

iVolunteer

www.somethingtobeproudof.com



Welcome to the second edition of iVolunteer – our dedicated newsletter to keep volunteers up-to-date of what’s happening at ICON.



It has been a busy end to the year here at ICON and we wanted to take the opportunity to share some of our latest news and developments with you, our volunteers.

We are keen to keep an ongoing dialogue with you, so please keep sharing with us your experiences of ICON. We really appreciate your views and we want to keep on improving.

June 2010, saw the opening of our brand

new purpose built clinical unit within the campus of Manchester’s Royal Infirmary. In the last few months, it has been recognised by the Medicines and Healthcare Products Regulatory Agency (MHRA), having been awarded one of its highest accolades.

The ICON unit in Manchester has achieved Supplementary Accreditation which is the highest level of accreditation in Europe, demonstrating that the unit adheres to the highest clinical safety standards. It is only one of a handful of clinical research companies in the UK to achieve this status.

It is something we are very proud to have achieved. This world-recognised accreditation combined with our experience of having conducted over 1500 early phase studies, reinforces to you, our volunteers, that ICON is an industry leader in Phase I clinical research.

It further illustrates our commitment to safety.

If you are thinking of taking part in your first study or another study with ICON, we’d be delighted to hear from you. Feel free to drop us a line at volunteers.man@iconplc.com or visit our website www.somethingtobeproudof.com

We are looking forward to 2011 being another successful year for ICON as we continue to grow. Thanks for being a volunteer; we couldn’t move medicine forward without you. Hope you have a great Festive Season and we look forward to working together with you again in 2011.

**Gwen Aston,
Senior Director
& General Manager,
ICON Development
Solutions, Manchester**



INDUSTRY UPDATE ICON’s achievements globally



ICON has had a great year in 2010 all round, with continued growth and significant achievements. It currently has over 7000 employees worldwide, operating from 71 locations in 38 countries. Based on revenue, ICON is now the third largest Clinical Research Organisation in the world.

One of the biggest medical success stories that ICON has played a significant part in is the approval of Halaven by the US Food and Drug Administration (FDA). Halaven is a treatment option for late stage breast cancer.

The research revealed that “Halaven shows a clear survival benefit and is an important new option for women”.

ICON, in its locations across the world, was first involved with the clinical study around Halaven in 2006. Its continued involvement over the past four years has been pivotal in helping in the process to bring this new medicine to the market.

A drug development cycle can take up to 15 years including a number of stages. ICON is involved in all phases of drug development after the pre-human testing has taken place. ICON’s work is key to the development of drugs. The success of Halaven moving onto the next stage of development is testament to the value that ICON brings.

Meet ICON Manchester's volunteer team

If you haven't yet taken part in an ICON study, you may be wondering what happens during the recruitment process; who you would be dealing with and who you can approach with any questions about volunteering at ICON?

Well meet the Volunteer Team – these are the people involved in ensuring the volunteer recruitment processes run smoothly. As a volunteer you will probably get to know them pretty well. They are there to help you.

Rita, our Volunteer Application Administrator, reviews and processes initial applications from volunteers.

Magda and **Yvonne**, our Study Recruitment Coordinators, are in charge of booking initial screening appointments and liaising with volunteers to confirm their places on studies.

Sharon, our Volunteer Liaison Officer, welcomes all volunteers on their initial screening visits to the unit. She ensures this part of the process runs to plan.

Teresa, our Volunteer Screening Coordinator, is responsible for liaising with volunteers' GPs to gain medical records and checking volunteer records following screening.

Tom, our Manager of Volunteer Recruitment and Screening, heads up the volunteer team and is in charge of all these ladies. He looks at the feasibility of each potential study and represents the team to clients. He is also in charge of all the marketing campaigns you as volunteers will see and hear out there in newspapers and on the radio.



The team is a great mix of personalities and it's not just all about ICON. There are some interesting facts about some of them that you may not necessarily guess on first meeting.

One of the girls models wedding dresses at wedding fairs in her spare time. Another has served drinks to Take That in their early days and has given marital advice to Leo Sayer.

One team member has had lunch with Mr Gallagher (the father of the Oasis brothers) and jumped out of a plane from 4000m. And maybe the pinnacle is that one of the team once played trumpet for the Lancashire Orchestra.

We'll leave it to you to guess who has done what when you meet them!

Studies

2010 Studies

Six studies have already been completed in the new unit, since its opening in June.

Nearly 60% of volunteers in these studies have partaken in studies with ICON before.

2011 Forthcoming studies

There are many studies planned for 2011 with varying levels of commitment required and payment ranging from £1036 - £3056.

Look out for the following early 2011: Study involving short residential stays (4 nights x 2 stays) studying a treatment for haemophilia (ref 0009/010).

Study involving a mixture of residential stays and outpatient visits studying a treatment for acute coronary syndrome.

Your Feedback Counts



ICON prides itself in listening to its volunteers. The new Manchester unit is open to hear your feedback about your experiences as we are always looking to improve.

ICON has introduced a new style feedback form with a score rating for each area of the volunteer experience. ICON's Manchester unit took account of the fact that the catering provided during our trials was scoring low on

your feedback forms, so in autumn; we took the decision to appoint a new caterer and improve our offering. Since the introduction of a new caterer and menu, the feedback forms have proven that we took the right steps to improve our service.

The new menu provides volunteers with better quality, bigger portions and more variety. All the meals are nutritious and healthy ensuring that all dietary requirements are well catered for.

As a result of feedback, there's now also an increased availability of drinks between meal times.

Your FAQs

Q. Are my travel expenses reimbursed?

A. An amount for travel expenses is included in your study payment. Should you not take part in the study, a screening attendance fee will be paid within 10 working days of the study start date to contribute towards your expenses.

Q. What happens during the screening?

A. You will have a 1:1 discussion with the study doctor who will check your understanding of the study. Once you have given your consent to take part in the study, your medical will begin. Procedures vary from study to study but will usually entail checking your heart and blood pressure. Samples will be taken to check for any infections, and to ensure there are no traces of alcohol and/or drugs in your system.

Feedback

Please send your feedback and suggestions for features in future editions of 'iVolunteer' to ivolunteer@iconplc.com

Refer-A-Friend

Receive
£25

If you know anyone who would also like to do something to be proud of, you will receive £25 if they go on to complete a study. If they are interested in taking part in a study, just ask them to apply online at www.somethingtobeproudof.com and quote your name as the person that recommended them.

Contact us and keep in touch

Please ensure we have your most up-to-date contact details.

Clinical Research Study Volunteers

Registered address: ICON Development Solutions, Skelton House, Manchester Science Park, Lloyd Street North, Manchester, M15 6SH. Tel: 0800 328 8000.



A Symbol of Excellence