

June 2022 Live Partner Collaboration Session Summary

Date of session: 1.6.22

Attendees: NHS login team & Live Partners

Partner Stats Update

- Partners should now be receiving their weekly stats on their user's behaviour through the NHS login journey.
- From some initial feedback from partners, we have now added in some definitions of the terminology used and given scenarios to provide the context to the figures
- If you have any feedback, suggestions for improvement or queries we would love to hear from you at Support.nhslogin@nhs.net

How do you use NHS login?

- Share your journey or your use case with the community
- Get in touch with your Live Account Manager (Safiya Dokrat) via the support mailbox support.nhslogin@nhs.net if you would like to share with this group

What we are delivering for partners

Self-Serve Test Data

Leah (Product owner for login) spoke about the team creating an automated script that will allow partners to request the data they require.

Problem

- When our partners are onboarding or doing post release testing, they require specific data to be set up environments
- Currently these requests come through on the NHS App Slack, NHS Login Support Slack Workspace or via emails to individuals in the team or the support mailbox.
- These requests are frequent and sometimes are very large such as requests for 100s of users at once. At the moment setting this data up is 100% a manual process.

Solution

- We are creating an automated script that will allow partners to request the data they require themselves without the need for us to do it for you manually.
- This will be requested via a CSV file, which will automatically supply the test data.
- Estimated go live: July (TBC)

Partner Benefits: Quicker and more streamline way to request data with one central point from which to request it

What we are delivering for users

Banner Strategy - Researching improvements for the banner users see when we are experiencing a problem

The problem we're trying to solve

- When we have a problem, we display a banner at the beginning of the user journey, rather than the point in the journey where the problem exists.
- If a user uses face scan or thumb recognition to log in, they don't see the banner
- We need better content about the problem itself.
- Displaying the banner is a manual process and we need to automate it.

Value to the user

- Ability to inform users in a timely manner when a service is down.
- We will inform the user of a problem as part of their journey.
- We will present them with content that is informative and helpful, for example by redirecting them to alternative pages.

Plan of Action

- Design and user testing currently being planned for;
 - How can we improve the content?
 - Where in our users' journeys should we present the banner?
 - How best to present the problem to the user?
 - How can we make it clear to partners what the main errors are too so you can display them from your end too?
- Analysis
 - Mapping of impacted pages to understand where banners should sit along user journeys
 - Number of users problems effects to understand whether it should be an error or a banner
- Tech discussions
- Plan is to give partners information about problems so they can let their users know
- If you would like to get involved in helping with this design, please email leah.thompson12@nhs.net

Partner Benefit: Improved messaging for user within journey

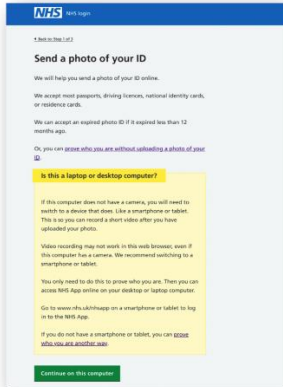
HTML 5 – Improving the user journey for users that don't have a native app, or they are on a desktop

- There's not a lot of users going down this route but mainly low digital skills or accessibility needs
- We've done some research and the objectives were;
 - How easy or difficult is HTML5 for users with complex accessibility needs
 - How easy or difficult do users with assistive tech find it to navigate the page?
 - How easy or difficult do users/users with accessibility needs find it to interact with the video feature
- We're now conducting the analysis so we can only give topline this time and we will be doing more research on further designs and improvements

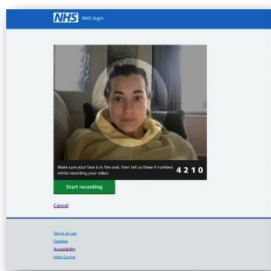
Research Toplines

- Over all the participants thought the process for proving their identity was straightforward.
- However, users with visual impairments struggled with the colour contrast where we use black text on a yellow background.

- A save and return feature would be useful in case they require help. For example, a user said they would likely need help with the recording but wouldn't want to lose her progress
- It would be helpful if we told users what they are going to need upfront (for example, NHS number)



- The oval within the video feature causes confusion;
 - The oval is used as a guide to ensure we are able to capture the users face well. However, users found this difficult.
 - A user with visual impairments that uses a screen reader and magnifier had to get really close to the screen to read the numbers, which meant her screen wasn't in the frame



see! this is very difficult for me	the issue is always how do I put my face in properly	See, very hard for me to put my head in properly
Does this count as being in or not?	trying to position herself in oval "it's quite restricting, i'd struggle with this"	"I was in a bit of a panic mode there"

Partner Benefits: Enabling more users to get through the journey by improving the HTML 5 route

Demographics Upfront in P9 journey – Update

- Richard McStay, Lead Delivery Manager for NHS login, gave an update on moving the demographics up front in the P9 user journey.
- If a partner has requested P9 as the user journey, some users have to go through the POL (Patient Online – using GP credentials) and enter demographic information and NHS number.
- If a user goes through, for instance the NHS App, they still look at stuff without reaching a P9 verification level (i.e., on a P5 level). However, if they reach P5 and have a mobile number we can now match this on PDS and uplift them to P9.
- However, it only works if the service offers P5. So, by asking for the demographics up front, regardless of partner requests, users can get P5 and into the service to do some stuff without being P9.
- We're doing lots of work on this and research on a prototype to test.
- Hayden Gilmore, Product Owner NHS login, played a demo of this 'fast track' route.
- 39% of users can go via this route – if not they will go via PYI (Prove your Identity)

- Users will be presented with a 3 step screen;
 1. Create an account
 - They're asked for their mobile number, if its right they've created an account
 2. Help find your NHS record
 - Users enter either their NHS number or their name
 - They're then presented with their details and asked if these are correct, then if so, users are told we've matched your records
 3. Prove who you are
 - Users are asked – can we use your GP credentials. If yes, they are uplifted to P9 and sent back to service
 - If no, they are given the option to go down the PYI route but without having their demographics asked for
- In terms of impact on the partner service, the P5 part is irrelevant, if a user fails the P5/IDVM route they will be sent back to the partner service as a P0 because there's nothing they can do on your service with a P5 level (but will stay on our records as a P5).
- Launch is planned for July 2022

What's in a Link?

- The service has received 178,244 users in the last 7 days but we don't know where they have come from
- Some links from partner services are not set up properly and so the user gets an error message as we don't know where they are coming from - this is then a dead-end for the user
- The key is to have your client ID in the URL – if you're unsure about this or need help please contact support.nhslogin@nhs.net
- Please can all partners check their links are correct

Update on Further Work for Late Adopters

- Richard gave an update on further work for those who have as yet got an NHS login
- If we look at the bell curve of users who now have access to your services via NHS login, we have got the majority of users who are tech savvy or have the right device.
- Now we are making changes for the alate adoptors
- Plus, we have people who lost their phone or are in another country or for whom recovery of their account being 24hrs is too long
- We're looking at people who have low or no signal or no phone for 2nd factor authentication – so looking at alternatives to SMS and OTP codes
- Lots of research is being done to explore;
 - Can we use WhatsApp
 - Can we send something via a landline?
 - None UK phone numbers
 - Registering without a mobile phone
- Discovery work started to look at 3 scenarios;
 - Users who don't have a phone
 - Users with a poor signal
 - Users who have registered but need to get into the service but can't
- **Please share any solutions you may have used with us – contact us at Support.NHSLogin@nhs.net**
- Also looking at;
 - Duplicate accounts – meeting with Post Office to see how they've been verifying users
 - **Date of Birth – as part of the demographics work, is that NHS login will only be valid for 11+yrs – If this is a problem for any partners please let us know**

Q&A

- **Re Date of Birth** – Simon Jackson, Sitekit – from personal experience a daughter of a friend is 16 and has never been able to access her GP records
 - RM – Its up to the GP to make that decision not us, the default is to have it switched off so they have to switch it on for us to allow access
- **Where are you up to with proxy access?** – Mike Hooton, Meditech
 - RM – We haven't really got anywhere because its about investment and policy. We had a session with a partner to look at this and it highlighted a lot of problems. We have to be careful we're not providing a digital solution with a lot of problems. It's with NHSE at the moment and they recognise they need to fix it. Have done 2 lots of discovery on this but without any solution emerging
 - Mike Hooton, Meditech – we're a PHR supplier and have a patient portal & paediatric trust who can't use it because of this issue. Having to leave NHS login for use with just the general hospitals instead
 - Simon Jackson – we've done some research and the problems are with the source data and the quality of it being poor. Our eRedbook has parents who can share but its not true proxy access.