

## Joint Research Management Office services

The Joint Research Management Office (JRMO) for Barts Health NHS Trust and Queen Mary University of London exists to facilitate and enable research, supporting our academics and clinicians and those who work with them across our sites to enable them to undertake and deliver world-class research.

To find out more about the JRMO and its services please visit our website:  
[www.jrmo.org.uk](http://www.jrmo.org.uk)

### Contents

- [Accessing our services](#)
  - [Research Governance services](#)
  - [Financial services](#)
  - [Business Development Services](#)
  - [Public and patient engagement services](#)
- [Other JRMO services \(not researcher-initiated\)](#)
- [Researcher responsibilities](#)
- [Escalating issues](#)

### Accessing our services

#### Research Governance services

The following services are available to all staff of Barts Health and staff and students of Queen Mary involved in research study set-up.

- **Advice on regulatory-related queries:** Providing regulatory governance advice on research. This includes advice on Ethics (NHS & Queen Mary), MHRA trials and devices, HRA, HTA and other regulatory matters. Contact [research.governance@qmul.ac.uk](mailto:research.governance@qmul.ac.uk) or attend a drop-in session (2<sup>nd</sup> Wednesday of each month in the JRMO).
- **Support with regulatory applications:** Helping with the preparation of regulatory applications according to the specific study's requirements. Contact [research.governance@qmul.ac.uk](mailto:research.governance@qmul.ac.uk) or attend a drop-in session.
- **Sponsor Risk Assessment:** Working with the lead researcher and their team to ensure that any risks identified at study set-up are mitigated and that the

team can deliver the projects safely. Contact [research.governance@qmul.ac.uk](mailto:research.governance@qmul.ac.uk) or attend a drop-in session.

- **Processing researcher access (Research Passport scheme):** Ensuring that appropriate HR arrangements are in place for researchers who are not employed by the participating organisation but who will deliver research activities locally. Contact [research.governance@qmul.ac.uk](mailto:research.governance@qmul.ac.uk) or attend a drop-in session.
- **Sponsor oversight:** Supporting research with the delivery of their studies by providing the necessary oversight through various functions such as monitoring, audit, safety reporting and assessment of breaches and non-compliance. General queries, including monitoring, audit, breaches and non-compliances to [research.governance@qmul.ac.uk](mailto:research.governance@qmul.ac.uk) or attend a drop-in session; amendments to studies to [research.amendments@qmul.ac.uk](mailto:research.amendments@qmul.ac.uk); safety reporting to [research.safety@qmul.ac.uk](mailto:research.safety@qmul.ac.uk).
- **GCP and other research governance training:** Developing and delivering numerous training courses including bespoke full day and refresher Good Clinical Practice (GCP), 3-day trials coordination programme, GCP for lab staff, annual Chief Investigator workshops, plus ad hoc training for any new regulation or regulatory updates. See the '[Training](#)' page on the [JRMO website](#), contact [research.governance@qmul.ac.uk](mailto:research.governance@qmul.ac.uk) or attend a drop-in session.
- **Study closure (Research Governance):** Support researchers to ensure the studies have met their end-of-trial definition and completed all relevant activities before study closure. Review all end of trial forms before regulatory submissions. Contact [research.governance@qmul.ac.uk](mailto:research.governance@qmul.ac.uk).
- **Host site/ study Inspections:** For host site inspections, supporting teams and sponsors throughout the inspection process. Contact [research.governance@qmul.ac.uk](mailto:research.governance@qmul.ac.uk) or attend a drop-in session.

For more information see '[Performing Research](#)' on the [JRMO website](#).

## Financial services

The following services are available to all Lead researchers (Chief Investigators, Principal Investigators) and their teams.

- **Costing research:** Costing all research-related applications to external funders. This includes commercial, non-commercial and non-grant applications, study amendments. Application submitted through the online PCQ (Pre-Costing Questionnaire) in [Worktribe](#).

- **Research contracting:** Reviewing all commercial and non-commercial research contracts, undertaking contract drafting, agreeing contracts on behalf of the institution, and supporting formal contract sign-off. This service is accessed through [Worktribe](#).

For more information see ['Costing and Contracting' on the JRMO website](#).

- **Study/ project management:** Ongoing financial management of set-up research studies. This includes invoicing, income distribution and reconciliation, processing supplier's invoices and staff expenses, dealing with accounts queries from research nurses, PIs and Sponsors, and financial reporting (internal and external). Barts Health post-award requests should go to [research.postaward@nhs.net](mailto:research.postaward@nhs.net). Queen Mary post-award requests should be made through [Worktribe](#).
- **Study/ project closure (financial):** Financially closing completed research studies. This includes a final review of accounts against the original budget, final invoicing, final reports (internal and external), and study/ project close down. Barts Health post-award requests to [research.postaward@nhs.net](mailto:research.postaward@nhs.net), Queen Mary post-award requests should be made through [Worktribe](#).

For more information see ['Manage your Funding' on the JRMO website](#).

- **EU specialist support:** Providing guidance and information on EU funding calls, including training on specific themes and calls. Providing specialist pre-award costing and contracting service and an ongoing post-award financial management and reporting service for EU funded work. This service is accessed through [Worktribe](#).

For more information on the EU Unit see their sections within either ['Costing and Contracting'](#) or ['Manage your Funding' on the JRMO website](#).

## Business Development Services (Barts Health)

The following services can be accessed by lead researchers and potential leads researchers at any time:

- **Identifying Commercial Opportunities:** Potential clinical trials can be identified by the team using extensive contacts with pharmaceutical and other research organisations. Contact Jo Morgan: [jo.morgan7@nhs.net](mailto:jo.morgan7@nhs.net)
- **Provision of Clinical Research Facility (CRF):** The CRF offers a full and comprehensive clinical trials support services, including staff, facilities, equipment to support our PIs. Contact Jenny Higgins: [jennifer.higgins3@nhs.net](mailto:jennifer.higgins3@nhs.net)

- **Building research capacity:** Actively seeking new areas of research development, new specialities, new sites, new PIs etc working in conjunction with the Barts Health research development working group. Contact Jo Morgan: [jo.morgan7@nhs.net](mailto:jo.morgan7@nhs.net)
- **Medical support 'sense check' in liaison with clinical groups:** Undertaking financial sense checks for commercial clinical trials to ensure costs are in line with the protocol and anticipated clinical activity. Contact Jo Morgan: [jo.morgan7@nhs.net](mailto:jo.morgan7@nhs.net)
- **Identification of grant funding opportunities:** Identifying non-commercial grant funding opportunities, highlight these to suitable applicants and provide support in the development of such bids. Contact Jo Morgan: [jo.morgan7@nhs.net](mailto:jo.morgan7@nhs.net)
- **Project support with large scale applications:** Providing help and support for large scale, multi-disciplinary, multi-collaborative and multi-site research grant applications. Contact: [jo.morgan7@nhs.net](mailto:jo.morgan7@nhs.net)

For more information on BD see the ['Business Development' section on the JRMO website](#).

## Public and patient engagement services

- **Support for researchers:**
  - Providing an advisory service for research staff, best practice guidance, developing PPIE plans for research grant applications, preparing for REC reviews, communications and dissemination planning;
  - Delivering operational support to researchers in the delivery of their PPIE activities: for example, hosting events, promoting activities, facilitating access to patients, patients groups and the public; and
  - Providing PPI/ E training for research staff"

Researchers should visit our ['Patients in Research' webpage](#) or they can contact the team by phone 020 7363 9028/ 020 7363 8923 or email: [patientsinresearch.bartshealth@nhs.net](mailto:patientsinresearch.bartshealth@nhs.net)

- **A central point of contact for patients/ public:** Providing a central point of contact for patients and members of the public interested in research at Barts Health. Patients or members of the public should contact the team via the [Barts Health website](#) or email [patientsinresearch.bartshealth@nhs.net](mailto:patientsinresearch.bartshealth@nhs.net)

## Other JRMO services (not researcher-initiated)

- **Study/ project set-up:** Once funding is awarded for a costed study and contracts agreed, the post-award team set up finance codes, HR codes and load the budget onto the Oracle System. (This is not relevant to Queen Mary operations where [Worktribe](#) is used, seamlessly, from pre- into post-award operations).
- **Worktribe system management:** Providing and supporting [Worktribe](#), a document repository and management system, to support applications for non-commercial funding. The system enables status and contract reviews in-house and by researchers (external users).
- **Engagement with Commercial Entities:** Developing long-term strategic alliances with commercial companies to become the site of choice for clinical trials and to assist companies with any internal issues raised to ensure that access to studies is maximised.
- **JRMO website:** [www.jrmo.org.uk](http://www.jrmo.org.uk) Maintaining an up-to-date, primarily researcher-focused, website designed to explain, support and promote the JRMO's service delivery to both researchers and their teams at Barts Health and Queen Mary, and to others with whom the JRMO does business (ie, other NHS Trusts, other Universities, commercial sponsors and non-commercial research funders such as NIHR and Charities). Contact: [nicholas.good@nhs.net](mailto:nicholas.good@nhs.net)
- **R&D News Bulletin:** Producing, every other month, a [Research News Bulletin](#) rounding-up relevant local, national and sometimes international news items, forthcoming events, training and funding opportunities. This is aimed at both researchers and those supporting research at Barts Health and Queen Mary with a medical/ clinical slant. The presentation and tone are both accessible and professional. It is published on the JRMO website. Contact: [nicholas.good@nhs.net](mailto:nicholas.good@nhs.net)
- **General research communications:** Circulating, outside the context of the R&D News Bulletin, as and when necessary, professionally drafted and relevant communications to our researchers and those who support research at Barts Health and Queen Mary concerning research matters, news items, events, training and funding opportunities. Contact: [nicholas.good@nhs.net](mailto:nicholas.good@nhs.net)

## Researcher responsibilities

Researchers and others who use our services will:

- Request advice and support using the appropriate format (where relevant);
- Provide sufficient time to the team to effectively support the request (eg, at the beginning of a research project);
- Respond to requests for information to allow proper assessment, planning and execution of (to be agreed) tasks; and
- Comply with any stated terms and conditions attached to training courses, events and activities.

## Escalating issues

If you are unhappy with any of our services please contact the relevant senior manager:

- **Research Governance matters:** Mays Jawad, Research Governance Operations Manager [m.jawad@qmul.ac.uk](mailto:m.jawad@qmul.ac.uk)
- **Pre-award financial matters (costing and contracting):** Coleen Colechin, Senior Operations Manager [c.g.colechin@qmul.ac.uk](mailto:c.g.colechin@qmul.ac.uk)
- **Post-award financial matters (Barts Health):** Melissa Anderson, Head of Operations Barts (post-award) [melissa.anderson1@nhs.net](mailto:melissa.anderson1@nhs.net)
- **Post-award financial matters (Queen Mary):** Jan Clarke, Operations Manager Queen Mary (post-award) [j.e.clarke@qmul.ac.uk](mailto:j.e.clarke@qmul.ac.uk)
- **Clinical Research Facility and Business Development (Barts Health):** Jo Morgan, Associate Director of Research Development [jo.morgan7@nhs.net](mailto:jo.morgan7@nhs.net)
- **Public and patient engagement:** Neeta Patel, Associate Director, Engagement and Diffusion [neeta.patel6@nhs.net](mailto:neeta.patel6@nhs.net)
- **Other matters (Barts Health):** Gerry Leonard, Director of Research Development [gerry.leonard@nhs.net](mailto:gerry.leonard@nhs.net)
- **Other matters (Queen Mary):** Sharon Ellis, Director of Research Services [Sharon.ellis@qmul.ac.uk](mailto:Sharon.ellis@qmul.ac.uk)

JRMO, October 2020