UK Trial Managers' Network

Work Plan

2020

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UKTMN host	University of Nottingham
UKTMN funder	University of Oxford

Aims of UKTMN

The Network aims to facilitate the development of a well-trained, highly motivated, effective workforce of trial managers within the UK health care system who will make an important contribution to the efficient delivery of high quality clinical trials.

It aims to provide a forum which will promote best practice in effective management and delivery of clinical trials, and provide a focus for the professional accreditation of the competencies required to effectively manage a clinical trial and thereby developing a career pathway for trial managers. UKTMN also seeks to promote a shared understanding of the role and value of effective trial management within clinical research.

Membership criteria:
All members, if approved, qualify as full members for free and have access to all areas of the website. The current membership criteria requires applicants to meet the following:
1. Be an employee of a UK based academic/non-commercial institution
2. Be working in a role deemed appropriate to trial management
3. Carry out a minimum of 5 of the 10 core tasks as defined to be the daily responsibilities of a trial manager

Scope of document

This document outlines the work plan for UKTMN for 2020. The UKTMN Manager will be responsible for executing the actions as described in this document and ensuring the plan and timelines are kept up to date. The Executive Group will monitor the appendix of this plan on a regular basis to ensure targets are met.
This action plan will run from 01 January 2020 to 31 December 2020.
The aims as outlined by this document will be made available on the UKTMN website for transparency to UKTMN members.

Reporting and Monitoring:

In order to maintain oversight of the Networks' actions, the Executive Group will meet six-weekly. The manager will provide an update to the Executive Group at each meeting, providing information on the actions since last meeting. The appendix will be used to monitor progress.

At the end of each quarter, a financial report will be produced to ensure the Network is functioning within the agreed budget, and income from events and training will be assessed. Performance against targets will be monitored to ensure forecasting can be done accurately. At the end of the work plan period, a final report will be produced to measure the achievements and impact of the Network, including financial breakdown. All reports will be made available to the University of Oxford (funder) on request.

Work area 1: Membership

Aim	Action	Output and/or Impact
Conduct membership renewal	Announce renewal process to members in January 2020. Instructions and rationale for renewal explained via email, reminders sent as appropriate. Removal of members who do not renew.	Maintains an active database of members. Membership figures reported to funder, Executive Group and external stakeholders remains accurate.
Create a 'collaborator' membership category	A specific member category will be added in Quarter 1 to allow Collaborators of the UKTMN to join the Network. These membership applications will be vetted to ensure those who apply are associated with a group or partner network, and have an interest in trial conduct and management.	Allows for collaborators to interact with the UKTMN and members, whilst receiving communication relevant to trial conduct and management. Using a separate membership category will allow accurate reporting of membership.

Work area 2: Promotion and increase awareness of UKTMN and the trial management profession

Aim	Action	Output and/or Impact
Promote the Network to reach new members	Regular communication and updates will be sent to the UKCRC CTU Network, Association of Medical Research Charities, R&D Forum, and any other appropriate organisations in an ongoing approach to promotion. Promotional material will be sent to each organisation for dissemination to their members via email or newsletters.	Where possible, membership increase following promotion will be monitored and reported to the Executive Group. Membership numbers will be reported against key events.
Increase social media presence	Increase usage of Twitter to engage with current members, future members, and relevant institutions/organisations. Post regularly following updates/news/events. Aim to tweet at least once a week.	Measure increase in followers. Use Twitter Analytics to measure impact of tweets. To be reported quarterly to the Executive Group.

	Follow key stakeholders and retweet to ensure followers are kept up-to-date	
	Create a social media campaign to raise the profile of trial management.	Measure interaction with the campaign via analytics on social media
Collaborate with other organisations and groups/networks to raise awareness of the Network and trial management	Attendance as an exhibitor at conferences/events, as appropriate. As attendance incurs a high cost, promotion in this way will be performed on a case-by-case basis. Each conference should be judged on potential impact factor, and the cost involved. Supply flyers to partner/collaborator organisations' events to promote the UKTMN.	A record will be kept of number of people who interact at conferences. Membership will be monitored following each event and increases will be reported to the Executive Group.
	Build stronger collaborations with the TMRP, CTU Network and other organisations as appropriate. Chair of the UKTMN Executive Group to maintain seat at each Executive Group to provide trial management input.	Ensures trial management is represented within national networks and groups.
	Establish seat on TMRP Trial Conduct group to further ensure representation for trial management.	As above.
	Respond to relevant consultations from national bodies, such as HRA, MHRA etc., providing feedback from UKTMN Executive Group members and wider UKTMN membership, where applicable.	Enables the views of trial management professionals to be represented at a national level

Work area 3: Training

Aim	Action	Output and/or Impact
Identify topic areas to cover by training events	Send an online survey to all members to identify key areas for training.	Measure number of respondents compared to recipients.
	Publish the results of the survey in a peer reviewed journal to supplement and support the career development work.	Enables a wide range of stakeholders involved in clinical trials to see the priorities for training trial management professionals within the UK
Provide trial management specific training	Using the results from the online survey, identify which training areas can be hosted by the Network. At least one training event to be hosted per quarter. The Training and Competency Framework group will be responsible for identifying and monitoring training events. Events are to be pursued according to demand and capacity. The Manager will be responsible for the advertising and organisation of all UKTMN hosted training events.	Attendance at each event will be reported to the Executive Group on an ongoing basis. Attendees will be asked to provide feedback, which will be used to assess the success of meeting members' needs or inform the future improvement of events. Financial implications of hosting training events will be presented in the quarterly finance breakdown.
Host trial management specific webinars	Volunteers will be requested on an ongoing basis, via the Executive Group and emails to members. Topics will be considered for relevance, with a focus on trial managers presenting trial management and conduct related content. Aim to host bi-monthly webinars and recordings of each session will be made available on the website.	A record of the number of attendees to each session will be maintained. Consideration will be given to multiple attendees viewing the webinar session collectively, using one username.
	Propose to the TMRP and UKCRC CTU Network to adopt a streamlined approach to hosting a webinar series across partnerships. Develop proposal	Builds stronger collaborations with partner networks, and further establishes the aim and presence of the

	and discuss at TMRP and CTU Executive Group meetings in Q1. If successful, co-ordinate the hosting and advertisement of webinars for MRC HTMR Trial Conduct and Recruitment and Retention Working Group. Liaise with TMRP administrator to ensure a minimum of one webinar is available each month	UKTMN with those involved in trials in the UK. Eliminates duplication of work
Competency Framework for trial managers available to members	Conduct user testing of a beta version of the competency framework in the first quarter of 2020 prior to release. Use feedback to update beta documents. Release final version by end of second quarter.	Survey to members after period of use to improve framework
Provide a comprehensive training resource for members	Collate information regarding training available at other institutions, by partners or collaborators and those hosted by the UKTMN into a resource accessed by members on the website. Information will be regularly reviewed and updated.	As registration for external events is not managed by the UKTMN, uptake is not measurable. Advertising external courses will build collaborative relationships with other institutions/organisations. The number of events advertised to members will be monitored.
	Training events as listed in the training resource to be added to the UKTMN calendar.	N/A

Work area 4: Career development

Aim	Action	Output and/or Impact
Disseminate 2019 career development survey results	Publish career development survey results in peer reviewed journal	Provides an evidence-base for stakeholders involved in clinical trials and increases awareness of the importance of career development for trial management professionals

	Produce summary of career development results and publish on website	Allows stakeholders to see a short summary of results, as above
Create career development resource on the UKTMN website	Create a resource containing example job descriptions of trial management roles. Executive Group institutions will be used as a sample.	The resource will enable trial management professionals to see the breadth of roles available and show examples of the variety of roles at different levels and how they may progress their own career
	Produce 'top tips' for career development and make available via career development website page.	As above
Build recognition for trial managers	Launch 'trial management professional of the year' initiative. Independent nominations to be submitted for a trial management professional to receive a free place at the UKTMN Annual Meeting. Winner to be announced via the website and social media.	Measure number of nominations and interaction with the initiative and report to Executive Group.

Contributes to members being recognised for the important role they play in clinical trials |
| Pursue potential career development opportunities with major UK funding bodies | Approach major UK funding bodies, e.g. NIHR, MRC, to open discussions about acknowledgment of the trial management profession and how career development opportunities could be facilitated via funding bodies. Discuss with other major clinical trials' collaborators how to do this in a streamlined effective way. | Raises awareness of the importance of the trial management profession with national funding bodies |
| Collaborate with CTU Network Trial Management Operations Group | Share UKTMN career development aims with the TM Ops Group and discuss collaboration to ensure no duplication of working. Propose TM Ops Group to lead on specific actions as remit allows, new actions to be added as required. Recognition for | Enables both groups to work together collaboratively |

	outputs to be acknowledged for both parties as appropriate.	

Work area 5: Annual Meeting

Aim	Action	Output and/or Impact
Use previous experience to plan Annual Meeting	Summarise and send feedback provided by attendees of the Annual Meeting in 2019 to Executive Group in order to shape plan for Annual Meeting 2020	Ensures meeting is relevant and useful for members. Measure of percentage of feedback scores to guide improvements if needed.
Maximise attendance at future meetings by understanding reasons for non-attendance at previous meetings	Send short poll to all members to ascertain the barriers to attendance. Action against barriers as necessary to ensure higher attendance at future meetings	Measure poll responses in comparison to number of members. Compare attendance to previous meetings to assess success of removing barriers.
Plan Annual Meeting 2020	Draft programme by end of quarter 2. Advertise by end of quarter 2. Schedule meeting away from busy periods to allow for better preparation and attendance.	Use attendee feedback to assess success of programme content and the event logistics.

Work Area 6: The Guide to Efficient Trial Management

Aim	Action	Output and/or Impact
Review and update the Guide to Efficient Trial Management	The Editorial Board will be responsible for reviewing the sixth edition of the Guide, and update sections which require substantial changes. If updates are made, members will be notified.	Ensures current information is available and used correctly by trial management professionals
Potential review of the Cancer Supplement	Liaise with cancer guide lead to ensure information in the Cancer Supplement to the Guide to Efficient Trial Management remains up to date	As above

Work area 7: Website

Aim	Action	Output and/or Impact
Update and maintain the UKTMN website	Updates to be made to all main pages of the website on an ongoing basis. Website sub-group will be responsible for monitoring and identifying areas to update, meetings should be scheduled once a quarter as a minimum. Email request to members once first stage of updates is complete to request an initial review and suggested areas of improvement	Monitor website activity, such as forum posts, news alerts, career centre posts etc. via the Executive Group progress report.
Explore potential alternative website providers to improve functionality	Alternative website providers will be investigated. Improved functionality and ease of use on front and back end will be investigated. Financial considerations will be made.	Potential financial impact by saving on cost of website hosting. Member interaction can be used to measure success.
Improve website resources	Add a 'staff profile' type page for the Executive Group, showing the experience and role of the group. Add information regarding work plan aims to the website.	The page will enable trial management professionals to see the breadth of roles and experience of the group, providing examples of career development. Work plan aims published on the website enables transparency for members.

Work area 8: Communication

Aim	Action	Output and/or Impact
Ensure clear and timely communication with members	Produce and disseminate a quarterly newsletter. The information and reminders in each newsletter will depend on the actions of the quarter, and should aim to keep members up-to-date with relevant information.	Click-backs to online newsletters will be monitored.

	Monitor email and news categories on an ongoing basis to ensure necessary information is disseminated clearly.	N/A
Increase use of the members' forum	Promote use of the forum via email correspondence and the quarterly newsletter. For members who contact the Manager with a question appropriate for the forum, signposting will be given.	Forum usage to be monitored and reported alongside website usage via the Executive Group progress report.
Monthly bulletin	Summarise events/updates and news in monthly email. Ensures less email traffic (members likely to miss information given in multiple emails) in concise communication.	Measure of impact of bulletins using analytics on the backend of the website
Involve members in the UKTMN Member Newsletter	Include 'spotlight on' section, showcasing work or experiences from a trial manager's perspective. Include information from members regarding local news and events.	Measure the number of ideas and suggestions put forward by members

Work area 9: Finance

Aim	Action	Impact
Ensure activities are delivered within budget	Monitor spending on a quarterly basis. Host training, events and attend conferences at a cost neutral level	Report to funder

UKTMN Work Plan 2020 – Appendix 1

UKTMN Action Plan 01 Jan 2020 - 31 Dec 2020 - Project Plan	Quarter 1				Quarter 2				Quarter 3				Quarter 4			
Task	01-Jan / 15-Jan	01-Feb / 15-Feb	01-Mar / 15-Mar	01-Apr / 15-Apr	01-May / 15-May	01-Jun / 15-Jun	01-Jul / 15-Jul	01-Aug / 15-Aug	01-Sep / 15-Sep	01-Oct / 15-Oct	01-Nov / 15-Nov	01-Dec / 15-Dec				
Membership renewals (inlcuding reminders)																
Financial Reconciliation																
Executive Group meeting																
Promotion and increase awareness																
Social media posts (Twitter - weekly)																
Discuss creation of social media campaign																
Communication sent to appropriate organisations for promotion																
Assess conference and event opportunities																
Build stronger collaborations with organisations																
Establish seat on TMRP Trial Conduct working group																
Explore involvement in new collaborations i.e HRA consultations																
Training																
Conduct online survey to members to identify training needs																
Analyse results																
Publish the results of the online survey																
Provide trial management specific training																
Host trial management webinars																
Co-ordinate hosting of MRC HTMR webinars																
Competency Framework to be made available																
Provide a comprehensive online training resource																
Add training events to the UKTMN calendar																
Career Development																
Implement career development plan																
Publish career development survey																
Produce basic summary for the website																
Create and update career development online resource																
Launch "trial manager of the year" initiative																
Annual Meeting																
Summarise and review annual meeting feedback																
Poll members for reasons for non-attendance at 2019 Annual Meeting																
Plan annual meeting																
Draft agenda and announcement to members																
Website																
Website sub-group meetings																
Website review and updates																
Improve website resources - staff profile page to be added																
Explore potential alternative providers																
Communication																
Newsletter publication																
Include 'spotlight on' section																
Send monthly bulletin																
Promote members' forum																

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