



MARS Doctor User Guide - GP

https://gp.marswales.org

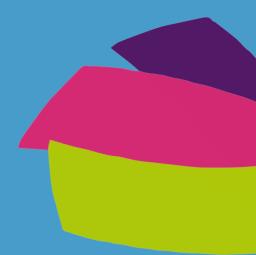
This guide is intended to walk you through the Appraisal Process using the online MARS system. Primarily for primary care **doctors** practising in Wales, this guide is a shortened version and does not include information on GP Appraisal Payments or MARS Online Security.

You can find this information available at:

https://marshelp.heiw.wales

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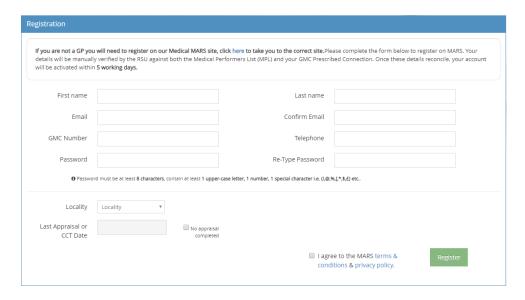
Registration

Please visit https://gp.marswales.org/ – and click on the register now button – as highlighted with a red arrow in this image.



You will be asked for your personal details (seen in the image below), including your GMC number, which will be cross checked against the GMC database.

Each aspect of this form is compulsory, with the exception of your telephone number.



To register you need to have attained your certificate of completion of training and be registered on both the GMC and Medical Performers List (MPL) registers, please note that this information has to match for successful registration. Once you have submitted your registration request, MARS will automatically check your account matches the GMC register, RSU staff will then ensure you are registered on the MPL. You will be notified by email whether your registration has been successful or not.

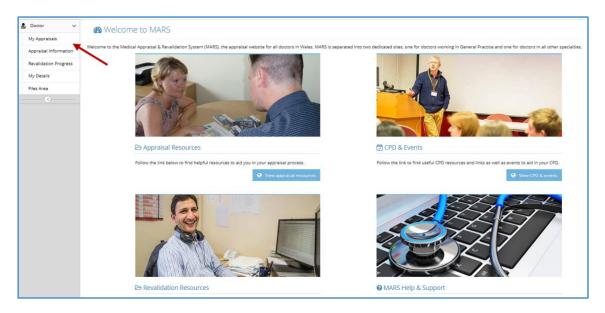
Log in

To log in to the site enter your details into the email and password field.

If you aren't registered on the system, you'll need to do this first as demonstrated in the previous section.



Once you are logged in you will arrive at the front page of MARS. Here you have the opportunity to access a number of resources regarding CPD, Revalidation and Appraisal. To access your appraisal information go to the *Doctor – My Appraisals* tab on the left. Highlighted with the red arrow below:

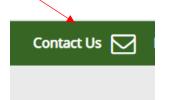


Problems with MARS? If you are experiencing issues with MARS please use the 'Check my browser' button, this can be found on the 'Dashboard' home page in the top right corner of the screen, this will check the browser of the device that you are using is up to date.



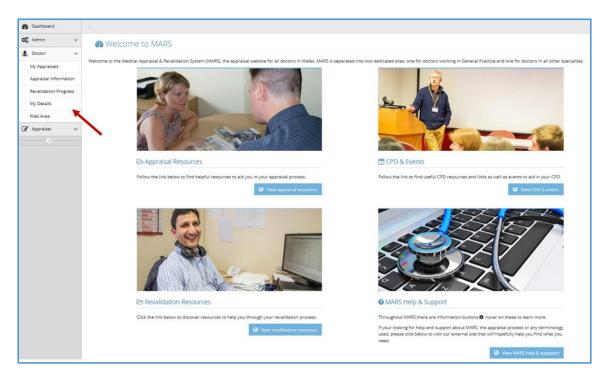
Contact Us

Alternatively if you are experiencing issues with MARS please use the 'Contact us' button, this can be found on the top toolbar of the screen, this will open a new window for you to input your query which will be sent directly to the MARS email inbox.

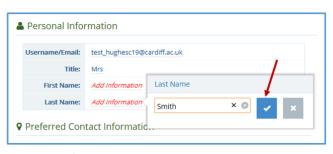


Personal and Professional Information

You should verify and update your details before you begin the appraisal booking process. You can do this by going to the 'My Details' page on the left hand menu. Once on the My Details page you can add or update the appropriate information. Please note this process should be done annually.



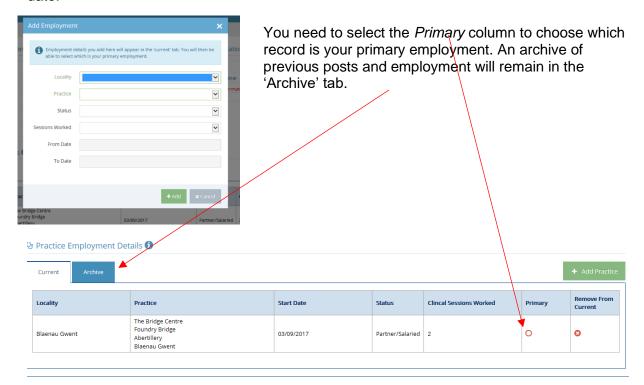
To add or change information, click on the red text (or existing text you wish to edit) and another box will appear, you can enter information into this box, ensure you have clicked on the blue tick box (indicated with an arrow in below photo) to save.



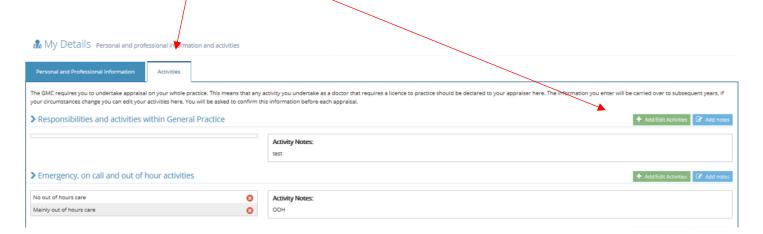
You are also required to add your current employment. Select 'Add Practice' in the Practice Employment Details section.



From there you need to use the drop down boxes to choose your practice, including start date.



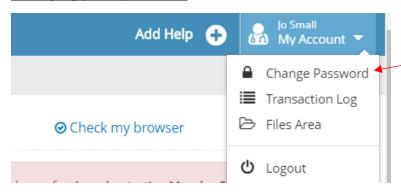
In the second tab 'Activities' you can add further professional information. You are required to provide a brief description of work undertaken both clinically and in other areas you feel are relevant to your appraisal. Please click on the green 'Add/Edit activities' button or on 'Add notes' to enter information.



The GMC requires you to undertake appraisal on your whole practice. This means that any activity you undertake as a doctor that requires a licence to practice should be declared to your appraiser here. You can add/edit each activity and add notes to provide context and further discussion.

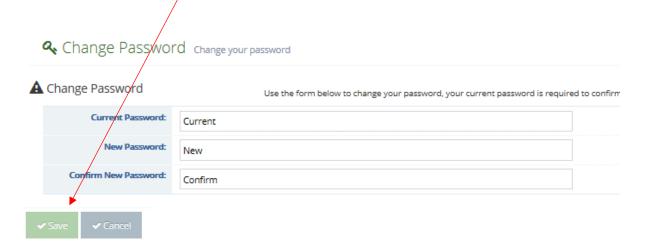
The information you enter will be carried over to subsequent years, if your circumstances change you can edit your activities here. You will be asked to confirm this information before each appraisal.

Changing your password



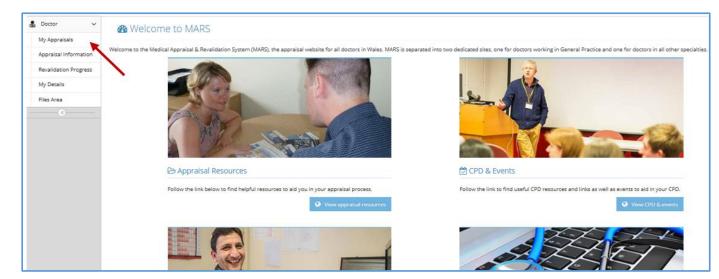
Once logged in you are able to change your password in the top right hand corner, under 'My Account' select the white drop down arrow and the first option is to change password.

You will then see another screen which prompt you to enter a new password and re-enter, then select the green 'Save' button.



Appraisal Booking Process

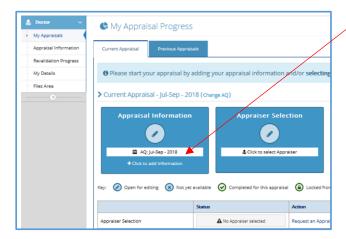
Once you have logged in and ensured your personal and professional information is up to date, you can begin the appraisal booking process. From the home page, click on the column on the left. Select the '*Doctor*' menu option, this will show a drop down menu. See below:



Please click on the 'My Appraisals' menu option as shown by the red arrow.

Allocated Quarters

In order for Appraisers to be able to manage their workload, appraisals need to be distributed evenly throughout the year, you will be given an Allocated Quarter (AQ) upon registering with MARS. This is a 3-month period during which you must have your appraisal, and is usually based upon your last appraisal date. The AQs are: January – March, April – June, July – September, and October – December. This can be found in the first box in the Appraisal Information.



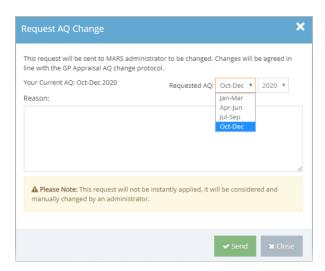
You are assigned an Allocated Quarter within which you are required to undertake your appraisal. If there are extenuating circumstances (sickness, parental leave, etc) which will prevent you doing so you may request to change your Appraisal Quarter, this process is explained below.

Changing your AQ

There is a button on MARS for you to request to change your Allocated Quarter – this can be located on the Appraisal Information page in the top left, and is illustrated in the image below:

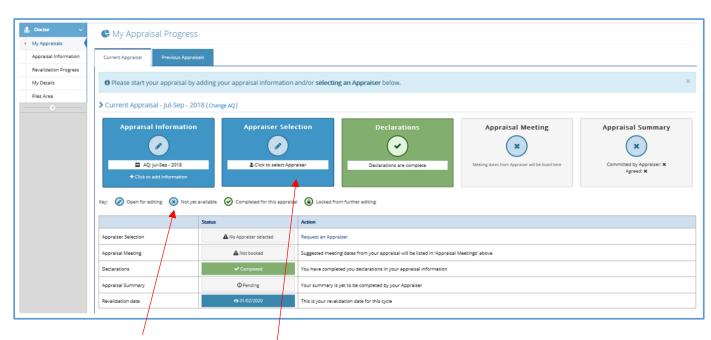


If you press the *Change AQ* button – this box will appear. Here you can request to change your AQ – please select the appropriate quarter from the options available, a reason must be entered for your request to be submitted for review. You will be notified by email if your request is successful or not.



My Appraisal Progress Page

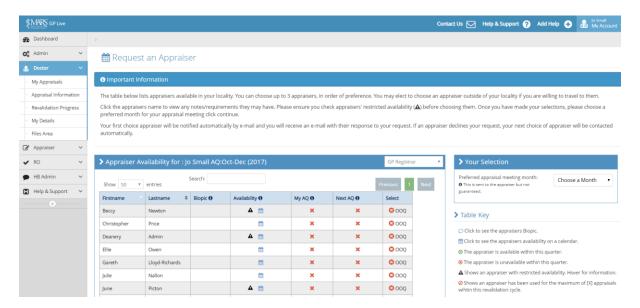
If action is required (from you or your selected appraiser) the respective box will remain blue. If you have done what is required or this part of the process is complete, the box will be green.

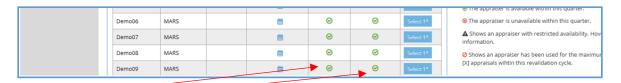


Please refer to the key which lets you know which boxes are available for editing / action and which are complete or not yet available.

Once on this page, select the 'Appraiser Selection' box.

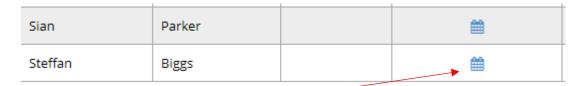
Once you have clicked here you will be taken to the Appraiser Selection page, see below. The table lists appraisers available in your locality. You can choose up to 3 possible Appraisers, ordered in preference. Your second choice will only be notified if your first choice declines and so on. The columns within the table provide further information regarding each Appraiser and their availability.





'My AQ' and 'Next AQ' columns indicate whether an Appraiser is available within your allocated quarter or the next by showing a green tick symbol. If you are no longer within your Allocated Quarter you won't be able to book an Appraiser.

You can only select the same Appraiser twice in a 5 year period.

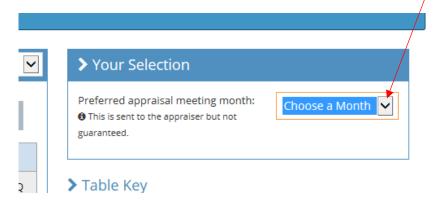


When clicked, the calendar symbol shows an Appraiser's calendar. If the Appraiser has identified specific days and times for appraisals then they will be indicated here in green. The Appraiser may not have specific slots for appraisal and therefore this will not show.

This biopic (speech bubble symbol) is a short biography focusing on the Appraiser including; their interests, location, area of speciality and availability.



When you make a selection for your preferred Appraiser, you must also pick a month in which you would like to be appraised (to the right of the screen). The site will not allow you to proceed unless you have selected a preferred month.



If you need to cancel your Appraiser selection, you can do so by clicking on 'Reset appraiser selection' which can be found in your 'My Appraisals' page as shown below.

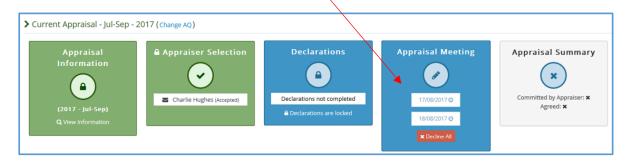


If they have already accepted the request it won't allow you to reset it from here. You would need to contact the Appraiser to cancel the request, the Appraiser's contact details are available on MARS.

If you cannot find an Appraiser please contact the Revalidation Support Unit Appraisal Officer: HEIW.AppraisalOfficer@wales.nhs.uk

Appraisal Booking Process - Arranging a Meeting

Once your appraisal request has been accepted your Appraiser will suggest meeting dates to you. These will appear in the 'Appraisal Meeting' box – and will contain information regarding date and time of the meeting. The box will go blue to let you know you need to accept or reject their suggestions. Click on the individual meeting date to do this. (If you have arranged a 'virtual appraisal' then the Appraiser will be able to record this fact when they complete your appraisal summary at the end of this process).



As there are a number of doctors being appraised at the same time across Wales, you are encouraged to please confirm the meeting ASAP in order to secure the most convenient date.

Once a meeting date has been confirmed the box will go green.

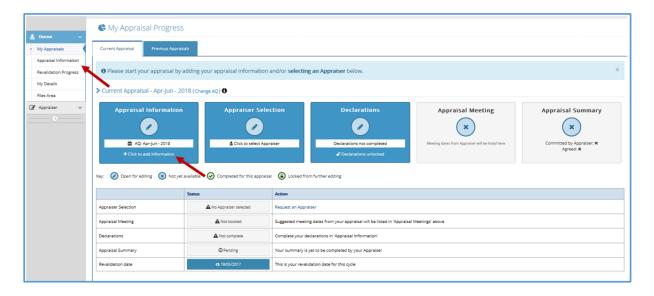


Occasionally if a date has been agreed between you and the appraiser, they may choose to enter that date directly into their appraisal calendar. You won't be offered a date to accept in these circumstances, but it will automatically appear in the Appraisal meeting section – (it will then turn green). In this situation normal lockout rules apply. (Your appraisal will be locked out 14 days before your appraisal).

Entering Appraisal Information

You can begin entering information as soon as your previous appraisal summary is completed.

To do this please click on the Appraisal Information button, you can find this in two locations, as highlighted with red arrows below:



You can continue adding information to your appraisal 14 days before your meeting.

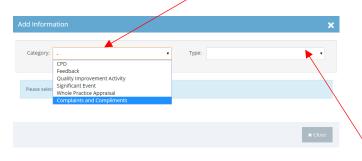
Appraisers cannot see information you've uploaded until 30 days before your appraisal.

When entering information please remember to anonymise personal, colleague or patient identifying markers.

Once on the Appraisal Information page, please click on the green + *Add Information* button to begin adding content to your appraisal.



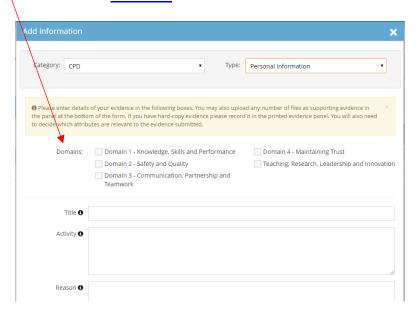
From the first Appraisal Information column you have the opportunity to add differing information templates: CPD, Feedback, Quality Improvement Activities, Significant Events, Whole Practice Appraisal (WPA) and Complaints and Compliments.



Once you have selected a Category please choose one of the options from 'Type'.

If you add an entry onto the wrong template your appraiser can change this when they write your appraisal summary.

Once you have selected a 'Category' and 'Type' you will also have the opportunity to select one or more 'Domains' relevant to information you have entered. You can find more information on domains on the <u>GMC site</u>.



For all areas except feedback, you are required to specify which Domain the information you are entering falls under. If you need assistance the GMC link above should help you identify which Domains apply to the information you are entering. Your Appraiser will also discuss this with you during your appraisal.

For each template and category there is a descriptor in the shaded box which gives an explanation of the differing areas of information and domains so you can decide which one applies to you most.

Once you have entered necessary information you can edit or delete the information using the action column on the right. As highlighted:



You are encouraged to enter a title for each piece of information you enter, this adds navigation around the information for both you and your Appraiser.

You can also download your appraisal information using the blue button to the top right of the table (also highlighted).



When entering information, there is also a drop down menu where you can select appraisal attributes that you think are relevant to each piece of information you have input. Please tick the boxes you think apply to the information you have entered. These are not mandatory.

Information Attributes:	Act with honesty and integrity	Protect patients and colleagues from any
	Apply knowledge and experience to practice	risk posed by your health
	Communicate effectively	Put into effect systems to protect patients and improve care
	Establish and maintain partnerships with patients	Respond to risks to safety
	Keep clear accurate and legible records	Show respect for patients
	Maintain your professional performance	 Treat patients and colleagues fairly and without discrimination
		Work constructively with colleagues and delegate effectively

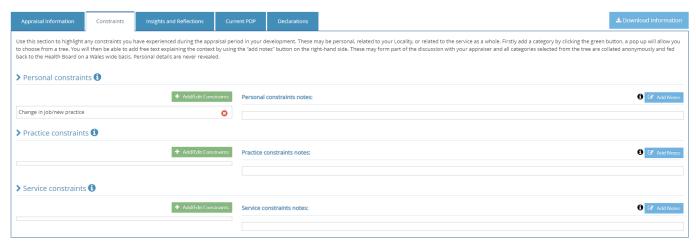
You will also have the opportunity to upload supporting information that your Appraiser can view before your appraisal. To do this;

- 1. Click *Add File* (this is at the bottom of the Add Information template)
- 2. Click Upload File
- 3. Browse and select the file from your device
- 4. Click the green +Add button
- 5. Enter a document title and any Optional Information
- 6. Click the green Save Information button

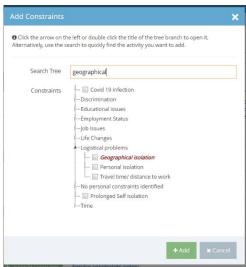
All appraisal information must be recorded on MARS and all entries should include requisite detail and reflection. Where a doctor has used another online tool to record their learning e.g. Fourteen Fish, it may allow them to download the information e.g. via PDF. If this is done and the doctor attaches it to a template on MARS, the doctor must ensure the template

includes a requisite amount of information (including reference to outcomes and reflection). To avoid duplication, we would advise the doctor to add their learning directly onto MARS.

From the Constraints page you will able to add, personal, practice and service constraints.



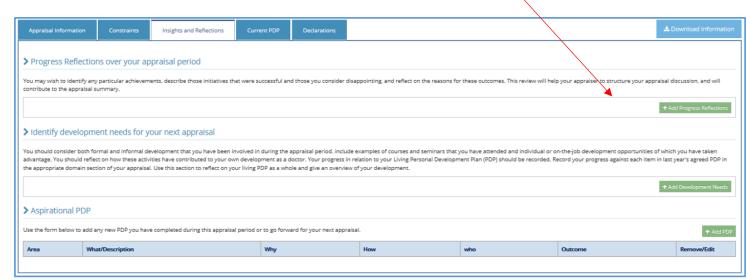
Each section has a different list of constraints, specific to each sub section. You can search in this drop down menu or you can scroll through to find the appropriate area.



If you have added an entry you can also 'Add Notes' by clicking on the blue box on the right. These notes give you the opportunity to provide more information and context regarding a chosen constraint.

If you don't think any constraints apply to you, you can leave this section blank.

On the 'Insights and Reflections' page click on the green + Add buttons on the right to enter information. Please ensure that information entered on this page does not identify any individuals as this section cannot be altered by your Appraiser.

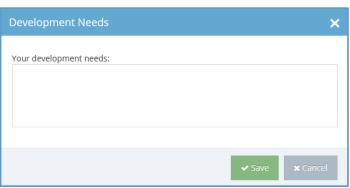


The *Progress Reflections* section allows you to reflect on progress made since your last appraisal.



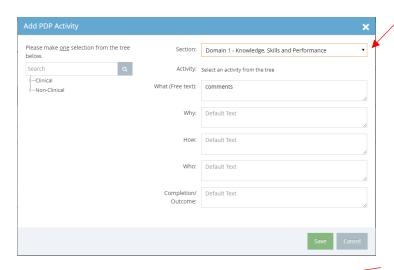
The *Development Needs* section allows you to identify opportunities for further development in the context of your next appraisal.

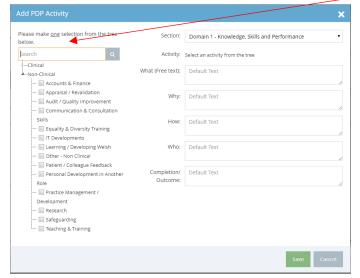
More information regarding these fields are described to you on the webpage.



In the Aspirational PDP section you can enter aspirational personal development plan activities. These are areas you would like to develop in future, you can comment on the outcome and progress of these stated plans, which can be added to your 'Current PDP' by your Appraiser. Choose a Section, then select an Activity from the tree.







For the Activity you need to expand the categories and select one

You can also view your personal development plan from previous appraisals in the *Current PDP* section, here you can comment on

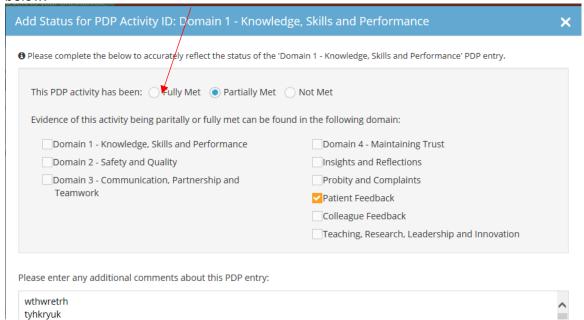
the outcomes and progress of agreed plans.



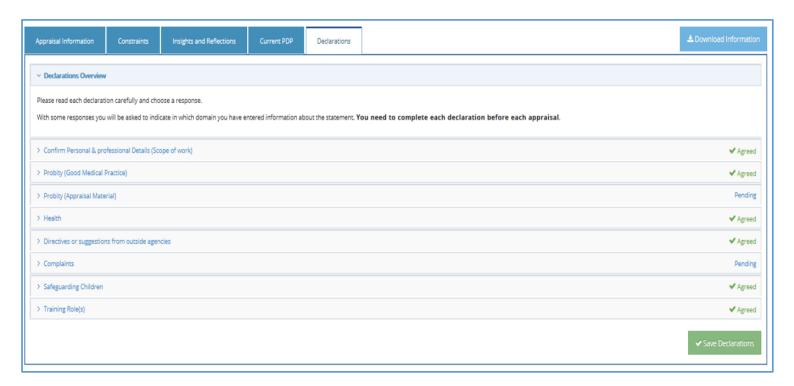
Within this PDP section, you can select whether you have met, partially met, or not met your aims for progress and development. Select the green 'Update Status' to do this.



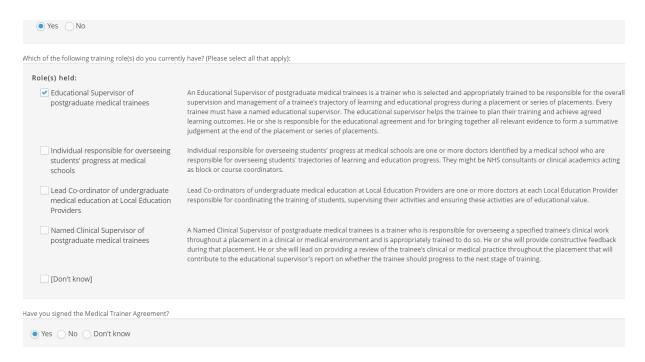
This will then open another pop-up box, you can select the appropriate response, as shown below:



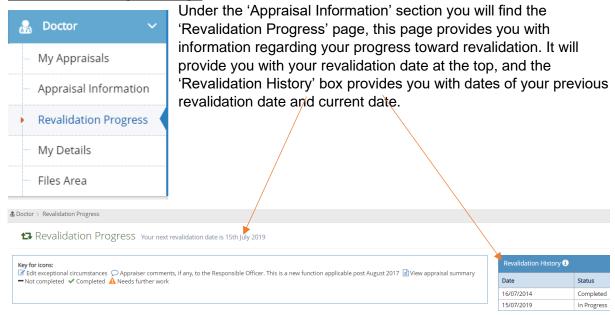
The final part of the entering information section is the Declarations section – it is important **all** of these fields are filled in prior to your appraisal meeting. Please click through each area and input the information as requested. Please ensure you read each declaration carefully and consider your response. You need to complete each of these declarations in order to submit your appraisal summary.



If you select 'Yes' to the Trainer role, a number of further questions will appear for you to answer.



Revalidation Progress Page



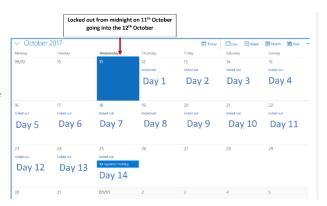
The lower part of the page highlights progress towards your 'Current revalidation cycle', with your progress of your current appraisal in the first column, and and any previous appraisals that count towards your current revalidation in the following columns. The list down the page highlights the areas required to be completed prior to your revalidation date, those which are 'green' have been completed, any in amber 'Needs further work' and if they are 'grey' they have not been completed yet.

Your appraisal summaries for the previous years are available via the blue icon.



Appraisal Locked (Lock Out)

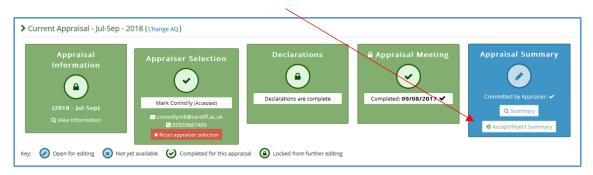
Your Appraisal information will be "locked" in advance of your Appraisal so that you cannot enter anything further or make changes to existing entries. You will be locked out 14 days before your Appraisal; this is to give your Appraiser adequate time to read and assess your details in advance of your appraisal meeting. This is demonstrated in the image opposite.



Appraisal Summary

Once your appraisal meeting has taken place your Appraiser will complete an appraisal summary. This will usually be ready within two weeks of your appraisal meeting. When your Appraiser has completed your summary you will receive an email notification asking you to review and agree or reject the *Appraisal Summary*.

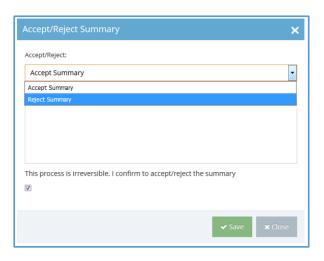
The 'Accept/Reject Summary' box (in blue below) will give you the option to Accept/Reject.



You can locate your appraisal summary in the Appraisal Summary box. Please read the summary your Appraiser has written for you and then click Accept or Reject. If you accept, your appraisal is complete for this year.

If there are inaccuracies or something you require changed, you are able to use the 'Reject Summary' function. If you disagree you will be given the opportunity to write a note to your Appraiser explaining your reasons for the rejection.

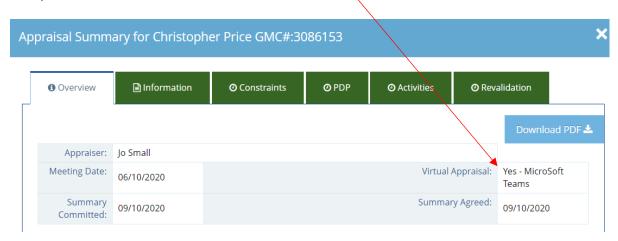
Your Appraiser will then review your comments, alter the details accordingly and commit the summary again for your review. If your appraiser doesn't agree a dispute may occur – please check the exceptions protocol in the Key Document Library for further information regarding this.



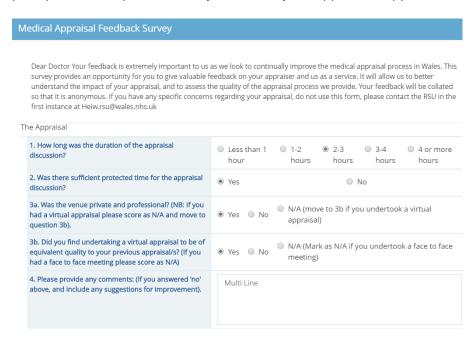
Virtual Appraisals:

If you have completed your appraisal virtually then the Appraiser will have the opportunity to document this when creating your Appraisal summary.

You should then see this within your summary (in the example below we stated that the appraisal was conducted virtually, via the Microsoft Teams application, but if you hadn't n it would state 'No'. Please note that the Virtual Appraisal section will default to No, the opportunity to amend this will arise when your Appraiser comes to set the meeting as Complete.



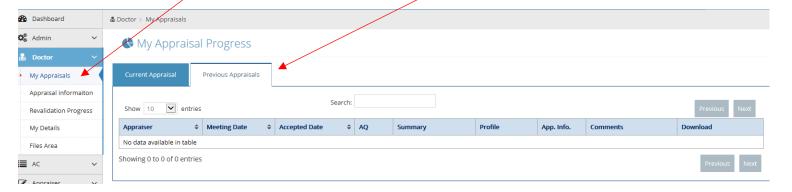
You can also feedback information about the virtual appraisal in your post appraisal feedback survey (see question 3b). Once you have completed your appraisal you will be prompted to complete a survey based on your appraisal, Appraiser and the MARS system.



Archived Appraisal Summaries

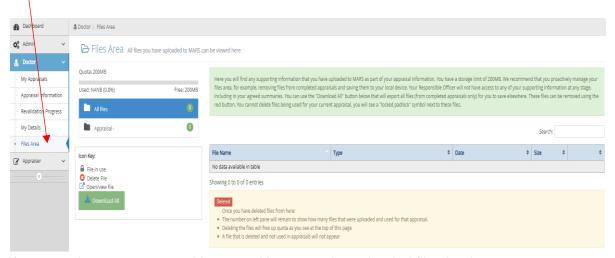
Sometimes, you may wish to review information from previous appraisals. This may be useful if you are moving to practice outside of Wales and will be using a different appraisal system.

To do this go to the 'My Appraisals' and select the second tab 'Previous Appraisals' page – as illustrated. The page in the example is blank, however this page will show all of the information you have previously uploaded to MARS.



Files Area

The files area can be found on the left navigation bar, this is where you will find the supporting information you have uploaded to MARS. The file area is also useful if you wish to review information from previous appraisals.



If you need to create space. You can either save the uploaded files back to your computer or just delete them. (Please note that once an appraisal is completed, there is no need to retain the files within MARS as no one needs to see them in the future).

The following file types are accepted for upload: 'doc','docx', 'rtf', 'xls','xlsx', 'pdf', 'jpg','jpeg','png','gif'.

There is a 200mb limit to this area.

Be cautious uploading images to MARS - images alone can be larger than 2MB. To check the file size, right click the file, select properties and the size will be displayed. 1024KB = 1MB

To reduce picture file size, you can reduce picture resolution, crop your images to make them smaller, or you can discard unwanted information, such as the crop parts of a picture that are not relevant.

Other file types to avoid include:

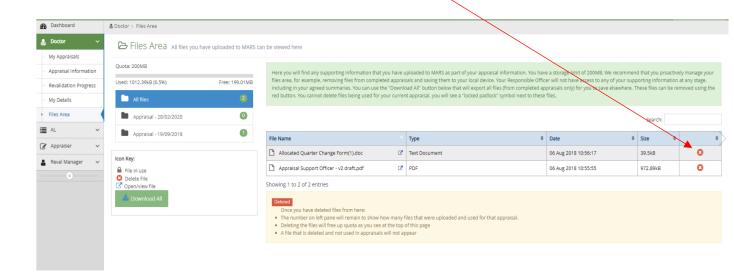
- Videos (.avi, .mov, .mp4, etc)
- Audio files (.wav, .mp3, .aiff, etc)
- Compressed File Collections (.rar, .zip, etc)
- Database Files (.db / .mdb / .sql)
- Microsoft Publisher Files (.pub)
- Email files (.msg / .eml / .msf)

Word documents are generally smaller than PDF's – further information on reducing file sizes when working with Microsoft Office (including images within Word) can be found on this Microsoft info page: https://support.office.com/en-gb/article/Reduce-your-file-size-631d1d48-a56b-4fd4-ad66-091dd201db10

If you go to *Files Area*, which can be found from the pull down menu in the top right hand corner of the screen, you will see all your files listed. If you click on the header of the *SIZE* column, you can order the files largest-to-smallest or vice versa. You can then delete any files you want by clicking on the 'X' in the extreme right hand column against each entry.

If you want to save files back to your device, click on the icon within the *File Name* column which will open the file and you can save it. Once saved back to your device you will still need to delete it from MARS as described above.

Below is a screenshot as an example.



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Did you know?

That MARS is compatible with Tablets and Smart Phones.

Further Resources:

RSU Resources:

A library of resources created by the RSU to support with MARS, CPD and revalidation https://marshelp.heiw.wales

Educational Online Modules:

CPD Webpages – An online resource containing a number of educational modules: https://gpcpd.heiw.wales/

Educational Online Study Days

The face-to-face study days are designed specifically for GPs (and may be suitable for other Allied Healthcare Professionals) to enhance and update their clinical knowledge and learning https://gpcpd.heiw.wales/study-days/

Orbit 360

Orbit360 is now the patient and colleague feedback system for all doctors in Wales. You can now register on Orbit360 at https://orbit360.heiw.wales/login and initiate your feedback, please direct any enquires to heiw.orbit360@wales.nhs.uk or via the helpdesk on 03300 584218.

We hope you have found this guide useful. If you have any questions, experience any difficulty using the website or want to leave some feedback, please contact us using the details below.

Revalidation Support Unit Health Education and Improvement Wales Tŷ Dysgu Cefn Coed Nantgarw CF15 7QQ

Email: HEIW.MARS@wales.nhs.uk