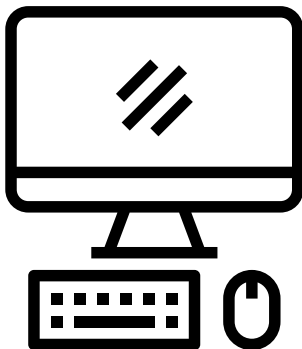


Virtual Consultations Guidance

With the ongoing circumstances around COVID-19 and looking to the future, Orbit360 allows you continue undertaking your patient and colleague feedback while undertaking remote consultations. Orbit360 allows you to pause your feedback and resume at a later date if required (you should contact your designated body to do this).



- Orbit360 allows a varied method of collection, ensuring this process is as seamless as possible for both you and your patients.
- You can download patient forms in English, Welsh and large print options or you can download online access codes so a patient can complete feedback the same way a colleague would.
- Where possible, you should still follow the advice of the GMC and appoint someone to facilitate the process on your behalf. This could be a secretary, receptionist, or other member of clinical or non-clinical staff.
- At any stage you can log into your Orbit360 account to monitor the progress of your feedback.

Our head of the Revalidation Support Unit (RSU), Dr Chris Price has [recorded a short video](#) to support virtual consultations which you may find useful.

In Orbit360, you **cannot** see which individuals have completed the feedback, you can however see how many responses you have received and how long you have remaining until your survey closes. You will need to collect 34 patient responses to meet the requirements of the Orbit360 survey.

Remote consultation can lose the doctor to patient report, and patients may be disappointed with remote consultations. This might be reflected with less than good feedback.

The feedback needs to be tempered with a knowledge in which the feedback was taken. The value of feedback still remains, if you think the feedback is less good than it would be normally you may need to change something about your virtual consultations. Each individual must reflect on their own feedback in their own way.

What next...

While undertaking virtual consultations, if you are working in practice that utilises text or email software to keep patients up to date, you could consider using this to distribute the survey link and access code. You could also explore other features used within your practice/hospital to help with the collection of patient feedback.

Further guidance can be found on our [Frequently Asked Questions](#) page.

