

MANAGEMENT OF PROTOCOL AND GCP DEVIATIONS AND VIOLATIONS

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1 INTRODUCTION

- 1.1 The Academic & Clinical Central Office for Research & Development (ACCORD) is a joint office comprising clinical research management staff from NHS Lothian (NHSL) and the University of Edinburgh (UoE).
- 1.2 The Chief Investigator (CI)/Principal Investigator (PI) should not implement any deviation from, or changes to the protocol without prior review of an amendment, and documented approval/favourable opinion from the Sponsor/Research Ethics Committee and the Competent Authority and R&D (if applicable), except where necessary to eliminate an immediate hazard(s) to trial subjects.
- 1.3 A departure from the approved clinical trial protocol or from Good Clinical Practice (GCP) must be identified and recorded as a deviation or a violation (definitions and examples are provided in the Table below);

	Definition	Examples
Deviation	Any change, divergence, or departure from the study design, procedures defined in the protocol or GCP that does not significantly affect a subjects rights, safety, or well-being, or study outcomes.	<ul style="list-style-type: none"> • Visit date outside the study visit window; • Missed or incomplete study procedure (e.g. lab test); • Missed or incomplete study evaluation (e.g. exam).
Violation	A deviation that may potentially significantly impact the completeness, accuracy, and/or reliability of the study data or that may significantly affect a subject's rights, safety, or well-being	<ul style="list-style-type: none"> • Failure to obtain informed consent; • Enrolment of participants that do not meet the inclusion/exclusion criteria; • Undertaking a trial procedure not approved by REC, Licensing Authority or NHS R&D (unless for immediate safety reasons); • Failure to report adverse events, serious adverse events or SUSARs in accordance with requirements, such that trial participants, or the public, are put at significant risk or risk of harm; • Investigational Medicinal Product(s) dispensing, labelling or dosing error.

2 PURPOSE

- 2.1 To record the procedure of identifying, documenting and reporting deviations and violations in studies sponsored by NHSL and/or UoE, and the management of these reports by ACCORD Quality Assurance (QA).

3 SCOPE

- 3.1 This procedure is relevant to researchers conducting studies sponsored by NHSL and/or UoE, and all members of ACCORD personnel who manage, coordinate or advise on clinical research sponsored or co-sponsored by NHSL and/or UoE.

4 RESPONSIBILITIES

- 4.1 The PI, and clinical team on site, are responsible for identifying deviations or violations as they occur.
- 4.2 Responsibility for completing the forms and maintaining the log may be delegated to suitably qualified named persons on the Study Delegation Log.
- 4.3 The PI is responsible for review of deviations and violations at their site.
- 4.4 The QA Manager and QA Coordinator, or designee, are responsible for reviewing, logging and tracking reported deviations and violations in the ACCORD Quality Management System (QMS).
- 4.5 The QA Manager and QA Coordinator are responsible for trending deviations and violations and reporting results to the Senior Clinical Trials Monitor and/or Heads of Research Governance (NHSL and UoE). They are also responsible for assessing violations to determine if they constitute a serious breach of the protocol or GCP.
- 4.6 The Senior Clinical Trials Monitor is responsible for taking necessary action to address study specific trends and other significant findings, where applicable.

5 PROCEDURE

5.1 Recording and Reporting: Deviations

- 5.1.1 Once identified, the PI, or designee, will record the deviation in the deviation log (CR010-T01).
- 5.1.2 Corrective action is the immediate action taken when a deviation is discovered. The PI, or designee, will detail in the deviation log how the deviation was corrected (if applicable) at the time of discovery, and how this will be documented in the ISF.

- 5.1.3 Preventative action includes investigation into the root cause of the deviation and the actions taken to ensure the deviation is not repeated. The PI, or designee, will detail in the deviation log how recurrence of this deviation will be prevented and how this will be documented in the ISF.
- 5.1.4 Corrective and preventative action closure (i.e. when actions are complete) will be documented in the deviation log by the PI, or designee.
- 5.1.5 The deviation log will be sent to the Sponsor **quarterly**, unless a specific timeframe is detailed in the protocol.
- 5.1.6 A new deviation log will be started at the beginning of each reporting period, continuing the event number sequence from the previous deviation log.
- 5.1.7 Deviation logs can be sent to the ACCORD office by fax if permitted by local policies (+44 (0)131 242 9447), in person, by e-mail (QA@accord.scot) or by post (FAO Quality Assurance at the address provided at www.accord.scot). Form CR010-F02 (Fax Cover Sheet – Protocol Deviation Log/Violation Form) will be used if delivering by fax.
- 5.1.8 The QA Manager, QA Coordinator, or designee, will acknowledge receipt by signing the log and providing a copy of the signature page to the individual who submitted the report. This can be sent by e-mail or fax.
- 5.1.9 The QA Manager, QA Coordinator, or designee, will assess the events in the log to ensure each has been correctly classified as a deviation, and will review corrective and preventive actions to ensure they are adequate to remedy the event and prevent recurrence.
- 5.1.10 Any issues or inconsistencies identified will be communicated to the individual who submitted the report, the Trial Manager, or the PI.
- 5.1.11 If resolution cannot be achieved, the matter will be referred to the Heads of Research Governance (NHSL and UoE) and/or the ACCORD Senior Management team (SMT).
- 5.1.12 The QA Manager or QA Coordinator will log and track received deviation logs in the QA Deviations & Violations folder in the ACCORD QMS.
- 5.1.13 The QA Manager, or designee, will review deviations for trends within each study and global trends, and report these to the Heads of Research Governance (NHSL and UoE) and the Senior Clinical Trials Monitor as a minimum quarterly (± 2 weeks).
- 5.1.14 The Senior Clinical Trials Monitor, or designee, will take actions to address study specific trends and other significant findings where applicable.

5.2 Recording and Reporting: Violations

- 5.2.1 If a deviation is assessed as a violation, a Protocol Violation Reporting Form (CR010-F01) must be completed by the site PI, or designee.
- 5.2.2 Corrective action is the immediate action taken when a violation is discovered. The PI, or designee, will detail in the violation report form how the violation was corrected (if applicable) at the time of discovery, and how this will be documented in the ISF.
- 5.2.3 Preventative action includes investigation into the root cause of the violation and the actions taken to ensure the violation is not repeated. The PI, or designee, will detail in the violation report form how recurrence of this violation will be prevented and how this will be documented in the ISF.
- 5.2.4 Corrective and preventative action closure (i.e. when actions are complete) will be documented in the violation report form by the PI, or designee.
- 5.2.5 The PI, or designee, will document their investigation conclusion in the violation report form i.e. has the violation had an actual impact on the participants safety or the study outcomes and how this is known.
- 5.2.6 Violation forms must be submitted to the ACCORD office within 3 days of becoming aware of the violation.
- 5.2.7 Forms can be submitted by fax if permitted by local policy (+44 (0)131 242 9447), in person or by e-mail (QA@accord.scot). Form CR010-F02 (Fax Cover Sheet – Protocol Deviation Log/Violation Form) will be used if delivering by fax.
- 5.2.8 The QA Manager, QA Coordinator, or designee, will acknowledge receipt by signing the form and providing a copy of the signature page to the individual who submitted the report. This can be sent by e-mail or fax.
- 5.2.9 The QA Manager or QA Coordinator will log received violation reports in the QA Deviations & Violations folder in the ACCORD QMS.
- 5.2.10 The QA Manager, QA Coordinator, or designee, will assess the event to ensure it has been correctly classified as a violation, and will review corrective and preventive actions to ensure they are adequate to remedy the event and prevent recurrence.
- 5.2.11 On review of the actions taken at section 4 of the Protocol Violation Reporting Form (CR010-F01), where actions required have the potential to impact the study, the QA Manager, QA Coordinator, or designee may seek guidance from NHSL and UoE sponsor representatives as well as the CI.

- 5.2.12 Any issues or inconsistencies identified will be communicated to the individual who submitted the report, the Trial Manager and/or the PI/CI.
- 5.2.13 If resolution cannot be achieved, the matter will be referred to the Heads of Research Governance (NHSL and UoE) and/or the ACCORD SMT.
- 5.2.14 The QA Manager, QA Coordinator, or designee, will assess if the violation could meet the criteria for a serious breach of the study protocol/GCP in accordance with SOP CR003 (Notification of Suspected Serious Breaches of GCP or the Study Protocol and Suspected Investigator Research Fraud/Misconduct). This assessment will be documented in the QA Deviations & Violations folder in the ACCORD QMS.
- 5.2.15 If the violation constitutes an Urgent Safety Measure, as described in SOP CR005 (Identifying, Recording and Reporting AEs for CTIMPs), this should be indicated on the form.
- 5.2.16 The QA Manager, or designee, will review violations for trends within each study and global trends and report these to the Heads of Research Governance (NHSL and UoE) and the Senior Clinical Trials Monitor as a minimum quarterly (\pm 2 weeks).
- 5.2.17 The Senior Clinical Trials Monitor, or designee, will take actions to address study specific trends and other significant findings where applicable.

5.3 Filing Deviation Logs and Violation Reports

- 5.3.1 Original deviation logs and violation forms are essential documents and will be stored in the Investigator Site File (ISF) by the PI, or designee.
- 5.3.2 Copies of these documents will be retained in the Trial Master File (TMF) or Sponsor File, together with any communication regarding resolution of corrective/preventative action.

6 REFERENCES AND RELATED DOCUMENTS

- CR010-F01 Protocol Violation Reporting Form
- CR010-F02 Fax Cover Sheet – Protocol Deviation log/Violation Form
- CR010-T01 Protocol Deviation Log
- CR005 Identifying, Recording and Reporting AEs for CTIMPs
- CR003 Notification of Suspected Serious Breaches of GCP or the Study Protocol and Suspected Investigator Research Fraud/Misconduct
- The Medicines for Human Use (Clinical Trials) Act (SI 1031), as amended
- ICH-GCP E6 Guidelines

7 DOCUMENT HISTORY

Version Number	Effective Date	Reason for Change
1.0	22 MAR 2011	New Procedure.
2.0	07 MAY 2013	Change to deviation log timelines and reviewer. Minor adjustment to violation definition.
3.0	30 MAY 2016	New SOP template and SOP title. Changes in responsibilities for review, logging, trending and reporting deviations/violations, including confirmation of receipt by signing log/form. Additional information added to 5.1.11/5.2.12 regarding resolution of issues. Formatting and wording changed throughout document including changes to Sponsor website and e-mail address. Additional information added to sections 5.1-5.3 regarding retention of documents electronically on the ACCORD QMS and in TMFs/ISFs/Sponsor Files.
4.0	15 SEPT 2016	Additional information added to section 5.2.11 regarding input sponsor representatives and the CI. Section 5.2.12 updated to include the CI.

8 APPROVALS

Sign	Date
Signature kept on file AUTHOR: Heather Charles, QA Manager, NHS Lothian, ACCORD	
Signature kept on file APPROVED: Fiona McArdle, Deputy R&D Director, NHSL, ACCORD	
Signature kept on file APPROVED: Marise Bucukoglu, Head of Research Governance, University of Edinburgh, ACCORD	
Signature kept on file AUTHORISED: Lorn Mackenzie, QA Coordinator, NHSL, ACCORD	

Parties using this SOP must visit www.accord.scot to guarantee adherence to the latest version.