1. Introduction

This Standard Operating Procedure (SOP) describes the procedures to be implemented within the research community when using the National Institute for Health and Care Research (NIHR) Participants in Research Experience Survey (PRES) on UHL sites.

1.0.1)
Every year, the NIHR Clinical Research Network (CRN) asks thousands of participants to give feedback on their experience of taking part in research It demonstrates to research participants that their contribution is valued, and helps research teams identify and improve ways in which research studies are designed and delivered, now and in the future. It will support Research and Innovation (R&I) at UHL to better understand the make-up of our participants so that we can take steps where necessary to make sure that our research outputs are representative of our diverse communities.

2. Scope

This SOP applies to all research activity hosted by the University Hospitals of Leicester NHS Trust (UHL) that implements the NIHR PRES. The PRES should be used in all studies taking place in UHL and in studies hosted by the NIHR Leicester Biomedical Research Centre, NIHR Leicester Clinical Research Facility and NIHR Patient Recruitment Centre: Leicester, unless there is a valid reason not to do so. An example of a valid reason is when a patient is consented by proxy because they are in a coma. A field has been added to collect this information in EDGE (Mandatory 1) and will be audited as relevant.

3. Version control of PRES

The correct version of the PRES can be found in appendix 1. The PRES is updated annually by the National CRN team and is implemented in line with the new financial year.

3.0.1)
The PRES may NOT be localised. Questions are set nationally and cannot be added to or removed from the document. This is to make sure comparisons can be made between studies, teams, organisations and year-on-year.

4. Distributing the PRES to participants

The PRES will be distributed by the study team primarily in paper form in participant study packs, with the study name, site and CPMS number (if available) pre-populated by the study team. This method produces the greatest response rates. It is the study team's decision when the most appropriate point in the study would be to share the PRES, but it must be at the same visit for all participants in the study. Paper versions of the PRES can be ordered directly from the NIHR CRN East Midlands communications team using this online form: https://docs.google.com/forms/d/e/1FAIpQLSeyFxVTxvb51i87JBdLId_Jib3gdw5V7ws8vNwRy_jUg1Hqog/viewform.

4.0.1)
Each study team must reference their study location correctly to support data capture and analysis. The site codes are UHL = RWE; PRC = NIHRPRC005, BRC=BRC6, CRF = CRF29.

4.0.2)
A Perspex box will be provided by the NIHR CRN East Midlands to research areas on request, where participants can insert completed surveys. It is the study team's responsibility to empty this periodically and send completed surveys to the national Clinical Research Network for input

into the database. When folded and sealed, the surveys display the freepost address on the front. Freepost envelopes are not required Participants maywish to take the survey away to complete at home.

4.1)
Digital PRES
The study team may choose to ask participants to complete the PRES online, provided they have the means to support participants to do so, such as a tablet. The link to the PRES online version is here: https://crnem.typeform.com/to/uSNgSxih?typeform-source=www.google.com

4.2)
Multiple responses from the same participant
A participant should only receive the PRES once, at the allocated study visit, in accordance with the delivery plans of the study team. If participants wish to provide further feedback at later visits, they may scan the QR code on the PRES poster provided as Appendix 2. This poster can be printed, laminated and then populated with the study name, site name and CPMS number using a whiteboard marker. Alternatively, study teams can request bespoke posters with a QR code and unique link from the NIHR CRN East Midlands communications team using this online form: https://docs.google.com/forms/d/e/1FAIpQLSds2AsN5HRKvQvsp3Vvdne6KvBvz3EGnuYraDdrXMKt6NkJNg/viewform

4.3)
Additional resources
Further resources to support you to implement PRES can be found on the PRES resources website: https://sites.google.com/nihr.ac.uk/crneastmidspres/for-research-professionals/pres-resources. You will need an NIHR account to access these resources. If no one in your team has an NIHR account, then please contact the research communications team for support at researchcomm@uhl-tr.nhs.uk.

5. Using the feedback to improve service provision

In agreement with the NIHR CRN East Midlands, data from completed surveys will be uploaded into the analysis tool one month from receipt. If negative comments are received, study teams may be contacted by the NIHR CRN East Midlands to notify them of the issue to enable the team to respond in real time. Results can be viewed on the live dashboard here: https://www.leicestershospitals.nhs.uk/aboutus/education-and-research/leicesters-research/get-involved/pres/

5.1)
Feedback from the surveys will be used to demonstrate that UHL research listens to its participants and acts on their input to improve the quality of our services. With support from the Research Communications team, study teams can create Patient Engagement boards, 'You Said, We Did' cards to share on social media and in participant correspondence, and use for discussion in team meetings. Information from the PRES can also be used to support dissemination of results, as evidence in annual reports, and in future grant applications.

6. Responsibilities

	Responsibility	Undertaken by	Activity
1	UHL R&I	R&I corporate senior leadership team	Make informed decisions based on patient feedback where it applies to more than one speciality/study type or where an investment is required across the service.
2	UHL R&I	R&I Head of Communications (HoC)	Provide report on PRES responses to R&I Executive and support study teams with participant engagement.
3	CMG/ Specialties	Research Teams	Make informed decisions based on patient feedback where actions can be taken at study/specialty level

4	CRN	CRN	Upload PRES responses to the dashboard and inform of negative comments in 'real time' to speed up response. Provide information about the breakdown of performance by study, specialty or NIHR infrastructure as requested by HoC
5	R&I Office	Research Manager	Include information in feasibility form, to prompt study teams to consider when they will provide the PRES to their participants.

7. Who Guideline Applies To

This guideline applies to all staff within UHL and external to UHL who are delivering research at Leicester's Hospitals.

8. Guideline Standards and Procedures

The SOP is detailed so the process can be clearly followed. No flowchart is provided / required.

9. Education and Training

None.

10. Monitoring Compliance

What will be measured to monitor compliance	How will compliance be monitored	Monitoring Lead	Frequency	Reporting arrangements
Sponsor Audit	Randomly chosen for audit out of studies using the PRES	Head of Research Communications	Annual basis	A report will be taken to R&I Executive

11. Supporting Documents and Key References

SOP C-2033 Appendices 1, 2 & 3

12. Key Words

Research, Innovation, Feasibility, PRES, Survey, Feedback, Patient Experience

13. Contact and Review Details

CONTACT AND REVIEW DETAILS	
Guideline Lead (Name and Title) Rachael Dowling, Head of Research Communications	**Executive Lead** **Medical director**
Details of Changes made during review: **Review and update** **Submit new to PGC**	

14.

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This table is used to track the development and approval of the document and any changes made on revised / reviewed versions

DEVELOPMENT AND APPROVAL RECORD FOR THIS DOCUMENT		
Author / Lead Officer:	Rachael Dowling	**Job Title:** Head of Research Communications
Reviewed by:	UHL R&I Governance Meeting	
Approved by:	Professor Nigel Brunskill DocuSigned by: Nigel Brunskill EB83FF9A871E447...	**Date Approved:** 17-01-2022

REVIEW RECORD			
Date	**Issue No.**	**Reviewed By**	**Description Of Changes (If Any)**
Nov 2021	1	RD, LW	New SOP
April 2022	2	RD, LW	PRES will be used for all UHL research studies without a valid reason not to do so; the PRES document has been updated for 2022-23.

DISTRIBUTION RECORD:			
Date	**Name**	**Dept.**	**Received**