

## Patient Information

### Providing Feedback

You may be asked to provide feedback on your doctor following an appointment with them.

It is not mandatory but we would encourage you to take part.



### Is the process anonymous?

Yes, please ensure you do not enter any personal information when completing the feedback. The responses are collated into a report by Orbit360 for the doctor to reflect upon.

### Further Information

Orbit360 compiles patient feedback into a report that the doctor will use to meet the requirements of revalidation.

The system was developed by the Revalidation Support Unit (RSU) & Digital team within Health Education and Improvement Wales (HEIW).



### How do I provide feedback?

You have been asked to provide feedback and have an opportunity to read some guidance on completing the survey. You can then provide feedback in two ways;

1. Complete a **paper feedback** survey and follow the instructions set by the person facilitating the process
2. Provide feedback **online** using the unique code at the top of the form.

**BE HONEST** - your feedback is useful if it is honest. Tell your doctor what they do well and what you would like them to do differently.

**GIVE EXAMPLES** - make specific free text comments. Remember this is feedback for the doctor and the appointment

Further information can be found at: [orbit360faq.heiw.wales/faqs/patient](https://orbit360faq.heiw.wales/faqs/patient)