

## December 2021 Live Partner Collaboration Session Summary

**Date of session:** 1.12.21

**Attendees:** NHS login team & Live Partners

### NHSD Merger

- Richard McStay gave an update of the merger between NHSD, NHSX and NHSE – not a lot of information at this early stage other than it will happen during 2022.

### Change Freeze

- During Christmas NHS login goes into change freeze from around the 20<sup>th</sup> Dec to 5<sup>th</sup> January. This means there will be no product development releases or updates, nor any partners going live.

### Live Account Manager

- Safiya Dorat introduced herself as the new Live Account Manager and explained the role.
- The role has been created out the back of research and feedback from live partners in terms of unclear points of contact and sometimes slow responses to queries/issues.
- The role will involve;
  - Being the key contact for partner queries, issues, updates, changes to product or business or use of NHS login etc
  - Will then pass on to the relevant department to resolve/answer
  - Main issues still to be logged with the National Service Desk
  - Annual review of assurance and governance – ensuring all up to date
  - Regular catch- up calls to touch base
- **Partner Benefit: improved customer service once in live with a dedicated account manager to support with any needs**

### PYI Redesign

- Putting more information up front in the journey to let users know what they will have to do e.g. upload ID, take a selfie. This will hopefully better manage their expectations of the journey and help them get better prepared.
- Also including a 'step' process so they can see their progress
- Has tested really well so working on the next iteration and will be in production backlog in the new year.
- Also looking at introducing checks earlier in the journey to identify device type, compatibility with face scanning so they can be put on the right journey earlier in the process and avoid steps which they may fail due to device type
- Done the work to see what technical solution is needed to do that
- Also tested really well so far
- **Partner Benefit: Quicker, easier and more successful journey for users**

### Question

- Simon Jackson, Sitekit
  - We've had an issue with users who leave the country (esp. those in the forces) that if they have come through POL once they leave and disconnect with their GP they lose their P9 status. Is there anyway this can be messaged to users to encourage PYI route
  - Answer: Users wont loose P9 if via PYI journey as its linked to their ID. We've tried to move people away from POL as its difficult generally for users.
  - Will take it away and explore what can be done

### P5 moved to beginning of P9

- We know that 96% of people successfully go through P5.
- If users register for P0 we can get them through P5 by using their demographic data and asking them if this is correct... but this relies on the partner service having P5 and if not, users can't really do much within that partner service at P0

- Now, instead of asking partners to get P5, their demographic data will be surfaced upfront of the journey and they will be asked to confirm it or amend it at that point and then uplifted if correct to P9.
- We can also then advise partners on the information held about that user
- So this will hopefully prevent users 'getting lost' in NHS login journey when they want to uplift as they will be returned to the partner service even if the partner service doesn't have P5
- It's a simplified process for Patient on line (POL) whereby we say to the user we know you have POL are you happy for us to use it, rather than asking them for the details
- Moving this to up front will mean a partner service will get 1/3<sup>rd</sup> of users through that they may not have had before, even if they don't have P5
- Early in the New Year we will share if we are going ahead with this and have a Q&A session with partners on the technical solution
- At the moment, we miss out matching a lot of demographic data with the POL journey so this should improve the user journey as they can instantly uplift – providing a much smoother and easier journey
- Won't impact on the data provided at P9
- The end game is to get as many users through as possible and verified to P9.
- **Partner Benefit: more users through the POL journey successfully & uplifted to P9**

## Q&A

### Laura Kirby from GP Registration Service asked....

- We collect a lot of data about the user in the service if they don't use NHS login, will there be the ability to pass this back to NHS login?
- Richard McStay – Provisioning still exists in our roadmap but has been delayed due to COVID. There has been discussions about creating a guest checkout kind of journey and then at the end asking do you want to create an account....will set up a separate call for this

## Proxy Update

Rob Hardisty – any updates on proxy/delegated access?

- Richard McStay – its wrapped up in policy as to whether it can work or not and how to implement it. Proxy exists in GP practices where they can verify the relationship but a database doesn't currently exist whereby we can prove who has proxy which is the challenge
- Rob – thought it was delegated access where a person gives permission?  
RM – the use case was really hard and appetite at the time really low. We took it through a pilot and looked at the risk – it was then paused as a result of this. There is also work to be done in other areas such as legal and business process
- Rob – we do get asked for it as it was part of the original LCHRE ask but not sure how much appetite there is
- **Action – NHS app have a form of this from GP's and will get feedback from them on what the uptake has been like**