

POLICY ON SUPPLIER REPRESENTATIVES VISITING SCARBOROUGH AND NORTH EAST YORKSHIRE PREMISES

1 Policy Objective:

- 1.1 These guidance notes have been issued to inform Staff and Suppliers of the procedures which should be observed when any of representatives visit Trust premises. FAILURE to observe these procedures may result in companies/organisations being removed from the Trusts' supplier lists. The Trust maintains the right to prevent companies' representatives from visiting the Trust if they persistently breach these guidelines
- 1.2 Supplier Representatives should observe the following code of conduct when visiting Trust Premises.
- 1.3 Trust Staff should ensure that the code of practice is enforced at all times.

2 Conduct of Suppliers and their representatives:

- 2.1 Suppliers and their representatives will comply with all currently recognised industry codes of practice and agreed standards.

3 Supplier Representative Visits:

- 3.1 Supplier Representatives are not permitted to have free access to Trust premises, including patient care and theatre areas.
- 3.2 Supplier Representatives will only see staff by prior appointment, arranged as follows:
 - Consultants – by appointment arranged through the consultant's secretary,
 - Junior medical staff – by agreement with the relevant consultant,
 - Nursing staff – by agreement with the relevant nurse or ward manager,
 - Pharmacy staff – by agreement with the Pharmacy manager,
 - Supplies staff – by appointment with the Supplies Manager,
 - Other staff – by agreement with the relevant head of department.
- 3.3 *Representatives from supplies companies visiting for the first time* must make an appointment with the Supplies Manager, Supplies Department,

Scarborough General Hospital. In the case of drug manufacturers, the appointment should be made with the Pharmacy Manager.

- 3.4 Supplier representatives may only visit patient care areas (wards, theatres, clinical departments, A&E, outpatients) at the specific invitation of, and accompanied by, a senior member of staff.

4 Product Samples:

- 4.1 Product samples or disposables must not be left in patient areas. Samples can be left with the Supplies staff or Heads of Departments. In the case of Medical Equipment these can only be left with the Medical Engineering Department.
- 4.2 Representatives of companies promoting drugs should leave product information at the pharmacy. Drug samples (including interactive dressings) must be left in the Pharmacy with clear indication of the requesting Consultant.
- 4.3 If medical related samples are not intended for patient use then they must be clearly marked as such.
- 4.4 Representatives leaving samples must provide written confirmation to the Pharmacy Manager, Supplies Manager or Medical Engineering Manager that any such samples comply with all relevant legislation and are the subject of the company's recall procedure.
- 4.5 The completion of a PPQ (Pre Purchase Questionnaire) form, Indemnity Forms A & B and delivery note may be required before items are left. Please check with Supplies & Procurement staff. Blank copies can be found at the following web site. <http://www.pasa.doh.gov.uk/standardforms/>
<http://www.pasa.doh.gov.uk/purchasing/mia/>
- 4.6 Items required for a product evaluation to take place must be arranged through the Supplies Manager.

5 Appointments:

- 5.1 When attending an appointment, Supplier Representatives must report and register at the main hospital reception.
- 5.2 Representatives should not use the internal hospital system for making calls, nor do they have access to the hospital bleep system.
- 5.3 Representatives might expect to be told the names of medical staff but lists of bleep/pager numbers will not be available.

- 5.4 The Supplier must ensure that the Trust is notified (in advance) of any representative who is scheduled to visit the Trust, who has failed (or potentially could fail) a security check (i.e. CRB).

6 Representatives responsibility:

- 6.1 Representatives should wear a badge to identify that they are neither Trust staff nor patients or visitors.
- 6.2 Company representative must not have access to any confidential information.
- 6.3 If the representative has any involvement in a patient's treatment, for example when demonstrating a product or training staff, the patient must give informed consent, and written record of the contact must be made so that there are clear lines of accountability for liability in the event of an untoward outcome and for health and safety issues. The representative must be registered as a member of a clinical profession (doctor, dentist, nurse, ODP or pharmacist) and their registration status verified before involvement in the procedure will be permitted. Approval by the Medical Director is specifically required in advance. In the case of Medical Equipment, approval in advance is also required from the Medical Engineering Manager. The appropriate indemnity forms, delivery note and PPQ must also be completed.
- 6.4 Service, training or follow up visits for recently purchased items must be arranged through the appropriate senior manager. These visits must be for an agreed specific purpose and must not be used to introduce other products to junior staff.
- 6.5 Hospitality or gifts to staff must comply the relevant industry codes of practice and Standards of Business Conduct for NHS Staff.

7 Staff Responsibilities:

- 7.1 Staff must ensure that the above code of practice is strictly followed. Failure to do so code result in disciplinary action.
- 7.2 Staff should ask representatives to leave the hospital premises if they do not have permission to be there.
- 7.3 Staff must follow the guidance on patient confidentiality and contact by representatives.
- 7.4 Staff must not accept samples of products for the clinical treatment of patients within the Trust other than through the mechanisms outlined.
- 7.5 On approved visits, a member of staff must be given specific responsibility to manage the visit ensuring that:
- registration is completed,

- Representatives should wear a badge to identify that they are neither Trust staff nor patients or visitors.
- supplier representatives are briefed on fire precautions and any relevant Health & Safety or Trust policies,
- when the visit is completed, the representative is signed-out.

- 7.6 All offers of hospitality or gifts made to staff must be recorded in the appropriate register. The relevant permission must also be obtained in relation to the acceptance of any hospitality or gift with the exception of items with a nominal financial value (e.g. pens, calendars, diaries etc). If in any doubt, staff must seek advice from the Director of Finance or relevant head of department.
- 7.7 The Supplies Manager will on a regular basis collect and audit the supplier representative registrations held at main receptions.
- 7.8 Staff must treat all suppliers fairly and equitably in the operation of this policy.