



**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

## Guidance for Supporting Medical Colleagues (SMCs)

A doctor will need to nominate a Supporting Medical Colleague (SMC) at the start of the feedback process. The SMC will ensure that the doctor has nominated a range of colleagues that covers the full scope of their practice and may wish to informally discuss the results of the feedback prior to releasing this to the doctor. The doctor will discuss, reflect upon and discuss the results more formally as part of one of their annual appraisals.

### What are my responsibilities as a Supporting Medical Colleague?

The role of the Supporting Medical Colleague (SMC) in the process, is to help the doctor make sense of, and reflect on their feedback. **The SMC must be a medical colleague and not be a relative to avoid any conflict of interest.** As an SMC you will;



Verify the list of colleagues that the doctor has selected, you should ensure that the list represents colleagues from across the doctor's whole practice.



Review the doctor's report once they have met the patient and/or colleague thresholds.



Provide your feedback on the report and release it to the doctor in Orbit360.

### Can I decline the SMC request?

Yes, there is no obligation to accept the SMC request.

### What am I looking for when reviewing the colleague list?

The colleague list should represent colleagues from across the doctor's whole practice (medical, nursing, administrative etc) before approving their list. Once you have approved the list, Orbit360 will automatically send the questionnaire to the nominated colleagues.

### How can I see the progress of the doctor's feedback responses?

Once you are logged into Orbit360, you will be able to see a list of all doctors who you are acting as an SMC for. You will be able to view the progress bar for each doctor to monitor their progression in the process.

### A doctor has paused their survey, what do I do?

Any doctors you are acting as a SMC for, and are 'paused', will be removed from your 'SMC actions' list. You will be unable to action anything while the doctors surveys are paused. Any feedback responses that a doctor has received from colleagues or patients will be saved in their progress.

Once a doctor is reactivated, their process will be resumed, they will appear on your SMC list and you can continue with supporting the colleague/patient process.



**GIG**  
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Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

## Notes for giving feedback

As SMC you have an important role in your colleague's feedback process. Your first action as SMC is to approve the submitted list of colleagues chosen to feedback (notes on this process are displayed on the 'SMC requests' page).

Once the feedback process is complete you will receive an email notification to check and release the report. You should log in to Orbit360, open the report and you should examine the feedback and decide whether:

1. This is universally good feedback
2. There are minor areas that may indicate developmental needs
3. There are many areas where the feedback is less than good
4. There are one or more areas that the feedback may surprise or upset the doctor
5. There is one or more comment that is personal, rude or defamatory



Most reports fall into the first two points and the feedback may be released to the doctor after a brief conversation offering to discuss the feedback at a later date. This conversation should focus on doctor's perception of the feedback and what if any development/changes need to be made. Remind the doctor to record their reflections in the appropriate section of their MARS account. Remember that some doctors are upset if they do not score in the top category for everything and may be offended or upset that they are not seen as perfect.

Points 3 and 4 will need a more in-depth feedback session. You will need to decide if you release the feedback to the doctor before the meeting or at the meeting. Arrange a time and a place that you will be able to talk privately. Remember the doctor will probably focus on any negative feedback and may be blind to positive feedback mixed with that.

- Ask the doctor what they felt about the feedback:
  - Start on the positives (where have you done well, which aspects pleased you?)
  - Ask about areas for development
  - Ask how they are going to use the feedback
  - Ask if there is further support needed to make changes
  - Ask if there is anything in the feedback that has upset them
- Check the emotional reaction to the feedback and your discussion
- Remind the doctor to record their reflections in the appropriate section of their MARS account
- Offer further support at a later date if needed



In the unusual case of feedback being personal, rude or defamatory you may wish to take further advice prior to release. The report is confidential between you as SMC and the doctor in question, yet the release of these comments may cause distress to the doctor in question.

Advice in this case may be available from your local revalidation office or you can contact the Revalidation Support Unit (RSU) via email [heiw.orbit360@wales.nhs.uk](mailto:heiw.orbit360@wales.nhs.uk)

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

