

The Research Support and Booking Team provides a valuable service within Health and Care Research Wales, to support a variety of studies in set-up, open to recruitment and in follow-up across Wales. By clearly outlining our team's diverse skills and experience to date, we aim to raise awareness of the support we can provide to our stakeholders and research delivery colleagues across Wales. Our aim is to support the successful delivery of studies throughout Wales.

TEAM: Angela Evans, Lloyd James, Catrin Rowlands, Liz Kenny, Linda De-Lisle, and Nabiah Ikram UI Haq

RESEARCH PARTICIPANTS

Our custom-designed systems enable us to manage trial appointments, issue important updates and reminders, and act as a dedicated point-of-contact for all participant queries.

We can support the participants by:

- Providing a reliable and friendly service to ensure screening and booking processes are completed to a high standard.
- Sending out text and email reminders to ensure higher levels of attendance at clinics and ensuring participants are provided with key information, like information sheets, directions to the study location and trial updates.
- Providing prompt responses to a range of queries sent to trial-specific mailboxes and escalate queries when needed.
- Offering remote but personalised contact with participants.



PRIMARY CARE

We have been able to increase capacity in primary care and relieve pressure for GP practice staff in many different ways:

- Acting as the key point of contact between Research Teams, GP Surgeries and Participants to ensure the efficient and smooth running of studies.
- Sending out text messages to publicise public health studies and maximise recruitment.
- Remotely contacting participants via phone or email to screen for eligibility or book appointments.
- Contacting ineligible participants ahead of appointments, which prevents an impact on limited clinical time and resources.
- Assisting studies with remote administrative support, like Active Brains, PRINCIPLE, and PANORAMIC.



THE RESEARCH SUPPORT & BOOKING TEAM: OUR ROLE IN INCREASING CAPACITY ACROSS WALES



RESEARCH AND STUDY TEAMS

We offer many ways to increase research capacity at all stages of a study by:

- Booking thousands of participants into multiple studies, including important COVID-19 vaccine and therapeutic studies, including LISTEN.
- Managing study appointments, re-arrangements or follow-ups using our specially developed Appointment Booking System.
- Providing and managing a dedicated study-specific email address to liaise directly with the study teams, receive trial documents and deal with queries promptly.
- We can also provide additional services, such as booking regular swab collections and test kit deliveries, or liaising with sites when required.



"I want to take this opportunity to thank you all for all you have done on the LISTEN trial"

STUDY SET-UP PROCESS

We don't just do booking! Our team works diversely across the organisation to assist with processes like Site Identification and Horizon Scanning.

We facilitate and support study set-up by:

- Contacting potential new studies to help increase opportunities for participants in Wales.
- Circulating new studies to Specialty Leads and coordinating the Expression of Interest process.
- Supporting the identification of lead sites for the review of costs and contracts.
- Continuously looking for ways to streamline and reduce duplication during study set-up "Once for Wales".
- Circulating key documents or the Local Information Packs (LIP) out to sites.
- Dealing with queries centrally.



ACHIEVEMENTS

We have developed a team of highly trained coordinators, who each bring their own skills and experience, and some of our achievements over the last two years include:

- Supporting multiple trials and sub-studies, including major Covid-19 Vaccine and treatment studies and Long-Covid Studies.
- We have texted approximately **300,000** participants and made around **4,500** calls for various studies, enabling researchers to hit recruitment targets.
- Across all Health Boards in Wales, we have booked approximately **3,500** appointments.
- Identifying and contacting over **650** studies to increase the pipeline of studies across Wales.

