MARS is an all-Wales system provided by Health Education & Improvement Wales and funded by Welsh Government to facilitate the appraisal and revalidation of doctors.

Contents - Appraiser

Appraiser Set Up

In order to access the Appraisal role on the site you must have been appointed as an Appraiser for your Designated Body and activated in this role by the Revalidation Support Unit (HEIW). If you are a Secondary Care Doctor, your RO should have agreed the number of appraisals you should be doing this year.

Once you have been appointed as an Appraiser and activated by RSU – you will be able to switch between both 'Doctor' and 'Appraiser' roles using the side bar on the left of the MARS site.

When you enter MARS you will be automatically logged in as a Doctor, to use the Appraiser function you will need to click Appraiser in the menu on the left.

Once you have pressed the Appraiser button you are given the choice of three options: Manage, Appraisals and Feedback Analytics.

The **Manage** button is where you will finder your Appraiser calendar and where you can state your availability, organise appraisal meetings and complete outstanding actions.

The **Appraisals** button is where you can view current and previous Appraisee details, view appraisal information and create and edit appraisal summaries.

Feedback Analytics is used to view anonymised feedback from the doctors you have appraised.

Setting up Appraiser Role
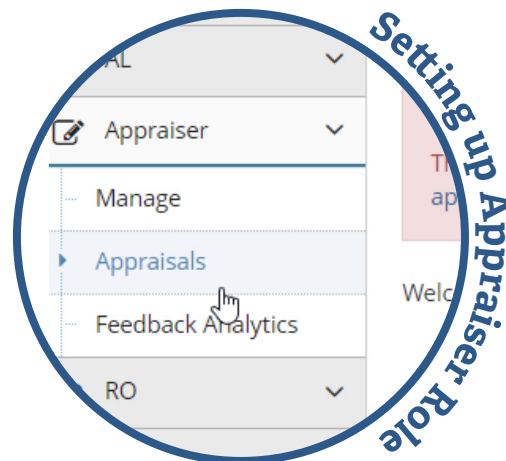
Setting Appraiser Availability

Before you begin accepting and rejecting potential Appraisees and organising meeting dates, you are encouraged to write a short biopic to let doctors know a little bit about yourself. To set your biopic, look to the right of screen on the 'Appraiser' > 'Manage' page, and select the bottom blue box underneath 'Monthly Availability'. Here there is a button to 'Add/Edit Biopic' and will open another box in which you can write in. The biopic should be a short biography focused on your clinical interests, area of speciality, availability and location etc.
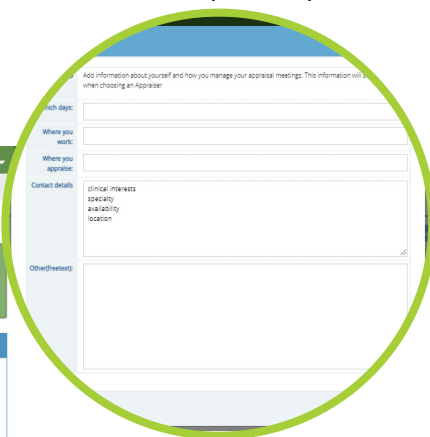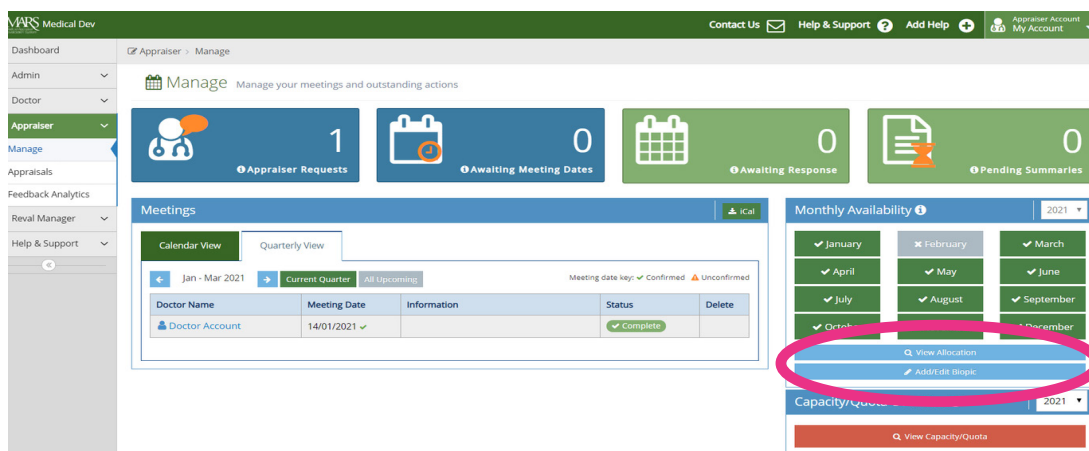
There is a key for the calendar which illustrates to you what the various colours and icons that appear in the calendar mean. You should refer to the calendar key to see the different colours and icons that will appear in your calendar.
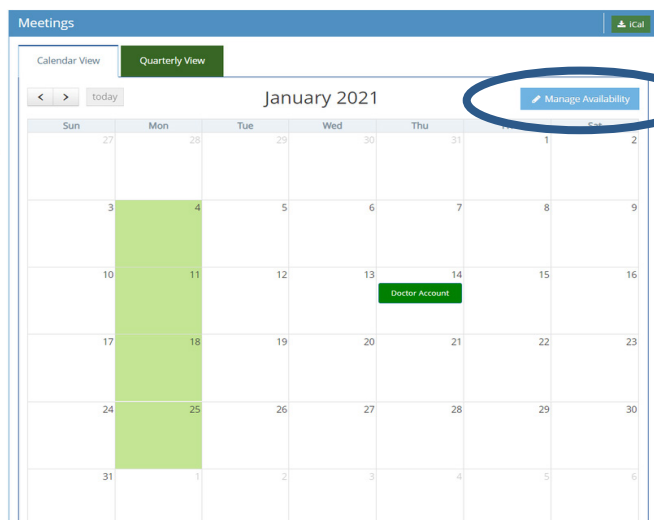
MARS now automatically makes you available to Appraisees as soon as your account is created, but if you want to set specific dates you need to do this through the calendar.

The green highlighted boxes in the calendar illustrate this availability (in this example availability is Monday in January).

To set availability, click on the 'Manage Availability' icon to the top right of the calendar itself, highlighted on the image of the calendar previously as highlighted by the blue circle. Once you have clicked on this icon the blue Manage Availability option screen will appear.
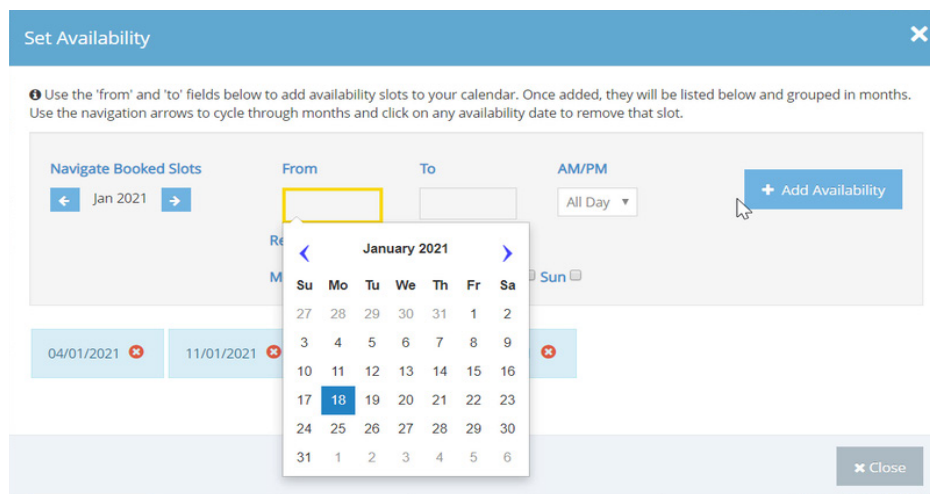
Here you can highlight days or timeframes when you are free for Appraisal over the month.

You can select days when you are available or periods of time by using the 'From' and 'To' function. If you are selecting availability for a long period of time remember you will need to manually delete each date if you make a mistake.

You can also pick availability by showing a series when you are available. For example, in the image below the appraiser has identified they are available for appraisal each Monday, Tuesday, Wednesday, Thursday and Friday in January 2021, and available all day in the 'AM/PM' option, then selecting 'Add Availability'.

This availability will then appear in the calendar with shaded green boxes.

You may decide you will not set availability slots in your calendar and would rather set monthly availability. This is a style preference, we recognise that Appraisers like to work in different ways.

You can also select monthly unavailability (for example, you were away in February or didn't have capacity to appraise) – clicking on the month stated on the box will change the colour from green to grey – if the box is grey you will not be available for appraisal in that month. MARS presumes you are available each month, **if you do not wish to be available you'll need to make sure the box is grey, not green.**

If an Appraisee tries to select you during a month that you are not available, they will be warned by a notification that you do not appear to have availability that month.

You can also choose whether the information you see shows your whole calendar or shows availability via the Quarterly View box. Booked meetings will appear on the calendar and within this box.

From this page you can also view your allocation - 'View Allocation' details how many summaries / appraisals you should carry out. If you are a GP your quota is set by the Appraisal Officer within the Revalidation Support Unit (RSU, HEIW). If you are a Secondary Care doctor your quota is set by the Revalidation team within your Health Board.

There is also an iCal button to the top right of the calendar – this button syncs your MARS calendar with that on your computer, tablet or digital device.
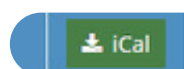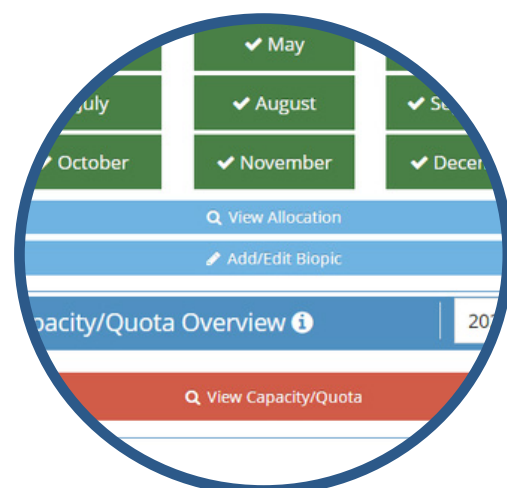
You can also check your capacity or quota via the Capacity/Quota overview button - if you click on View Capacity/Quota button it will provide you with a brief overview of any appraisals you have underway or have completed.

Arranging an Appraisal Meeting

Providing you have availability within a doctor's current or next Allocated Quarter (AQ), they can select you to be their Appraiser. When this happens you will be notified via email and the Appraiser Requests box will be populated with a number.
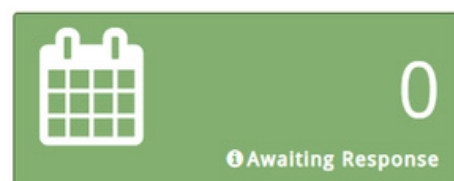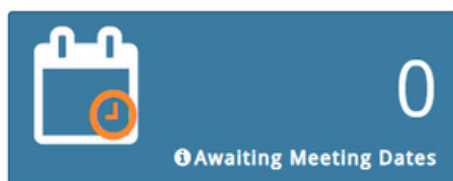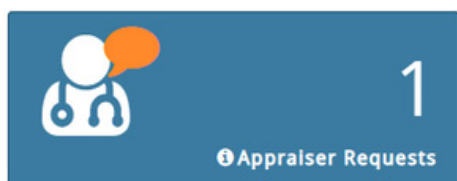

If you click on the Appraiser Requests box, a new selection box will appear where you can confirm or reject the request from the doctor. If you wish to accept this request you need to select the green tick icon, to reject it's the red 'x' button you need to press. You can view further information about the potential Appraisee by clicking on their name.

Propose a Meeting Date
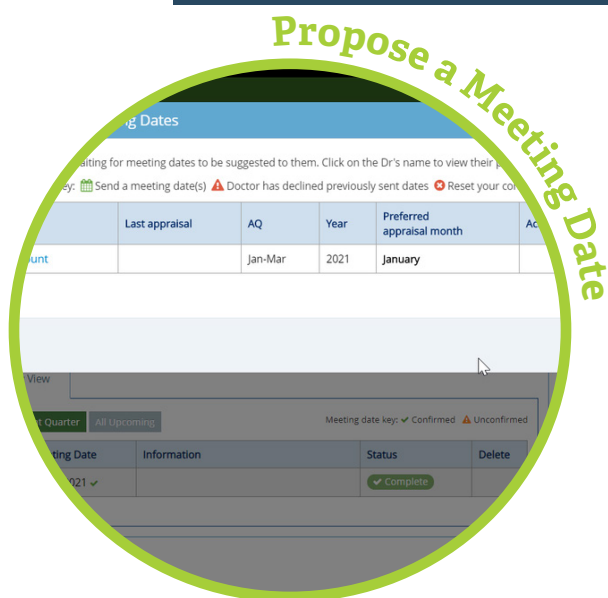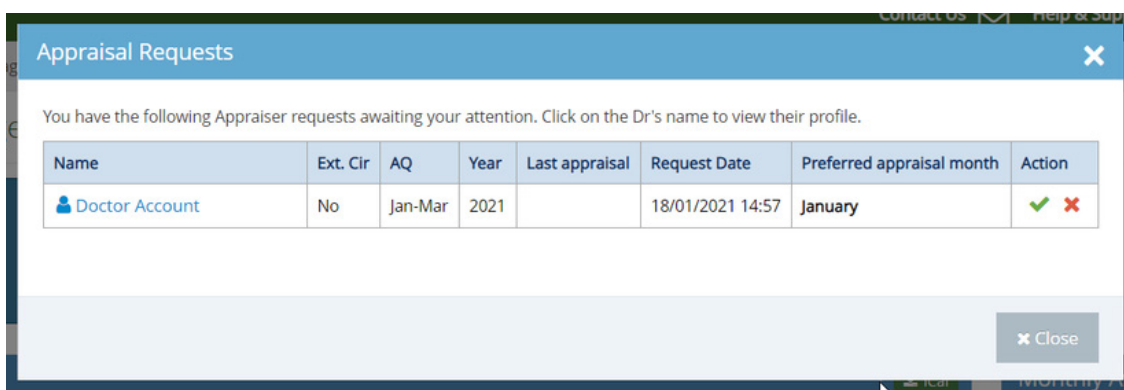
If you are happy to appraise this individual, the next stage is for you to propose a specific meeting date. You can do this by clicking on the Awaiting Meeting Dates box, which will now show a number illustrating to you how many appraisal meetings you have to organise.

Once you click on this Awaiting Meeting Dates box you will have the opportunity to arrange a meeting with the doctor you will be appraising.
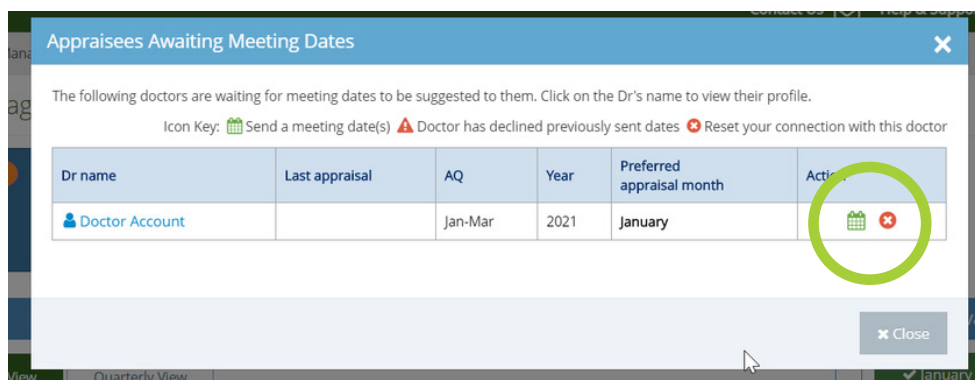
To suggest multiple meeting dates to an individual Appraisee you need to press the calendar button in the Action column. After you have clicked the calendar button, another box will appear, and here you can suggest a number of 3 dates and times to the person you will be appraising, doctors can only select an option from the dates and times that you provide. Note you can also see the preferred appraisal month here, as selected by the doctor.

An orange warning notification will appear in the box above if you have offered the same date to another Doctor.

Once you have selected up to three dates for your Appraisee press the 'Send' button. It is then up to the Appraisee to pick which date and time best suits them.

The first meeting date offered to doctors, defaults as the meeting date - unless MARS is informed otherwise.

Once linked, if you click a specific date in the calendar, another box will appear on screen and you will be able to suggest a meeting date for this individual.

Whilst you wait for the Appraisee to respond the Awaiting Response box will be populated with a number.

The Appraisee will continue to receive notifications reminding them they need to respond to the meeting suggestion until they have done so. If, before an Appraisee has responded, you wish to change the dates you have offered you can do this by clicking on the Awaiting Response box. If you wish to cancel proposed meeting dates just press the red cross icon next to the date. If you do this for all of your dates you will have the opportunity to reselect all of the dates.
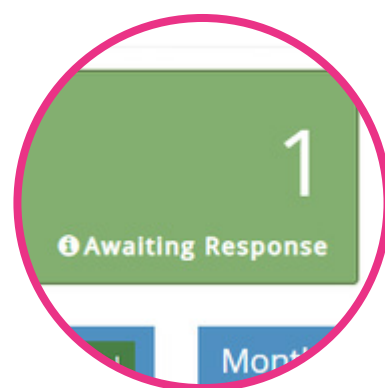
Once the Appraisee has accepted a meeting date you have suggested, the chosen date and time will appear in your calendar.
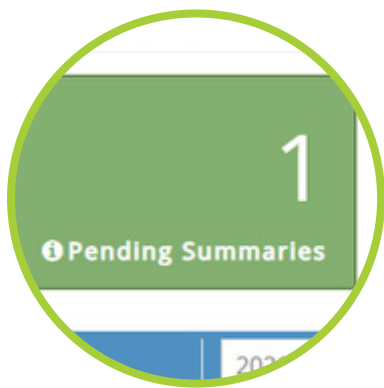
Once an Appraisee has accepted your request, providing you are within 30 days of your meeting date, you will be able to see their appraisal information and are able to begin preparing appraisal summary information. You will know this is happening as the Pending Summaries box will be populated.

Viewing and Building the Appraisal Summary

To view the information the doctor has included as part of their appraisal you can click on this Pending Summaries box then click on the paper icon in the View Summary column.
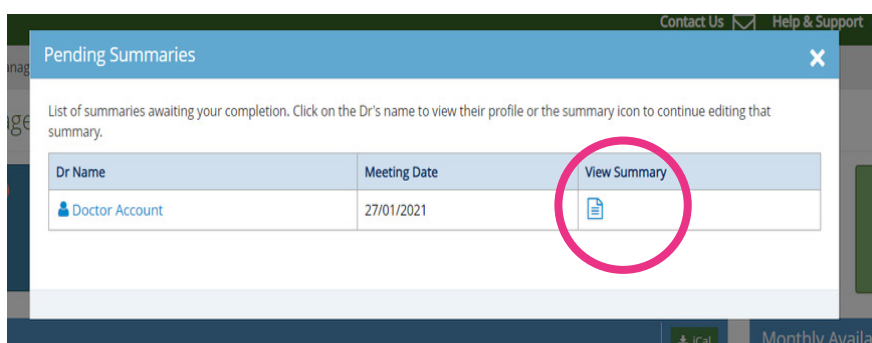
You can also do this from the Appraiser > Appraisals page: click on either the document (paper icon) or download (arrow icon) in the 'App. Info' column to view or download the information as required.

Appraisal Information

You can then see appraisal information, selected domains and provided supporting information.

Appraisal Summary for Demo01 MARS GMC#:911111

Information	Sections	Supporting Documents
📄 Personal Evidence		
Title of event: CPD Course - Diabetes Study Day **Activity:** Attended course provided by Trust, the speaker was excellent and obviously had very sound knowledge of the topic. **Reason:** I see many patients who have diabetes and I wanted to ensure my knowledge and skills in this area were as up to date as possible **Reflection:** It was very useful for me to attend and I thoroughly enjoyed the day. The topic is complicated and far reaching so it was important for me to gain a good understanding of all the different scenarios I may come across. **Outcome:** It has improved my practice and care of patients as I can diagnose more effectively and know when to refer on to a specialist	🗁 Domain 1 - Knowledge, Skills and Performance 🗁 Domain 2 - Safety and Quality	CPD Course
📄 Significant Event		
Date and title of event: Acute Asthma Attack **Description:** 12 year old boy with acute asthma attack seen in surgery at about 10am. Parents had called 999 at 8am and paramedics had attended. Patient was monitored at home, given oxygen, then advised to attend for GP review as he had an infection. Immediately obvious that he was unwell. History from parents that he had been fine the night before. Awoke acutely SOB with PFR 70 (having done 400 recently in surgery). Parents gave 5 puffs, followed by 10 puffs Ventolin via spacer while waiting for ambulance with some improvement – PFR increased to 105. Parents comment that even when he is quite unwell he doesn't complain much. Asthma can 'go off quite quickly. Speaking in short sentences and breathing with some effort, although no audible wheeze, RR in normal range, chest clear. Afebrile. Mild tachycardia which paramedics had attributed to Ventolin. Managed PFR 110-120 with a lot of effort. Treated with 5mg nebulised salbutamol with no improvement clinically. Obs unchanged. PO2 92% on room air. Now 3 hours from onset with no obvious improvement. Decided to admit via ambulance – 30mins allowed as currently stable. Given 30mg oral prednisolone while awaiting ambulance after discussion with paediatrician. Rang later in the day to see how he was doing – responding to treatment but being kept in overnight. Hospital agreed he needed to be admitted.	🗁 Domain 2 - Safety and Quality 🗁 Domain 4 - Maintaining Trust	SEA Report

Once you are ready to begin building the appraisal summary go to the summary builder page.

If you choose the view and edit button (the paper icon) you will be taken to the 'Overview' page where you can see probity and declaration information.

There is a function here where you can also unlock the '**probity & declarations**' section for a doctor. This may be necessary if a change needs to be actioned or a mistake has been made by the doctor when originally inputting the information.

The '**Virtual Appraisal**' section will default to 'No', the opportunity to amend this will arise when you come to set the meeting as 'Complete'.
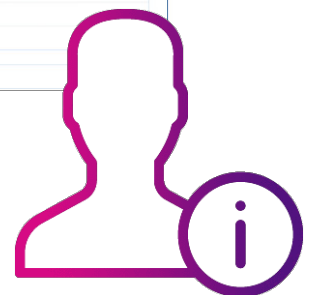
We have realised that different appraisers like to create appraisal summaries slightly differently (and we realise that Health Boards have differing requirements for appraisal summary content) so we have ensured there is flexible approach to entering and analysing appraisal information.

On the 'Information' tab you can see the appraisal information that has been entered by a doctor. Here you can transfer doctor's information inot the summary you are creating via the 'Add Doctor's Information' button, or you can 'Create New Information'.

When you add information from a doctor's folder you can choose which areas to include using the tick selection box on the right. Alternatively, you can add all information by clicking the blue Add All Information button.

If you select 'Add All Information' all of the information is transferred over instead of ticking of the boxes.

It is then slotted into the domains the Appraisee selected along with all of the supporting information.

Another function of the summary builder is that you can now group entries using the add/ merge selected button. This will bring pieces of information together, and allows you to select a category and domain for a set of entries you believe should be together. You can do this even if not done by an Appraisee.

If you wish to use 'Add/merge Selected' you need to select the entries to merge.

You will then be taken to the next page where you can select which aspects of information to include.

You then need to select which supporting evidence to carry across in the following screen, along with the 'Domain' to add it into.
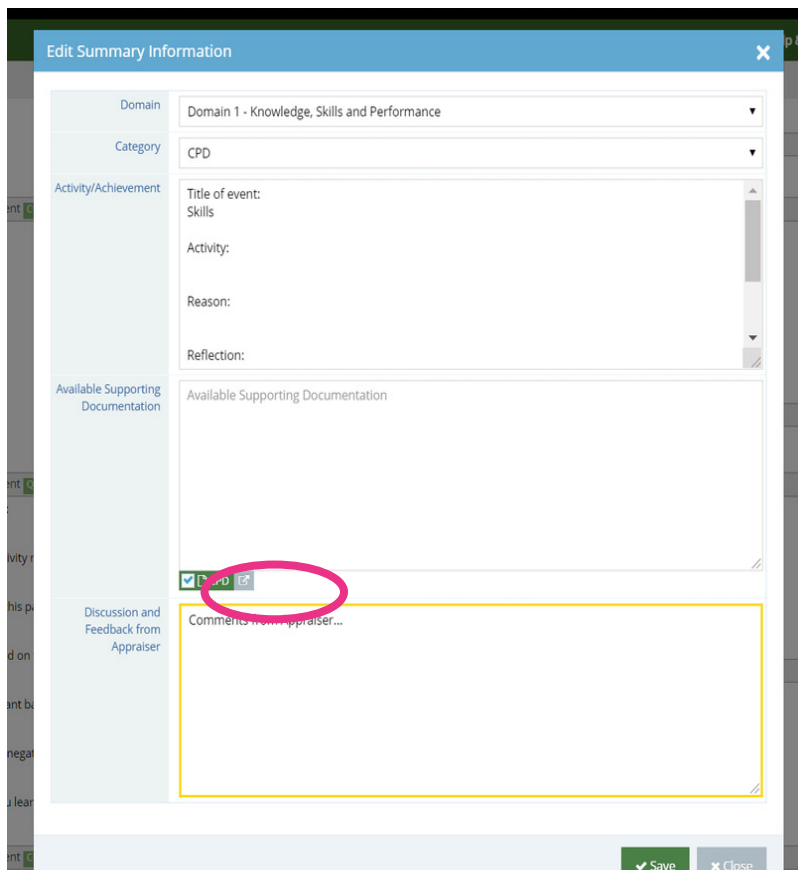
This will then result in the text, and supporting evidence being merged into the 'Domain' that was chosen, as one entry.

Use the tick boxes to select which information you wish to highlight and then click '+Add Selected' to add this information.

Once you've added information you'll have the opportunity to enter your own analysis. You can change the template the information has been entered into and can enter an appropriate domain and category. This can differ from the selections the Appraisee has entered. Once you have entered the information, press 'Save' to insert this information into the summary.

Supporting Information

Tick the grey 'Available Supporting Information' box if you wish to include supporting information in the summary you are creating.
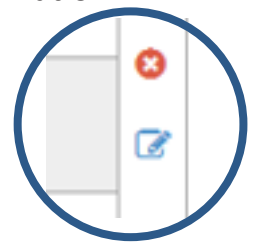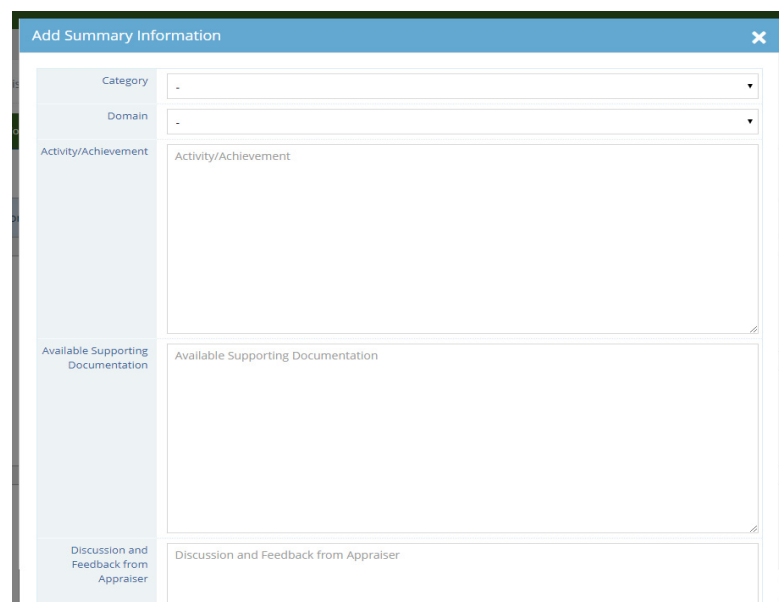
The 'Discussion and Feedback from Appraiser' box is where you can add comments informed by discussions you've had with the Appraisee.

When viewing information you can delete sections by clicking on the red 'x' symbol, by clicking on the pen icon you can also edit information.

The 'Create New Information' button gives you the opportunity to add information that hasn't already been entered by an Appraisee (for example, anything discussed at the appraisal meeting, etc.). You can choose a domain and category and enter information as appropriate.

Constraints

The 'Constraints' page follows a similar format to the previous page, allowing you to view, add and enter information. When you click the pen and paper in the right column you can view doctor's comments regarding these constraints and also create new constraints not initially included. You can also edit and delete comments written by the Appraisee, this functionality is included in case identifying markers or other inappropriate information has been included by the doctor.

On the 'Insights and Reflections' section of this page you can view progress reflections and identified development needs stated by the Appraisee. You can enter comments here by clicking the pen and paper icon in the Appraiser Comments section.

On the PDP page you can view an Appraisees personal development plans and progress – you can comment upon and edit current PDP activities in the 'Agreed Activities' section. If a doctor hasn't completed aspects of their PDP you can move them from the last appraisal to their current PDP in 'Agreed Activities'.

Aspirational aims will be discussed with the Appraisee at the appraisal meeting, you can decide whether to add them to the 'Agreed Activities' with them or not. You can now also 'add new activity' if the PDP entry has been discussed at the meeting but not previously included in the appraisal information.

Revalidation Page

On the Revalidation page you should confirm whether the doctor has fulfilled their revalidation requirements for this appraisal. You must remember to press the 'Save Revalidation Changes' button to ensure all actions are saved. You can't commit a summary until this section has been completed.

📄 Summary Builder   Appraisal summary for **Christopher Price**

Overview	Information	Constraints	Insights & Reflections	PDP	Revalidation

ⓘ Please use the current appraisal section below to confirm whether the doctors has fulfilled their revalidation requirements for this appraisal. Please remember to 'save'

Revalidation Date

13/07/2024

> Current Appraisal

	Complete	Needs more work	Not in appraisal
Scope of work ⓘ Important Information	◉		○
Comments:	Max 136 characters		
PDP Reviewed ⓘ Important Information	○	○	◉
Comments:	Max 136 characters		
CPD ⓘ Important Information	○	○	◉
Comments:	Max 136 characters		
Probity & Health declarations ⓘ Important Information	◉		○
Comments:	Max 136 characters		
Review of Complaints and Compliments ⓘ Important Information	○	○	◉
Comments:	Max 136 characters		
Significant Events ⓘ Important Information	○	○	◉
Comments:	Max 136 characters		
Supporting Information - Quality Improvement Activity ⓘ Important Information	○	○	◉
Comments:	Max 136 characters		
Patient Feedback ⓘ Important Information	○	○	◉
Comments:	Max 136 characters		
Colleague Feedback ⓘ Important Information	○	○	◉
Comments:	Max 136 characters		
Whole Practice Appraisal ⓘ Important Information	○	○	◉
Comments:	Max 136 characters		

✔ Save Revalidation Changes

If a section is not included in this year's appraisal, select the red 'Not in appraisal' column.

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This page also informs you of the doctor's Revalidation date and the Completion date is the date the RO would have made the recommendation.

Please use the current appraisal section below to confirm whether the doctors has fulfilled their revalidation requirements for this appraisal. Please remember to 'save' your changes using the button at the bottom of this page.	
Revalidation Date	**Completion Date**
13/07/2024	

View Previous Appraisal

Last Appraisal

📄 09/12/2020
Christopher Price
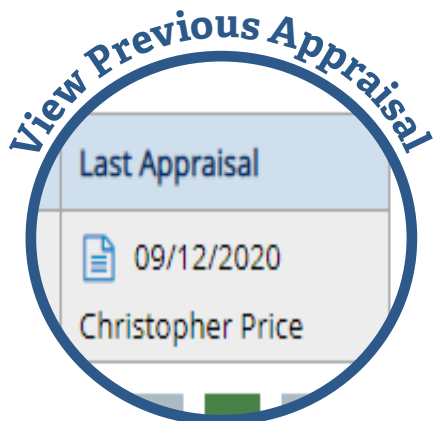
There are also sections on this revalidation page where you can see the doctors previous appraisals.

Go to 'Appraisals' and then there is the last column for 'Last Appraisal' and click on the paper icon (this will bring up the doctors last appraisal summary).

There is a line where you can add comments for each of the Revalidation requirements, by typing in the 'Comments' section under each heading.

> Current Appraisal   > Completed Appraisals

	Complete	Needs more work	Not in appraisal
Scope of work ❶ Important Information	○		◉
Comments: Max 136 characters			
PDP Reviewed ❶ Important Information	○	○	◉

Any comments entered as above would then appear on the Revalidation Progress Page for the doctor.

Appraiser Comments for RO

Test for Doctor view - can Jo see this in Dr role?

× Close

> Current Revalidation cycle to 2nd June 2015

These are the appraisals that will be included in your current revalidation cycle.

	Current Appraisal 📄 💬
Exceptional Circumstances ❶	☑
Scope of work ❶	✓
PDP Reviewed ❶	–
CPD ❶	⚠
Probity & Health declarations ❶	–
Review of Complaints and Compliments ❶	–
Significant Events ❶	✓

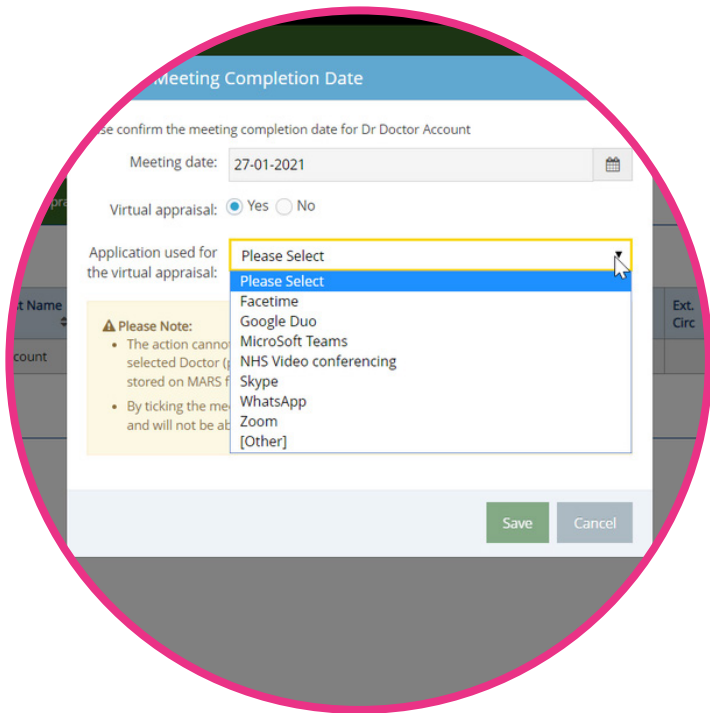**MARS** Medical Appraisal Revalidation System

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Submitting an Appraisal Summary

Once the meeting has taken place you can select the 'Meeting complete' box on the 'Appraisals' page.

This will then open a pop up box asking you to confirm the meeting date, and it also highlights that once ticked this action cannot be undone and the doctor's declarations are locked and unable to be edited, so you will need to check that these have been completely correctly.

You also need to confirm if the appraisal was conducted virtually. If you select yes then you need to choose which application package you used (e.g. MicrosoftTeams / Skype / Zoom etc.)

This information is carried over into the Dr's appraisal summary, and as you can see in the example below we stated that the appraisal was conducted virtually, via the Microsoft Teams application, but if you had answered no then it would state 'No'.

Once you have completed all of the necessary sections you can commit the summary for review, to do this you need to click into the Commit Summary box. The Appraisee will then be able to accept or reject the summary you have created.

If you see the Meeting Complete column is greyed out and has been ticked, you need to ensure you have confirmed the meeting has taken place before committing the summary.

Whilst you await to see if your Appraisee is happy with their summary the 'Pending Summaries' box on the 'Appraiser > Manage' page will be populated with a number.

Appraiser Requests	Awaiting Meeting Dates	Awaiting Response	Pending Summaries
0	0	0	2
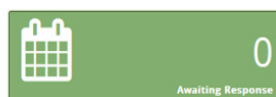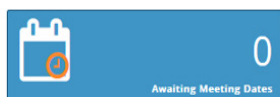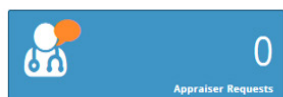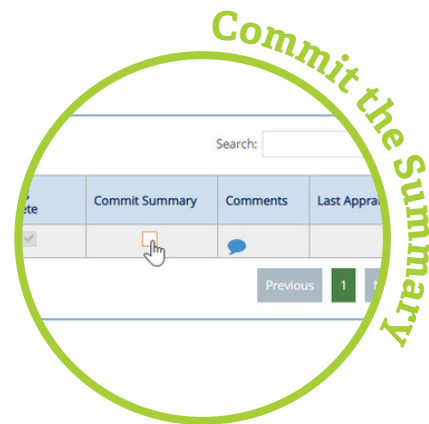
In the example above there are 2 pending summaries as the Appraiser is waiting for 2 Appraisees to accept or reject their summaries. If the Appraiser **accepts** the summary then you have completed the appraisal process for this Appraisee.

If the Appraisee **disagrees**, believes there are inaccuracies or requires something changed, they can use the disagree function. They will have to explain the reason for this rejection and you can review their comments accordingly. A red 'Rejected' icon will then show in the 'Commit Summary' column. If you click on the blue speech bubble 'Comments' section you will be able to see their reasons for this rejection.

If appropriate, you can alter the information as requested and again commit the summary for review. If you disagree with the stated reasons for rejection a dispute may occur – check the exceptions protocol in the key document library on our Frequestly Asked Questions page (link at end of document) for further information regarding this or email the MARS Service Desk team.

Printing Appraisal Information

You can download and print an Appraisal Summary or Appraisal Information using the download function. Once you've downloaded the summary it will convert to a PDF – you can then print it as you would a normal file.
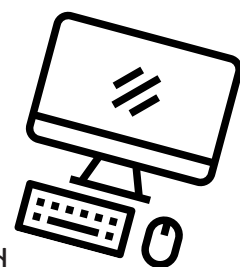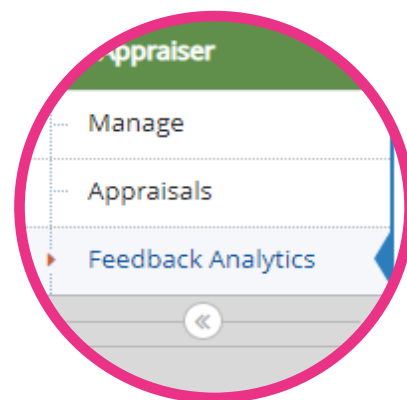
If you do download or print these files you should ensure you maintain agreed confidentiality principles. Appraisal information is highly confidential. Please ensure you safely dispose of printed information after use, and also that you permanently delete information that you download onto a personal or work computer. For more guidance contact our team at the MARS Service Desk.

MARS
Medical Appraisal Revalidation System

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Feedback Analytics

Feedback Analytics can be found under the third dropdown of the 'Appraiser' role and is used to view anonymised feedback from the doctors you have appraised.

To analyse the data, select 'Feedback Analytics' and then this will bring up blank fields which you will need to populate in order to run a report. There are two surveys available, the initial survey (Appraisal Feedback survey Closed) and the second survey (Medical Appraisal Feedback survey – live, released Oct 2020).

You can choose various aspects of the survey to look at (under Pages), and you can find yourself under the Appraiser filter, select the time period and then run the report via the green Search button.

Feedback Analytics provides you feedback from the appraisal feedback survey that doctor's are prompted to completed following the completion of an appraisal.

If you have completed more than 3 appraisals then the data will be highlighted in the first column, with the data represented in green, the pie-chart in the next column will compare your data at an all Health Board level. This option allows the data to be printed (so can be saved by PDF here) but not downloaded to Excel.
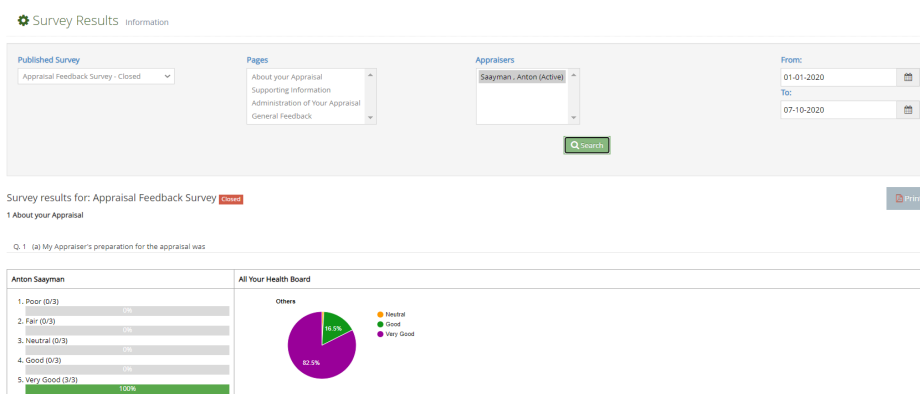
Save Your MARS Appraiser Feedback Survey to PDF

Once you have the survey selected, click on the 'Print' button to the right of the page. This will then open a new window which you will need to change the option on your destination to 'Save as PDF'. You will then be offered the option to save this download on the device that you are using and then open in PDF format.

Further Information

MARS Help & Support - https://marshelp.heiw.wales

Orbit360 - this is now the patient and colleague feedback system for all doctors in Wales. You can register on Orbit360 at https://orbit360.heiw.wales/ and initiate your feedback, please direct any enquires via email to heiw.orbit360@wales.nhs.uk or visit our Frequently Asked Questions (FAQ) page for further information.

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:

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

Email - heiw.mars@wales.nhs.uk