

Dear Supplier Company,

North West London Procurement Services (NWLPS) is pleased to announce the standardised process of accessing acute NHS hospital sites within the North West London region. For some suppliers, there will be no change to the approach and therefore we would like to take this opportunity to thank those suppliers for their continued support and compliance.

Starting from 1st October 2024, partner NHS trusts will be enforcing the Medical Industry Accredited (MIA) system as a credentialing service provider. The aim is to manage and verify all commercial suppliers (including but not limited to MedTech and pharmaceutical representatives, service engineers, and clinical trainers) to both primary and secondary sites for the following acute trusts:

- Chelsea & Westminster Hospital NHS Foundation Trust
- Imperial College Healthcare NHS Trust
- London North West University Healthcare NHS Trust
- The Hillingdon Hospitals NHS Foundation Trust
- The Royal Marsden NHS Foundation Trust

The reasons for this important decision include:

1. Patient safety

Patient safety is of paramount concern, and the use of a credentialing and appointment booking platform by suppliers plays a crucial role in mitigating risks, ensuring compliance, and fostering a secure environment for patients when vulnerable receiving care whilst attending hospitals as either inpatients or outpatients.

2. Quality assurance

NWLPS wants to demonstrate suppliers' commitment to excellence and safety by verifying appropriate qualifications, training, and experience via a third party. These confirmations are integral to the continued partnership between the partner trusts and their suppliers. The resolve to demonstrate transparency throughout relationship management will enhance collaboration between all parties.

3. Prospects for collaboration across all Trust sites

The main purpose is to monitor site visits; however, the MIA system holds further information relating to the reason for the visit; products, medicines, and devices in specific trust areas.

There is the opportunity 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.

As of 1st October 2024, we will impose a 'no card, no appointment, no entry' policy for all medical and pharmaceutical supplier representatives who are visiting to meet with clinicians, AHPs and all other Trust colleagues. Every outside contractor entering any of our acute hospital sites 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, please 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.

Warm regards

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