



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

Administrating the feedback survey

A doctor will identify an administrator at the start of the feedback process to collect patient feedback on their behalf. The doctor must not be given access to individual questionnaires.

If you have been asked to administer a doctor’s feedback, you should ensure that;



- The form you are providing the patient is for the correct doctor
- Every patient is given the opportunity to read the **‘Patient Guidance’** prior to completing the survey
- All questionnaires generated are distributed to patients
- All information will be held in line with data protection legislation
- If the patient has completed the feedback electronically, the corresponding paper form is discarded. **If a patient attempts to feedback on a paper form but the electronic code has been used, the feedback cannot be used.**

PLEASE DO NOT PHOTOCOPY FEEDBACK FORMS – if feedback is provided on a duplicate form it cannot be used towards the doctors feedback report.

The General Medical Council (GMC) questionnaire is designed to be administered to 30 consecutive patients (or carers) as a postconsultation or ‘exit’ survey. The questionnaire should take patients around 5 minutes to complete.

Patients should be encouraged, wherever possible, to complete the survey immediately after their appointment – either on paper or online. When a patient returns a completed survey, you should ensure this is kept securely prior to returning the forms to the Revalidation Support Unit (RSU).

“If the patient is a young child (under 12) or lacks mental capacity, a carer (or ‘proxy’) can complete it on the patient’s behalf. However a ‘proxy’ should not be used as a default for patients who require questionnaires in an alternative format – e.g. large print. However, there may be instances where you judge that it is not appropriate to seek feedback from a particular patient. Doctors and staff need to exercise professional judgement about the appropriateness of requesting feedback from a patient”

[General Medical Council – Working with doctors, working for patients]

How do you return the patient feedback forms?

Completed paper patient feedback forms can be returned in 2 ways;



- By posting them to **Orbit360 - Revalidation Support Unit, Ty Dysgu, Cefn Coed, Nantgarw, CF15 7QQ** (please take a copy of forms before posting)

OR

- You can [scan](#) the completed forms and email them to HEIW.orbit360@wales.nhs.uk (please ensure scans are straight and the QR code can be read)

You do not need to identify the doctor when returning the forms and please ensure any paper/ electronic copies are stored securely for **14 days** and disposed of after this point using confidential waste processes. The RSU securely keep a copy of the scanned patient forms for 1 year.

See a full list of our [Frequently Asked Questions](#).

