How to download Orbit360 patient forms transcript

00:00   How to download Orbit360 patient forms

00:08   How will I receive the patient questionnaires?
Once your request to undertake patient feedback has been approved, you must download your patient feedback forms from Orbit360.
You can download the surveys in English, Welsh or online codes. You should save the file or print the downloaded file straight away. Please ensure you also download the Patient Guidance that patients should read prior to completing the survey.
Where possible, you will need to nominate a Local Survey Administrator (LSA) to help distribute the patient forms. However, in some settings the doctor may need to approach and distribute the survey themselves at the end of the consultation.
Please note: we can only accept forms that have been downloaded from Orbit360.
There is no audio in this video.

00:51   We follow the GMC guidelines to determine the number of responses required to generate a *meaningful* report. You will need to collect a minimum of 20 patient responses towards this formal feedback exercise.
The GMC advise that your forms should be distributed to consecutive patients (where possible) with the hope of obtaining 20 responses to meet the threshold.
This short video will show you how to download patient feedback forms after initiating your feedback. We are using Google Chrome in this video.

01:22   Select 'Manage Feedback'.

01:39   You can download your first batch of 30 forms.

01:44   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).

02:04   Patient forms are available in Welsh, English, or a batch of online codes.

02:10   In this scenario I have selected to download a batch of English forms.

02:29   Once downloaded, please save to your device or print the document straight away.

02:45   Each form can be printed off and completed.
Alternatively the patient can use the QR code or the survey web address and enter the unique Access Code to complete the survey online.

02:59   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.

03:28   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.

03:46   Please note: if a patient is given an online access code, the corresponding form would need to be discarded.

04:02   Once downloaded, please save to your device or print the document straight away.

04:15   You also need to download the supporting guidance to distribute to patients with the survey.

04:34   Things to remember:
- Ensure each patient is given a unique code/form. The codes can only be used once and Orbit360 will not upload multiple feedbacks against the same code.
- You require 20 patient feedback responses to meet the threshold.
- If returning the feedback forms via email, please collate the patient feedback forms and return to us in one batch once sufficient forms have been completed.
Please ensure:
You do not send forms with staples.
Where possible, the forms are double sided and files are PDF documents.
Scans are clear and the full form is visible in the picture (all QR codes must be straight and visible to ensure the forms reading software can allocate the forms correctly).
If you are posting the forms back, please take a copy of the forms before sending.

05:24   You can return the patient forms via post to;
Revalidation Support Unit - Orbit360, Ty Dysgu, Cefn Coed, Nantgarw, CF15 7QQ
or via email to; HEIW.Orbit360@wales.nhs.uk
If you have any questions, please contact the Orbit360 Team:
HEIW.Orbit360@wales.nhs.uk
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