

Orbit360 Doctor process video transcript

- 00:00 Doctor role – patient and colleague feedback.
- 00:09 You can undertake your patient and/or colleague feedback on Orbit360 and can complete your feedback at any point during your revalidation cycle. To initiate a patient and/or colleague feedback exercise go to ‘Manage Feedback’ and ‘Initiate Survey’.
- You’ll need to select a Supporting Medical Colleague (SMC), complete your self-assessment, enter a colleague list (minimum threshold is 15) and download your patient feedback forms (minimum threshold is 20). You will download 30 forms, with the aim of attaining the 20 responses. Patient forms should be distributed, where possible, by a Local Survey Administrator (LSA) - this is an independent third party. However, in some settings the doctor may need to approach and distribute the feedback themselves.
- You are given 12 weeks to undertake your patient/colleague feedback from when your survey is approved, but if you haven't met the thresholds by this deadline, you are automatically given a further 12 week extension. After this point, if you have not reached your thresholds your surveys will go into 'paused'. You should then contact your Designated body who will be able to extend your surveys further.
- This short video will show you the Orbit360 process if you initiate both patient and colleague feedback. We are using Google Chrome in this video.
- There is no audio in this video.
- 01:01 If you have an account on Orbit360 you can login and begin your feedback process.
If you have not used Orbit360 before then you will need to register.
Click the ‘Register’ button’.
- 01:16 Complete all fields. If you are a PHW Consultant select that as your profession. For all other professions select ‘Doctor’.
- 01:23 Once you have registered, you will receive an email to verify your email address. You can then log into Orbit360.
- 01:36 To initiate a patient and/or colleague feedback exercise go to ‘Manage Feedback’ and ‘Initiate Survey’.
- 01:45 You can complete your patient and colleague feedback at the same time or separately.
- 02:00 Orbit360 will automatically select both surveys. If you want to complete both click on submit.
If you select to do them separately you can untick one option. You need to complete that survey before you can initiate a new one
- 02:24 If your criteria matches, you can start your survey straight away.
- 02:26 If your criteria doesn’t match, your request will be pending and need approval from your Designated Body
Orbit360 will:
- Check you have not completed feedback previously in your Revalidation cycle
 - Check your Designated Body in MARS is the same as Orbit360
 - Check your Designated body on MARS matches your prescribed connection on GMC Connect
- 02:53 You need to select a Supporting Medical Colleague (SMC) who will review your colleague list (if applicable) to ensure this represents colleagues from across your whole practice.
- 03:03 The SMC will also review your report prior to releasing this to you and provide appropriate reflection.
- 03:22 If your SMC is unexpectedly unable to continue in the role, you can request a new SMC.
If your SMC has not accepted/declined the SMC request select ‘Cancel SMC request’. You can then enter the details of your new SMC.

- 03:40 If your SMC has already accepted the request, you can select 'Change SMC'. You can then input the details of your new SMC. This change is not made immediately, this triggers a notification to the Revalidation team in your Designated body who will review this. They will then accept or reject the change.
- 04:03 You will need to complete your self-assessment (this only appears if you have chosen colleague feedback) .
- 04:35 You can download your first batch of 30 forms. Patient forms are available in Welsh, English or a batch of online codes.
- 04:44 Each form has a unique code identifiable to the user so should not be used more than once.
Where possible, this process should be facilitated by your Local Survey Administrator (LSA).
- 05:07 In this scenario I have selected to download a batch of English forms.
- 05:16 This download can take a while, please remain on the page while the document downloads.
The download may open automatically or end up in your downloads folder depending on the laptop or computer being used.
- 05:29 You also need to download the supporting guidance to distribute to patients with the survey.
- 05:44 Once downloaded, please save to your device or print the document straight away.
- 06:00 You can generate additional forms by inputting the number of forms you wish and click '+Generate'.
Please note: You can generate as many forms as you wish, this will not affect your progress.
- 06:19 In this scenario I have chosen 'Only Codes'.
If you choose this option it will download a PDF with a list of unique codes for the patient to use electronically. You can text or email the patient the survey web address and unique code so no paper form is needed.
- 06:42 Now you can input your colleague list by going to '3.Manage Surveys' and 'Manage Colleague Survey'.
- 06:50 Please ensure that your colleague list has a good spread of colleagues from across your work.
- 07:04 You can also add more colleagues to take you over the minimum responses by using the 'Add 5 more' button.
- 07:15 You can save the list at any time.
Once you hit save, this will show the yellow padlock icon next to the names.
- 07:24 You can 'submit to SMC' once happy - they will review the list to ensure it covers your whole practice.
When your SMC accepts the list of 15+ colleagues, notifications will automatically be sent to colleagues to begin obtaining feedback.
- 07:40 This list may be sent back to you to review if the SMC declined any colleagues or wanted more added. You may need to add on some more names. Once you are happy and have a minimum of 15 colleagues, you can submit the colleague list again for review.
If they decline any names, they will be removed when you submit the list again.
- 07:58 The key indicates your progress.
In this scenario you can see the names have not been reviewed yet.
- 08:05 You can view your colleague list at any time using the 'View list' button above your progress bar.
- 08:14 At any time while active, you can add more colleagues.
If you add on any additional colleagues, you will not need approval from the SMC, these notifications will be sent automatically.
- 08:26 This is the stage now where colleague emails have been sent and the LSA has distributed your patient forms – you begin obtaining feedback.
You can monitor your feedback progress at any time via the progress bars on your 'Manage Feedback' tab. They will show you many responses you have had and your closing date.

- 08:46 Once you have met the thresholds, Orbit360 allows you to release your report early to the SMC for review before your closing date via the 'Request report from SMC' button under your progress bars.
- 09:00 You do not have to request early release, you can wait until your closing date to obtain more feedback. Once you get to your closing date, your report will automatically be sent to your SMC for review if all thresholds have been met. Your feedback will then close, and you can no longer obtain feedback.
- 09:18 As soon as you request early release, your feedback will close, and you can no longer obtain feedback and this cannot be reversed.
- 09:30 Your report is now with your SMC for review. We recommend that you meet with them to discuss the feedback before it is released back to you.
- 09:39 You will be notified by email when the report has been sent back to you. Your SMC will add a comment which will be included in the email
- 09:50 When your report has been released, you will be able to download it from the 'Completed Reports' tab.
This has all your previous reports saved, so if you need to access them again you can do so via this tab.
- 10:08 You will need to click 'View' to see the report.
- 10:24 Within the report you will see collated data. It also shows you graphs that display the average responses and allows you to compare these against 'All Wales'.
- 10:54 Here you can download and print the report.
- 10:59 The report can then be uploaded into Medical Appraisal Revalidation System (MARS). You will need to create a 'Feedback' entry in MARS, upload your report/s and reflect on the feedback you're received.
The most important part of the exercise is the reflection, planning for change and need for development aspects which only come after reviewing the completed report.
- 11:27 You are now back at the beginning of the process and can initiate a new survey as part of your next Revalidation cycle.
Your login details remain the same, you do not need to create a new profile.
- 11:37 Orbit360 has a 'paused' function – if you have extenuating circumstances (e.g. maternity leave or long-term ill health), you can request that your feedback exercise be 'paused'. You should discuss this with your Designated Body who can advise what is suitable for your individual circumstances. While your account is paused:
Your 'closing date' will be suspended. Once your feedback process is resumed, your closing date will be extended by your Designated Body. Any feedback responses received from colleagues or patients will be saved in your progress. Most functions will be locked, you cannot add additional colleagues, generate patient feedback forms or request your report while your feedback process is paused. Once you are ready to resume your feedback, you should contact your Designated Body to do so. Please note, there is also the option to 'reset' your account, but when resetting all information will be lost.
- 12:22 If you have any questions, please get in touch with your Designated Body or contact the Orbit360 Team: HEIW.Orbit360@wales.nhs.uk
For a full list of FAQs and a Designated Body contact list, please visit: www.orbit360faq.heiw.wales
Created by the Revalidation Support Unit, Health Education and Improvement Wales.