

# Q&A Coffee Sessions

with EDGE super users

## Super User Q&A: Oct 2023

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– Rachel Rikunenکو, Research Governance & Quality Assurance Lead, The Shrewsbury & Telford Hospital NHS Trust



### USER PROFILE

**Name:** Rachel Rikunenکو  
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**Job Title:** Research Governance & Quality Assurance Lead  
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**EDGE user since:** 2014

### 01

#### How and why did you move into your current role within clinical research?

I have worked in non-commercial and commercial research in the NHS for 14 years now. After completing a Psychology degree at University, I was privileged to work as a Trial Coordinator at a mental health Trust and my research journey evolved from there. I have worked as a Trial Manager at Universities, leading on national portfolio Randomised Controlled Trials and within Research & Development departments at NHS

Trusts, so I have experience of seeing research from different perspectives. Throughout my career, it has been amazing to see the impact that research can have on patients, families, and their carers.

### 02

#### What does your role as Research Governance and Quality Assurance Lead at The Shrewsbury and Telford Hospital NHS FT entail on a typical day?

I see my role as helping people navigate the complex landscape of commercial and non-commercial research to ensure patient safety and data validity. I act as a point of contact for advice, guidance, and support on national and local regulations, frameworks, and guidelines, mentoring all staff at the Trust no matter what their level of research knowledge, position, or specialism. I ensure we have processes e.g., SOPs, as well as systems e.g., EDGE, in place and that these are implemented to develop, conduct, and close down research projects. I also complete audits and monitoring to identify any gaps in processes so we can make improvements.

### 03

#### How does the patient and research landscape currently look at SaTH?

There are two hospital sites at The Shrewsbury & Telford Hospital NHS Trust: Royal Shrewsbury and Princess Royal Hospital. I work with my colleague, Rebecca Wilcox, to manage research governance and quality assurance at the Trust. We have cancer, generic, reproductive, and paediatric research delivery teams. We have approximately 150 research projects running at the Trust in a number of areas including: oncology, haematology, paediatrics, reproductive health, surgery, gastroenterology, nephrology, hepatology, cardiovascular, respiratory, and neurology. Last year we recruited a total 614 participants into research projects.

### 04

#### How do you utilise EDGE in your daily role?

I use EDGE every day to track amendments, research project set-up and audits, using the workflow,

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and forms elements mainly. I also use EDGE for monitoring training and letters of access. I support the R&I team and wider Trust in the use of EDGE and hold weekly "EDGE huddles" where people can come to me for support to learn more about EDGE or tackling any issues. I also use EDGE to complete our invoicing process for commercial and non-commercial research on a quarterly basis.

**05**

**You've been using EDGE for 4 years now. How has your use of EDGE changed and evolved during this period?**

I have actually been using EDGE since about 2014 when it was first introduced at our Trust, and we had the dilemma of whether we embrace it or use it on a minimal level. I decided to embrace it and started by using workflow and forms (or attributes as they were formerly called back then) to track and manage amendments and research project set-up. We then found the finance section and started training staff to add costs to aid invoicing. Following on from that, I have been exploring the different functionalities of EDGE and working with different teams within the Trust to implement the use of EDGE.

**06**

**As a Research Governance and Quality Assurance Lead, what is your favourite functionality to use in EDGE, and why?**

I love using the workflows, they are great for helping me to keep track of where I am in a process. Our delivery and pharmacy teams use them as well so I can see where they are at as well.

**07**

**What are your/site's plans for using and developing EDGE over the next 6-12 months?**

We are currently doing lots for a quality improvement project involving EDGE so I am excited to see the outcome of this and where this will lead. I have been working with our delivery team to track the participant research journey on EDGE and we have been linking in with sponsors to encourage the use of the EDGE delegation log, screening data, and Investigator site files. I have also linked in with Stevie Barre and Mat Davis to find out how the EDGE Finance tools they have developed aids with our invoicing process and found out it reduced waste and defects by 50%. There is some further work I would like to do on this.

**08**

**EDGE 3 launched over 6 months ago. Time has flown!**

**What are your favourite features of the new system?**

I love the new finance functions, particularly the invoice section and the ability EDGE has to calculate the invoices for you.

**09**

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

Knowing I am contributing to helping make a difference in someone's life.

**10**

**Describe/explain one of your team's recent major achievements:**

We had a really successful Research Educational event at the Trust in May for International Clinical Trials Day.

**11**

**One clinical research superpower that you wish you possessed:**

To inspire everyone to get involved and see the value of research!

**12**

**One thing that inspires you:**

Helping others.

**13**

**One thing that people might not know about you:**

I recently got married and have a wonderful, blended family, including a dog called Kylo (after Kylo Ren from Star Wars).

**14**

**The best piece of life advice that you've ever read or received:**

Nobody is perfect, but you can strive every day to be the best person you can be.

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