

April 2022 Live Partner Collaboration Session Summary

Date of session: 6.4.22

Attendees: NHS login team & Live Partners

Product Roadmap 2022/23

- Richard McStay presented the NHS login roadmap and explained we have funding for the next 3 years.
- Having just reviewed it there is a lot in there that is still relevant so not a lot has changed from the previous roadmap.
- A key area is about improving the service and the user journey, especially as there are now nearly 40 million people with a login. We'll be looking at making sure the authentication journey is still safe and secure and not a barrier for users to get in.
- So the focus will be on;
 - Improving the journey
 - Uplifting users to a higher level
 - Ensuring the core service is key
- We need to promote the value and benefits that NHS login brings to greater uptake of the product
- Our roadmap used to be split by squad work but now it is split by;
 - BAU – run maintain
 - Managing infrastructure
 - Onboarding more partners
- As part of our continuous Improvement, we will be looking at;
 - Developing features – using UR and partner feedback
 - Due to COVID development work had to be put on the back burner but now we can go back and look at them such as Infrastructure and Ops work
 - Making changes to the journeys and service to improve it e.g. moving demographics earlier in P9
 - Banner strategy so when we have outages they will be in the context of what has been the problem
- Other Commissions;
 - CARE ID – having initial discussions with how NHS login may help staff but no start date on this piece of work. Will be exploring how to assign a Smartcard automatically as current journey is painful BUT NICE have different guidelines which asks for 3 forms of ID because they're accessing thousands of records – so need to look into this in more detail
- Lastly, we had a Gateway review as a programme and were given a 'green' status which is very difficult to achieve and gives us independent validation that what we are doing is right.

Partner Stats

- Richard McStay showed an example report and told partners these would be sent out soon
- They would include high level stats at the beginning and then go into detail in terms of daily/hourly stats to help partners compare with their own
- Problem pages and where people dropped out of the journey – which will help us look at what we can do to help your service and users getting through successfully
- Also bounce rate – so where users get stuck on a page
- You'll be able to see what errors are occurring e.g. password incorrect
- Also we are happy to have one to one conversations with partners looking at their reports/stats
- The reports will be sent out weekly and we're working on automating the process and providing a live dashboard

Update Your NHS Record

- Last week, we introduced the ability for High-Level Verified Users (P9) to update their NHS Record (PDS/Information at their GP) via the Manage your NHS account page – so not their NHS login details.



- We had nearly 5,000 users do it in the last week.
- Services can add a link to Manage your NHS Account from within their service (and users can access via single sign-on or by logging in using their NHS login)
- Access is via <http://settings.login.nhs.uk/>
- We intend to promote this functionality more in the coming weeks

Partner Benefit; Means that users can have one set of details for NHS login and their GP, and therefore more up to date user information

Enhance Self Service – Change telephone number

- Enhancing the self-service process where a user forgets their old phone number
- Problem;
 - Current Account Recovery process is only accessible to users if they can remember the old number that their NHS login was registered with. This meant that in cases where a user could not remember the phone number used for their account, they had to contact support.
- Solution;
 - New functionality introduced where users who are unable to remember their old phone number can have an OTP sent to their NHS login email address and proceed with their account recovery journey
- Value;
 - Users
 - Users who can't remember their old phone number, will now be able to recover their account themselves and do so quickly, without the need to contact support.
 - NHS login
 - The ability for users to proceed with account recovery journey when they can't remember their old phone number should reduce the number of phone number change requests.
 - Removed a massive blocker which became a problem last summer
 - We haven't promoted it yet but already we've had 3,000 users use it in the last week
- **Partner Benefit; More users being able to recover their accounts, so less likely to be stuck or waiting for support, and therefore through to the partner service quicker**

Triaging – Go live end of April

- Users encounter issues when they are trying to complete PYI. This is usually because the device the user is on, can't support PYI or automation.
- Solution:
 - NHS login has a number of checks in place which can identify whether a device is compatible with PYI. We are moving these checks up front.
- Value:
 - By moving these checks up front, we will be able to understand the user and their device capabilities at the start of their PYI journey.
 - This will allow us to provide user specific relevant information and direct them down the correct journey.
- **Partner Benefit: Greater success for users getting through the PYI journey – with less friction**

Moving Demographics before P9

- This is in its early stages and we've not begun the work yet but discussions are taking place on how it could work.....
- If a user is on a service that asks for P9 verification and they have not previously gained P5 verification, the user will have to do PYI. We currently ask for the user's demographics at the end of the P9 journey.
- Solution:
 - If we move demographics before P9, we can verify the user to P5 level and then uplift them to P9 giving them the option to do IDVM (where we can access users POL details and if mobile numbers match on PDS we can use this to uplift – on the basis that their ID will have been checked in the GP's as they have their POL details)
- Value:
 - Much easier for the user to gain P9 verification, with less steps to go through if they can do IDVM instead of PYI.
 - User doesn't have to do face scan or photo ID
 - It will allow us to provide better POL guidance by capturing their demographics up front, for example identifying their GP with their post code.

Partner Benefit: User get through the P9 journey more successfully and with less steps

In the Pipeline

- Preparing for Accessibility Audit – Ensuring that our service meets accessibility requirements, provisionally booked 9th May
- HTML 5 (for those who don't have a native camera app on their device, and have low digital skills and accessibility needs, mainly being mobility needs)

Q&A

- Simon Jackson, Sitekit – would like to talk more off line about the staff CARE ID work. We will put in touch with the team

Moving demos upfront

- Simon Jackson, Sitekit – does the same still apply for POL if they change their GP?
- Richard McStay, NHSD – if someone changes GP we invalidate their credentials and they get new ones with their new GP. But we have heard this is not always happening & GP's send out 'credentials no longer work so you can't use login.' So we need to investigate this.
- Simon Jackson – If POL fails do users get the option to do PYI instead?
- RM – yes

NHS login



Partner Analytics

- Dougie Brodie, My Way Digital Health – Do we have dates for when we will get the first analytics reports?
- RM – They will be going out alphabetically, some have started this week. If you haven't received anything in the next couple of weeks get in touch with your Live Account Manager (Safiya Dokrat) via the support mailbox Support.nhslogin@nhs.net