

# Q&A Coffee Sessions

## with EDGE super users

EDGE?



Super User!

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### How and why did you move into clinical research?

Prior to this role, I worked as a HCA. Then I wanted a new career path that still helps people or gives back in some way. I saw this job pop up as an apprenticeship - and it sounded interesting and like a challenge! I liked the thought of being part of the impact that research has for our healthcare system and patients.

### What does your role as Data Manager at Royal Cornwall Hospital NHS FT entail on a daily basis?

My role has quite a lot of variety - it has grown since I started! However, my main responsibilities on a day-to-day basis are to manage all of the data of our studies on EDGE. I ensure that the most accurate and up to date information is on our studies by working with our study setup and clinical teams. Throughout my time in this role, there has always been a lot of data cleansing to do! This takes a lot of time to ensure that the information we are pulling is accurate. Recently, I have started putting time aside each day to look at the new RA confirmation reports on EDGE to solve any queries so that our data pulls over from EDGE to CPMS seamlessly. But mainly, I try to prioritise the data requests coming in and ensure that all of our core data fields are complete and that I can complete the monthly performance reports for our trust.

### How do you utilise EDGE in your job role?

A lot of reporting! I would say that 60% of my role involves creating or pulling reports for the clinical teams to gain oversight of their studies, and seeing which clinical areas are currently recruiting well to studies. I also create a lot of ad hoc reports for senior management. I also help to develop and implement new systems and tools within the department, which are entirely within EDGE, for example such as our amendment workflows, study setup workflows, and use of the files section on EDGE that serves as a document deposit for study documents. A significant amount of our processes here at RCHT are now standardised on EDGE! I then train current and new staff on how to use these.

### What kind of advice would you suggest for new EDGE users setting up attributes in the system for the first time?

First of all, look at all the information that you normally

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collect and then ask yourself "Can I capture this on EDGE?" The biggest tip I would give to anyone setting up new attributes is to plan everything beforehand, as it can be time-consuming to change them again on studies. See if you are already capturing the information elsewhere in the core attributes to ensure you are not duplicating information. Also, see if those attributes will definitely be used once you have made them. Do not let the new attributes be used until they are finalised by the relevant parties! Once they are being used and changes are made again, it can mess up reporting - which I have had to deal with many times!

### What typical niggles or challenges have you encountered in creating and providing bespoke attributes for clinical teams?

People's knowledge of how attributes actually work. A lot of teams want different information captured and can often end up with an overload of attributes! We have recently had a change in team names, and every study required new attributes to attribute recruitment numbers to. However, teams constantly want changes to these data sets which means having to repeatedly update these on the system for every study, and this can be time consuming. This links back to my answer above to make sure it is finalised before you create and use attributes for the clinical teams so that they are not changed on a regular basis.

### As you embark on a brand new role, which personal skills will you take with you as a result of your deployment and familiarity of EDGE?

I have learnt the importance of a complete data set! And that data is only as good as what is put in - as, otherwise, the reports tend to make no sense and get very frustrating! Also, I have learnt how important it is to ensure that I have engagement of all users before implementing new processes! The

main skill I will probably take with me is methodological thinking and looking at new ways to capture information which will aid the delivery of research.

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

Probably getting the engagement from services outside of our R&D department to use the EDGE system (i.e., supporting services). There has been a big cultural change in the use of management systems - for instance, clinical teams that were previously adverse to them. Now, they capture all of their study information on EDGE within the files section to start moving towards an EISF so that everyone has access to the documents when needed! Another satisfaction is seeing the end of year recruitment figures to surpass our targets from the Network. Finally, creating new processes on EDGE to aid the department (e.g., creating a capacity mapping tool by using the appointment system function). This has allowed for capacity and demand planning, and we can now see the amount of time that goes into studies from our clinical staff.

### What do you find most fulfilling about your job?

To know that what I do provides an overview of patients going on to trials, supporting patients, and putting things in place to help the trials run smoothly! I also like seeing the first patient recruited on my notifications, because this demonstrates the amount of work that has gone in to setting up the trial over a few months and all the work done by the clinical teams and R&D.

### One great thing that you think clinical research has achieved, and why:

The continued advancements in treatment! An example now would be the recovery trial,

pulling the nation together by working within the hospitals, CRN and community to provide a treatment that can help with the current COVID pandemic.

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

The ability to get teams to upload their data in a timely manner so I don't need to chase them!

### Describe one of your greatest personal achievements:

Probably learning this job role from scratch and not knowing anything about research or data and making it my own - all whilst completing my qualification in business management! And also working in a department that ensures that clinical care is being developed in Cornwall.

### One useful nugget of advice you've received:

Always ask for help!

### The best thing about living in Cornwall:

Probably being close to the beaches! There is nothing better than being able to walk the dogs on the beach and having a cider in the sun! Also, my friends and my family - in particular Miss Bianca Mills who I work with!

### Finally, in which ways does EDGE resemble your personality?

Well, seeing as I did my conference talk on them, I would probably have to choose attributes! I am always adapting to the needs of the service here at RCHT ☺