UHL Implementing Participants in Research Experience Survey (PRES)
Research & Innovation SOP J-5005

University Hospitals of Leicester NHS Trust

Trust Ref: B6/2022

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.

Participants are asked 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 NIHR portfolio studies taking place in UHL, externally sponsored or sponsored by 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.

3. Version control of PRES

The correct versions 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. There is an adult version, and three versions for children of 0-6 years, 7-11 years, and 12-15 years.

The PRES may NOT be localized. 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, organizations and year-on-year.

4. Distributing the PRES to participants

The PRES will be distributed by the study team, either in paper or electronic form, with the study name, site and CPMS number pre-populated by the study team. 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://sites.google.com/nihr.ac.uk/crneastmidspres/for-research-professionals/paper-pres?authuser=0

4.1 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.

4.2 A Perspex box may be provided by the NIHR Research Delivery Network (RDN) 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 may wish to take the survey away to complete at home.

4.3 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 request the PRES online version is here:
https://docs.google.com/forms/d/e/1FAIpQLSds2AsN5HRKvQvsp3Vvdne6KvBvz3EGnuYraDdrXMKt6NkJNg/viewform

4.4 A participant should only receive the PRES once, at the allocated study visit, in accordance with the delivery plans of the study team.

4.5 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.

4.6 A quick guide to implementing PRES at UHL is in appendix 2.

5. Using the feedback to improve service provision

In agreement with the NIHR RDN 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 RDN 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://sites.google.com/nihr.ac.uk/crneastmidspres/results
Feedback from the surveys will be used to demonstrate that UHL Research and Innovation listens to its participants and acts on their input to improve the quality of our services. Study teams may use the PRES reporting template in appendix 1 to record their feedback and create an action plan for improvements.

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 wherean investment is required across the service.
2	UHL R&I	R&I Communications team	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. Supporting Documents and Key References

Appendix 1; PRES reporting template
Appendix 2; PRES 2023/24 useful links

8. Key Words

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

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

DEVELOPMENT AND APPROVAL RECORD FOR THIS DOCUMENT			
Author / Lead Officer:	Jen Boston		**Job Title:** R&I Head of QA and Compliance
Reviewed by:	UHL R&I Governance Meeting		
Approved by:	Professor Nigel Brunskill		**Date Approved:** 8th August 2024

REVIEW RECORD			
Date	**Issue No.**	**Reviewed By**	**Description Of Changes (If Any)**
Nov 2021	1	RD, LW	New SOP
Apr 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.
May 2024	3	RD, LW	PRES document has been updated for 2023-24; removed preference for paper form of PRES; updated site coding information; updated links to online documents; updated appendices.

DISTRIBUTION RECORD:			
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