



EDGECUMBE doctor 360°

PARTICIPANT USER GUIDE

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Can't find what you're looking for?

Contact our support team:

By email: support@edgecumbe.co.uk

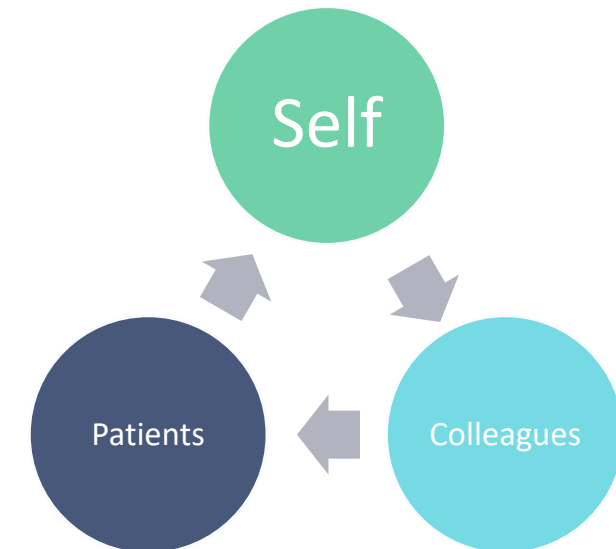
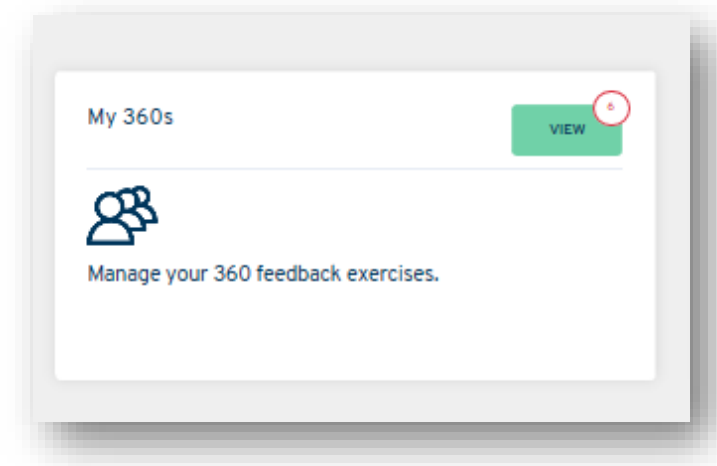
By calling: 0117 332 8277

Introduction: My 360s

This Guide gives instructions for using the **My 360s** module on your homepage.

Please refer to the other User Guides in your **Support Materials** area for giving feedback, acting as an appraiser or collecting online patient feedback for another doctor.

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.



User Types Explained

Doctor 360 user types explained for reference during your use of the 360 feedback system.

Participant

Assigned the 360 feedback exercise to complete

Colleague

Invited to submit colleague feedback for the participant

Patient

Invited to submit patient feedback on paper or online for the participant

Appraiser

Invited to review participant's nominated colleague list and final feedback reports

Appointee

Invited to collect online patient feedback on behalf of the participant

Local
Administrator

Trained to set up and manage the 360 feedback exercises on behalf of the organisation

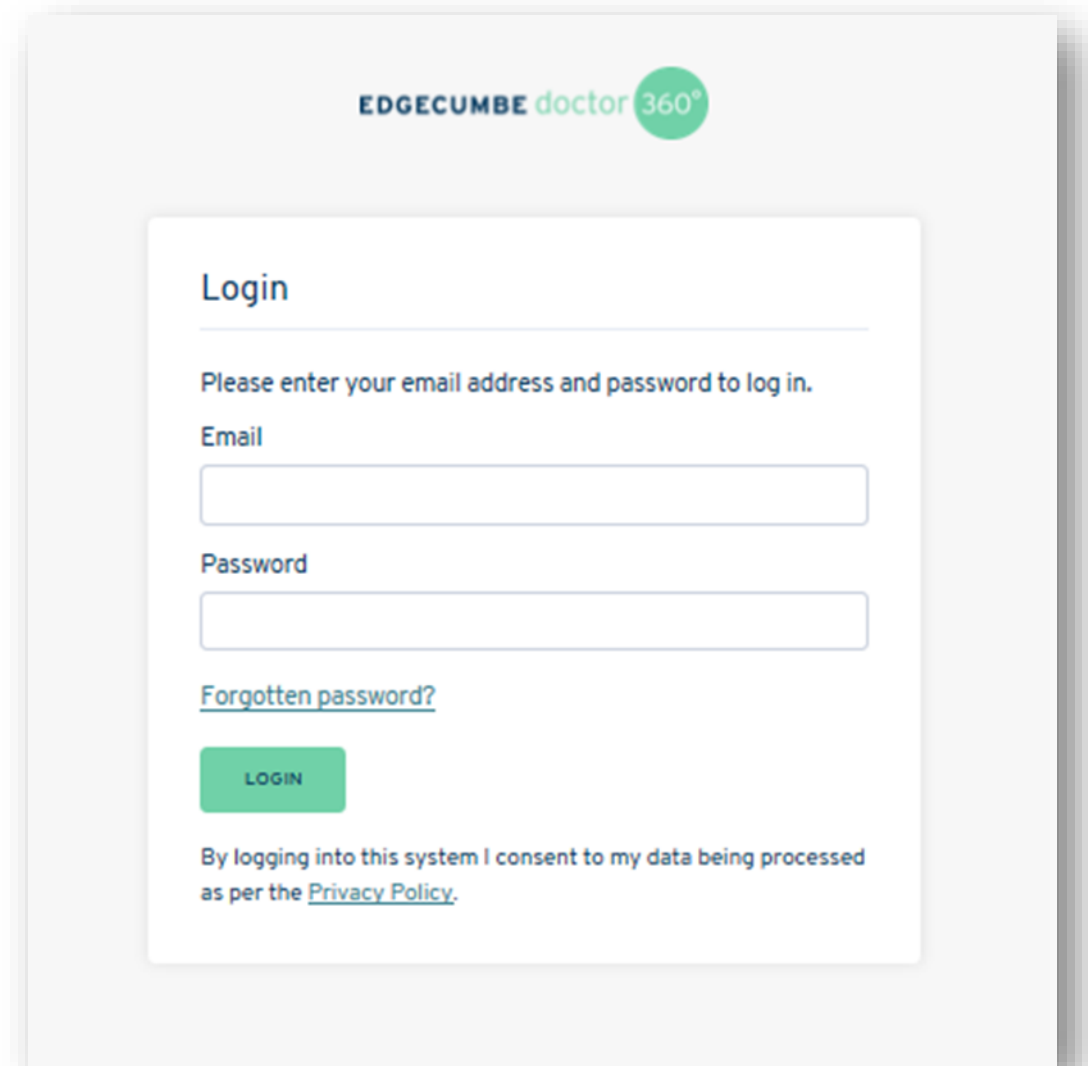
Login Details

Upon first registration to the system, each user will receive a **Profile Activation** email.

Email: The email address which you have registered on the Doctor 360 System.

Password: Within your initial invitation you will be issued with a one-time- use password. Upon first login, you will then be asked to change this to a new password of your own choice.

If you have forgotten your password, please select the **Forgotten Password?** link and follow instructions to receive a Password Reset email.



The screenshot shows the login interface for the EDGE CUMBE doctor 360° system. At the top right is the logo. The main heading is 'Login'. Below it is a prompt: 'Please enter your email address and password to log in.' There are two input fields: 'Email' and 'Password'. Below the password field is a link for 'Forgotten password?'. A green 'LOGIN' button is positioned below the link. At the bottom, a consent statement reads: 'By logging into this system I consent to my data being processed as per the [Privacy Policy](#).'

Data Protection

Upon first login to the system, each user will be asked the following data usage questions:

Address Book Opt In? Yes/No:

The user's name and email address will/won't appear in the search function when participants search for colleague raters to nominate for feedback.

Data Reporting Opt In? Yes/No:

The user's data will/will not be included in anonymised research studies conducted for 360 feedback insights beyond the client organisation's interest.

Data Benchmarking Opt In? Yes/No:

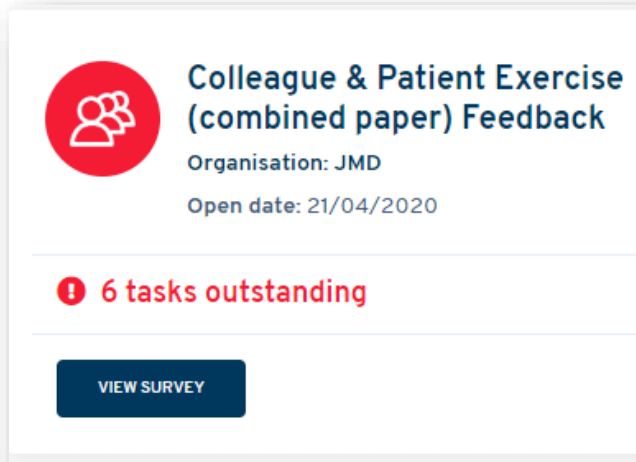
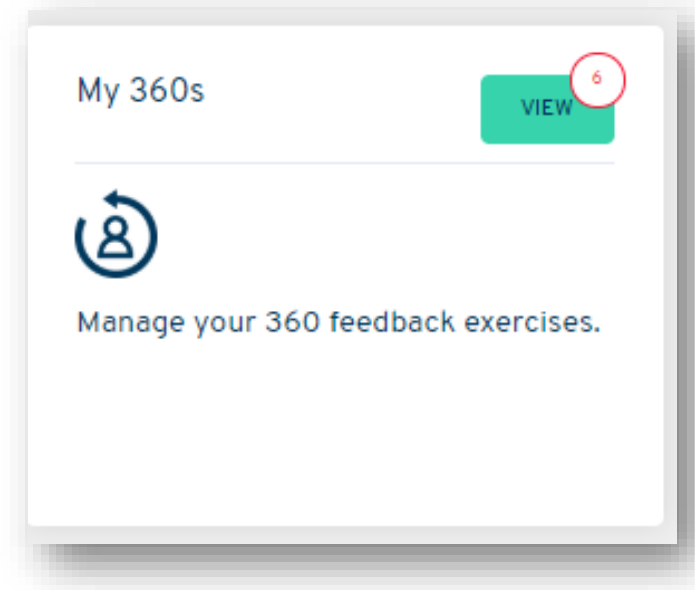
The user's data will/will not contribute to the benchmarks illustrated on the Colleague Feedback Report.

My 360s

Click on the **My 360s** module from your homepage to get started.

Within the module, you will see your **Current 360s** at the top of the page and any **Past 360s** below.

Incomplete 360s will have a red icon, displaying the number of outstanding tasks to complete. Once there are zero tasks to complete, the 360 icon will turn green.



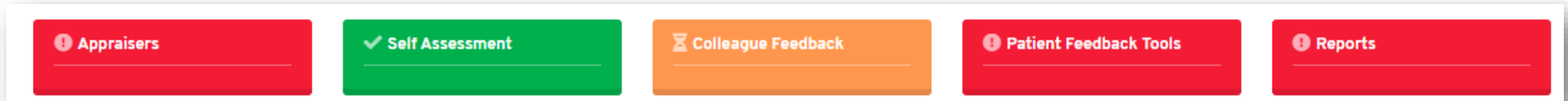
Click on your Current 360 exercise and you will find the following tabs, which are listed on the next pages:

- Status
- Details
- Appraisers
- Self Assessment
- Colleagues
- Patient Feedback Tools
- Reports

Status

The status tab gives you an overview of which tasks have been actioned and which are outstanding.

My Tasks uses a traffic light system to show which elements of your 360 exercise have not been started, are in progress or have been completed.



The tasks are as follows:

- Grant your appraiser access
- Complete your self-assessments, whether this is colleague and/or patient feedback
- Nominate at least the minimum number of colleagues required to provide you with feedback
- Download and print your Patient Feedback Questionnaires and Declaration Form for collecting paper-based patient feedback or nominate an appointee to collect online patient feedback for you
- View your reports

You will also have a Status Update table for each exercise.

- My Colleague Feedback Report Status – this will show you how many colleague's have been nominated, not started, in progress and completed your feedback request and also if your report is available to be released.
- My Patient Feedback Report Status – this will show you how many patient feedback questionnaires have been submitted, if you have met the required minimum of patient responses and a declaration form has been received and also if your report is available to download.

Details

Close Date: Check the date registered and edit if necessary – should be a date before your appraisal. This will not close your access on this date – it is just a date advertised to nominated colleague respondents in invite and reminder emails to encourage them to complete the feedback questionnaire before that date.

Exercise Type	Combined
Organisation	Georgia Feltham
Open Date	16/03/2020
Close Date	15/04/2020

[Edit](#)

Click on the ‘**How do I progress my 360?**’ button if your close date is soon or you’d just like to speed up the feedback process to obtain your reports.

WHAT CAN I DO TO PROGRESS MY 360?

Appraisers

Your appraiser will have the availability to view your nominated colleagues and your reports once they have been released.

Depending on your Organisation's requirements, you may have to release your Colleague Report to your appraiser, before they then give you access to view it. The system will do this automatically for you. If this is the process that your organization follows, then there will be text explaining this above the search box for adding your appraiser.

To add your appraiser:

- Click on the 'Appraisers' tab
- You can then search for your appraiser within the search function either by first name, last name, email address or GMC number
- A dropdown box will appear where you can then select your appraiser from the list

NB: If searching by first name and/or last name, please that you select the correct appraiser within the list by looking at the email address alongside the name, as there may be more than one user on the system associated with the name you have searched for.

- Click 'Add'

If your appraiser didn't appear within the dropdown list:

- Use the button available for **Click here to add your appraiser manually**
- Apply your appraiser's first name, last name and email address
- Click 'Add'
- A message will appear – Do you want to add them as a new user? Click 'Yes, add as new user'

Appraisers- Continued

To remove an appraiser with report access:

- Click on the 'Appraisers' tab
- Find the appraiser within your list
- Click on the 'Delete' icon
- Click 'Yes, delete appraiser'

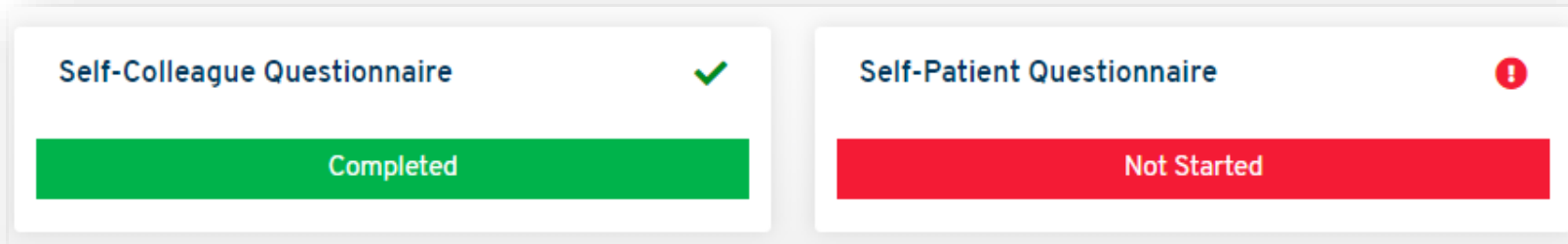
NB: You cannot remove an appraiser if they have been added by an administrator.

If your appraiser has **Declined** your request, you will receive an email notification from the system, including the reason given for this decline.

Within your account, you will also see that the status of the appraiser is **Declined**.

Self Assessment

The Self-Assessments tab is where you will be asked to complete your Self-Colleague and/or Self-Patient Questionnaire(s).



To complete this task:

- Click onto the 'Self Assessment' tab
- Click on the Self Assessment you wish to complete
- Follow the instructions on the screen to take you through to the questionnaire and review your answers at the end.
- Click on **Submit and Finish** to submit your questionnaire answers
- Repeat the above process to complete your second questionnaire (if one is available).

To ensure that your self-assessment ratings have been submitted successfully green tickets will appear next to the titles and the status will appear as 'Completed'

Click on **Save and Exit** if you do not have time to complete all questions and wish to finish the questionnaire another time.

Colleague Feedback: Before you start

This is the area in which you select colleagues to request feedback from for your report.

We recommend that you notify your colleagues before selecting them for feedback, so that they expect to receive the email invitation and know the importance of the request.

For the standard Doctor 360 Questionnaires, 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.

NB: Feedback invitation emails will not be sent to your nominated colleagues until you have met the required minimum numbers.

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 also 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.

Colleague Feedback: How to nominate colleagues

To nominate your colleagues

- Enter your colleagues name or email address into the above search bar
- If searching for your colleague by their name, and they appear within the drop down, please check that the email address registered for them is correct.
- Click onto their name,
- Select the relationship dropdown to select the relationship whether they are a Peer or Support/Junior Colleague.
- If your colleague's name/email address, does not appear within the drop down, please use the function shown above the search bar to add your colleague's details into the system as a new user. *'Click here to add a rater manually'*
- Apply your colleague's first name, last name, email address
- Select the relationship
- If the specific colleague's feedback is **essential** then tick this box. This action means that the report cannot be released until you have gained feedback from this colleague.
- Click 'Add'

Check the Status table at the bottom of the page to ensure you have nominated the minimum required number of colleagues.

Reminders

Frequent reminder emails will be sent to your nominated colleagues until they complete the questionnaire. The standard system setting for this is every 21 days, however your organisation may have chosen a different frequency.

Colleague Feedback - Other things to know

There may be times where you have added an incorrect colleague to provide you with feedback e.g. the email has been entered incorrectly or you have selected an incorrect colleague from the dropdown list.

To remove a colleague from your list of nominations, you will need to contact the Doctor 360 Team to action this request. Unfortunately once an invitation email has been sent to a nominated colleague, the colleague cannot be removed from within your own Doctor 360 account.

If a colleague has declined to give you feedback, you will receive an email notification from the system informing you of this and also the reason why this colleague has decided to decline the request. Within your account you will also see that the status for this colleague is showing as declined.

Status Type

If your colleague feedback nominations are showing as 'Pending' this means that the invitation to invite the colleagues to provide you with feedback has not been sent yet. To know if an invite has been sent, the status will show as 'Not Started'

If you are a locum doctor and are struggling to meet the Doctor 360 required minimum numbers for your colleague report, then please get in touch: support@edgecumbe.co.uk

Patient Feedback Tools (Paper)

Depending on which exercise type your organisation/you have chosen you will either have access to:

- PDF versions of your Patient Questionnaire and Declaration Form to print
- All instructions for distribution are on the Declaration Form



Patient Documents:

Doctor 360 Standard Easy Read Patient Questionnaire



Doctor 360 Standard Patient Feedback Declaration Form



Doctor 360 Standard Patient Questionnaire

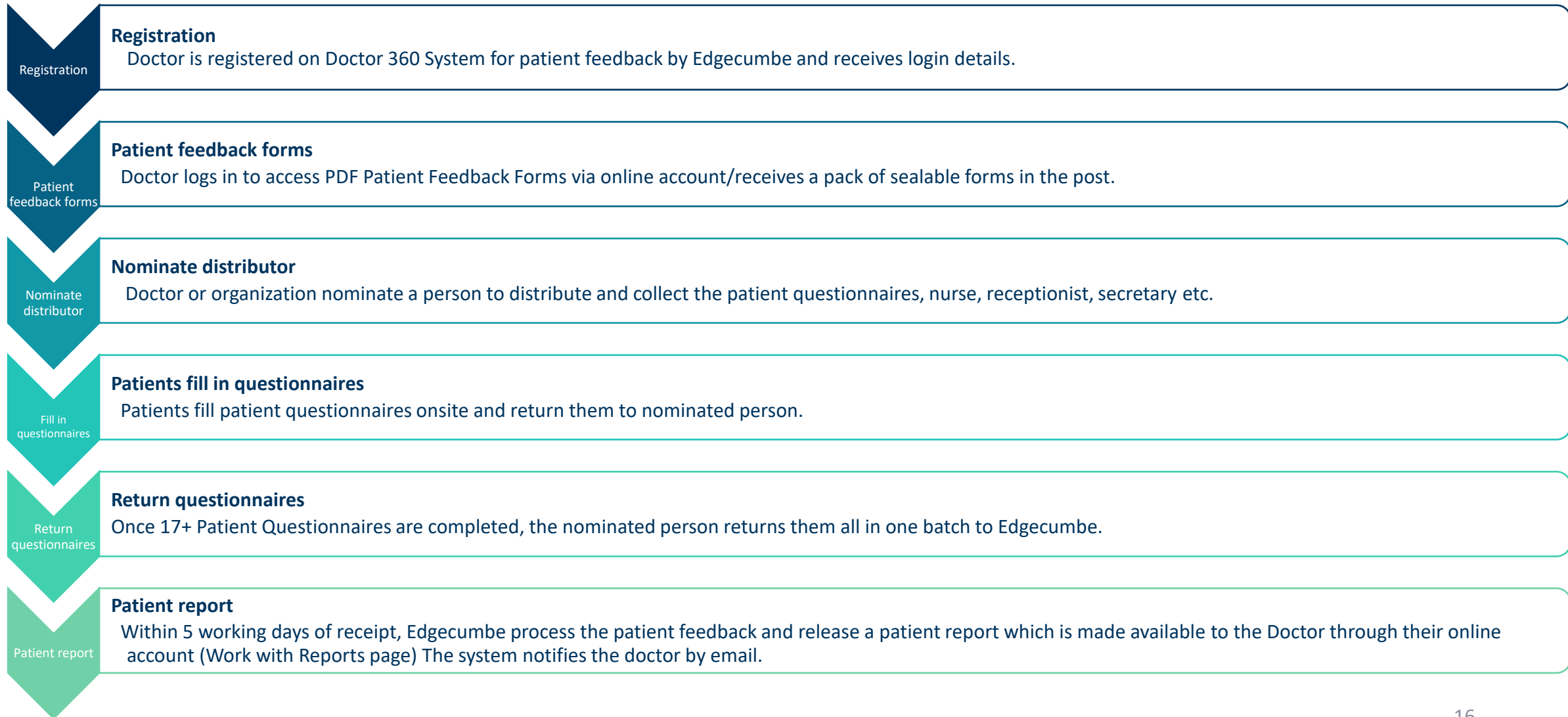


Instructions for Distributors

We recommend that the doctor asks another colleague to distribute their patient feedback questionnaires on their behalf, this is to ensure the results are anonymous and unbiased.

- Distributors should read the Patient Feedback Declaration Form before starting the process of collecting patient feedback on behalf of a doctor
- 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

Standard Paper Patient feedback Process Overview



Digital Methods

Appointees

You can nominate a colleague to digitally collect patient questionnaires on your behalf, by using the 'Patient Feedback Portal'

- Enter in responses over the phone
- sending a link to patients via text or email
- QR code

Once the QR code has been generated this will appear in the 'Patient Feedback Tools' tab.



To nominate an Appointee

- Scroll down to the **Appointees** area of the **PATIENT FEEDBACK TOOLS** tab
- Search by name or email address. If not found, use 'Click here to add your appointee manually'
- Enter details and click 'Add'
- Your Appointee will be sent an email invitation

NB: if you are using the QR code option, your appointee will need to activate your QR code before it becomes available within your Doctor 360 account in the 'Patient Feedback Tools' tab.

- **Appointee Decline:** If an Appointee has declined to collect online patient feedback for you, this will show as their status and you will receive an email notification informing you of the reason why

Reports

Access your Doctor 360 Colleague and Patient Feedback Reports from this tab once released.

- **The Patient Report** is released by administrators/appointees, once all patient documents have been received. A Download button will appear at this point and you will be sent an email.
- **The Colleague Report** is released by yourself once you have met the required minimum of feedback responses, including a completed self-assessment.



Release your Colleague Feedback Report

Receive an email notification that the report is ready to release

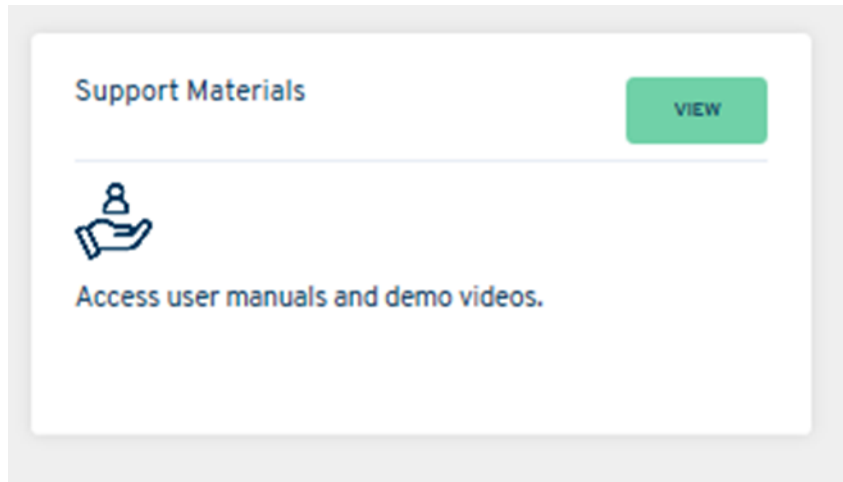
A **Release Report** button will become available once you have met the minimum feedback requirements

Click on **Release Report**. This will either send your report to your appraiser to view and then release back to you, or it will instantly give you the Download Report button, depending on your organization's system settings.

If you are waiting on your appraiser to release the report back to you, you should receive an email once this has been done. Please contact your local administrator if your appraiser takes longer than expected to give you access to the report.

Finally download the **Doctor 360 Workbook** from this page to document your reflections on your reports.

Support Materials



The Support Materials icon displayed on the homepage of your account is where all supporting information will be kept to help with your Doctor 360 Experience.

There may be times where your account will have multiple user types, such as giving feedback to a colleague as rater and completing your own 360 exercise as a participant, therefore depending on what user type your account is activated, all user guides will be available in this area as a PDF file format for you to download and view.

In this area you will find:

- Doctor 360 Participant User Guide