SOP number	**57.007**	Version	**5.0**
Title	**GCRF Communications**		

Prepared by Signature	Helen Hart Date
Approved by Signature	Lynn Prentice Date
Released by Signature	Jesse Dawson Date

SOP category	57 NHS GG&C Clinical Research Facility – Administration

Staff category

Staff Category	R	A	C	I
Nursing	X			
Administration	X			
Clinical Research Fellow	X			
Site Clinical Trials Pharmacy	X			
Project Management Unit	X			
GCRF Manager		X		
Principal Investigator				X
GCRF Associate Director				X
Senior R&I Manager				X

1. Scope

This procedure applies to all staff working within Glasgow Clinical Research Facility (GCRF).

2. Purpose

The purpose of this Standard Operating Procedure (SOP) describes the standards of communication across GCRF ensuring they are consistent, effectively managed, responsive to the diverse needs of research participants, NHS staff and external stakeholders.

3. Procedures

3.1. GCRF Communication Standards

- **Timely** – Information arrives at a time when it is needed, is relevant and is able to be interpreted in the correct context.
- **Two-way** – Systems exist to support communication throughout GCRF. Staff are entitled to and are expected to give and receive feedback and contribute their ideas.
- **Clear** – Messages are communicated in plain language, they are easy to understand and not open to misinterpretation. Written messages are concise, using short sentences and avoid jargon.

- **Open** – The reasons for decisions are available, decision-makers are accessible and ready to engage in dialogue. When information cannot be communicated the reasons for non-disclosure are articulated. Questions are expected and answered.
- **Corporate** – Communication style and messages reflect a consistent GCRF view while keeping in line with NHS Greater Glasgow & Clyde (GG&C) guidance.
- **Targeted** – The right messages reach the right people in the right manner at the right time.
- **Accessible** – information should be communicated using the most appropriate medium for targeted audience.

3.2. People with communication needs

GCRF staff will always take into account the communication needs of a research participant whose first language is not English, those with visual or hearing difficulties, people with learning disabilities and other people with a specific communication need. GCRF staff will refer to NHS GG&C British Sign Language Communication and Support Policy and Procedure and the guide for booking interpreters and communicators. When requested, study sponsors may provide communication materials in other languages and formats.

3.3. Internal communications

There are specific internal communications for GCRF:

3.3.1. All emails should include the sender's signature which is in the following format including staff role and their GCRF site address:

Name |Role

Glasgow Clinical Research Facility | Institute of Neurological Science, Queen Elizabeth University Hospital | 1345 Govan Road | Glasgow | G51 4TF| 0141 232 7600 @GlasgowCRF Glasgow Clinical Research Facility - NHSGGC

Name |Role

Glasgow Clinical Research Facility | Level 2, Administration Building, Gartnavel Royal Hospital| 1055 Great Western Road| Glasgow | G12 0YN| 0141 314 4307 @GlasgowCRF Glasgow Clinical Research Facility - NHSGGC

Name |Role

Glasgow Clinical Research Facility | New Lister Building, Glasgow Royal Infirmary| 10-16 Alexandra Parade | Glasgow | G31 2ER| 0141 201 3770 @GlasgowCRF Glasgow Clinical Research Facility - NHSGGC

Name |Role

Glasgow Clinical Research Facility | Ward 7C, Gartnavel General Hospital| 1053 Great Western Road | Glasgow | G12 0YN| 0141 211 1673 @GlasgowCRF Glasgow Clinical Research Facility - NHSGGC

Name |Role

Glasgow Clinical Research Facility | Royal Alexandra Hospital| Corsebar Road | Paisley | PA2 9PN | 0141 314 6654 @GlasgowCRF Glasgow Clinical Research Facility - NHSGGC

3.3.2. Internal Meetings

Meeting	Frequency	Agenda
Team huddle	Weekly	Review forthcoming appointments, facility staffing, general updates, Health & Safety and Infection Control issues, education & quality updates and any other business. GUI 57.007A.
Project Management Unit (PMU)	Monthly	PMU Study updates using Form 56.002B: Trial Status update
Unit Meetings	Triannually	General updates presented to staff including GCRF activity, QA, Education etc.
Senior Clinical Team Meeting	Monthly	Discuss workforce related issues (vacancies, absences) updates from the NHS GGC Lead Nurse meetings, feedback from the R&I Senior Management Team meeting; Admin, Education, QA (Glasgow Biomedicine Regulatory Affairs Group, GCP Compliance Committee, SOP committee), Information Systems, Health & Safety, Project Management Unit updates (Sponsor Oversight Group).
Specialty specific Operational Group Meetings	12 weekly	Discuss and review the research portfolio in each specific speciality.
Planning Meeting	Fortnightly (Each team attends once per Month)	Review forthcoming studies by specialty to assess resource needs, training needs and risk using Form 57.010A and 17.048A.
Health & Safety meetings	Quarterly	Review GCRF H&S manual, audit reports; risk assessment gaps.
GCRF SOP Meeting	Quarterly	Review, update and write SOPs, forms and guides.
GCP Compliance Committee	Quarterly	Review the Quality System, findings from Monitors, Auditors and Inspectors, and action where change is required
Education Training & Quality Team	Quarterly	Course review and update; training calendar planning; student/mentorship programmes; competencies and induction review; quality programme.

3.4. External Communications

3.4.1. Study Sponsor – including study specific meetings i.e. Site Selection, Site Initiation, Investigator Meetings, Close-out.

GCRF staff must be familiar with study communication plans including reporting timelines and preferred communication. The transfer of data should be in accordance with NHS Scotland Code of Confidentiality, General Data Protection Regulation (GDPR) and NHS GG&C Information Governance Policies, following GUI 57.005A, GCRF Data Transfer.

Study specific communication with Sponsor and site team should be stored in the Investigator Site File.

For GCRF PMU supported studies the study communication plan will be used (Form 56.002E).

3.4.2. Patient and Public Involvement/Engagement

Ahead of attending a public venue for a PPI/E event GCRF Staff will check with the event coordinators whether a risk assessment is required. Presentations at public events should be reviewed before the event by the GCRF Education and Quality team where possible. GCRF promotional material such as posters, brochures and leaflets should be designed with the support of the GCRF Education and Quality team and approved before going to print by the GCRF Senior Management Team.

For GCRF open days/tours approval should be obtained from the relevant Research Nurse Manager. GCRF staff will ensure patients' privacy, confidentiality and dignity are preserved.

Patients/volunteers working with the GCRF as part of the PPI/E panel need to complete an application form and sign a confidentiality agreement (Form 57.007D).

For events where there will be photography, permission will be sought from the attendees in advance. Where photographs, videos will be used for promotional material, an NHS GG&C Medical Illustration consent form will be completed.

3.4.3. Conferences

All conference attendance will be authorised by the attendee's line manager prior to booking by completing the Application for study leave form. Booking a conference place and associated travel arrangements will be facilitated by the Education & Quality Administrator. The format of feedback from conference attendance will be agreed in advance of attendance.

The GCRF Education and Quality team provide support for preparing abstracts for poster presentations and poster design. Support for presentation review and preparation will also be provided by the GCRF Education and Quality team. GCRF PowerPoint template is maintained by the Education and Quality team and stored in the common drive and on EDGE.

3.4.4. Investigator Meetings

GCRF staff are asked to attend Investigator Meetings for studies where possible. Authorisation to attend an Investigator Meeting must be granted by the attendee's line manager by completing the Application for study leave form. Booking attendance and travel arrangements will be supported by the administrative support for the team.

3.4.5. Course (national and local)

Applications to attend courses should be authorised by the Education and Quality team for course review, the line manager for study leave and financial approval from the Senior Management Team. The format of feedback from course attendance will be agreed in advance of attendance.

The GCRF Education and Quality team run an annual course programme and coordinate the NHS Research Scotland GCP course with associated train the trainer events and quality assurance reviews.

3.4.6 Formal Site visits

Requests for facility visits from Charity partners and their ambassadors, elected representatives, members of the royal family, celebrities and other dignitaries must be approved by senior GCRF management and communicated to the Corporate Communication Directorate following the NHS GG&C Protocol for managing and approving formal visit

3.5. Documentation

Public facing documents such as newsletters, brochures and leaflets must be approved by a member of the Senior Management Team before distributed. The NHS GG&C Accessible Information Toolkit should be used.

3.5.1. Fonts

San Serif fonts such as Arial should be used. Where possible a minimum font size of 12, preferably 14 should be used.

3.5.2. Templates

Forms 57.007A and 57.007B must be used for GCRF meeting documents. PowerPoint template Form 57.007C must be used for all presentations. Form 57.007G must be used as a background in MS TEAMS calls. Form 56.002O must be used for PMU Trial Management Group, other PMU meetings should use documentation in line with sponsor SOPs.

3.6. Social Media

GCRF has a number of online tools to communicate and interact with wider audiences; this includes the website and X (formerly Twitter) account.

3.6.1. Website

GCRF website is hosted on the NHS Research Scotland (NRS) website. GCRF has full control of the content of GCRF webpages including maintaining the course booking page. The administrative permission for editing the webpages is assigned to the Education and Training Administrator. NRS Communication team provides a user guide and training. All edits will be reviewed by the Education and Quality team. Content of the webpages will be approved by the NRS Communications Officer before being published.

3.6.2. X (formerly Twitter)

@GlasgowCRF is managed by the Senior Management and Education & Quality Teams. Posts are published covering some of the following:

- Study milestone achievements.
- Upcoming events and courses.
- Occasional live coverage of events.
- Retweet from stakeholders including NRS, CSO, GCRF supported Investigators.
- National awareness campaigns for relevant conditions.
- GCRF Vacancies and subsequent introduction of new team members.
- Highlighting different roles with GCRF

GCRF teams are encouraged to submit content for posting to social media platforms using GUI 57.007B, Form 57.007E and 57.007F.

@GlasgowCRF will not engage on political issues or answer questions which conflict with protection of staff and research participants.

3.7. Media and Freedom of Information (FOI) Queries

NHS GG&C Media Centre must be informed of all press and FOI related queries. Further details can be found on intranet. Staff should inform their line manager of any media and FOI queries.

4. Referenced documents

- GUI 57.007A – GCRF Team Huddle Guidance and Summary Template
- Form 57.007A – GCRF Agenda template
- Form 57.007B – GCRF meeting summary template
- Form 57.007C – GCRF PowerPoint Template
- Form 57.007D – GCRF PPI Confidentiality Agreement
- Form 56.002B – Status update
- SOP 17.048 – GCRF Risk Assessment and Mitigation
- GUI 57.005A – GCRF Data Transfer
- Form 56.002E – Communication Details
- GUI 57.007B – GCRF Social media guidance and summary
- Form 57.007E – GCRF Social media template
- Form 57.007F – GCRF Staff media consent
- Form 57.007G – GCRF TEAMS background
- Form 56.002O – Trial Management Group Meeting Agenda
- Application for study leave form

5. Related documents

- NRS Website Guidance
- NHS GG&C Accessible Information Policy (Clear to All)
    - NHS GG&C Protocol for managing and approving formal visit

6. Document history

Version	Date	Description
1.0	21/05/2018	First Version
2.0	11/12/2018	Updating GDPR
3.0	26/08/2019	Minor change to update address
4.0	18/08/2023	Update to SOP template v2.0 Addition of RACI matrix Minor admin changes Change of author Change GUI 57.005A title
5.0		Change of author Review of RACI matrix Signature template updated Expansion of Social Media communications Addition of GUI 57.007B, Forms 57.007E,57.007F and 57.007G Minor admin changes and clarification of fonts to be used Addition of section 3.4.6 Formal Visits