

Guidance for Suppliers

NHS organisations works closely with its suppliers to deliver high quality healthcare services. A supplier access policy operates to ensure that an effective partnership exists between all parties.

10 'Golden rules' have been adopted.

1. The Procurement team must be the first point of contact both for current, new and potential suppliers.
2. All supplier/company staff whilst on site must wear an ID badge with their name and company clearly visible.
3. Trust staff should seek advice and support from the Procurement team where there are issues/queries.
4. "Cold Calling" or visiting Wards/Departments without permission or an appointment is strictly prohibited (Action will be taken against any supplier ignoring this).
5. Orders for goods or services must not be solicited from Trust staff – the only recognised documentation is an official order issued by the Procurement
6. Price/Commercial discussions can only be conducted in conjunction with the Procurement team.
7. Trust staff must not be offered samples of products unless by prior agreement with the Procurement team.
8. Business gifts (other than items of a very small intrinsic value such as diaries or calendars) must not be offered and will not be accepted.
9. Items of Medical equipment loaned to the Trust will be subject at all times to our Medical Equipment Management procedures including indemnity arrangements.
10. Ensure professionalism and courtesy are shown and reciprocated at all times.

Contact details for new/potential suppliers can be found via the website link below, or from a web search of the following:

[Shropshire Healthcare Procurement Service](#)

2 Douglas Court | Anchorage Avenue | Shrewsbury Business Park | Shropshire | SY2 6LG