

Summary of users needs

Commercial delivery organisations (across all four settings)

Commercially funded research delivery facilities, including governance and research delivery staff, based in the community and other private healthcare organisations across all four settings

When delivering RDN portfolio studies:

- To promote my site to research teams planning their studies and enable me to put my site forward in expression of interest processes
- To set up and deliver research studies effectively
- To find and recruit research participants
- To escalate and resolve study delivery issues and risks which we can't address ourselves
- To comply with regulations and guidelines associated with research delivery
- To plan and optimise delivery of studies across care pathways
- To build equality, diversity and inclusion into the delivery of research
- To develop and implement novel or innovative delivery methods
- To provide study activity data in compliance with DHSC Terms and Conditions for NIHR RDN support
- To build capacity and capability within your teams to deliver studies effectively
- To access GCP and other relevant training opportunities
- To complete security and safeguarding checks required for prisons, schools and other organisations

More generally:

- To identify and negotiate costs associated with research delivery through the National Contract Value Review process and non-commercial costing processes for non-RDN Portfolio studies where appropriate
- To foster relationships across my region and across national bodies and groups to enable effective partnership working and collaboration
- To communicate with stakeholders about study issues and achievements, especially where these have implications or lessons for other studies
- To connect with funding opportunities available via NIHR and other organisations
- To connect with research infrastructure available via NIHR and other organisations

Access

- To RDN services, support and costing
- To training and other support to enable development of capacity and capability, within an agreed national framework
- To patient and public demographic data

- To expert guidance
- To specialist networks and resources
- To collaborators and Key Opinion Leaders
- To data which helps you understand your own performance relative to other UK organisations and in relation to your own goals and aims
- To data which helps you understand the UK's performance relative to other countries and the ways in which your organisation is or can support achievement of Government and NHSE goals and priorities
- To feedback from stakeholders including research participants, industry and non commercial organisations, to help improve study specific and overall performance
- To collaboration tools for managing research
- To tools for horizon scanning
- To data to inform decision making about funding or resource allocation
- To data to inform decision making about strategic planning
- To information about key policies and processes

Guidance

- About methodology/policy for costing, cost attributions and cost recovery
- About setting up and delivering research studies
- About research and data/information governance relating to studies
- About effective study delivery including innovative delivery methods
- About delivering studies across the care pathway
- About inclusive delivery of research
- About following regulations and guidelines for research delivery
- About study costing and contracting
- About the research landscape
- About study settings
- About developing Principal Investigators, Clinical Research Practitioners and other key research delivery roles
- About partnering with other organisations to deliver research
- About sharing research findings

Collaboration

- With regions and nationally, and with other stakeholders, to enable delivery of studies
- With regions and nationally, and with other stakeholders, to effectively engage and communicate about cross-cutting delivery issues, drivers and approaches
- With regions and nationally in relation to shared strategic interests
- To provide effective feedback or input into Government priority projects
- To provide effective feedback or input into policy development led by DHSC, NHS England, Devolved Administrations, regulators and other government departments

Opportunities

- To participate in delivering studies
- To align strategic priorities for research inclusion

- To align strategic priorities for research delivery capacity development
- To align strategies across the research system
- To engage and collaborate with other stakeholders
- To contribute to frameworks and approaches for engagement with life sciences and non commercial funders and sponsors

Knowledge

- About eligibility for RDN support and DHSC's Terms and Conditions for accessing RDN support
- About RDN study classification (commercial/collaborative/non-commercial)
- About other support available through NIHR, HRA and other organisations to support research delivery
- About Government and NHS priorities for research and how different partners, including RDN and delivery organisations can work together to contribute to their achievement
- About contractual, financial and legal responsibilities for studies
- About regulatory requirements and indemnity for studies
- About methodology/policy for costing, cost attributions and cost recovery
- About RDN services and how we provide them, how and when to access them
- About training and other professional development available through the RDN and NIHR
- About emerging trends, innovation pathways and strategic priorities
- About where to go for additional support and advice
- About what priorities changes are expected in health and social care system
- About research and its benefits and how to promote research within your own organisation and across partners

Commercial research organisations

Commercial sponsors, funders, contract research organisations, and researchers and research teams, leading the design, management and delivery of research.

Support

- To find and access research locations across hospital, primary care, community, and residential settings
- To find research participants
- To escalate and resolve study delivery issues and risks which cannot be addressed with individual sites
- To comply with regulations and guidelines associated with research delivery
- To connect with funding opportunities available via NIHR and other organisations
- To connect with research infrastructure available via NIHR and other organisations
- To plan and optimise delivery of studies across care pathways
- To build equality, diversity and inclusion into the delivery of research
- To develop and implement novel or innovative delivery methods
- To identify and negotiate costs associated with research delivery through the National Contract Value Review process
- To provide study activity data in compliance with DHSC Terms and Conditions for NIHR RDN support
- To communicate with stakeholders about study issues and achievements, especially where these have implications or lessons for other studies
- To build capacity and capability within your own teams to design and deliver research effectively in the health and care system

Access

- To research delivery infrastructure
- To RDN services, support and costing
- To services to engage with patients and the public
- To training for professional development
- To patient and public demographic data
- To UK profile data
- To patient and community groups
- To expert guidance
- To specialist networks and resources
- To collaborators and Key Opinion Leaders
- To data about sites
- To tools for horizon scanning
- To information for reporting on study progress
- To data to inform decision making about funding allocation
- To data to inform decision making about strategic planning

Guidance

- About effective study delivery including innovative delivery methods
- About delivering studies across the care pathway
- About inclusive delivery of research
- About following regulations and guidelines for research delivery
- About study costing and contracting
- About the research landscape
- About study settings
- About finding Principal Investigators
- About engaging delivery organisations in research
- About sharing research findings

Collaboration

- With regions and nationally, and with other stakeholders, to enable delivery of studies
- With regions and nationally, and with other stakeholders, to effectively engage and communicate about cross-cutting delivery issues, drivers and approaches
- With regions and nationally in relation to shared strategic interests
- To provide effective feedback or input into Government priority projects
- To provide effective feedback or input into policy development led by DHSC, NHS England, Devolved Administrations, regulators and other government departments

Opportunities

- To align strategic priorities for research inclusion
- To align strategic priorities for research delivery capacity development
- To align strategies across the research system

Knowledge

- About the benefit of accessing RDN services
- About RDN services and how we provide them, how and when to access them
- About contractual, financial and legal responsibilities for studies
- About DHSC policies that relate to RDN services and which studies are eligible to access our support
- About our expectations of you and what you need to do to comply with DHSC's Terms and Conditions for accessing RDN support
- About where to go for additional support and advice
- About emerging trends, innovation pathways and strategic priorities
- About what priorities changes are expected in health and social care system

Non-commercial delivery organisations (across all four settings; including NIHR infrastructure, not RDN)

Non-commercial research delivery organisations (sites), including R&D and research delivery staff, across all four settings of hospital, primary care, community, and residential.

Includes NIHR delivery infrastructure (eg. CRFs, CRDCs) but not RDN.

Support

- To promote my site to research teams planning their studies and enable me to put my site forward in expression of interest processes
- To set up and deliver research studies effectively
- To find and recruit research participants
- To escalate and resolve study delivery issues and risks which we can't address ourselves
- To comply with regulations and guidelines associated with research delivery
- To connect with funding opportunities available via NIHR and other organisations
- To connect with research infrastructure available via NIHR and other organisations
- To plan and optimise delivery of studies across care pathways
- To build equality, diversity and inclusion into the delivery of research
- To develop and implement novel or innovative delivery methods
- To communicate with stakeholders about study issues and achievements, especially where these have implications or lessons for other studies
- To foster relationships across my region and across national bodies and groups to enable effective partnership working and collaboration
- To identify and negotiate costs associated with research delivery through the National Contract Value Review process and non-commercial costing processes
- To provide study activity data in compliance with DHSC Terms and Conditions for NIHR RDN support
- To build capacity and capability within your teams to deliver studies effectively
- To access GCP and other relevant training opportunities
- To complete security and safeguarding checks required for prisons, schools and other organisations

Access

- To RDN services and support
- To RDN funding, within an agreed national framework

- To Agile Research Delivery Team support, within an agreed national framework
- To training and other support to enable development of capacity and capability
- To patient and public demographic data
- To expert guidance
- To specialist networks and resources
- To collaborators and Key Opinion Leaders
- To data which helps you understand your own performance relative to other UK organisations and in relation to your own goals and aims
- To data which helps you understand the UK's performance relative to other countries and the ways in which your organisation is or can support achievement of Government and NHSE goals and priorities
- To feedback from stakeholders including research participants, industry and non commercial organisations, to help improve study specific and overall performance
- To collaboration tools for managing research
- To tools for horizon scanning
- To data to inform decision making about funding or resource allocation
- To data to inform decision making about strategic planning
- To information about key policies and processes

Guidance

- About methodology/policy for costing, cost attributions and cost recovery
- About setting up and delivering research studies
- About research and data/information governance relating to studies
- About effective study delivery including innovative delivery methods
- About delivering studies across the care pathway
- About inclusive delivery of research
- About following regulations and guidelines for research delivery
- About study costing and contracting
- About the research landscape
- About study settings
- About developing Principal Investigators, Clinical Research Practitioners and other key research delivery roles
- About partnering with other organisations to deliver research
- About sharing research findings

Collaboration

- With regions and nationally, and with other stakeholders, to enable delivery of studies
- With regions and nationally, and with other stakeholders, to effectively engage and communicate about cross-cutting delivery issues, drivers and approaches
- With regions and nationally in relation to shared strategic interests
- To provide effective feedback or input into Government priority projects
- To provide effective feedback or input into policy development led by DHSC, NHS England, Devolved Administrations, regulators and other government departments

Opportunities

- To participate in delivering studies
- To align strategic priorities for research inclusion
- To align strategic priorities for research delivery capacity development
- To align strategies across the research system
- To engage and collaborate with other stakeholders
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Knowledge

- About eligibility for RDN support and DHSC's Terms and Conditions for accessing RDN support
- About RDN study classification (commercial/collaborative/non-commercial)
- About other support available through NIHR, HRA and other organisations to support research delivery
- About Government and NHS priorities for research and how different partners, including RDN and delivery organisations can work together to contribute to their achievement
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- About training and other professional development available through the RDN and NIHR
- About emerging trends, innovation pathways and strategic priorities
- About where to go for additional support and advice
- About what priorities changes are expected in health and social care system
- About research and its benefits and how to promote research within your own organisation and across partners

Non-commercial research organisations (includes NIHR infrastructure, not RDN)

Non-commercial funders, sponsors (sponsor R&D), researchers, research teams and clinical trials units, leading the design, management and delivery of research.

Includes NIHR research infrastructure (eg. BRCs, ARCs) but not delivery infrastructure (eg. CRFs, CRDCs) or RDN.

Support

- To find and access research locations across hospital, primary care, community, and residential settings
- To find research participants
- To escalate and resolve study delivery issues and risks which cannot be addressed with individual sites
- To comply with regulations and guidelines associated with research delivery
- To connect with funding opportunities available via NIHR and other organisations
- To connect with research infrastructure available via NIHR and other organisations
- To plan and optimise delivery of studies across care pathways
- To build equality, diversity and inclusion into the delivery of research
- To develop and implement novel or innovative delivery methods
- To identify costs associated with research delivery and completion of SoECATs and other study planning tools
- To provide study activity data in compliance with DHSC Terms and Conditions for NIHR RDN support
- To communicate with stakeholders about study issues and achievements, especially where these have implications or lessons for other studies
- To build capacity and capability within your own teams to design and deliver research effectively in the health and care system

Access

- To research delivery infrastructure
- To RDN services, support and costing
- To training for professional development
- To patient and public demographic data
- To UK profile data
- To patient and community groups
- To expert guidance
- To specialist networks and resources
- To collaborators and Key Opinion Leaders
- To data about sites

- To tools for horizon scanning
- To information for reporting on study progress
- To data to inform decision making about funding allocation
- To data to inform decision making about strategic planning

Guidance

- About effective study delivery including innovative delivery methods
- About delivering studies across the care pathway
- About inclusive delivery of research
- About applying to be a RDN non-commercial partner
- About following regulations and guidelines
- About the research landscape
- About study settings
- About finding Principal Investigators
- About engaging delivery organisations in research
- About sharing research findings

Collaboration

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