

Captions of the Doctor Webinar

Just to start off, the MARS systems is provided by the revaluation support unit.

We do have the ability to contact the service desk team.

So we have a service desk that runs five days a week. At the moment this is email only.

And if you do have any problems, when you start using the system,

You can use this contact us button, which then allows us to have some information about yourself.

Give us some feedback on what issue you may have.

And that is automatically sent to our inbox, which is the main MARS inbox provided by HEIW.

So within that, I'm just going to close that down now.

But if you had any issues, you would just put your problem in there and then it pings to our inbox,

which we will respond usually within 24 hours, obviously not including weekends.

So we will be just running through the appraisal system.

So this is your main dashboard it defaults to whenever you log into the doctor role.

So just to show you, probably the first stage we'd like to encourage users to do is to fill in their my details section, which is the fourth tab down.

The My Details is quite self-explanatory. It's where you would put your email address.

Fill in your title, etc. add your contact information and speciality location.

That kind of thing. It's quite important that the information of where you work is updated annually.

It's part of the agreement to make sure you keep your personal and professional details updated every year.

And therefore, you are encouraged to do this on an annual basis.

If you were to add your hospital, you can see I've added Cardiff & Vale IVF unit here.

If you were to add another hospital, perhaps you work in more than one location.

Or perhaps you are part of the DVLA.

You would just select the dropdown boxes and then encourage you to complete the dates when you started.

If it's still your current post, you leave open ended and you can add that and you can then remove previous hospitals if you no longer work in that area.

Or you can actually change them around. Have more than one.

Have that is your primary, for example. And then you can keep another one there or you can remove it.

And then what happens if you do remove it? It goes to your archive

On the second tab.

Ok as I said my details.

We do expect that to be updated on an annual basis.

Second tab across we've got activities.

This is a free text, three free text boxes of which you can populate information if you have other additional activities.

So if you are on call, you can just populate that with information.

This is all important to inform your Appraiser, give some context of what your work is, what you do.

So they really have a feel for what your role is before they meet you if they don't know you.

Again, further text boxes here to populate. If you wish.

And again, same again, third box is a free text box and then third tab across job plans

So more so those in secondary care would have job plans.

Monday to Sunday. And then you can populate it as you wish.

And again, this is information that all informs your Appraiser, that gives them an idea.

You can additionally upload your job plan should you wish to, as an attachment to save you some time.

So moving on from my details, I'm going to go to the first tab down my appraisals under the doctor role.

So here, as I said, is the main dashboard you'll be taken to whenever you log in

The dashboard prompts you to action any areas that you need to do.

So, for example, if it's blue, it means you need to do something, action it.

So you've got your appraisal information box here, your Appraiser selection.

So you choose your Appraiser and your declarations. The following two are greyed out because they're not ready to be actioned yet.

So the first one is appraiser information, the system on Mars works so that you have quarters.

So the idea being to make the process of appraisal easier.

We've divided all doctors up into quarters of which we encourage doctors to have their appraisals within that.

So, for example, today mine is out of quarter. I am running late.

And the system would notify you if you do run late and run over.

So following that, the quarter would encourage you and prompt you to book your appraisal and also throughout the system your Appraiser gets notified and chased by it throughout the process.

The key below tells you that there's actions.

You've got a pen icon, you can follow up.

And then you'll see throughout today's webinar the tabs - the boxes will turn green as we complete the actions.

So ideally, we do encourage doctors to complete their appraisal information throughout the year.

And it's just a way of storing your learning and your CPD and any of the feedback, reflections, PDP items, etc.

It's open as soon as your appraisal is completed for the year, you'll find your systems ready to go and put more information in.

So I have populated a couple of these templates to begin with.

So if you wanted to add a new template, you click on the green button add information and you can choose a category within which to feed that into.

So for example, we've got a feedback tool here of which you can import your colleague and patient feedback.

So today this is the patient feedback. For those of you not in the DVLA.

We do have a system of orbit 360.

It's a system that's now an in-house patient and colleague feedback tool available to all doctors with a licence to practise in Wales.

I know DVLA that you have a separate feedback - colleague and patient feedback tool.

However, any information, any PDF, any other feedback can be added with comments here.

The majority of our appraisal entries have the ability to add a file, which you can upload from your personal desktop, and you can also, for each appraisal entry, add attributes that the GMC have laid out.

So you can actually add various attributes to each bit of evidence you upload. At the bottom of every entry you have the opportunity to save.

So always save. It doesn't auto save. You've got to save with the green button at the bottom.

OK, so when you've started populating your appraisal information, you will have the ability to edit with this blue icon here.

And as you can see, I populated this one previously. And you can upload your own personal documents.

And we do encourage the more common documents such as the Excel, the Word kind of documents.

There is a file limit, which I'll cover briefly later. You do have quite a significant storage facility of about 200 megabytes.

So no Photoshop files, please. Because they're quite large files.

So anything a bit unusual the system doesn't tend to like.

OK, so, for example, we've got a CPD one here that I've already started to populating you can see I've started populating the text boxes here.

Each box has a title and of which, if you hover over it, some of them have information just to prompt you what to fill in.

So just prompts here with the black icons.

You can obviously add an additional file. And as I said, the more common files will allow you to upload them.

And I will just choose any file for this purpose, and you can see it is uploading into my account and then you've actually got to add it.

Okay and don't forget to put a title.

OK and again, save at the bottom. So then you will have up until one week before your appraisal dates to input any information, of which at that point you will be locked out from your account.

So you can see I've got a number of entries there and then following the next tab along.

We've got your constraints section. So again, I've populated a couple of constraints here in order to add a constraint.

You click on again the green box and then you've got an opportunity to search here or click on these buttons, kind of tree facility here.

And we do have a Covid 19. A new item on this tree.

And you can just click on the selected boxes and then they'll populate on the left hand side.

You do have the ability then if you want to expand on this, you can click on the blue note button and add.

Again, it's set up for you.

You've got your personal constraints, hospital or service constraints

Again, the free text boxes and again, on the right hand side and on the left, it is another drop down tree.

And then third tab across, we've got the insights and reflections. This is more of a kind of reflective area encouraging you in the first box to review the progress day over the last appraisal year.

Again green box if you wish to amend this text.

And then save if you make any amendments. The next one down further development needs.

I.e. Protected time for personal CPD. And then further down, we've got more of a long term plan is the aspirational PDP.

So this is looking forward, forward thinking of something you may be interested in achieving further down the line.

So in this example, if you do the blue icon.

I've put I'd like to become an Appraiser eventually. I'm interested in this area and look out for it, when the position comes available. So, again, you can put multiple entries there.

Should you wish to. Fourth one across.

We've got current PDP. Now, this is where if you have your previous appraisal on Mars, you would be able to look at what you wanted to do, what you agreed for the last 12 months.

And I'm just going to jump into the doctor role to show you what this would look like. So apologies about switching screens here.

So the idea being that if you'd had an appraisal previously on Mars, you would have some text here with a button to update the status.

This would then state for your next appraisal whether you've met your PDP items or not.

This box would pop up here.

And then you can state whether you've fully met them, partially met or not met at all and where this evidence can be found in your current folder if that makes sense and then it allows you to close the loop on what you agreed on a previous appraisal last year.

OK, so jumping back to my MARS role. The fifth tab along is the declarations section.

So this section is a list of annual statements that you need to make each year covering a number of different areas.

So a couple I've agreed. But you need to have entered each one before you can actually complete your appraisal for the year.

So first one being personal professional details.

Basically saying the details are up to date and that your appraisal should cover all of your practice.

So whether you've got multiple roles, you should bring all of that information to one appraisal to discuss with your appraiser.

So to agree that one and next one down is agreeing good medical practice.

So there's obviously a number of text there to read, you've got your probity statements.

So if you do disagree, any of these sections, it encourages you to then put an entry in perhaps there's something you need to discuss that your appraisal.

And therefore, you can actually state what area you can find this entry should you have anything to bring to your appraisal. That kind of disagrees with these statements.

So again health. So in terms of this appraisal, I'm actually going to stick a negative one in so you can see how that would work and all the others I've completed prior to today's webinar.

And just fyi. The safeguarding one does default to not undertaken and the training role-

This is an area that is currently under development, so will be changing shortly.

If you do have a training role. OK and then.

Don't forget to save the declarations here.

Okay. Just going back to appraisal information, if you wish to open up this information.

You can actually download any of your entries and all of your appraisals can actually be downloaded as a PDF afterwards should you want to.

And the next stage we are going to look at is the revalidation progress page again on the third tab down.

So the revalidation progress page which states, unfortunately, I don't have one here because I'm not a doctor.

But if you do have a date coming up, it would be on the right hand side here.

Under the revalidation history box and any previous cycles that you may have, would actually come up in columns here.

I'll quickly see if I can show you this in our user guide here.

So again, this is what the date would look like in the top right hand corner.

If you've been revalidated more than once, you'll have your previous revalidation dates.

And then if you've had previous appraisals on the system, you'll see a column type system here of which you would like to see the various aspects of your appraisal progress seen in green for the various areas that you've completed.

And then when this is a live function, you can actually view your appraisal summary via these blue icons here.

So all of your previous information is available on a PDF on this page with your previous dates.

As you can see, I've done a couple, we've completed the declaration. That's turned green and scope of work has turned green.

Also, these sections are predominantly completed by your Appraiser.

Once you've had your appraisal discussion, they would go in and make these declarations and turn most of these icons to the appropriate green.

Or if it needs further work, it will turn an amber colour with a little orange icon, as you can see here.

OK. So if I go back into my appraisals.

And then this will take you to the dashboard page. And here I'll show you how to select an Appraiser.

If you click on this icon here, you'll be taken to a list of Appraisers in your area.

And we do encourage our Appraisers to actually complete a biopic.

So bit of information about it. The Appraiser and their availability say, for example, here, Jo tests.

This is me in another life. If you click on the little speech bubble, gives you bit of information about the Appraiser, what days they will be available, where they may work and anything else that's fairly relevant for you.

And if you click on the icon, you can see that there may not have any availability for various months.

OK, so, for example, I'm just going to select one of these.

And then the system does encourage you to choose three Appraisers for those of you who potentially don't know your Appraisers.

I don't know. You may have agreed it prior to using the system. You may have not.

So just allows you to have more choice. So encourages you to have two.

And then you can see they're populated on the right hand side.

And then it prompts you, following that you can then choose a month or you can remove your Appraisers as you wish.

Before submitting. So as I can see, I am out of quarter.

So I am going to try and get it done A.S.A.P. and I'm going to submit my choices in the green button here.

And it does prompt you, there's a lot of processes within the system just to make sure you're happy, you're sure you want to make those choices and commit. And then it automatically takes you back to your page and you can see that the process is in place.

To agree those. And you'll be notified by the system if and when your first choice Appraiser accepts or rejects you.

If you are rejected by your first one, it automatically would pick up Gareth as my second one and so on. And it will notify you.

So there's nothing you need to do in terms of prompting it to go from second to third.

Again you do have the ability to reset these before a date is agreed should you want to?

And again, you can see that the third box here under declarations has now turned green, because I've completed those and you can see the status box underneath as well.

Just another tab to notify you here.

Once you've completed an appraisal on MARS, you do have the ability, as I said previously, to view your previous appraisal.

So over time, you'll develop, you'll have a list of these one for each year and you are able to download that summary in a PDF and look at it in detail.

OK. So I'm just going to switch accounts now.

Before I do that, I'm show you one more thing on this area. The files area.

It's what I referred to previously. It has two hundred megabyte limit, so you can see that I've used only about 203/204 kilobytes of my quota. So it's not a problem.

It's not on red. But we do have doctor's contact us to say they are struggling to upload documents.

And we do find that those files are perhaps in PowerPoint, tend to take a lot of file usage.

So if you're perhaps uploading in the presentation that you've used for some kind of clinical or teaching work, they can be quite large files.

So just be aware of that and you can change a PowerPoint selection into a PDF and make it a lot smaller.

And again, this is where your files are listed here. And then you do have the ability to delete them once your appraisal is completed, so you can go back and have a look at this.

And over the years, this will build up. So just to be aware, if you having problems uploading I'd check this page first.

OK. So I'm going to switch accounts now into my dummy account.

So this is another account I've got. So what's happened here is I've already put a meeting in place and put a request over.

You can see that the lockout period - it's gone red because the date that we've set is today.

And therefore. The lockout period has passed.

As I said one week to upload your information.

After that week you're locked out from your account. This gives the Appraiser the ability to have a good look at your appraisal material, perhaps advise you if there's anything missing that you may not have included and allow them to have a good look through your appraisal information and kind of prepare for it.

And again this is - you can see that the guide has moved forward.

So you've got various amber and green ticks as we go along.

OK, I'm just going to go back to My Appraisals

Yeh ok, so I'm going to show you how to accept an appraisal meeting. So clicking on the button, you've got the date here the 8th of the 9th and it is today.

Obviously it would be a few weeks in advance. Clicking on the button here.

Are you sure you want to accept the selected meeting date.

Yes. And then what will happen is the system will then change it to green.

And you can then see I'm still in the lockout. But the appraisal meeting date has been set.

This again informs your revalidation team that you've got an appraisal meeting in and therefore you can proceed with the meeting.

As I said, we were just going to complete the cycle so that we can actually pretend that the appraisal discussions completed.

So once you've got all your information and your accounts locked out, you would then obviously go ahead and have your appraisal meeting with your Appraiser.

Of which sometimes the Appraiser may have the information in hard copy or may reference the computer in front of you.

Once you've had your appraisal meeting, your discussion, you would then go ahead and go into your account and read the appraisal information and look to agree the summary.

I know those of you in the DVLA it's slightly different. So I know your Appraisers are outside of Wales and you have a different process.

But that's fine. What we tend to do is if you notify us of who your Appraiser is having previously agreed it prior to using the system, we can get them an account set up and we can link you both so that the Appraiser can complete the process exactly the same as any other Appraiser.

Put all their reflections, write up their notes from the appraisal into Mars and agree it exactly the same way.

So the way in which you choose your Appraiser is slightly different.

But the outcomes exactly the same, then within this system.

The RO as you can see on the left hand side here. Your Appraiser has an account via MARS the RO's have an account.

You have your Revalidation Teams both Health board Admin and Revalidation manager have access to MARS and different levels of access.

Appraisal leads have access.

And then there is a quality assurance system, an anonymous one of which we can pull data and quality assure that.

So what would happen once you have your revalidation progress as well.

Your RO has limited access to the system and they can make a recommendation to revalidate you.

They have access to your appraisal summaries and any of the information via the health board system.

And then what they do via MARS is they can make a recommendation to revalidate you or not.

And therefore, this system has a syncing process with the GMC.

So all syncs in the background on a daily basis from various stages to accepting registration's to updating your revalidation progress state.

So if you were revalidating, this would automatically sync.

And within a 24 hour period after the RO the Responsible Officer has made the recommendation.

So that's clear.

So what you can see is this, as I said, if you imagine you've had your appraisal discussion, you've met with the Appraiser and you'll be notified via the email address address that you put into the system of any changes that have happened in your process.

So for this example, you will be notified your appraisal summary has been committed by your Appraiser for you to go and have a look at.

So click on the summary icon here, again there's not to be a lot of information because this is a test account, but you can see the dates, various aspects, if it's been agreed or not.

Any kind of feedback from your Appraiser would be in a box here.

You can still link to the uploads that you've included and you can still see any text that you've put in here.

And then the additional notes that your Appraiser will add, obviously in the live version it'll be a lot longer than this.

And then what you will see is hopefully these boxes starting to turn green.

And again, any comments here that the Appraiser may have.

So once you've had a good look at this, again, we do really encourage doctors to read it thoroughly because once a doctors summary has been committed and agreed.

We can't make any changes to it because it's hard coded and agreed.

So really please check the information's all there and you are happy with it. So once you've checked it all and you're happy with it. You can close this box and then you can select the accept or reject summary underneath.

So here you've got the opportunity to accept, but you've also got the opportunity to reject if there were, for example, a section or two missing and you want to make any changes, there's any typos in it.

Anything you want your Appraiser to amend. You can reject it and then the Appraiser will be notified, should they need to make those amendments. And then this system, this little process will happen again.

You'll be notified to review it and then accept it.

OK. So again, if you are going to reject it, you are prompted to make the Appraiser aware of the reason why you are going to reject it.

But on this occasion, hoping everything would go smoothly. I'm just going to accept it.

Again, there is a statement at the bottom saying, please be aware this isn't reversible.

We do encourage you to read it thoroughly and then once you've agreed that.

You'll then be prompted to complete a survey.

So, what you'll find in the background, that you don't really get the opportunity to go green because everything resets again, ready for you to prepare for your next appraisal the following year. You are then taken to an appraisal feedback survey.

So this is an anonymous feedback survey that we collect the data for and review it on an annual basis. This just allows you to feedback on all aspects of the appraisal.

So whether it be your appraiser, the process, how you use MARS, obviously you've got your radio buttons.

So, you can grade it on how you think.

And there's a couple of pages here, that just allows us to ... eventually Appraisers can actually get that feedback.

And once they've done a couple of appraisals, they can actually review their own feedback from the doctors they've appraised and allows us to actually review the comments for us to improve our own system.

The MARS system also. And just to update you, we are again updating this survey to bring it more up to date, but it will be a very similar process that you'll be expected to complete after every appraisal.

OK, I think that's it for demo-ing the system.

This is a couple of the areas I wanted to show you that we've got available.

So if you click the help and support button within MARS, you are taken to our resources page.

There's two levels of support here.

We've got QuickStart user guides for, for Doctors and Appraisers here, and then we also have access here to our Appraiser user guide, which I reference to throughout the webinar today.

So I quickly take you to the top. Zoom out so you can see what that looks like.

It's kind of a turquoise user guide for doctors using the system.

And as I said previously, the help and support button is on every page above here.

Every page used within the doctor role has a bit of text to explain how to use it.

Some guidance and a link to our resources. And again, that is exactly the same place as where the User Guide is held.

There are brief videos showing you how to how to do various aspects of the system.

And we are updating these resources, so you may find that the Web site updates in the next couple of months to include a better use of functionality on there.

Just FYI I don't think we've got any GPs. But the reason I stumbled over my words earlier, is there is a slightly different setup in terms of lockout.

So GPs have a 14 day lockout in on their MARS system, which is, as I said, the kind of carbon copy of this with some slightly different functionality.

It is blue. So you shouldn't ever find yourself accidentally logged on there.

But if you are logging onto the wrong page or your login details aren't working just double check that the banner at the top isn't blue because you're trying to access the GP one and obviously the medical one.

As you can see for secondary care and other users is green and your lockout is seven days.

So there is that difference between the two.

