



Orbit360 is a dedicated end-to-end patient and colleague feedback and colleague feedback system that integrates directly to the Medical Appraisal Revalidation System (MARS).

The system has been developed by the Revalidation Support Unit and Digital Team, as part of Health Education and Improvement Wales, to support all doctors with a prescribed connection to an NHS designated body in Wales

Guidance on completing your feedback

As part of your revalidation, the GMC require you to collect formal feedback from your colleagues and your patients at least once per revalidation cycle. Orbit360 allows you to collect feedback via a seamless and intuitive interface which links directly to your MARS account.

Below is a full list of Frequently Asked Questions & suggestions to ensure the process is easy & efficient.

A full list of FAQs can be found [here](#).

Colleague Feedback



15 responses required



8 weeks to collect required feedback



Feedback collected electronically

Patient Feedback



34 responses required



8 weeks to collect required feedback



Paper based or online responses

Selecting a Supporting Medical Colleague

The role of the Supporting Medical Colleague (SMC) in the process is to help you reflect on your feedback – both positive and negative. **Your SMC must be a medical colleague and not a relative.**

Your SMC will;

- ❖ Verify the list of colleagues that you have selected, you should ensure that list represents colleagues from across your whole practice
- ❖ Your report will be released to your SMC
- ❖ They should provide feedback to you on the report
- ❖ They will then release the report to you



Colleague Feedback

Email Addresses

Ensure you have entered the correct email address for your SMC & Colleagues or they won't receive the invite to participate

Scope of Work

Ensure you select a minimum of 15 colleagues covering the full scope of your practice (e.g. Nurses, Administration staff, clinical colleagues)

Notifications

Your colleagues will receive regular reminders to participate until they complete the feedback or decline the invitation



INITIATE YOUR SURVEY FROM ORBIT360

You can then input your SMC and Colleague details simultaneously, as well as completing your self-assessment.

IF YOU HAVE RECEIVED 15 RESPONSES AFTER 8 WEEKS ELAPSE, THE REPORT WILL AUTOMATICALLY GENERATE

OR REQUEST THE REPORT IS REVIEWED EARLY IF YOU HAVE RECEIVED AT LEAST THE MINIMUM REPOSSES REQUIRED

ONCE THE SMC RELEASES THE REPORT, YOU'LL BE ABLE TO VIEW THIS IN YOUR ACCOUNT AND DOWNLOAD A PDF VERSION

THE REPORT WILL BE MADE AVAILABLE BY YOUR SMC

If you are completing a patient feedback at the same time, the SMC will receive a combined report once both surveys are complete.



Patient Feedback

Email Addresses

You are able to generate, download & Print patient forms from your Orbit360 account- this will allow you to start your patient feedback straight away

Administrator

Ensure you select a minimum of 15 colleagues covering the full scope of your practice (e.g. Nurses, Administration staff, clinical colleagues)

Questionnaire

Your colleagues will receive regular reminders to participate until they complete the feedback or decline the invitation



Addysg a Gwella Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)



INITIATE YOUR SURVEY FROM ORBIT360

You can then input your SMC and Colleague details simultaneously, as well as completing your self-assessment.

IF YOU HAVE RECEIVED 34 RESPONSES AFTER 8 WEEKS ELAPSE, THE REPORT WILL AUTOMATICALLY GENERATE

OR REQUEST THE REPORT IS REVIEWED EARLY IF YOU HAVE RECEIVED AT LEAST THE MINIMUM REPOSES REQUIRED

ONCE THE SMC RELEASES THE REPORT, YOU'LL BE ABLE TO VIEW THIS IN YOUR ACCOUNT AND DOWNLOAD A PDF VERSION

THE REPORT WILL BE MADE AVAILABLE BY YOUR SMC

If you are completing a patient feedback at the same time, the SMC will receive a combined report once both surveys are complete.



Frequently Asked Questions

How do I initiate my survey?

If you are a Doctor with a Prescribed Connection in Wales you can initiate a survey directly from your Orbit360 account.

There will be a link from your Medical Appraisal Revalidation System (MARS) that will direct you to the [Orbit360 homepage](#). Once you have logged in you should go to 'Manage Feedback' and select 'Initiate Survey'

What happens when I initiate a survey?

Orbit360 can *automatically* approve the request to initiate a survey should you meet the criteria.

When your request is automatically approved you are able to input your Supporting Medical Colleague (SMC) details and a list of colleagues. You will then be able to download your patient forms and relevant guidance.

If you do not meet the above criteria the request will be re-directed to your designated body (e.g Health Board) to manually review. Please ensure your contact details are correct on the Orbit360 system.



I don't see patients, what is the process for me?

If you do not see patients it may be appropriate for you to complete colleague feedback only. The GMC advise;

“If you don't treat patients directly, you should think more broadly about who can give you feedback from the perspective of those you work for as a doctor. For example, clients, appraisees, customers and recipients of reports you provide (who could be other doctors) or medical students. If you can collect feedback from these types of people then you should.

If you are unable to collect patient feedback from either your patients directly or other alternatives, you must discuss this with your Responsible Officer”.

Contact details for your designated body can be found [here](#).

Who should facilitate/administer patient questionnaires?

Doctors should not be able to view individual patient or colleague responses, in clinical settings the survey pack can be distributed by reception or other clinical staff. Wherever possible, the questionnaires should not be distributed directly by the doctor, however, in some settings, the doctor may need to approach and distribute the survey themselves at the end of the consultation. Further information from the GMC on this can be found [here](#).

How can I monitor the progress of my report?

At any stage you can login to your Orbit360 account to monitor the progress of your reports 'live'. You will be able to see how many responses you have received, how many responses are outstanding (to meet the threshold) and how long you have remaining- this is available for both patient and colleague feedback.

A full list of Frequently Asked Questions can be found [here](#).

