

Q&A Coffee Sessions

with EDGE super users



Super User Q&A: Dec 2022

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– Will Roe, Senior Information and Performance Officer, St George’s University Hospitals NHS FT



USER PROFILE

Name: Will Roe
Organisation: St George’s University Hospitals NHS Foundation Trust
Job Title: Senior Information & Performance Officer
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EDGE user since: 2017

01

We last spoke to you in May 2019. How have things developed within your role as Senior Information and Performance Officer?

The big change was the pandemic. During the pandemic I was redeployed to work on the London COVID and SIREN studies. I’ve recently accepted a role as CRF Operations Manager. I’m going to slowly transition into this role in the next 5ish months.

02

What do you enjoy most about your role?

It’s a role where you can have a positive influence on different teams across the hospital. It’s nice to work with a team and save them a bit of time, boost their efficiency, or make it easier to bring in more funding. I also like that there’s quite a lot of variety across each day/month.

03

What new ways are you using EDGE within St George’s since we were last in touch with you?

The projects I am most proud of is rolling out the Setup Workflows and Power BI Setup Reports that are used by R&D and support departments. This process links/communicates study setup information across the hospital, which speeds up study setup and reduces emails. I’m also happy about the improvement with invoicing/costing processes which will help our support departments.

04

You are involved in the nationwide EDGE Lead Admin meetings; can you tell us more?

The meeting takes place online on the second Thursday of every month at 11am. I chair the meeting and Nick Allison from the Royal Free London helps as well. We have 1-2 people who talk about their local processes on a particular subject. Subjects are voted for and so far, we have talked about Finance, Power BI, Study Setup and Auditing. Currently we have 322 users on the email list. Roughly 140-150 attend each meeting and 50ish people listen to the recording. The plan was to originally have EDGE Lead Admins, but it has expanded a little bit to cover all types of users of EDGE.

05

Sounds great. How did you grow the list of attendees so rapidly? And how do you come up with subjects to

/continued...

discuss?

I was sent a list of 260ish lead users from the CRN's. Another 90ish people have volunteered themselves. I ask people to complete a form [here](#) if they know of someone who would like to join the group or leave the group. This reduces my admin a little bit. I choose around 10 subjects that I think people might want to discuss and then pick the 3-4 most popular subjects for the next 3-4 meetings. I then do a shout out as to who might want to present the next month's subject.

06

What are the aims of the meeting? What gave you the initial idea to do this?

I wanted a platform for users to discuss and present local processes and to be able to link people together. I feel it's a good place to have community discussions on what we want for the future of EDGE and look to discuss EDGE 3 when it's been released more widely.

07

Finally, how can others get involved?

Just complete the form [here](#) and you will be added to the group distribution list.

08

You have recently taken a look at EDGE 3 UAT. What are your thoughts on the new system?

Really happy with a lot of the upgrades. The most important for us is the finance improvements. I am also enthusiastic about the appointment improvements and delegation log improvements and will be encouraging research teams to adopt these tools.

I'm also happy to see that each participant seems to have their own URL link/presence, meaning that I will be able to create links from Power BI to EDGE participants. This will improve our processes and might help us adopt future processes.

09

Describe one of your (or your team's) greatest achievements:

Implementing Power BI is probably our most important achievement. If there's a new process/system, Power BI nearly always helps that system in a positive way.

10

What are your future plans for the use of EDGE at St George's?

First and foremost is to implement and communicate the EDGE 3 upgrades. We will also have to change some of our local processes because of the upgrades. I think there's also a possibility of automating the whole finance process.

11

One clinical research superpower that you wish you possessed:

Time travel. I'd just go 200 years in the future and buy a few books on the cure to cancer/dementia... like Biff from Back to the Future 2.

12

One challenge that you think clinical research faces within your area of work:

A big challenge is capacity in the NHS and high staff turnover. Staff often don't have time for innovation and improvement.

13

One thing that people might not know about you:

I'm a pretty good guitarist.

14

One thing that inspires you:

Improvement and innovation.

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