

# Q&A Coffee Sessions

with EDGE super users



## Super User Q&A: Jan 2024

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– Tilly Grocott, Research Support Team Leader, Midlands Partnership University NHS FT



### USER PROFILE

**Name:** Tilly Grocott  
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**EDGE user since:** 2017

### 01

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

I have worked within clinical research for over 12 years. In that time, I’ve had the opportunity to explore a variety of roles - from delivery to data management to finally landing in governance. This journey has allowed me to gain a well-rounded perspective and identify where my true skills and passions lie. That is with all things governance!

### 02

#### What does your role as Research Support Team Leader entail on a typical day?

My role encompasses quite a large range of activities. One day I may be guiding students through the application process on IRAS and negotiating costs/finalising contracts for clinical research. The next, I could be providing training and advice to staff or handling the setup for new studies. My role keeps me on my toes, with new challenges to solve each day.

### 03

#### What does the patient and research landscape currently look like at MPFT?

At Midlands Partnership University NHS Foundation Trust, we offer research opportunities for patients across the expansive geographical area of Staffordshire and Shropshire. With our four main sites situated at Cheadle Hospital, The Haywood Hospital, St Georges Hospital, and The Redwoods Centre, plus our mobile research bus coming soon, we strive to make research accessible for all.

### 04

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

Using EDGE is essential in my day-to-day work. I rely on EDGE to help me set up and run studies efficiently, as well as track key metrics such as participant recruitment, finances, and invoicing. It’s my trusty tool for all things project and site management. I also tap into EDGE’s handy user-level forms daily. These help me keep close tabs on training and staff CVs and GCP certifications.

### 05

#### You’ve been using EDGE for almost 7 years now, how has your use of EDGE evolved during this period?

Believe it or not, when the EDGE system was first rolled out, I was against rolling it out in our Trust. I was perfectly happy with my tried and tested spreadsheets. But fast forward 7 years and I’ve done a total 180. I’m now the biggest cheerleader for EDGE in our Trust, always brainstorming new ways we can maximise its potential. I’ve gone from only using it to track participant recruitment to leveraging it for

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**06**

**What is your favourite functionality to use in EDGE and why?**

The forms feature in EDGE is an invaluable tool and my favourite feature. With forms I have the ability to build forms tailored to my specific needs and allow for all relevant information to be gathered in one centralised location. This combines the data that was previously scattered across various sources into a single, easily accessible place for all staff in the department. Forms have the advantage of being able to be used across Project, Site, and User level. The reporting features of forms provide all admins within my Trust the flexibility and control to view the data and report as needed.

**07**

**What are your plans for using and developing EDGE over the next 12 months?**

In October I undertook an EDGE review to allow me to ascertain where we could benefit from using EDGE more. From this review, I have identified quite a few areas in which we can use EDGE to make our department more efficient. I wanted to focus a little on the latter end of a research study rather than only looking at the start and during, therefore I plan to use EDGE to track archiving of our studies. EDGE will also allow our Trust to closely monitor participant appointments and track study equipment. Additionally, I'm exploring EDGE forms and reporting capabilities to easily showcase our staff's skills and research experience. With real-time reports to showcase the visibility of our PI's expertise and availability, we can match the right principal investigators to new study opportunities.

**08**

**What are your favourite features of EDGE 3 launched 8 months ago?**

It has got to be the new finance features; these would have been brilliant with our studies in the past due to the number of invoices raised. As a team who's had to manually enter invoice details for each participant cost in the past, I was pleased with this new functionality. Now we can easily attribute costs directly to invoices with a few clicks without all that tedious data entry. It's going to save my team a lot of time.

**09**

**The EDGE Conference is fast approaching, and we hear that you will taking to the podium, exciting! What are you most looking forward to about the conference?**

I am looking forward at having the opportunity to showcase the work my Trust does at the upcoming conference. By sharing our successful initiatives, I hope to inspire fellow attendees with new ideas and best practices. The event also allows me to expand my own knowledge, connect in-person with my professional network, and build new relationships. It will be a nice to meet face-to-face with colleagues I've only previously interacted with online.

**10**

**Could you share a little sneak peek about your talk?**

My session will allow others to take study management to the next level by workflows and forms. I will explore how to streamline and enhance governance and delivery through implementing forms and workflows at the Participant, Site, and User levels. For projects, I will show my key processes like study setup workflows to using forms for tracking protocol deviations and monitoring breaches of GCP, as well as enabling efficient document storage.

At the User level, I will demonstrate how to use EDGE for monitoring CV expiry and managing SOPs/Aide memoirs.

**11**

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

Working in research, one of the most fulfilling parts of my role is seeing a study go from being set up within my team to being implemented into normal practice to help improve the life of patients. Knowing the research paves the way for evidence-based care that can enhance patients' quality of life makes the effort all worthwhile.

**12**

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

My superpower would be the ability to compel recipients to swiftly reply to emails with the information I require within the hour. While a quicker email response time may seem like a dull power, it would help me to work more effectively.

**13**

**One thing that you feel grateful for:**

I am thankful for my family, especially my husband, child, and sisters. Their support provides me strength and inspiration in all parts of life.

**14**

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

My full name was taken from a 1950's song called Chantilly Lace and merged with my sister's name, Jenny-lea. Although my full name is Chantellea, I've gone by the name Tilly for as long as I can remember and much prefer it.

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