

Dear Esteemed Suppliers,

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

Starting from **15th April 2024**, we are implementing the MIA System to manage and verify **all** MedTech commercial suppliers visiting Trust sites. This process does not apply to service engineers who should continue to report to the Estates and Facilities helpdesk when visiting site so that they have the appropriate inductions and Health and Safety oversight.

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.

As of **15th April 2024**, we will be adopting a 'No Card, No Appointment, No Entry' policy for all suppliers. Every MedTech representative 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: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,

Somerset NHS Foundation Trust