

December 2022 Live Partner Collaboration Session Summary

Date of session: 7.12.22

Attendees: NHS login team & Live Partners

Update

- Richard McStay, Head of Delivery & Operations, gave an update on;
 - Christmas change freeze period of 00.00 on Tuesday 20 December 2022 to 23.59 on Wednesday 4th January 2023, where no product releases or updates will be made or any partner products made live

Partner Newsletter

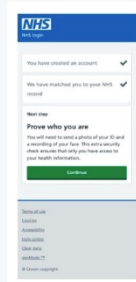
- Danny Iyoha, from the Live Account Manager team, told partners about the new partner update that will be going out to all live partners on a quarterly basis. The 1st edition went out in Oct and the 2nd edition on 7th December
- Please follow the link at the bottom of the newsletter to give us your feedback on the newsletter and any ideas for future content.
- If you didn't receive a copy and would like one, please contact <mailto:support.nhslogin@nhs.net>

Understanding NHS login

- Some acronyms explained....
- PYI = prove your identity by sending in a photo of ID and recording a short video
- POL = patient online by using the GP credentials given to a user when they registered for GP online services and had their Identity verified in the GP surgery already
- There are currently 3 different levels of verification a partner service can have;
 - **P0 – low level**
 - **P5 – medium level.** A different way to get to P9 if they have their GP credentials already (POL) – by asking for demographics up front (see work in next section) now in the journey we can use these to check if a user already has POL and if they have we can automatically uplift them to P9
 - IDVM = ID verification via mobile (number) – this is an extra check we can do as part of this process where we can use their mobile number to check with PDS (Patient Demographic Service) to make sure they are who they say they are. If there is a match the user is uplifted from P5 to a P9 level of verification.
 - **P9 - high level**
 - Depending on what the partner service offers users and what they can access
- A presentation of the overview of these current user journeys and the different levels of verification for NHS login can be found here
 - <https://digital.nhs.uk/services/nhs-login/nhs-login-for-partners-and-developers/nhs-login-integration-toolkit/discovery>

What impact is 'asking users for their demographics before P9' having?

- We have now moved asking for a user's demographics to up front in the journey in order to see if they already have an NHS login and if we can 'uplift' them from P5 to P9



- 100% of users now going down this route (staged release)
- Improved overall journey UX (see left)
- Improved demographic matching (up 10%)
- 97% of users that still 'have' to go through PYI have matched demographics
- Over 15k users have benefited from IDVM to gain P9 on the new demographics route
- The percentage of users achieving P9 using IDVM has increased from 25% to 32%
- Reduces the reliance on the PYI element of the service – better for the user and ££

Password less

- Currently in R&D stages, nothing agreed, lots to investigate first but...
- When researching alternative methods for users to authenticate themselves, we found that users would be happy to authenticate through biometrics on their device.
- This has led us to investigating further how we could provide a password less journey for login, registration and account recovery for our users through biometric technology.
- Passkeys are a safer and easier replacement for passwords. With passkeys, users can sign in with a biometric sensor (such as a fingerprint or facial recognition), PIN, or pattern, freeing them from having to remember and manage passwords.
- We have research sessions set up next week to get a clear understanding of how users react to an additional way of logging in to replace the current OTP code users are sent when registering or authenticating with NHS login however in addition to this we will get an understanding how users feel about a password less journey in the future.

New API to Identify if a user already has and NHS login

- Would you like to know if a user has already got an NHS login before sending them to us?
- We have recently developed an API where partner services can send us an email address and we can confirm if a user has an existing NHS login along with some extra information.
- This means that as part of the onboarding of new users to your service you can use the API to check if the user has already got an NHS login and then send them down the login journey at the start.
- If they don't have an NHS login you can send them down your registration route instead if you want them to, and this will allow partners more control of users at the start of the journey.
- If you would be interested in using this API just let us know - support.nhslogin@nhs.net

Dougie Brodie, My Way, asked – we use NHS login for all our users but there may be some legacy users before we implemented NHS login – can we send an email to NHS login to check if they already have an NHS login?

Hayden Gilmore, Product owner NHS login, replied – Yes, as there may also be people who have created one and forgotten about it. The new API is available in the sandpit if partners want to have a look at it.

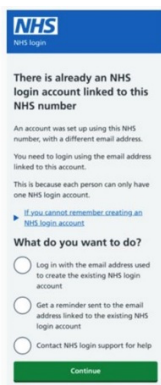
Provisioning API

Richard McStay also added....

- On a broader point there is also potential for partners to access a provisioning API – whereby a GP wants a patient to use an app, so the GP asks NHS login can you give them the high level of verification (P9) in order for them access and use this app.
- NHS login can then give that user a high level of verification - as the GP has them in their surgery so they can verify the user is who they say they are and the user won't need to go down the P9 registration journey for NHS login
- Its some exciting work and there will be lots more on this to come

Duplicate Accounts

- If a user already has an NHS login there will now be a hard stop for them to prevent them from creating a new one (Hayden showed a video of the journey) so...
 - P0 where we recognise the mobile phone number has been used for another NHS login, user can still proceed
 - P5 another NHS login exists for the NHS Number – HARD STOP
 - The user can then choose if they want to set up another one, or they will also be given a hint to jog their memory of their current NHS login details – via an email, which will be sent to all registered email addresses for that account



- It makes most sense to get the new controls developed as much as possible pre-Christmas and we will look to switch on after the change freeze, early January.

Dougie Brodie, My Way, asked – Do you plan to make the behaviour different in the sandpit/Integration (Test) environment?

Hayden replied – there are lots of things we need to tie up including; test integration, analytics, support mechanism etc. We will feed back on the what the impact will be on these things at future sessions

- Once controls are in place, we will also do some account management functionality e.g., if a user hasn't used their NHS login for 12mths the account will be deleted. This is all in discussion at the moment and will update partners on work
- Richard McStay added – the design of NHS login was to allow users to have multiple accounts in case people were using work details for one and personal for another etc.
- But as part of the provision of more accurate metrics, and to support data minimalisation, under GDPR, we are looking at ensuring multiple accounts are not created inadvertently and that old, unused accounts can be removed at the user's request.
- We know that from COVID-19 when there was high demand for covid pass and it took longer to verify a user, that people were setting up multiple accounts to try and get a pass quicker OR they did this by mistake OR they forgot they had one

Manage your NHS Account (aka Settings)

- Next year we will be working on another piece of work so if users are updating PDS details they can update login details at the same time
- The direct link for users accessing this functionality is <https://settings.login.nhs.uk>
- Services can use SSO to link their users to this functionality from their service
- Users can view some personal information AND update their 'Contact Details' (PDS/GP Details) / NHS login details
- Users need to be logged in at a 'P9' level to view the 'Contact details' section
- We are currently updating the Contact details section to:
 - Enable a user to add a new mobile number
 - Enable a user to add a new email address
 - Combine the journeys where a user wishes to update their contact details/NHS login details in one simplified user journey

New Button Guidance for onboarding and live partners

- We have tested the new button guidance page with onboarding partners and are now iterating the contents to make it clearer which button needs to be used on which type of service.
- All live partners will be expected to have reviewed this new guidance by the time they have their annual assurance review and, if needed, change the button on their product to align with these new guidelines.
- The new guidance can be found here; <https://nhsconnect.github.io/nhslogin/button-guidance>