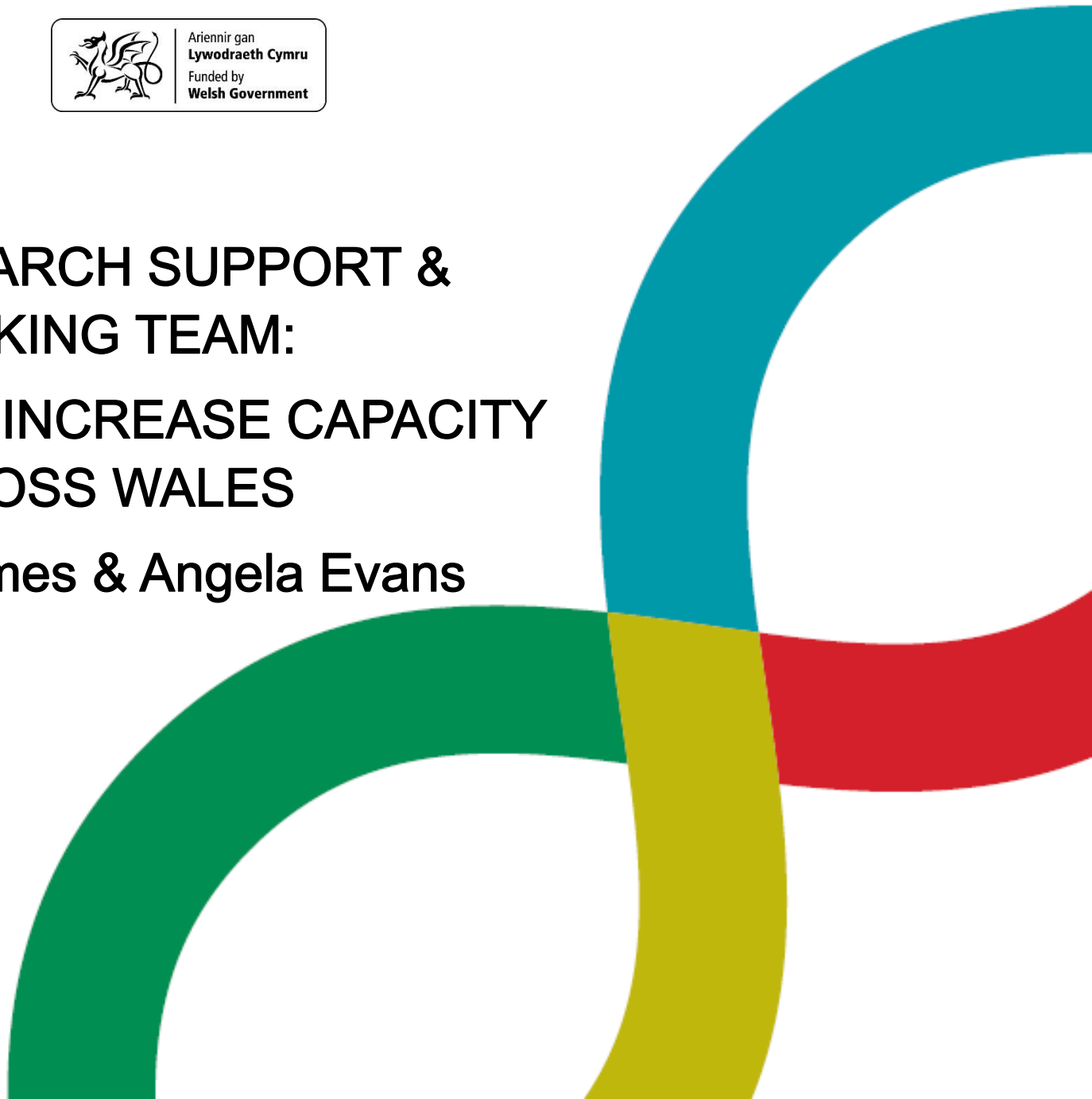


THE RESEARCH SUPPORT & BOOKING TEAM: OUR ROLE TO INCREASE CAPACITY ACROSS WALES

By Lloyd James & Angela Evans





The Research Support & Booking Team

- Provide a valuable service within Health and Care Research Wales
- Support a variety of studies in set-up, open to recruitment and in follow-up across Wales.
- Diverse skills and experience
- Beneficial support we can provide to potential stakeholders to effectively deliver studies throughout Wales, and the impact we have had to date.



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 to 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.

		Practitioner 1			
Day	Date	Start Time	End Time	ID No	App No
Mon	1st	10:00	12:00		
		13:00	16:00	ID 001	p3
Tues	2nd	13:00	14:00	ID 002	2
		15:00	17:00		
Weds	3rd	09:00	12:00	ID 003	4
		13:00	16:00	ID 004	5

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 Principle and LISTEN.
- Managing and booking study appointments, re-arrangements or follow-ups using our specially developed Appointment Booking System.
- Providing a dedicated email address to liaise directly with the study teams, receive study-specific 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.



Study Set-up Process

Our team works diversely across the organisation to assist with processes like Site Identification and Horizon Scanning.

We support research delivery teams by:

- Contacting potential new studies to help increase opportunities for participants in Wales:
- Emailing Specialty Leads about new studies: Utilising their expertise to identify Site Feasibility and possible Principal Investigators, for both commercial and non-commercial studies.
- Streamlining and reducing duplication during study set-up “Once for Wales”:
 - Circulating and collating Expression of Interests
 - Identifying lead sites to review the costs and contracts once
 - Circulating key documents or the Local Information Packs (LIP) out to sites
 - Dealing with queries centrally



Achievements to date:

We have developed a team of highly trained coordinators, who each bring their own experience and skills to the team, 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.