

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.

How do I provide feedback?

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

1. You can complete a **paper feedback** survey and follow the instructions of the person facilitating the process
2. You can 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

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

The system has been developed by the Revalidation Support Unit (RSU) & Digital Team within Health Education & Improvement Wales (HEIW).

Further information on revalidation & HEIW can be found at <https://orbit-360faq.heiw.wales>