edge

Q&A Coffee Sessions
with EDGE super users

Super User Q&A: June 2023

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– Jennie Richards, CRF Clinical Research Coordinator, University Hospitals Southampton NHS FT

USER PROFILE

Name: Jennie Richards
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EDGE user since: 2018

01

How and why did you move into your current role within clinical research?
I started my research journey 5 years ago as a Respiratory CTA in Portsmouth. I enjoyed seeing the impact that research had on patients' lives, and the amazing treatments/equipment that was being developed as a result of research. I moved over to UHS in 2021 as a Lung Cancer CTA. I have always thrived to progress in my career, and when a position became available within the project management team in the CRF, I decided that was the path I would pursue.

02

What does your role as CRF Clinical Research Coordinator at UHS entail on a typical day?
My day-to-day role is very varied but, in a nutshell, I manage a wide range of research studies and have to ensure that they are running smoothly and in adherence to Good Clinical Practice. I am a main point of contact to our commercial partners for the studies I manage. Also, I must ensure that I provide good communication and that I am able to problem solve. I collaborate with a vast amount of multi-disciplinary teams to be able to work in my role. This includes – but is not limited to – doctors, nurses, finance, R&D, university, sponsors, and ward teams. I regularly attend study management meetings. These can include site set-up, feasibility reviews, and also doctor-led speciality study meetings.

03

What does the patient and research landscape currently look like at the CRF at UHS?
Currently, in our department alone, we have 24 open studies with approximately 1,246 participants enrolled at UHS. We also have another 4 studies in setup stage. These are a mixture of commercial and non-commercial studies with varying target recruitments.

04

How do you utilise EDGE in your daily role?
I use EDGE on a daily basis to input participant data, including participant costs. I also look at key processes such as study set-up, amendment workflows, and tracking agreements. This enables us to manage a vast and varied dataset for each study in a simple format.

05

You've been using EDGE for 5 years now, how has your

usage changed and evolved during this period of time?

I've been using EDGE for 5 years, including my time in Portsmouth Hospitals NHS Trust. My experience and competence of using EDGE has grown incredibly over these 5 years. I have gone from being able to add a participant to EDGE, to being able to do finance costing templates, add new users, add documents as well as workflows. I am now able to competently show someone how to use EDGE, although I am sure there is still more to EDGE that I don't know and have not learnt yet.

06

As a Clinical Research Coordinator, what is your favourite functionality to use in EDGE, and why?

I like being able to review workflows while awaiting a study amendment. I can see the progress of this amendment without having to pester anyone (… for now).

07

For any relatively new users to EDGE, what tips or advice would you offer to fellow Research Coordinators commencing the use of EDGE for the first time?

I would advise them to get training from an EDGE champion / Lead Administrator so they can get shown the basics of the system. This will give them more of an understanding of what EDGE is used for and the functions. I would also recommend that they sit down and do data entry with another member of the team. This will give them hands-on experience of using the system to improve their confidence. Don't be afraid to ask if you're not sure about something!

08

What are your plans for using EDGE over the next 6-12 months?

I am looking forward to learning more about EDGE 3 in the coming months. I'm sure there is a lot on there that I haven't learnt yet. In the next 6 months, my workload and EDGE use will be expanding, and I will have use of many more functions.

09

What is your "bigger picture?" That is, what do you find most fulfilling about your role?

I love being a part of research and I love being able to improve the service/department I work in, so I always look for little ways that I can help to do that. I have enjoyed my 5 years in research and seeing the positive impact that research has had on patients' lives. The feedback that we've received from patients has been incredible. As mentioned before, I always strive to improve and progress in my career. The bigger picture will be looking to improve my knowledge and further my career in research.

10

Describe one of your team's greatest achievements:

My greatest achievements would have been during the COVID pandemic. We all worked together to support the ward teams and supply COVID research to patients during one of the most difficult and challenging times for the NHS.

11

One clinical research superpower that you wish you possessed:

It would be good to be able to know everything without having to look things up or ask someone else. Just having every bit of knowledge in my brain like a book would be so useful and save time!

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One thing that people might not know about you:

I have 3 indoor rabbits who I absolutely adore! They are incredibly spoilt… I'd have more if my husband let me!

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One piece of advice that you live by?

"If at first you don't succeed, try again."

Interview by Ken Brackstone, Clinical Informatics Research Unit **k.brackstone@soton.ac.uk**