

# ...with Carolyn Maloney

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## Why did you move into the clinical research field?

Well, I would like to say it was planned and that it was all part of my career pathway, but it wasn't. I moved to Essex (for love) in 2003 and landed a job with a Research Ethics Committee as an administrator. I was asked to apply for the position permanently – the rest is history! Prior to that I owned my business in Dorset – I was a florist! Transferrable skills pushed to the max! From Essex Ethics Committee, I moved to manage RM&G for PCTs in Essex, then decided that we needed to be more central so I applied to Leicester and have been here ever since.

## One great thing you think clinical research has achieved:

Improved health outcomes for many with a previously bleak prognosis.

## How do you utilise EDGE in your everyday practices?

EDGE is used every day. Documents are uploaded, every decision confirmed, the majority of contacts with research teams noted, made public, and shared! All support departments' processes updated. Approvals managed, monitoring visits, and sponsor initiations all managed through the system as well as the sponsor review process.

## One personal skill that you feel has been enhanced by the deployment and familiarity of EDGE?

That's a difficult one! I have learnt so much about people and how to interact to achieve the maximum benefit and outcome. I guess I've learnt about Change Management, but I have also discovered that actually I am not a technophobe after all and actually enjoy 'building' the process within the system.

## Which aspects of EDGE have provided the most pleasure and satisfaction?

I still find amazing the amount of interest we have sparked from what we are doing here at Leicester. It is obvious to me how the system can be used – we are just getting on with using it! EDGE was actually a saving grace! It's actually very personal, but in 2014 'we' as in my family, lost a very dear person and I found that EDGE helped me to cope and deal with my profound grief. I had a project to focus on. It helped tremendously and is probably one of the reasons I am so very passionate about it.

I'd not recognised this until quite recently, so it gives me pleasure because in a strange way I 'remember' every single day, but satisfaction because what we've done is now helping so very many people. When we demonstrate what we've done to people who haven't seen it before, the excitement and truly enthusiastic questioning fills me with pride for my team, but also with a certain amount of personal warmth and satisfaction! OK yes, it was my vision and I've done the bulk of the build, but I couldn't have done it without the unwavering support of my team (oh, and the boss!)

## Describe one of the greatest achievements of the research team at your hospital?

There are so many - it is impossible to pick just one! As a Trust, we have many firsts. But if I talk about my team as a whole, the greatest achievement is the team. The team is cohesive, care deeply about what they do and how they do it. They take pride in their work and enjoy their time doing the job. They've embraced EDGE and love it almost as much as I do!

## How could we enhance communication further between sites, and how would this improve speed and efficiency of clinical research?

Debunk some of the myths surrounding Collaboration. We're just trying things out at the moment but if more users could see the potential then efficiency would be easily obtained. There is a lot of suspicion and cynicism surrounding the sharing of information and the collaboration aspects which I struggle to understand. Busting through that would be a force for the good.

## One thing that inspires you?

Determination and commitment of individuals, particularly in the face of adversity!

## One of your favourite cultural destinations, and why?

Istanbul – its vibrancy, cultural diversity, food, music, and complexities!

## One clinical research superpower that you wish you possessed:

Ability to provide all the resource needed in every single study.

## One hope for the future of clinical research:

That it will become truly embedded into every NHS organisation.

## One piece of EDGE functionality that resembles your personality:

Search. You touch the surface but have no idea of the wonders beneath!

## Contribute

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