

How CRN North West London has adapted to the implementation of HRA Approval

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Since 31 March 2016, HRA Approval has been the process for gaining approval for research in the NHS. As a number of functions transferred to the HRA, the role of the Research Management and Governance (RM&G) team in CRN North West London (CRN NWL) has gradually shifted.

Initially, the team supported local study set-up, including capacity and capability assessment and confirmation. In longer-term, however, we have aimed to enhance the support provided by the Research Facilitation team (former RM&G) to researchers in North West London by providing assistance throughout the study life cycle. Our goal is to fully implement the CRN Study Support Service for both commercial and non commercial studies, which helps researchers plan, set up and deliver research in the NHS.

- We create a **bespoke performance management (PM)** plan for each study
- Our PM report combines CPMS and LPMS data to **flag up any changes to study performance** that warrant an unscheduled review (Tables 1 & 2)
- The **single point of contact** works with all parties involved to identify, analyse and address challenges that may have arisen

Date Review	Reviewer	Date of Last Review	Researcher	Comments	NHSA	CPMS
30/04/2018	Z		Mihaela	IL: No uploads since Jan. Reviewer helped to chase re Standard	Standard	33552
30/04/2018	Z		Ji	Added Feb 2018	Standard	33558
30/04/2018	R		Mihaela	IL to chase the recruitment upload with study team Standard	Standard	33536
30/04/2018	E2		Mihaela	IL to chase the recruitment upload with study team Standard	Standard	33752
27/09/2018	Ji		Ji	IL: Study recruitment uploaded only a few days ago Standard	Standard	33029
27/09/2018	Ji		Ji		Standard	33029
14/05/2018	Mihaela		Mihaela		Standard	33009
01/09/2018	Mihaela		Mihaela	NWL led, but no recruitment in NWL. Imperial is a Standard	Standard	33082
30/04/2018	D		Ji	IL 26/03/2018: Was going to do a end of study re Standard	Standard	33002
30/04/2018	R		Ji	Meeting with Reggie on 26/03/2018: 1. Study re Standard	Standard	33171
08/04/2018	Mihaela		Mihaela	Only open at 2 sites at present - Imperial and North Standard	Standard	33132
27/04/2018	Ji		Ji		Standard	33009

Table 1. A view of RTT report showing how studies due for PM are flagged for our team.



Table 2. A toggle chart within the RTT report of a sample study showing recruitment information over the last 12 months.

- We prepare study recommendations and study milestone schedules which help facilitate set-up across all participating sites (we believe in **'Do once and share' approach**)
- We fund staff in NHS Trusts to **undertake assess, arrange, confirm** functions according to good practice principles outlined in the **region-wide policy**
- We ensure consistency, quality and speed through our regional **forums, training** and study set-up **performance management** process agreed with our Partners



Research Facilitation Team

- Single point of contact
- Cross-divisional Team
- Benchmarking against other LCRNs
- Coordinated, consistent approach

- We offer a **single point of contact** who links in with different CRN teams to support CIs with:
 - Grant applications and AcoRD guidance
 - Industry Costing Template validation
 - Advice on regulatory approvals, recruitment pathways and the setup process
- **We meet our CIs face-to-face!**

- We signpost to the nationally coordinated clinical expertise to **optimise study design**

- We help CIs to **identify local collaborators across the UK** so that their studies are delivered to time and target
- Through our network, we are able to approach **240+** NHS organisations and **7,000+** General Practices

- We have **50+ delivery staff** trained to undertake National Study Delivery Assessment (NSDA) to **identify potential challenges** to study delivery early on
- This informs delivery planning and the approach we take to performance manage our studies

Testimonials

(received through the national feedback survey)

"You people have really transformed multi-centre research in NHS – 5 years back we had to go around UK and beg people to join, now it is the other way round !!" October 2017

"I have had an excellent experience with my local CRN and would like to acknowledge, in particular, Ji Luo for her professionalism, efficiency and support with my project. Ji and other members of the team have been very receptive to all of my requests for assistance. They have demonstrated enthusiasm and professionalism. They have provided me with succinct, constructive advice and have signposted me to other organisations/ groups where appropriate. Also, Ji has followed up with me, on her own initiative, to ensure that I was progressing appropriately with my project and communicated with other members of the team on my behalf to ensure a positive outcome and progress in my project. I have had a very positive experience with the support that I have been given from my local CRN." March 2018

"It helped give us strategy - which was successful." January 2017

"Very impressed with the help I received." January 2017

"I contacted the NWL study support service ahead of submitting the study to discuss what support might be available to deliver the study and discuss how the local CRN got involved in processes for setting up sites. I was put in touch with the relevant research delivery manager and had a discussion with the study support service team about the schedule of events." March 2017

"Very good service. Was very helpful for me as a new researcher." May 2017

"My contact at the CRN was great, she was happy to help with anything I asked about and always very patient with me." August 2017

Want to know more?

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