



## **NHS Clinical Trial Standards Continue to Elevate as Central London Community Healthcare NHS Trust Achieves Workforce Quality Accreditation**

London and Maidenhead, United Kingdom, 7 May April 2024 – NHS clinical trial standards continue to elevate as the Central London Community Healthcare (CLCH) NHS Trust has been awarded the IAOCR Workforce Quality Accreditation (WQA). The International Accrediting Organization for Clinical Research ([IAOCR](#)), assesses organisations to the highest internationally recognised quality standards for clinical research workforce practices, and following an in-depth review and assessment, awarded CLCH the WQA Bronze level.

The [WQA](#) quality mark evidences that participating sites are operating to the highest global standards for their clinical research workforce, and builds confidence for patients, clinical trial sponsors and CROs that research is in safe hands. The CLCH team demonstrated real strength across employee health and wellbeing, leadership and partnerships. The IAOCR assessors noted that “the leadership demonstrated is to be commended and the resources available to staff are some of the best I have come across and it is great to see how well they are embedded in the organisation.”

"It was really important to me that the CLCH team underwent the WQA process; this is an organisation and team that I believe consistently deliver above and beyond, but this independent verification is important to demonstrate our high quality standards to the clinical research community," explains Simon Lewis, Head of Research & Development at Central London Community Healthcare NHS Trust. "We found the process in-depth and enlightening with a real emphasis on valuing the positive contributions of our teams. It has helped us identify areas we can evolve and develop so that we can continue to maintain and excel in our standards. We really hope we inspire other NHS Trusts to see how efficiencies can be made to improve the overall workforce processes, invest in and engage teams and strive to achieve the WQA quality standards."

The IAOCR internationally recognised WQA standards have been developed with and endorsed by key stakeholders from across the global industry. IAOCR accredits and certifies clinical research organisations by independently quality assuring both Clinical Research Professionals (at the individual level) and workforce processes (at the organisational/site level), to the highest global standards. WQA provides a clear benchmark of quality and excellence in workforce practices, offering employees within the organisation a point of pride, whilst also providing sponsors and CROs seeking clinical trial partnerships, formal evidence of workforce quality and reassurance of world-class trial delivery.

"It was a real pleasure to work with the CLCH team on the Workforce Quality Accreditation process. The positivity and dedication of the team really shone through during the discussions that were had for CLCH," outlines Sarah Everitt, VP Operations, IAOCR and GCSA. "The WQA assessment has a systemised approach to achieving employer goals through increased workforce performance & engagement; this achievement is a great reflection on CLCH's strong, supportive leadership and the focus that is in place in relation to employer best practices."

The WQA quality mark acknowledges a high-performing clinical research 'workforce of excellence' with fit-for-purpose processes and procedures that reduce risk to patients, research and reputations. WQA ensures sites and companies have a "right first time" and "quality built in" workforce ecosystem that enables compliance with ICH-GCP by focusing on global best practices related to team performance and competence.

Whilst clinical research is a highly-regulated industry, until now there have been no established standards by which sites can demonstrate that they are able to meet the expectations of sponsors, CROs and patients, and no way for sponsors or CROs to select clinical research sites based on clear



quality standards which have been independently assessed at the organisational level. In ongoing collaboration with the industry, IAOCR and their sister organisation GCSA (Global Clinical Sites Accreditation), set these much-needed industry standards for research sites to strive for and achieve, allowing research professionals, research organisations and sites to evidence and communicate their capabilities and differentiate in a crowded and increasingly competitive marketplace. Beyond the assessment and accreditation process, where required, IAOCR and GCSA deliver individual, practical support on any areas identified for development to meet the quality standards and will work collaboratively with sites to achieve this.

To learn more about IAOCR or GCSA and how we can support your business please visit [iaocr.com](http://iaocr.com), get in touch via email: [info@iaocr.com](mailto:info@iaocr.com) or call:

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#### **Notes to editors:**

##### **About Central London Community Healthcare NHS Trust:**

Central London Community Healthcare NHS Trust (CLCH) is the largest community provider in England and provides community health services to more than two million people across eleven London boroughs and Hertfordshire.

##### **About IAOCR:**

IAOCR is The International Accrediting Organisation for Clinical Research. We are the only organisation in the world to accredit Clinical Research Professionals to international standards. Through robustly accrediting competence, IAOCR reduces risk to patients, clinical research and reputations - whilst improving compliance and bringing valuable new treatments to market more quickly and safely.

IAOCR competency verification, assessment processes, quality assurance and accreditations have been built specifically for the clinical research industry in collaboration with industry experts globally. They provide a quality standards and distinctive and recognisable professional certification marks to organisations committed to globally consistent, high quality clinical trials workforces.

We believe that clinical trial patients anywhere in the world deserve the best protection in terms of rights and wellbeing. Therefore, in addition to providing accreditation, certification, quality assurance and consultancy services, IAOCR works with industry leaders and regulators around the globe to develop best practice guidelines. To find out more visit: [iaocr.com/resources/](http://iaocr.com/resources/)

##### **About Workforce Quality Accreditation (WQA):**

The Clinical Research Workforce Quality Accreditation was developed in collaboration with industry experts in response to demand from CROs and pharmaceutical companies. Awarded at the organisational level, IAOCR Workforce Quality Accreditation delivers:

- A systemised approach to achieving employer goals through increased workforce performance & engagement.
- Differentiation for service providers.
- Transparency for clients.
- Independent verification of embedded workforce competence and engagement of best practices.
- Reassurance of workforce quality globally.



**IAOCR**

The International Accrediting  
Organization for Clinical Research



**Central London  
Community Healthcare**  
NHS Trust

- Improved employee attraction, engagement and retention through an enhanced employer brand experience.
- Improved workforce effectiveness and efficiency leading to reduced costs and reduced risks.
- Embedding of a 'right first time' and 'quality built in' approach through workforce best practice processes.
- Expediting new treatments to market.
- A distinctive and clearly recognizable quality mark.