

PARTNERING WITH CONSUMERS DEPARTMENT

	Responsibility
1	Work with and support the clinical trials service to meet the standards for consumer engagement in clinical trials
2	Manage onboarding and ongoing training requirements for consumers.
3	Develop a process for recruitment of consumers for engagement in clinical trials and monitor a register of consumers interested in being involved in this.
4	Manage Partnering with Consumers training and education for the clinical trial workforce, and involve consumers themselves in the design, development, and delivery.
5	Develop and communicate processes and systems for partnering with consumers, for use by the clinical trial service, that are responsive to change and have been developed in collaboration with consumers
6	Monitor and assess risks by undertaking risk assessments specific to consumers and partnering with consumers
7	Advise and assist in the development of processes and systems that manage consumer complaints and open disclosure
8	Monitor and report on consumer involvement in the clinical trial service, and continuously look for opportunities for improvement
9	Facilitate the provision and delivery of clinical trials, and clinical trial information, in languages, formats, and ways that reflect the needs of the service users
10	Involve consumers in the development of information about clinical trials
11	Develop systems to support consumers and service users in engaging with their care and the clinical trials service
12	Support the clinical trial workforce in providing consumers and service users access to high-quality, easy-to-understand information about clinical trials in languages, formats and ways that reflect their needs
13	Support the clinical trial workforce to empower consumers and service users in making decisions about their own care and their participation in clinical trials

14	Support the clinical trial workforce in tailoring their approaches to meet the differing communication needs of the service user population and provide participants access to, and use of, high-quality, easy-to-understand information in languages, formats, and ways that reflect their needs (including translations, the interpreter service, etc)
15	Publish information and stories from service users, on service users, and about their engagement with the service to increase the profile of consumer awareness