You said - We did
A Summary of the Centre for Trials Research Stakeholder Survey 2021
Stakeholder Survey Results

The biennial Centre for Trials Research (CTR) Stakeholder Survey is a key part of the Centre’s strategy to enhance, nurture and develop relationships with all stakeholders.

The 80 respondents to the 2021 survey included 64 (80%) from priority stakeholder groups core to the Centre’s success, such as chief investigators, collaborators, funders, members of the public, sponsors etc, but also 16 (20%) who have not yet worked with the Centre directly, who are an important group to help us understand areas of opportunity and potential barriers to engagement.

Overall, our stakeholders gave us a lot of positive feedback: CTR staff were described as motivated, positive, responsive, providing high quality support and expertise and the organisation was experienced by stakeholders as efficient and well structured. These responses were particularly valued in the context of the last 18 months when our working world, like everyone else’s, has been turned upside down. There were six main areas relating to our current activity and future focus that the stakeholders identified as important for us to consider:

1. Communication and Engagement
2. Patient and Public Focus
3. Areas of Practice
4. Approaches and Methods
5. Education and Training
6. Resource Management

What follows is a summary of the feedback in those 6 areas and then how we are approaching them, either in terms of work that is already happening or what we plan to do to address them. Several of the points will include reference to the CTR Strategy which is the 5 year strategy based on our objectives and key performance indicators for 2020-2025.
Communication and Engagement

You Said

- Be clear what different people in the team do
- Blow your own trumpet more
- Engage with clinical staff to identify questions of clinical importance
- Our study is not a trial/is not big enough for you to be interested
- Explain to people what you do and how you work with external chief investigators

CTR Current activity in this area

- The strategy identifies specific deliverables in terms of the mix of large trials and developmental studies
- Our annual report is also a great way to learn more about the breadth of our work
- The Collaborators guide is a brochure intended for all collaborators and includes information
- Our communication strategy
- Both our CI Guide and latest Annual Report are available online: www.cardiff.ac.uk/centre-for-trials-research/about-us

We will do

- Make our 5-year strategy publicly available
- At least one larger “trumpet-blowing” event per year
- Celebrate the breadth of the portfolio including smaller as well as larger studies at events, via social media and on the website
- Develop website to make it even more accessible and informative. This will include descriptions of the work of the CTR and the role of different staff
- We will find out how the collaborator guide is being used distributed and used by CTR staff and current collaborators
- We will revisit the content of the guide and potentially revise the content in light of feedback from collaborators
Patient and Public Focus

You said - We did  A Summary of the Centre for Trials Research Stakeholder Survey 2021

**You Said**

Put patients and public at the centre of what you do

Signpost ways to get involved with research for members of the public

More emphasis on patient-reported outcomes and on capturing patient experience

**Current activity in this area**

Patient and public involvement and engagement (PI&E) is one of the main themes of the CTR strategy with a determination to normalise PI&E across all aspects of our work

We currently ensure all CTR studies consider PI&E from the outset through its study adoption process, with all teams required to detail PI&E activity to date and planned. Lay research partners attend the study adoption meetings

We have recently completed a new guide for research partners (RPs) - to introduce what working with CTR means for members of the public

We will continue to work with both our core funders, Health and Care Research Wales and Cancer Research UK, to promote opportunities for research partners to our studies (via their networks and processes) as well as a wide variety of other routes

**We will do**

We will make all routes for research partners to join us visible on our website and review how we can make better use of social / other media, including our website, for promoting opportunities

We will use the new guide to plan and implement public involvement in individual studies

We will make our new guide for research partners publicly available on our website

We will work on the recommendations of a CTR task and finish group on inclusivity in research which include amending CTR processes to highlight inclusivity, developing new guidance and ensuring that the principles of inclusivity are embedded across all our studies
Areas of Practice

**You Said**

- Service Delivery
- Emerging areas of clinical practice
- Bio-informatics
- Social Care

**CTR Current activity in this area**

Increasing social care studies is a target in the current strategy

Our portfolio of studies is ever-evolving and includes new areas consistent with our themes but also developing depth in particular areas

**We will do**

We will work hard on our communications to ensure that external partners and potential new partners know we are responsive and open to emerging areas

---

*You said - We did* A Summary of the Centre for Trials Research Stakeholder Survey 2021
Approaches and Methods

**You Said**

- Make sure you are addressing real-world problems including service level innovation, impact as well as effectiveness, translational research
- Expand innovative trial design approaches
- Overhaul some processes e.g. data-sharing and do not need all SOPs for all studies
- Look at AI/machine learning/big data across all research groups
- Ensure flexibility and be willing to critique your own practice so you can be adaptable and respond to what’s needed
- Digital approaches to communication and study management e.g. eCRFs as they make it easier for sites and also for sustainability

**CTR Current activity in this area**

- Our strategy includes an objective to: “Ensure that our research truly changes lives, by informing policy, practice and the general public”
- We are committed to partnership working and have working groups set up to progress the use of digital technology, the secondary use of data and novel designs

**We will do**

- We will work with external partners e.g. the Trial Methodology Research Partnership and data providers to reduce administrative burden/optimise processes for data sharing
- We will work on streamlining processes for observational and low-risk studies
- We will ensure that we provide regular opportunities for stakeholders to comment on our practice through open forums and the biennial survey
- We will pilot an end of study review process to ensure lessons learned by project teams in the study delivery are shared more widely through the CTR
Education and Training

You said - We did  A Summary of the Centre for Trials Research Stakeholder Survey 2021

You Said

Make the most of your wealth of expertise and offer training to less experienced researchers particularly in areas of statistics and trial design

CTR Current activity in this area

This is outside our current remit and funding model

We have developed some training where we have been able to secure funding to do so e.g. CENTRIC training for researchers using routine data, training on feasibility study designs for use in social care research)

https://centrictraining.org/

We will do

We will work on a model of a business case for offering short courses
Resource Management

You Said

- Moving staff on and off projects can be disruptive and stressful for everyone
- Make sure you have enough of the right staff with right mix of methodological expertise
- Ensure you have team members who are leaders in their field – encourage training and provide suitable career progression

CTR Current activity in this area

- The strategy includes an objective relating to leadership opportunities via monitoring committee membership and the Learning and Development (L&D) committee addresses staff training opportunities
- We avoid moving staff off projects unless there is a good reason as we know how disruptive it can be. Our capacity to move staff onto projects to replace staff who are leaving etc is one of the strengths of the CTR model
- Part of CTR role is to source/advise on the right team even if that is not within CTR
- The CTR is committed to the PDR process and developing staff, supporting applications for promotions, providing in house opportunities such as observer roles, secondments, members of UKCRC groups

We will do

- We will make sure that there is a transparent process for project teams for any staff movement on/off a project
- We will develop improved handover processes/checklist for Trial and Data Managers
- We will continue to strive to make the CTR a great place for staff to work including line management support and career development opportunities
Contact us

The Centre for Trials Research is willing to consider any well-designed study or trial idea, even those outside its current areas of research. For more information about collaborating with our research team or to keep up to date with news and events:

Email: ctr@cardiff.ac.uk
Tel: 029 2068 7620
Twitter: @CTRCardiffUni
Blog: blogs.cardiff.ac.uk/centre-for-trials-research
Website: www.cardiff.ac.uk/centre-for-trials-research