User Guide
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Your Doctor 360 online feedback account is part of a fully automated online system. This system has been designed to ensure that users can manage and keep track of their 360/MSF process in a simple and time efficient way, right up to the stage of obtaining their resulting Doctor 360 Report.

Whether creating your own reports, giving feedback to a colleague or accessing the reports of an appraisee, please read through this manual before you start using the Doctor 360 Toolkit and, when necessary, refer back to it throughout your use of it.

There are Support Team contact details on the final page.
Doctor 360 Feedback Account Activated
Administrator assigns colleague and/or patient feedback exercise

Invitation E-mail

Complete Self Assessments
Self-colleague assessment
Self-patient assessment

Reminder E-mail in 21 days if questionnaires not completed

Nominate Colleagues
Notify your colleagues that you’ll be asking for their feedback and that they should expect an invitation email, then enter names and email addresses of at least 6 Peers and 6 Support/Junior colleagues

Reminder E-mail to doctor in 21 days if minimum colleagues not nominated

Reminder E-mail to colleagues in 21 days if questionnaire not completed

Collect Patient Feedback
Use either PDF Patient Questionnaire & Declaration Form from 'Patient Feedback Tools' icon or Patient Questionnaire Pack. Instructions are on the Declaration Form

Reminder E-mail in 21 days if patient report not released

Work with Reports
Obtain all final Report documents here.

Patient Report Released Email
Once Edgecumbe have released report

Minimum colleagues completed Email
At which point you can release your colleague report

Colleague Report Released Email
All colleague feedback completed, at which point your report is released automatically

Release your colleague report here if you have reached the minimum requirements.
Or
Wait for Edgecumbe to release your colleague report once all colleagues nominated have completed feedback

Colleague Feedback Report: Part B
Anyone additionally registered for access to your reports (listed in top-right box on Work with Reports page) will be notified of your reports being released by email. They will be instructed to release Part B (the comments) to you by clicking a button on their My Appraisees page - usually during or after your appraisal.
Browser versions

For Data Protection purposes, the Doctor 360 software is compatible with any browser version that is currently supported by its provider (e.g., Microsoft supports the latest Internet Explorer version).

These include:
- Latest 3 versions of Mozilla Firefox
- Latest 3 versions of Google Chrome
- Latest 3 versions of Safari
- Internet Explorer 11
- Microsoft Edge

We will also try, where possible, to make the software compatible with older browsers. For example, although Microsoft no longer supports Internet Explorer 8 (as of 12th January 2016), we know that some NHS systems still use this version so we do all that we can to make the system work with it.

If you are unable to access the system from a work computer then try using a home device. We are compatible with iPads and iPhones.

If you are experiencing a problem with the layout or functionality of the web page that you’re on, it’s most likely that the browser version you are using has a slight incompatibility with the modern Doctor 360 website. In such circumstances we would find it extremely useful to have information regarding the particular browser version that you are using, so that we are able to investigate a fix for it.

Finding the Internet Explorer version

See the help tab in the top left-hand corner of the browser page and go to ‘About Internet Explorer’ to see the version number:

![Image of Internet Explorer version number]

Obtaining your reports

Access to all of your final 360 report documents will be available from the bottom of your ‘Work with Reports’ page. For security reasons, where possible, we will not email report documents to their recipients.
All doctors registered for Doctor 360 on the PReP Appraisal System will be able to access their Doctor 360 account directly, using their secure PReP account login.

You’ll receive an email upon the activation of your feedback exercise to notify you when the Doctor 360 tab is available from your PReP dashboard/homepage.

Your final reports will appear in the Supporting Information area of your PReP account, once released via Doctor 360.
You will be sent a login email for the following reasons

✓ You are being invited/reminded to start working on your feedback reports
✓ You are being invited/reminded to release your colleague report
✓ You are being invited to view your colleague or patient feedback report
✓ You are being invited/reminded to give feedback to a colleague
✓ You are being invited to view your appraisee’s colleague nominations list/feedback reports

The email will come from support@edgecumbe.co.uk and will contain the following information:

Always use the exact web link given in the email, as they can vary!
Login Details

Local web link or ‘URL’: there is no generic ‘Doctor 360’ web link for logging in – apart from the ‘Individual 360’ link, each Trust, agency or NHS area has their own specific Doctor 360 URL. Eg. https://example.edgecumbedoctor360.co.uk

Therefore, always refer to the link given in the email that is associated with the account you wish to access.

All web links are listed here: http://www.doctor360.co.uk/login/

Username: Your username will usually be your email address, but remember that you may have several email addresses registered on the system and therefore several accounts, as doctors may nominate you for feedback using personal email addresses. If you are aware that you have several accounts with us then do contact support@edgecumbe.co.uk to ask for these to be merged.

Password: You will be asked to change your password to one of your personal choice upon first login of each new account you access. Therefore remember to save your chosen word in a safe place, as you may not be accessing your account on a regular basis. If you do forget your password then make sure you enter the correct combination of web link and username for the account you wish to access before clicking on the ‘forgotten password’ link.
This example shows the largest possible amount of icons that you may see on your homepage.

In the following pages, each of the icons which may appear on your account homepage is explained with step-by-step instructions and tips.

Click on the icon titles to open the page for each section of your Doctor 360 account. To find out quick information about what each icon does, please hover your mouse over each icon title.
Give Feedback

This icon provides access to the feedback questionnaires that you have been requested to complete by fellow doctors. If you’d like some help with what to say about your colleague, you can refer to our ‘Giving Good Constructive Feedback’ Guide in the ‘Useful Documents’ tab before you complete the questionnaire.

![Feedback To Give]

To Give Feedback

Firstly check that the feedback invitation is still open, ie. the doctor’s name is in the table, the status is not ‘completed’ and the report is not yet released. If you have many requests listed, scroll to the bottom of the table to check that there is not a recent request that you have missed.

- Click once on the doctor’s name in the table, so that it is highlighted in grey
- Click on the pale blue Give Feedback button below the table
- Move along the Questionnaire pages by clicking ‘next’
- Make sure you click on the ‘Finish’ button in order to submit your answers

Decline to Give Feedback

If you feel that it would not be appropriate for you to give feedback to a certain doctor (ie. you may not have worked for very long or very often with them) click on the ‘Decline’ button. If you change your mind and want to complete the feedback, please click the ‘Undo Decline’ button and the questionnaire will be made available to you again.

Whilst the feedback that you provide is anonymous, on the rare occasion that you might have serious concerns about a colleague’s performance or behaviour, please remember that it is your duty to report these concerns separately to the Responsible Officer.
If you are collecting feedback for your own Doctor 360 Report then this will include completing your Self-Assessment.

Depending on whether you have a Colleague-only or Colleague and Patient Feedback Account, you will be required to complete 1-2 questionnaire(s). Doctors are advised to complete their 1 or 2 self-assessments first; this prevents any delay in their reports being released later on in the process.

To complete your Self-Assessment questionnaire(s)

- Click on the small circle next to the Questionnaire title (either Self-Patient or Self-Colleague)
- Click on the ‘Begin Questionnaire’ button below
- Click on ‘Finish’ to submit your questionnaire answers
- Repeat if you are required to complete a second questionnaire, and then check that you have finished the questionnaires by ensuring there are green ticks (not red crosses) next to the titles
This is the area in which you select colleagues to request feedback from for your report.

It is important to select colleagues who have sufficient and recent (within one year) experience of working with you, so that their feedback is based on an informed impression of your current work as a doctor.

It is equally important to avoid the temptation to select only people that you feel you get along well with. Should you have some colleagues with whom your relationship is not so strong, or even strained, you should consider asking them for feedback, not just in the interest of balance, but also because it may help to understand their perspective and why the relationship is not as strong as it could be. Your appraiser will be happy to discuss the selection of colleagues with you and you should seek their advice if you are unsure.

We recommend that you notify your colleagues locally before selecting them for feedback, so that they can make time to complete the questionnaire and so that they know to look out for the email request, which can be easily missed.

It is recommended that you request feedback from 12-15 colleagues. These are set out in two groups:

- **Minimum of 6 Peers** – those who work at/above your level
- **Minimum of 6 Support/Junior colleagues** - other staff including junior doctors, nurses, administrative staff who you currently (or recently) work(ed) with.

! Automatic feedback invitations will not be sent to your nominated colleagues until you have selected these minimum numbers.
NB: MAAR Gateway specifically requests that any locum/agency doctors using their service receive feedback from AT LEAST 15 colleagues before releasing their Doctor 360 Colleague Feedback Report!

If you are a Locum doctor and struggling to nominate the minimum number of colleagues then please get in touch: support@edgecumbe.co.uk

To Nominate Colleagues

- Enter the surname of your colleague in the search bar above the table
- If your colleague’s name appears check that the email address registered for them is correct, click on their name, then use the relationship bar on the right to select whether they’re Peer or Support/Junior
- If your colleague’s name DOES NOT APPEAR, click on the ‘Add someone not found in search list’ button and enter their details

Whether selecting from the dropdown or entering details manually, there is an option to select your colleague’s feedback as ‘required’ before you save them. This option means that your report will not be released until you have gained feedback from this particular colleague.

REMINDERS
After the first invite, the system sends a reminder email to your colleagues after 20 days if they have not previously responded with feedback. Following that a reminder is sent to each colleague every 7 days if they have still not responded. This continues for a maximum of 270 days.

However, it is your responsibility to regularly access your account and check the progression of your feedback. If necessary, you can check the email addresses that you’ve registered for your colleagues and edit them if they are wrong (if the colleague is not responding, they may have not received the invitation);

To do this click on the colleague’s name and clicking on ‘Edit details’ and then saving the new details. You can then click on the colleague’s name again and click on the ‘Send additional invite/reminder’ button whenever you like to re-send the feedback invitation email to the correct address.

We advise that the colleague feedback collection process usually takes 3-4 weeks.
Depending on the service you or your funding organisation have chosen, you will have access to PDF versions of your patient questionnaire documents and/or will receive a posted pack of sealable questionnaires.

To access your PDF documents and supporting information, click on the ‘Patient Feedback Tools’ icon from your homepage. Here you will have a choice of patient questionnaires to print, including Easy Read and alternative language questionnaires.

Print out 1 Declaration Form and at least 20 questionnaires.

The following information will be available for distributors and patients on the documents provided for collecting patient feedback:

**Instructions for distributors of patient questionnaires**

It is preferable that the doctor asks another colleague to carry out the collection of patient feedback on their behalf, in order to ensure anonymous and unbiased results.

- Distributors should read the Patient Feedback Declaration Form before starting the process of collecting patient feedback on behalf of a doctor
- Questionnaires should be distributed in a random and unbiased way over the period of at least one week
- Do not simply choose patients you like or those who you think will co-operate best; We suggest you select the first/last/third etc. patient of every surgery, clinic or admission to remove bias from the process
- Please try not to be influenced by the doctor on who to choose
- Explain to patients how to answer the questions and check that the patients have understood. Stress to the patient that their feedback is fully anonymous
- A minimum of 17 completed questionnaires are required in order for the doctor’s patient report to be released

_NB: MAAR Gateway specifically requests that any locum/agency doctors using their service receive feedback from AT LEAST 20 patients before releasing their Doctor 360 Patient Feedback Report!_

- All completed questionnaires must be returned to Edgucumbe Doctor 360 IN 1 DELIVERY. Options for the methods of returning the completed questionnaires are listed on the back of the Declaration Form
- The Declaration Form must be signed and returned to us with the completed questionnaires: we are unable to release a patient feedback report without this

Your Patient Report will be released by Edgucumbe within 5 working days of receiving your completed forms.
PATIENT FEEDBACK PROCESS OVERVIEW

Doctor is registered on Doctor 360 System for patient feedback by Edgecumbe and receives login details

Doctor logs in to access PDF Patient Feedback Forms via online account/receives a pack of sealable forms in the post

Doctor or organisation nominate a person to distribute and collect the Patient Questionnaires. Eg. nurse, receptionist, secretary

Patients fill Patient Questionnaires onsite and return them to nominated person

Once 17+ Patient Questionnaires are completed, the nominated person returns them all in one batch to Edgecumbe

Within 5 working days of receipt, Edgecumbe process the patient feedback and release a patient report which is made available to the Doctor through their online account (Work with Reports page). The system notifies the doctor by email
The Doctor 360 colleague and patient reports are released independently of one another and, when released, will both be found at the bottom of this page.

Grant Report Access

The white box at the top of the page will show you who has access to your reports once they are released. Your appraiser may have been entered in for you by the Trust administrator, in which case you do not need to do anything.

If your appraiser has not been entered by the Trust administrator you can grant them report access.

To grant report access to your appraiser

- Type the surname of your appraiser into the search box at the top of the page
- If your appraiser is in the dropdown list, click on their name and email address. If they are not in the list click on the ‘Add someone not found in search list’ button below. You will then need to add the appraiser’s details manually
- Click SAVE
- Your appraiser has now been granted access to your reports and will receive log-in details when your colleague list is available and reports are released
Your appraiser will receive an email when you have nominated your colleagues and when your reports are released. They will then be able to log in to their own secure account and view your colleague list and then view/save/print your reports.

**Colleague Report Explained**

**Part A** – the numerical information presented in bar charts and benchmarked against the colleague feedback for all other doctors on the 360 System.

**Part B** – the colleague comments.

**If you have an appraiser registered** for you on the system, when you release your report, your appraiser will immediately have access to Parts A & B. You will only have access to Part A of the Colleague Report. It is at your appraiser’s discretion to read the colleague comments and release Part B to you from their account; this is usually done during or after the appraisal so that the appraiser is there to help you read through the comments in a constructive, self-developmental way.

**If you don’t have an appraiser registered** on the system you will have access to both Part A & Part B.

**Release your Colleague Report**

Once your quorum is met (in other words, if you have completed your Self-Assessment(s) and have gained feedback from a minimum of 6 Peers and 6 Support/Junior colleagues) you will be sent an email from the system notifying you that you’ve reached the minimum colleague feedback requirements.

You then have the option to either release the colleague report or carry on collecting feedback from more nominated colleagues who may not have responded yet.

![Release Colleague Report](image)

You will see the colleague column on the right-hand side of your ‘Work with Reports’ page turn green. You will also see a big yellow ‘Release Colleague Report’ button appear in the bottom right-hand corner of the page.

Clicking on this button leads to releasing your colleague report; please be aware **this will end the colleague feedback session** – a warning notice will pop up (as shown below) when you do click on this button:

![Warning Notice](image)

Once you have clicked the Release Reports button the ‘Reports are not yet available’ text below the table should change and you will see blue text links to each of your reports. Please click on the Report you wish to view.

Once ALL nominated colleagues have completed feedback for a doctor, if the report is still not released, the system will automatically release it and no more colleague nominations can be made.

A **Workbook** is available for you to download and use to better reflect on the reports. Please click on the blue text link ‘Edgecumbe Doctor 360 Workbook’ to access it. We recommend you do this before viewing your reports.
Click on this icon if you are an appraiser wishing to check the Nominated Colleagues or final 360 Report of your appraisee(s):

**Colleague Report Part A** – Charts and graphs

**Colleague Report Part B** – Comments. The appraisee will not initially be able to see Part B when they release their report; It is your responsibility to check the comments given by this doctor’s colleagues and then release Part B to the doctor at your discretion (usually during or after the appraisal session)

**Patient Report** – Charts, graphs and comments from patients

Use the drop-down box above the ‘My Appraisees’ table to select the report you’d like to view. You can also search for your Appraisee by typing their surname in the box. Be aware that you may become the Appraiser for the same doctor several times, therefore make sure you select the correct year, eg. John Smith 2012.

Once you have clicked on the report that you’d like to view, you will be able to see the Available Reports. Click on each link to access PDF versions of the report documents.
Giving your Appraisee Access to Part B (the comments)

If a doctor has an appraiser registered for them on the 360 system, access to Part B of their report is usually initially denied for the doctor.

This is because Part B contains comments and therefore, as the appraiser, you have a period before the appraisal in which to prepare how you are going to discuss these comments with the doctor in a constructive way.

It is at the appraiser’s discretion as to when they release Part B of the report to the doctor; usually this is during or just after the appraisal.

To release Part B of the report, simply click on the button at the bottom of your My Appraisees page once you have selected the correct report:

```markdown
**Available Reports**
- Self & Colleague Part A
- Self & Colleague Part B
- Patient Report

Depending on your Trust’s policies with regard to the distribution of reports, your appraisee may not be able to access their Part B report until you release it. Before releasing the Part B report, it is recommended that you review both parts of the report. If you consider that the report has feedback that is potentially upsetting, it is advisable that you arrange to deliver the feedback face to face in a supportive and facilitative way. If you decide to withhold the release of the report please communicate to your appraisee your plans for discussing the report.

[Release Part B report to appraisee]
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You will notice several tabs at the top of your account homepage; these are all explained here:

**Order New 360**
If you require a new 360 exercise to be set up for you, then please click on this tab for instructions on how to arrange it.

**Past 360s**
Your completed 360 reports will automatically be stored here once a new 360 exercise has been activated within your account.

**Home**
Use this tab to get back to your homepage from the icon pages.

**My details**
Change information including your name, email address, username or password here.

**Useful documents**
Easy access to files such as your Workbook, User Guide and information on the Medical Appraisal process, giving good feedback and more can be found here.

**Help**
Guidance on where to ask for help can be found here

**Log out**
Log out of your account here once you’ve finished working in order to ensure your feedback information is secure.
If you have any questions or concerns during your use of the Doctor 360 System, which haven’t been answered by this Guide or the ‘Useful Documents’ tab on your homepage, then please use the following references:

**Doctor 360 Frequently Asked Questions Page**: [http://www.doctor360.co.uk/faq/](http://www.doctor360.co.uk/faq/)


Contact the **Doctor 360 Support Team**
- By email: support@edgecumbe.co.uk
- By calling 0117 332 8277

Contact the **PReP Helpdesk**
- By email: prephelpdesk@premierit.com
- By calling 0800 785 1234

Contact the **GMC**
- by email: gmc@gmc-uk.org
- by [online webform](http://www.gmc-uk.org/)
- By calling 0161 923 6602

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