract prices etc.). All matters regarding commitment to purchase, agreement of price and similar financial and procurement issues should be conducted by HHFT, in conjunction with the budget holder. Other staff are not authorised to make purchasing commitments on behalf of HHFT. Supplier Representatives engaged in training and / or support of products already in use must not use these meetings as an opportunity to introduce new products / services without contacting HHFT Procurement and Supply Chain.

8.1 Appointment

Supplier Representatives will only be seen by the Trust if they have registered their visit through the MIA website (www.miaweb.co.uk) prior to arriving and must have their visit confirmed with the Trust Security and staff member(s) they are visiting.

When an appointment is registered through Mia website, it will generate an automated email notification to the nominated staff as per Appendix A example.



The visit is only valid for the area confirmed on the notification and when attending an appointment at the Trust, the Supplier Representative must:

- Have personal MIA identification card with photo visible at all times on Trust's premises.
- report to the security desk to obtain a visitor pass following notification of Supplier confirmation received from MIA ahead of the appointment.
- report to relevant reception for the clinical area to check-in for a confirmed appointment.
- comply to any instructions given by an authorised Trust staff in the event of an emergency situation, e.g. Fire and comply to instructions as directed by the staff.
- have a sound knowledge on the purpose of the visit.
- Follow all hand washing procedures and guidelines as directed by our Infection Prevention and Control Operational Policy.

9. Code of Ethics

HHFT staff are subject to standards of conduct in line with national guidance. Staff should also be aware of the HHFT Standing Orders and Standing Financial Instructions and Scheme of Delegation.

Business gifts, other than items of very small intrinsic value such as diaries or calendars must not be accepted. The HHFT Code of Business Conduct and the Conflict and Declaration of Interest.

Suppliers must not attempt to influence business decision making by offering hospitality to HHFT Staff. The frequency and the scale of any hospitality accepted will be managed openly and with care by HHFT. Further guidance pertaining to this, and the implications of the Bribery Act (2010), can be found here: <http://www.justice.gov.uk/legislation/bribery>.

Commercial sponsorship relating to conferences or courses is only acceptable if the attendance of HHFT staff forms a part on an education/training course approved by an accountable HHFT manager.

Samples must not be left on the wards or departments without prior agreement of Consultants / Heads of Department and the Procurement and Supply Chain department, all samples are assumed 'free of charge' unless the supplier is issued with an official purchase order prior to providing the sample.

HHFT staff and Supplier representatives must not enter into any agreement in relation to carrying out product trials without initiation and approval from the HHFT Procurement and Supply Chain team.



Product trials must be arranged through the Procurement and Supply Chain department to ensure that Procurement and Supply Chain staff obtain documented consent / sponsorship of any product trial or evaluation from the relevant Departmental Lead (normally General Manager or Senior Clinician) before embarking on any such project.

10. Trials

All trials must be carried out in line with the requirements outlined below.

Trials must be carried out in accordance with HHFT Standing Orders, Standing Financial Instructions, and Scheme of Delegation.

Trials must be carried out on a controlled basis.

The product in question must meet the appropriate safety standards.

Trials are not to be duplicated.

Individual trials must be managed by a named person.

The following questions should be considered when product trials are being carried out:

- What is the key purpose of the trial, if successful what will be the impact to other supply arrangements?
- How the trial is to be administered?
- How the trial is to be financed?
- How are samples to be provided?
- How long the trial will last?
- Do technical staff need to be involved?
- What are the current safety regulations and quality standards?
- How the trial will be assessed?
- How far do the suppliers need to be involved?
- What are the implications for existing contracts or purchasing agreements?
- How will the results of the trial be disseminated?

11. Conflict and Declaration of Interest

All HHFT staff must operate within the confines of the HHFT Standing Orders and Standing Financial Instructions & Scheme of Delegation and must ensure compliance with the Code of Conduct and Conflict of Interest Policy. Business gifts, other than items of low intrinsic value, such as diaries or calendars should not be accepted. Employees with dealings or interests with external organisations that could lead to conflict of interests are required to declare these in the Trust's Register of Interests and prior to or during a procurement activity.



Staff must also declare any fellowships, Research & Development funding invitations to conferences or engagements with suppliers that result in either payment or benefit in kind, particularly when involved in any tendering or procurement activities.

12. Failure to Follow Policy

HHFT staff must report any contravention of these guidelines to the Head of Procurement and Supply Chain. Such contraventions will be treated very seriously. Supplier Representatives and/or companies may be denied access to HHFT on either a temporary or a permanent basis. Representatives that arrive in departments on an “ad hoc” basis without prior appointment should be reported immediately to the Commercial Lead who will inform the Head of Procurement and Supply Chain. By adhering to this policy, it is hoped that the association between HHFT and its suppliers will be a constructive one.

13. Training and awareness:

Training will be provided on a regular basis and videos and training materials will be available online. The system will be implemented and training provided free of charge by the supplier.

The policy will be distributed via the Communication team, online, intranet page and training to the relevant members of staff (clinical and non clinical).

14. Review:

This policy will be reviewed at least every three years. Earlier review may be required due to the nature of the document or in response to exceptional circumstances, organisational change, or relevant changes in legislation/guidance.

15. Monitoring/Audit:

Mandatory monitoring must take place to review arrangements for the implementation and application of the policy. This must include details on how compliance will be audited; how it will be monitored, by whom, and how frequently.

Measurable Policy Objective	Monitoring or Audit	Frequency of monitoring	Responsibility for performing the monitoring	Monitoring reported to which groups/committees.
To continue to maintain a professional working relationship between the Supplier	Monitoring	Quarterly	Procurement and Supply Chain team	Clinical Procurement Advisory Group

Representatives and the Trust.				
To prevent HHFT staff from entering into a commercial agreement to procure or consign products outside of those listed as standard or contracted without consultation with the relevant Service Manager and HHFT Procurement and Supply Chain department.	Monitoring	Quarterly	Procurement and Supply Chain team	Clinical Procurement Advisory Group

16. References

Associated British Industries Code of Business Practice November 2009:

<http://www.abhi.org.uk/code-of-practice/code-of-business-practice.aspx>

HHFT Standing Financial Instructions:

<https://www.homerton.nhs.uk/download/doc/docm93ijjm4n9042.pdf?amp;ver=26478>

HHFT Standing Orders:

<https://www.homerton.nhs.uk/download/doc/docm93ijjm4n9034.pdf?amp;ver=26455>

Bribery Act 2010 guidance, The Ministry of Justice:

<http://www.justice.gov.uk/downloads/legislation/bribery-act-2010-guidance.pdf>

A Brief Guide to the New EU Public Contracts Directive (2014), The Crown Commercial Service:

[https://delta.bipsolutions.com/docstore/eu-directives-2015/EU-Procurement-Directives-training-](https://delta.bipsolutions.com/docstore/eu-directives-2015/EU-Procurement-Directives-training-handbook.pdf#:~:text=1%20The%20Public%20Contracts%20Directives%20set%20out%20the,Separate%20information%20will%20be%20provided%20to%20cover%20new)

[handbook.pdf#:~:text=1%20The%20Public%20Contracts%20Directives%20set%20out%20the,Separate%20information%20will%20be%20provided%20to%20cover%20new](https://delta.bipsolutions.com/docstore/eu-directives-2015/EU-Procurement-Directives-training-handbook.pdf#:~:text=1%20The%20Public%20Contracts%20Directives%20set%20out%20the,Separate%20information%20will%20be%20provided%20to%20cover%20new)

Appendix A: Supplier Representatives Schedule

Dear A Another,

Supplier Rep A has registered the following site visit:

Establishment: Homerton Healthcare NHS Foundation Trust

Cardholder Name: Supplier A

Company: Company A

MIA Card Number: ABC123

Email: Supplier.Rep@CompanyA.com

Please state who you are visiting? (First name): A

Please state who you are visiting? (Surname): Another

If known, add email address of staff member: a.another@nhs.net

If known, add email address of staff member:

Please reconfirm the name of the Department you are visiting? Radiology

Date of Visit? DD/MM/YYYY

Time of Visit? 15:00

Reason for visit? Product Support

Are you leaving any product samples? No

Are you providing any hospitality or sponsorship whilst visiting the Department? No

Approve Appointment Link:

https://www.miaweb.co.uk/automatic_activity_status.aspx?e=276376&k=a21fcae708b76b30e0a9460f12d4cc70&s=1

Cancel Appointment Link:

https://www.miaweb.co.uk/automatic_activity_status.aspx?e=276376&k=a21fcae708b76b30e0a9460f12d4cc70&s=2

To approve or decline this site visit please log on to the MIA website.

Kind regards,

MEDICAL INDUSTRY LTD

Administering MIA and working with the AHCS to deliver the LSI National Credentialing Register

T: 01732 920 900

W: www.medicalindustry.co.uk – for online training

W: www.miaweb.co.uk – for site visits

Appendix B: Policy Submission Form

Policy Submission Form

To be completed and attached to any policy/procedure submitted to the Trust Policy Group

	Details of policy	
1.1	Title of Policy:	Supplier Representatives Policy
1.2	Lead Executive Director	Rob Clarke, Chief Finance Officer
1.3	Author/Title	Alexandra Vekeria, Head of Procurement & Supply Chain
1.4	Lead Sub Committee	Audit and Risk Committee
1.5	Reason for Policy	The aim of this policy is to provide a clear, structured, and safe pathway for Supplier Representatives to engage with Homerton Healthcare NHS Foundation Trust (HHFT) staff.
1.6	Who does policy affect?	All HH's staff and Suppliers
1.7	Are national guidelines/codes of practice incorporated?	Yes
1.8	Has an Equality Impact Assessment been carried out?	Yes
2	Information Collation	
2.1	Where was Policy information obtained from?	Please see references, schedule 13 in the Policy document
3	Policy Management	
3.1	Is there a requirement for a new or revised management structure if the policy is implemented?	No
3.2	If YES attach a copy to this form	N/A
3.3	If NO explain why	The Policy doesn't impact on the management structure
4	Consultation Process	
4.1	Was there internal/external consultation?	Yes
4.2	List groups/Persons involved	Procurement and Supply Chain Department, Fraud Manager (external), Estates & Facilities, Finance and Pharmacy

4.3	Have internal/external comments been duly considered?	Yes
4.4	Date approved by relevant Sub-committee	19/09/2023
4.5	Signature of Subcommittee chair	Rommel Pereira Non-Executive Director
5	Implementation	
5.1	How and to whom will the policy be distributed?	Via the Comms team, online, intranet page and training
5.2	If there are implementation requirements such as training, please detail?	Training will be provided online on a regular basis and videos will be available online.
5.3	What is the cost of implementation and how will this be funded?	No cost, the system will be implemented free of charge and the training will be provided by the supplier free of charge
6	Monitoring	
6.1	List the key performance indicators e.g. core standards	<p>To continue to maintain a professional working relationship between the Supplier Representatives and the Trust.</p> <p>To prevent HHFT staff from entering into a commercial agreement to procure or consign products outside of those listed as standard or contracted without consultation with the relevant Service Manager and HHFT Procurement and Supply Chain department.</p>
6.2	How will this be monitored and/or audited?	Management Information report via the MIA system
6.3	Frequency of monitoring/audit	Quarterly

Date policy approved by Trust Policy Group:

01/11/2023

Signature of Trust Board Group chair:



Appendix C: Equalities Impact Assessment Form

Equalities Impact Assessment Form

This checklist should be completed for all new Corporate Policies and procedures to understand their potential impact on equalities and assure equality in service delivery and employment.

Policy/Service Name:	Supplier Representatives Policy
Author:	Alexandra Vekeria
Role:	Head of Procurement and Supply Chain
Directorate:	Corporate
Date	24 th August 2023

Equalities Impact Assessment Question	Yes	No	Comment
1. How does the attached policy/service fit into the trusts overall aims?			The aim of this policy is to provide a clear, structured, and safe pathway for Supplier Representatives to engage with Homerton Healthcare NHS Foundation Trust (HHFT) staff and support the Trust Strategy
2. How will the policy/service be implemented?			Training will be provided to the relevant members of staff
3. What outcomes are intended by implementing the policy/delivering the service?			<p>To continue to maintain a professional working relationship between the Supplier Representatives and the Trust.</p> <p>To prevent HHFT staff from entering into a commercial agreement to procure or consign products outside of those listed as standard or contracted without consultation with the relevant Service Manager and HHFT Procurement and Supply Chain department.</p>

4. How will the above outcomes be measured?			Management Information report via the MIA system on a quarterly basis
5. Who are they key stakeholders in respect of this policy/service and how have they been involved?			Procurement and Supply Chain, Fraud Manager (external), Estates & Facilities, Finance and Pharmacy
6. Does this policy/service impact on other policies or services and is that impact understood?		X	
7. Does this policy/service impact on other agencies and is that impact understood?		X	
8. Is there any data on the policy or service that will help inform the EqIA?		X	
9. Are there are information gaps, and how will they be addressed/what additional information is required?		X	
Equalities Impact Assessment Question	Yes	No	Comment
10. Does the policy or service development have an adverse impact on any group?		X	
11. Could the way the policy is carried out have an adverse impact on equality of opportunity or good relations between different groups?		X	
12. Where an adverse impact has been identified can changes be made to minimise it?			N/A
13. Is the policy directly or indirectly discriminatory, and can the latter be justified?		X	
14. Is the policy intended to increase equality of opportunity by permitting Positive Action or Reasonable Adjustment? If so is this lawful?		X	