

## **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 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, either in paper or electronic form, with the study name, site and Central Portfolio Management System (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](mailto:researchcomm@uhl-tr.nhs.uk).

Responsibility	Undertaken by	Activity
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**4.6** A quick guide to implementing PRES at UHL is in appendix 2.

## **5. Using the feedback to improve service provision**

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 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.

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**

Key Performance Indicator	Method of Assessment	Frequency	Lead
N/A	R&I Routine Audit	As required	R&I Quality Assurance Manager

## **7. Supporting Documents and Key References**

Appendix 1 PRES study reporting and action template

Appendix 2 - PRES 2023/24 Useful links

## **8. Key Words**

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

## **9. This line signifies the end of the document**

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			
<b>Author / Lead Officer:</b>	Jen Boston		<b>Job Title:</b> R&I Head of QA and Compliance
<b>Reviewed by:</b>	UHL R&I Governance Meeting		
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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:			
Date	Name	Dept.	Received

## PRES study reporting and action template

<b>Date:</b>	
<b>Study short name:</b>	
<b>CPMS/NIHR number:</b>	
<b>Site code:</b>	
<b>Number of PRES responses:</b>	

Question	Number of agree/strongly agree responses	Percentage agree / strongly agree  (Number of positive responses / total responses; x 100) <i>Please round to the nearest whole number</i>	National average (2021-22) %
I feel research staff have valued my taking part in this research study			92
The information I received before taking part prepared me for my experience on the study			95
I have been kept updated about the research			82
I know how I will receive the results of the research			79
I know how to contact someone from the research team if I have questions			90
The research staff have always treated me with courtesy and respect			97
I would consider taking part in research again			93

### Who is taking part in this study?

*Use this space to comment on the gender, age and ethnicity of your actual participants against your proposed recruitment*

Positive comments	Areas for improvement

### Action plan

Area for improvement	Proposed action(s)	Date for completion

Please share any improvement successes with the R&I Directors for reporting through the R&I Executive.

## **SOP C-2033 Appendix 2 PRES 2023-24 useful links**

The NIHR Participant in Research Experience Survey (PRES) is now up and running for 2023-24.

**NOTE:** Before ordering paper surveys, leaflets, posters and QR codes, please make sure you have your study short name/acronym, site code and CPMS number to hand.

### **Results Dashboard**

You can [access results here](#). Please make sure you filter them by site. You can also filter them by specific study. This is real-time data, so please visit the site for regular updates. If you spot any problems with the data, please get in touch with the research communications team [researchcomm@uhl-tr.nhs.uk](mailto:researchcomm@uhl-tr.nhs.uk). We can provide training on request.

**All surveys need to accurately record site and study information. The 'sites' at UHL are:**

**NIHR infrastructure...**

**PRC = NIHRPRC005**

**BRC = BRC6**

**CRF = CRF29**

**For all other studies...**

**UHL = RWE**

### **CHANGE FOR 2023-24: Children and Young People**

For PRES 2023/24 there is now a separate 'Children and Young People's Survey' in both digital and paper formats. Children's surveys are split into age groups as follows:

- Children (0-6 years)
- Children (7-11 years)
- Children (12-15 years)

Links for ordering children's surveys are at the bottom of this email.

### **Paper PRES**

Like in previous years, the 2023/24 PRES survey is self-sealing. This can then be posted or handed to a member of staff.

Paper PRES surveys are returned to a national processing centre for data entry, rather than returned to the CRN East Midlands office. Therefore, if staff are posting on completed surveys, please ensure that they are returned to the address printed on the survey 'envelope' and **NOT** sent via the internal mail.

Surveys will be entered by the national processing centre as they are received. Before they are uploaded to the local dashboard (and therefore made public), the CRN East Midlands team will review them to ensure that they do not breach any patient or staff confidentiality.

Paper surveys can be requested via the PRES website [here](#). (Please note: you will need to include your NIHR site code (see above) as well as the study details (the short name and NIHR/CPMS number)).

## Digital PRES

For 2023/24, we will be using one model for digital PRES at UHL to reduce the burden on participants and staff. It uses the following approach:

1. **Research team completes a [short form](#)\* on** the PRES website to provide information about the site and study, which generates a unique QR code and a URL - these can simply be scanned or clicked by participants without having to manually enter any study details
2. When using the unique QR code or URL, the PRES digital survey displays without the site and study questions, which have been automatically completed in advance.
3. Research teams will be provided with materials that can be customised locally to include bespoke QR codes and URLs to encourage their use, and which will be made available via the PRES website. For help in customising them, please contact the Communications team at [researchcomm@uhl-tr.nhs.uk](mailto:researchcomm@uhl-tr.nhs.uk).

### ***\*What you need to put on the short form***

Your full name

Your email address

Your organisation (this will be University Hospitals of Leicester NHS Trust (UHL), unless you do not have a UHL affiliation, either full or honorary contract. If so, put University of Leicester, Loughborough University or University Hospitals of Northamptonshire NHS Group (UHN).



Name of study: (this is the short title, e.g. PHOSP)

Study number: this is the CPMS or NIHR number and is found on EDGE

Managing specialty: e.g. cardiovascular

Name of site conducting the study: choose from...

NIHR Leicester Biomedical Research Centre (BRC)

NIHR Leicester Clinical Research Facility (CRF)

NIHR Patient Recruitment Centre: Leicester (PRC)

University Hospitals of Leicester NHS Trust (UHL)

Site code: choose from...

BRC = BRC6

CRF = CRF29

PRC = NIHRPRC005

UHL = RWE

### **Summary of Useful Links:**

[PRES Website](#)

[Paper Survey - Request Form](#)

[Digital PRES Survey - Adult](#)

[Digital PRES Survey - CYP \(0-6 years\)](#)

[Digital PRES Survey - CYP \(7-11 years\)](#)

[Digital PRES Survey - CYP\(12-15 years\)](#)

[Bespoke QR Codes/URLs - Request Form](#)