

**POLICY FOR DISSEMINATION-FRONT SHEET**

<b>Name of Policy, Procedure or Guidance</b>	Company Representative for Procurement, Pharmacy and Nutritional Products
<b>Who should read the objectives of this policy/procedure</b>	All staff; clinical and non-clinical who procure goods and services or involved in selection process of new/replacement/alternative goods.
<b>Executive Summary</b>	To promote good working relationship with suppliers and to reduce disruption to the Trust by Requesting an appointment with the appropriate member of staff.
<b>Committee &amp; date approved</b>	Corporate Governance Drugs and Therapeutics Committee
<b>Ratified by Trust Board on:</b>	
<b>Review Date</b>	<b>(this will usually be 3 years after the approval date) March 2013</b>
<b>Director(s) responsible for ensuring this document is implemented</b>	Simon Marshall, Director of Finance and Performance
<b>For further information contact</b>	Silvana Iuliano, Associate Director of Procurement Andrew Counce, Chief Pharmacist
<b>The formal/legal documents forming the basis of this document are</b>	Compliance with Trust Medical Equipment Device Group ensuring all equipment meet required CE marking and registration.
<b>Cross reference to</b>	<ul style="list-style-type: none"> <li>• Standing Financial Instructions</li> <li>• Standing Orders</li> <li>• Medical Equipment and Device Policy</li> </ul>
<b>Equality Impact Assessments completed and policy promotes equality</b>	<p>This policy has been developed taking the following points into account:</p> <ul style="list-style-type: none"> <li>• Promotion of good relations between people of different racial groups</li> <li>• Elimination of unlawful discrimination based on race, gender or disability</li> <li>• Elimination of all other forms of discrimination such as age, marital status or sexual orientation</li> <li>• Promotion of equality of opportunity</li> </ul>
<b>Communication/implementation/training plan(s)</b>	Trust Consultation and Corporate Bulletin Medical Supplies Group Supplier Notification

## **Policy for Company Representatives for Procurement, Pharmacy and Nutritional Products**

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## 1.0 Introduction

- 1.1 West Middlesex University Hospital NHS Trust is aware of the role that healthcare companies play to assist healthcare practitioners in providing safe, cost effective products and services, including pharmaceuticals and nutritional products to the patients in their care.
- 1.2 The aim of this policy is to create a professional relationship between West Middlesex University Hospital NHS Trust and its Suppliers.

## 2.0 Policy

- 2.1 To establish and maintain a good working relationship with our suppliers we ask that the following guidelines be followed:

## 3.0 Appointments

To reduce any disruption to the Trust all suppliers or representatives **must make an appointment in advance** with the hospital personnel they wish to see, **Between 09.00 hrs and 17.00 hrs Monday to Friday.**

- |  |                      |
|--|----------------------|
| • <b>Procurement</b>   | <b>0208 321 5325</b> |
| • <b>Business Unit Pharmacist</b>                            | <b>0208 321 6283</b> |
| • <b>Principal Pharmacist</b>                                |                      |
| • <b>or Principal Technician, Purchasing &amp; Contracts</b> | <b>0208 321 5879</b> |
| • <b>Medicines Information Pharmacist</b>                    | <b>0208 321 5880</b> |

- 3.1 Representatives are not allowed to tour the hospital looking for staff, and are not allowed to enter clinical areas without a prior appointment with a senior member of Procurement, Pharmacy, Dietetics or other authorised staff e.g., Medical Consultant, Nurse Manager or professional Head of Department.

**Cold calling is not permitted and you will be asked to leave the premises**

- 3.3 Visits must not contravene Trust, NHS or government policies or the Association of British Pharmaceutical Industry (ABPI) Code of Practice.
- 3.4 Once an appointment has been made this must be confirmed with Procurement or a senior Pharmacy or Dietetics member of staff.
- 3.5 Representatives should respect their position as visitors to the Trust, and recognise that the interest and priorities of the Trust may differ from their own.
- 3.6 Representatives should be well informed about the products they are promoting. In addition to standard technical and clinical data, including information on comparative efficiency, the Trust will wish to know what is being promoted, the basis for the promotion, and the specific place that the product is expected to have in therapy. Price comparisons should not be used unless they have been approved by a senior member of the Procurement, Pharmacy or Dietetics team.
- 3.7 A hospital formulary operates at the West Middlesex University Hospital NHS Trust. Non formulary products are not routinely purchased or stocked. Requests that drugs be added to the formulary must come from a consultant and will be examined by the Hospital Drugs & Therapeutics Committee before a decision is made about the drug. Medical representatives must not seek to lobby members of the Drugs & Therapeutics Committee in pursuance of their drug products.

#### **4 Samples**

- 4.1 Approval to leave free or on loan goods must be sought from the, Procurement or Senior Pharmacy or Dietetics Personnel. This will also include goods that are being left whilst Trust equipment is being repaired or serviced.
- 4.2 No drugs samples are permitted at all.
- 4.3 Drugs are only added to the formulary/stock after a request from a consultant has gone to the hospital Drugs & Therapeutics Committee and has been approved. Providing samples before this process has been undertaken is unnecessary and is not permitted.
- 4.4 Appropriate indemnity documentation will be completed by Procurement or persons delegated by them. The decision to purchase new products can only be made by the Medical Surgical Group (MSG) for consumables and disposables, a senior member of Pharmacy for pharmaceuticals or a senior member of Dietetics for nutritional products. Samples must not be left with medical staff or clinical units.
- 4.5 Suppliers holding a master indemnity policy must complete a delivery note form. Companies or suppliers not holding a master indemnity with NHS Supply chain/The Buying Solutions will need to provide evidence that they hold a £5 million indemnity policy before products can be accepted for use.

#### **5. Clinical Trials (Medicines/Nutritional products)**

- 5.1 All clinical trials undertaken within the Trust require the prior approval of the Local Research Ethics Committee. Pharmaceutical and nutritional products companies planning to undertake clinical trials in the hospital must contact the relevant medical staff, and provide such information as is required by the Local Research Ethics Committee in order for it to grant approval for the trial to commence.
- 5.2 Contact should also be made with the relevant Principal Pharmacist (Procurement & Supply or Technical Services/Cancer) /Head of Dietetics prior to the trial commencing. Pharmacy/Dietetics will require a copy of the trial protocol, and will fulfil its responsibility to provide appropriate support for the trial, to protect patient safety and ensure compliance with all statutory requirements.

#### **6. Equipment Trials**

- 6.1 Equipment must not be left on Trust premises without prior approval by Procurement and Electrical Biomedical (EME) department.
- 6.2 Any equipment brought into the Trust without consent will be removed from the premises.
- 6.3 All purchased electro mechanical items must comply with safety regulations and be CE marked, and before use go to Biomedical Engineering for safety testing and recorded onto the Trust's asset register.

#### **7. Consumable Trials**

- 7.1 Consumables are not to be left on Trust premises without prior approval by Procurement.
- 7.2 Introductions of new consumables are to send to the MSG and Procurement for evaluation.
- 7.3 Indemnity forms are to be provided by the Procurement/Pharmacy department and completed by the suppliers.

## **8. Purchase orders**

- 8.1 No equipment/goods to be supplied without an order number.
- 8.2 The Trust will not be liable for any services or goods delivered without an official order number
- 8.3 Any goods donated or services offered to the Trust will comply with standard NHS conditions.

## **9. Infection Control Guidelines**

- 9.1 Supplier representatives must be aware that all personnel who visit the Trust have the potential to introduce and transmit micro-organisms. Whenever a piece of equipment is brought into the Trust there is a risk of cross infection. Micro-organisms can be carried not only from one patient to another but from hospital to hospital. All patients are a potential infection risk so decontamination must be carried out before equipment enters the Trust.
- 9.2 It is the responsibility of the supplier representative to liaise with the Trust Sterile Services to ensure equipment is decontaminated between patients and hospitals.
- 9.3 The potential exists for supplier representatives to come into contact with blood and body fluids. It is their responsibility to ensure they have adequate immunisation. They should also familiarise themselves with the potential risk.
- 9.4 Supplier representatives are required to comply with the Trust Infection Control practices, in the same way as all visitors to the Trust. This relates primarily to hand hygiene, and representatives will be expected to use the hygienic hand gel or wash their hands, as appropriate.

## **10. Promotional Activity**

- 10.1 Representatives should inform the Pharmacy, Dietetics or Procurement department in advance of any teaching or promotional activity which is to be undertaken on a ward or department. Existing hospital policies should not be compromised, and any comparisons drawn with medicines, nutritional products or practices in use in the hospital should be in the form of properly controlled published studies.
- 10.2 Leaflets and posters produced by industry must be approved by a senior member of the Procurement, Pharmacy or Dietetics team prior to distribution or display.
- 10.3 Before promoting a product you should establish it's formulary status and inform the Business Unit Pharmacist of your intention.
- 10.4 Representatives must not encourage use of a product that contravenes any contracts in place and must seek permission from Pharmacy, Dietetics as well as a Medical Consultant prior to promoting Items not approved for use in the Trust to a wider audience.

## **11. Commercial Sponsorship**

- 11.1 Sponsorship relating to courses or conferences is only acceptable if it forms part of an educational or training course approved by a manager within the Trust.
- 11.2 All other hospitality will be refused unless there is prior written consent from a director or general manager.
- 11.3 Sponsorship for travel and accommodation for courses can only be accepted with prior consent from a senior manager or director. A letter with exactly what financial sponsorship is being offered must be received and agreed before any offers can be accepted. Under no circumstance may the above be accepted if a tender process is taking place and the company offering sponsorship has an interest in that tender.

## **12. Travel Costs**

- 12.1 The Trust to pay for any travel arrangements for the viewing of suppliers equipment or any other products or systems. If hotel accommodation is required this must also be arranged and paid for by the Trust.

## **13. Gifts In Kind**

- 13.1 Trust staff should exercise extreme caution when hospitality is being offered from anyone wishing to do business with the Trust. Modest hospitality (for example lunches in the course of working visits) would be considered to be acceptable, though it should be similar to the scale of hospitality which the Trust would be likely to offer. Staff should decline any gifts except those considered a token gesture e.g. calendars, pens and diaries. It is unacceptable for any staff to accept expensive gifts of more than £5. Should staff require any further clarification please refer to the hospitality policy.
- 13.2 Hospitality & meetings should comply with guidelines set out in Clause 19 of the ABPI Code of Practice for the Pharmaceutical Industry which may be found in the ABPI Data Sheet Compendium.
- 13.4 All gifts are to be recorded in the Hospitality register book in the corporate office, East Wing, Level 2.
- 13.3 By following this policy it is hoped that the association between West Middlesex University Hospital and its suppliers will be a constructive one. Should you require any clarification please do not hesitate in contacting a member of the Procurement, Pharmacy or Dietetics department.

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## Supplier's representatives policy process flowchart

