

Orbit360 – Doctor role - patient and colleague feedback (English)

- 00:02 Doctor role – patient and colleague feedback [typewriter sounds] [Orbit360 logo]
- 00:11 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 then need to select a Supporting Medical Colleague (SMC), complete your self-assessment, enter a colleague list (15) and download your patient feedback forms (20).
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, but if you haven’t met the thresholds by this deadline, you do have a further 2-week extension to complete your patient/colleague feedback.
- 00:26 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.
- 00:35 You’ll need to register for an account using the button on the right-hand side. This is a separate login to your MARS account.
Once you’ve registered and verified your email address you can login. If you need to reset your password, you can use the ‘Can’t login’ link to reset it
- 00:43 To initiate a patient and/or colleague feedback exercise go to ‘Manage Feedback’ and ‘Initiate Survey’.
- 00:54 You can either complete your patient and colleague feedback at the same time (recommended) or at separate times if more appropriate.
If you initiate both together, you must receive the minimum number of responses for both before your SMC can review your report
If you initiate only patient or colleague, you cannot initiate any further survey types until you have completed the active survey
- 01:10 If you meet the criteria, you can start the feedback process straight away. These are:
- 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
- 01:17 If your criteria doesn’t match, your request will be pending and need approval from your Designated Body (link to contact at the end of the video).
- 01:28 This is what your profile will look like if you do not automatically meet the approval criteria.
- 01:14 You need to select a Supportive Medical Colleague (SMC) who will review your colleague list (if applicable) to ensure this represents colleagues from across your whole practice.
- 01:22 The SMC will also review your report prior to releasing this for you to download
- 01:50 You can amend your SMC at any stage during the process via the ‘Change SMC’ button
- 01:34 You need to complete your self-assessment
- 2:27 You need to download your patient feedback forms. Patient forms are available in Welsh, English, large print or online codes only
Online codes allow you to distribute the survey link and code to a patient so they can complete the feedback electronically, in the same way a colleague does
- 02:41 Each form has a unique code, please DO NOT photocopy forms as the code will not work once it had already been used. The same applies to paper patient forms
- 02:55 You need to download the supporting guidance to distribute to patients to read prior to completing the feedback
Where possible, this process should be facilitated by your Local Survey Administrator (LSA), e.g. Secretary, Practice Manager, Receptionist etc.
- 02:39 This download can take a while, please remain on the page while the document downloads

- 03:07 The download may open automatically depending on your device settings. If not, this can be retrieved from your 'download' file on your device
- 03:26 Once downloaded, please save or print the documents straight away. You cannot re-download files from Orbit360, although the PDF will remain in your 'download' file
- 03:38 You can generate additional forms by inputting the number of forms you wish and click '+Generate'.
- 03:49 You can generate as many forms as you wish, this will not affect the progress of your feedback
- 04:03 You can enter your colleague list by going to the 'Manage Colleague Survey' tab
- 04:09 Please ensure that your colleague list has a good spread of colleagues from across your whole practice
You can save the list at any time and then, once you are happy and have 15 or more colleagues, this can be submitted to the SMC for review.
We recommend that you use work email addresses to reduce the chance of emails going into a junk/spam inbox and delaying your progress. This is applicable for your SMC and colleagues
- 04:25 Once you hit save, you will see the yellow padlock icon
- 04:27 You can add more colleagues to take you over the minimum responses by using the '+Add 5 more' button
- 04:34 You can 'submit to SMC' once your list is complete - they will review the list to ensure it covers your whole practice
When your SMC approves the list of colleagues, the notifications will automatically be sent to colleague to start obtaining feedback
- 04:44 If your SMC does not approve the list in its entirety, it will be sent back to you to review and you will need to re-submit the colleague list for review
- 04:51 When your SMC has accepted the request, and your colleague list, their comments will appear on screen when you next login
You can just 'x' these to remove these from the screen once viewed (if you cannot see the 'x' please zoom your screen out)
- 05:02 You can view your colleague list at any time using the 'view list' button above your progress bar
- 05:09 At any time while active, you can add more colleagues.
Any additional colleagues added after the initial list will not need approval from your SMC, these feedback requests will be sent immediately to your colleagues
- 05:16 At this point, you will start collecting feedback.
You can monitor your progress from the 'Manage Feedback' page
- 05:24 Here you will see your feedback progress bars
- 05:27 The progress bars show your thresholds and closing date
- 05:36 Once you have received the minimum responses for all active surveys, Orbit360 allows you to request early release of your report to your SMC
You can do so via the 'Request report from SMC' button under your progress bars
- 05:45 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
- 05:48 As soon as you request early release, your feedback will close, and you can no longer obtain any further feedback
This cannot be reversed
- 05:55 Your report is now with your SMC for review
We recommend that you meet with them (this can be virtually) to discuss the feedback and what this may mean for your practice
- 06:04 Once the SMC has released the report to you, any comments they have made will appear in the pop-up box
- 06:10 You can then download your report from the 'Completed Reports' tab
- 06:22 This stores all your previous reports generated by Orbit360

- You will need to click 'view' to see the report
- 06:33 From here you can 'Download' the report(s)
You can then upload into your Medical Appraisal Revalidation System (MARS) account. You 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 the completed report
- 06:45 You are not 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 account for any future feedback processes you undertake in Orbit360
- 06:53 Orbit360 had 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. When 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 colleague 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 is made available early to the SMC
-Your SMC will not be able to review or release 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 accounts, but when resetting all information will be lost
- 07:18 If you have not received the minimum number of responses after 14 weeks, your progress will automatically be paused also.
Please contact your Designated Body to discuss the next steps. These include extending the feedback process further if required [Orbit360 logo]
- 07:30 If you have any questions, please get in touch with your Designated Body or contact the Orbit360 Team:
[Orbit360 logo and Health Education and Improvement Wales logo]
- 07:32 heiw.orbit360@wales.nhs.uk
- 07:36 For a full list of FAQ's and a Designated Body contact list, please visit: www.orbit360faq.wales
- 07:38 Created by the Revalidation Support Unit, Health Education and Improvement Wales.
Sounds provided by www.zapsplat.com