



PRES Summary – 2023-2024

NIHR target of 5% of Trust research participants to complete the survey with a 10% ambition target

October, 2023
GHFT = 5.2%

March, 2024
GHFT = 10.81%

QI process to improve our score beyond 6% by March 2024

GHFT had the second highest response rate in the West of England in 2023-2024

‘What was positive about your research experience?’

‘Would participants consider taking part in research again?’

Target 90%
Achieved **92.2%**

Trust KPI

The information provided pre appointment gave me the detail I needed. The staff both those organising the appointments and at the hospital were fantastic, helpful + friendly.

I was more than happy to volunteer to take part in this research. I work within the trust so quite easy for me to pop out during work. The staff were all really polite and made the whole process really enjoyable. I would be more than happy to take part in other research and I would encourage others to do the same.

Quick-response Kind Organised Supportive
Courteous Informative Future Valued Friendly
Communication Polite Caring
Quick response Professional Knowledgeable

What could we do better?

“Nothing, it was great”

28% of respondents felt their experience in research could not be improved at all

Some patients stated it “was too early to comment”

Our patients would like updates on study progress and results

Clearer information and communication

Our Research Delivery Staff are working on solutions to participant suggestions for improvement;

- PRES Champions in each of the Delivery Teams; increasing survey awareness, implementing new processes, regular meetings and discussions. Regular reviews and detailed analysis on feedback we receive.
- Discussions with trials unit regarding study updates/results and patient newsletters.
- Lessons learnt = Ensure the survey is sent at an appropriate time point of the patients ‘research journey’ so feedback is relevant and valuable.