

## **Participant in Research Experience Survey 21-22 report**

A total of 322 respondents from 12 studies completed the Participant in Research Experience Survey across Sheffield Teaching Hospitals NHS Foundation Trust in the year 2021-22. This placed us third in Yorkshire and Humber, and we exceeded our target set by the CRN (257 for 2021-22) for the second year in a row. We'd like to thank all the research participants and the study delivery teams for their valuable contribution to this.

Although we saw a drop in the number of responses, which could be a reflection of the fact that high-recruiting COVID vaccine trials had ended the previous year, we did see an increase in the number of studies that surveys were received for. This is positive in that we are getting feedback from a wider variety of trials and ensuring participants are having their chance to inform how we can improve our delivery of studies in future. However, there are still many more eligible trials that we are not receiving PRES feedback for and it is not clear why this is; it may be that participants are simply choosing not to complete the survey, or it may be that it is not being offered out to participants. In case of the latter, we need to increase our engagement with Directorate teams to ensure they are aware that PRES is a CRN High Level Objective, and that as a Trust, we have to offer PRES to portfolio trial participants and have annual targets that we are required to meet.

We continued to be able to offer a digital version of the PRES as well as a paper version which gives participants additional flexibility and has had a positive impact, with just under half of respondents completing the survey online. A negative aspect of using digital surveys is that participants are required to enter some site/trial information themselves. Even though teams provide this to participants it can increase the chance that the information might not be correctly completed by the participant, in which case the responses may not be attributable to a specific trial and site. Where we have large numbers of participants for a trial, we are able to obtain digital surveys with study and site information pre-populated. This is proving beneficial for several studies running through the Sheffield Clinical Research Facility (CRF), who also have robust processes in place for the identification of study visits where PRES should be disseminated. Going forward, we may be able to learn from the experiences of the CRF in distributing PRES, and apply a similar model to teams within Directorates. However, a one size fits all approach may not be suitable and we will work with teams to identify the best way for them to deliver PRES and work with them to help achieve this.

### **Overview of STH responses 21/22 (Quantitative questions)**

*The information that I received before taking part prepared me for my experience on the study*

- 92% strongly agreed or agreed (4% less than 20/21)

*I feel I have been kept updated about the research*

- 70% strongly agreed or agreed (16% less than 20/21), but 12% neither agreed or disagreed and 10% felt it was too early to tell

*I know how I will receive the results of the research*

- 25% agreed they know how they will receive the results (5% less than 20/21)
- 47% felt they knew to some extent
- 26% did not know how they will receive the results (5% more than 20/21)

*I know how to contact someone from the research team if I have any questions or concerns*

- 91% strongly agreed or agreed (1% more than 20/21), 5% neither agreed or disagreed, and the remainder disagreed or didn't respond.

*The researchers have valued my taking part in the research*

- 95% strongly agreed or agreed (4% more than 20/21)

*Research staff have always treated me with courtesy and respect*

- 98% strongly agreed or agreed (1% more than 20/21)

For 75% of respondents it was the first study they had taken part in (3% less than 20/21) and 91% would take part in research again (5% less than 20/21)

The participants also gave plenty of very positive feedback based on their own experience, and staff in particular were regularly praised by participants:

***Great staff, feel like I'm contributing to something important. Reliable appts, ability to change appts due to my work. Approachable staff***

***The staff I met at the research centre were exceptionally welcoming and I felt very relaxed. Appointments took place on time and were run very efficiently. I always felt highly valued.***

***The staff were amazing , it felt good to be part of the trial.***

***The staff were always helpful and always willing to answer any questions***

***The research has been carried out brilliantly and everyone has been so helpful***

In addition to the many positive comments about staff and the efficiency of the research trials, we did receive information about areas where we could improve in future:

- 26% of participants do not know how they will receive the results of the study (this is higher than the regional findings of 18%)
- 3% would not consider taking part in research again (in line with regional findings)

Participants also shared their feedback about how they felt the research could be improved and any issues they experienced. Many of the comments came from participants of COVID vaccine trials, and issues that were related to things outside of our control such as vaccination status for

people on trials when they wanted to travel abroad. Issues related to STH were mainly around availability of parking and waiting times for appointments. Where participants had equipment or were required to use study apps, some did report issues with these which highlights the need for these to be well user tested before being given to participants.

### **PRES report for Y&H Clinical Research Network**

The regional findings of the PRES are summarised and discussed here:

<https://local.nihr.ac.uk/news/yorkshire-and-humber-experience-yet-another-year-of-fantastic-research-participant-feedback/31563>