



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

Providing feedback to your doctor

If you have been asked to provide feedback on your doctor regarding the care and treatment you've received, we would encourage you to take part. Your doctor wants feedback on what they are doing well and how they can improve the care they give – **your views make a difference.**

How does it work?



STEP 1

Give your feedback

You experience first-hand the care your doctor provides. So you're in a good position to tell your doctor what they're doing well, and what they could do better. You don't have to give your feedback, but if you do, you're providing valuable information. Your doctor won't see your individual response.



STEP 2

Using your feedback

Your doctors learn from your feedback. Every year your doctor must formally review their work when they have an appraisal with a senior doctor. They'll talk about the feedback they've received from their patients, and what this tells them about their practice.



STEP 3

Better care for patients

Using the feedback, your doctor will identify the things they are doing well- so they can keep on doing them- and also where they can improve. They'll look at how they can make practical changes to how they work to improve the care they give to their patients.



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If you need a questionnaire in a different format you should ask the person who asked you to complete it. A carer, friend or relative can also help you to give your feedback.

[General Medical Council- 'Working with doctors, working for patients, 2016]

Frequently Asked Questions

I've been asked to provide feedback, what is this for?

Licensed doctors are required to seek formal feedback from both colleagues and patients at least once every 5 years, in order to gather the supporting information they require for revalidation. This can also be referred to as Multi-Source Feedback (MSF) or 360 feedback.

Formal feedback enables patient and colleagues views to be collated in a systematic way, which will aid the doctor to reflect on their professional skills. The feedback will be used by the doctor;

- As a learning and developmental tool, they may identify both strengths and areas which require improvement. This will help the doctor inform their professional development
- As one of several pieces of information that will inform a decision as to whether a doctor should be recommended for revalidation

Is this process anonymous?

The process is completely anonymous, you should ensure you do not enter any of your personal information when completing the form. Once the completed forms are returned to us the data will be kept securely and in line with General Data Protection Regulations (GDPR), the data is collated and analysed into a report that the doctor can use to reflect upon.

I'd like to provide feedback online, how do I do this?

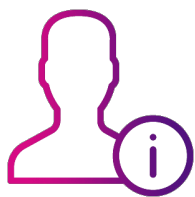
Patients can either complete a paper form or you can submit feedback electronically via a secure code. At the top of each form will be a unique code and website address. If you feedback electronically you can hand the paper form back to the receptionist or member of staff so they can discard the form.

I'd like to provide feedback with a paper form, how do I do this?

Simply complete the form, ensuring you do not write your identifiable information on it. The local staff will let you know of the next steps.



Tips on providing feedback



BE HONEST – Your feedback is only useful if it's honest and helps your doctor understand what they can do to be a better doctor. Tell your doctor what they do well so they keep doing it and tell your doctor what you would like them to do differently so they can improve.



EXPLAIN YOUR SCORE – You'll be asked to score your doctor on different aspects of their care. Giving more information in the comments box is important, particularly when you have given a low score. It will help your doctor understand your feedback.



GIVE EXAMPLES – Say what your doctor did rather than making general comments. For example, instead of writing "I didn't understand", try "I didn't understand because you used lots of medical words that didn't mean anything to me". [General Medical Council – 'Working with doctors, working for patients – 2016]

You can find out more about giving feedback to your doctor by visiting the General Medical Council (GMC) website – www.gmc-uk.org/patientfeedback

Making a complaint about your doctor

In the first instance, if you want to make a complaint about your doctor you should do so via the NHS hospital, GP practice, private hospital or clinic where you received your care. Each body will have a complaints process to follow, this is a separate process than providing feedback about your doctor via this survey.

The local team will try to resolve your concern immediately. If this does not help, you can contact the health board or trust. Their details can be obtained via 'NHS Direct Wales' on 0845 4647 or www.wales.nhs.uk/ourservices/contactus/nhscomplaints.

You can continue to complete the feedback survey if you decide to make a separate complaint.

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



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