

CE2.7: Procedure following feedback sent to *Excellent Student* email account

1. Automatic reply set to email account which responds immediately to sender with text:

“Thank you for your feedback on a King’s College London student nurse or midwife.

We would like to pass on your feedback to the student as well as interested staff at the College. In some cases, we might like to use an anonymised section of your feedback on the King’s website to share more widely the sorts of things which are being said about our students. Please let us know if you would not like this to happen or if you would like to make any amendments to your feedback in light of it being shared in this way.

If your email was not related to providing feedback about your interaction with a King’s student but was seeking information about King’s College London, please visit our website for information and contact details of relevant departments and individuals:

www.kcl.ac.uk

If your enquiry was about studying nursing or midwifery at King’s, please see the following pages for information relating specifically to this:

<http://www.kcl.ac.uk/nursing/study/nurse.aspx>

<http://www.kcl.ac.uk/nursing/study/midwife.aspx>

Once again, thank you for your feedback.”

2. Excellent Student email account checked monthly by EA to Head of Practice Learning
3. Feedback passed on to:
 - Julie Bliss, Head of Practice Learning
 - Irene Higginson, Dean of the Faculty
 - Programme Leader (Programme Leader to inform Cohort Leader)
 - Personal Tutor (Personal Tutor to inform student of feedback)
4. Feedback saved in student file.
5. Dean of Faculty sends letter of congratulation to student if feedback is received from a patient/service user, family member or member of the public
6. Programme Leaders sends letter of congratulation to student if feedback is received from a practice supervisor, practice assessor/placement partner employee

7. Personalised email reply sent to provider of feedback:

Thanking them once again for sending the feedback and stating that the feedback will be passed on to the student and has already been sent to teaching staff on the student's programme as well as the Dean of the Faculty. The provider of feedback will also be asked once again if they object to the possibility of anonymised sections of their feedback appearing on the King's website.

8. Selected sections from feedback collected over a six month period (if no objection is raised by feedback provider) is anonymised and added to Practice Learning website. Feedback on website is month and year dated.