

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



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

## Guidance on completing your feedback

As part of your revalidation, the General Medical Council (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 some further guidance, along with some [Frequently Asked Questions](#) & suggestions to ensure the process is easy and efficient.

At each appraisal you should reflect on any other sources of patient feedback you can access, that give you helpful information about your practice. View the latest [GMC guidance on supporting information](#).

### Colleague Feedback



**15** responses required



**12** weeks to collect feedback



Feedback collected **electronically**

### Patient Feedback



**20** responses required



**12** weeks to collect feedback



Feedback can be collected **electronically or via paper forms**

## 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;



## Your 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 enter your SMC and colleague details simultaneously, as well as completing your self-assessment.

IF YOU HAVE RECEIVED 15 RESPONSES AFTER 12 WEEKS ELAPSE, THE REPORT WILL AUTOMATICALLY GENERATE

OR REQUEST THE REPORT IS REVIEWED EARLY IF YOU HAVE RECEIVED AT LEAST THE MINIMUM RESPONSES REQUIRED FOR ALL INITIATED SURVEYS

ONCE THE SMC RELEASES THE REPORT, YOU'LL BE ABLE TO VIEW AND DOWNLOAD THIS FROM YOUR ORBIT360 ACCOUNT



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.



GIG  
C. YMBL. I.  
NHS  
W. A. L. E. S.  
Addysg a Gwellia Iechyd  
Cymru (AuGIC)  
Health Education and  
Improvement Wales (HEIW)

# Your patient feedback

## Your patient forms

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

## Administration

You should ask a colleague to administer the printed forms on your behalf, a nurse, secretary or practice manager for example

## Questionnaires

A patient can complete a paper survey or they can complete this electronically using a unique, single use code.

\*please ensure forms are returned to the Orbit360 team & a report generated through Orbit360. **Do not upload patient feedback forms directly to MARS. We can only accept feedback forms downloaded from Orbit360. Please do not use forms printed from the GMC website. Each patient should be given a form with a unique code so we cannot accept photocopied forms.**



### INITIATE YOUR SURVEY FROM ORBIT360

You can then generate and download your patient feedback forms along with guidance needed for the process. **We can only accept feedback forms downloaded from Orbit360.**

IF YOU HAVE RECEIVED 20 RESPONSES AFTER 12 WEEKS ELAPSE, THE REPORT WILL AUTOMATICALLY GENERATE

OR REQUEST THE REPORT IS REVIEWED EARLY IF YOU HAVE RECEIVED AT LEAST THE MINIMUM RESPONSES REQUIRED FOR ALL INITIATED SURVEYS†

ONCE THE SMC RELEASES THE REPORT, YOU'LL BE ABLE TO VIEW AND DOWNLOAD THIS FROM YOUR ORBIT360 ACCOUNT



THE REPORT WILL BE MADE AVAILABLE TO YOUR SMC

If you are also completing a colleague 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. 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.

## 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](#).

## 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 online, or alternatively you can contact the Orbit360 team on [heiw.orbit360@wales.nhs.uk](mailto:heiw.orbit360@wales.nhs.uk).

