

July 2020 Live Partner Collaboration Session Summary

Date of session: 1.7.20

Attendees: NHS login team & Live Partners

Introduction of the role of the Collaboration Sessions

- Why we have set this forum up
- We want it to be;
 - Collaborative & progressive
 - Updating you, our partners
 - Exchanging of ideas
 - Product direction

Alignment with NHS.UK

- Showed our new style of screens which was aligned to NHS.UK
- The benefits of doing this are reduced complexity, brand awareness, accessibility and faster]

Face scan

- Improving automated identity verification
- We showcased a demo to demonstrate how the face scan would work
- **Partner Benefit: Improved user journey**

Partner documentation & NHS login Toolkit

- Working on the NHS login toolkit online to help;
 - Simplifying and supporting partner integration
- A round up of research has been conducted to feed into the development of a new integration toolkit for partners.
- Also simplifying the Developer Documentation on line to make it more user friendly
- **Partner Benefit: Makes it clearer and easier to understand the process for a partner onboarding**

Medium level IDV

- Creating new use cases and simplifying registration – more details to come
- We showcased a demo of how this would work
- **Partner Benefit: Simpler journey for users**

Real-time photo checks

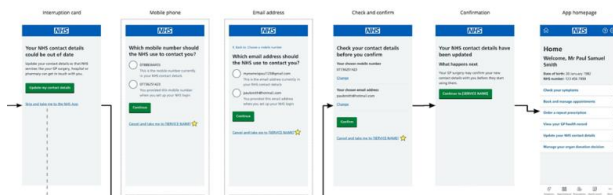
- Improving ID verification success rates
- Showcased a demo about how to send proof of ID to ensure it is accepted
- **Partner Benefit: Improved success rates for users**

Help Centre – Self service end user support

- Showed the NHS login Help Centre for users where they can get more advice and information to help them get through the journey successfully
- Also includes a 'Contact Us' form if their queries aren't answered within the Help Centre
- **Partner Benefit: Better user support if they get stuck in the journey**

Updating contact details

- Improving system-wide data quality by allowing users to update their contact details



27

- Partner Benefit: Improved user data for users going through the journey and data sent back to partners**

Q&A

- What is the starting point for measuring conversion - is it landing on NHS login page, or clicking to begin the journey?** "We have 2 figures. The graph Darren showed had those that 'started' verification and those that succeeded. We also have a figure for the landing page volume you mention but little control over those users who 'choose' not to proceed"
- Does the NHS App use the medium level authentication?** "Yes, the NHS App now takes users through the medium identity verification journey, then high-level when the user accesses their medical record"
- In medium level, do we get the same claims that high verification does?** "Some claims are available, and some are classed as claimed rather than verified. The developer docs is being updated to reflect this. We'll follow-up with the link when it is posted"
- Did removal of 'do you have an NHS login' improve those who progressed into the journey as well as page load times?** "This specific change was wrapped up in a number of other changes, so it has been hard to measure it's specific impact."
- How many people now have an NHS login? how is this growing?** "1.5m have registered and we're a small number away from 1m verified users. As we add more partners and the current pandemic drives users to digital healthcare services, we're expecting to see this growth continue."
- When is NHS login delegated access/proxy access going to be available?** "DA/Proxy is on our road map but is currently with our commissioner (NHSx) as it requires some policy agreement wrap-around before a digital solution can be delivered securely."
- Does this update contact details on record, rather than their login credentials?** "Yes - it looks at their login credentials and compares what's in their PDS, allowing the user to update PDS with their NHS login details. It is just contact details at the moment - so mobile number and email address. "
- I'd be keen to talk about passing users back.** Full walkthrough of the work completed / outstanding on dead-ends in the February 2021 session.

- **We're interested in talking about the dead ends.** We find it difficult to get our users back at the end of the verification journey. Full walkthrough of the work completed / outstanding on dead-ends in the February 2021 session.
- **Is SSO now available to start testing with? This was in the roadmap for April-June.** "SSO is available when passing a user between services. Browser based SSO hasn't yet been developed - this allows users to move themselves from service to service. This will be developed, but at the moment we aren't seeing many users transition between services."
- **Will updating patient details extend to data not currently available via the login e.g. addresses?** Not currently
- **When we receive our monthly stats, could we also receive a summary of the total stats, so we can see how effective our user journey and success rates are?** "We're looking at how the stats can be anonymised, which will hopefully simplify the reporting. We'd like to discuss this in more detail."
- **Please can we be kept close to the delivery of the update email feature, as this may affect our users logging in.** Yes. Follow-up with Co-Op to discuss potential impact of the new feature scheduled for Weds July 8th.
- **Could partners have stats not just on their own users but the whole service performance?** It would need to be agreed with all partners as some may want figures kept confidential from competitors – we could look at just total figures for each partner?
- **One partner saw a spike in user drop off numbers which they think related to one of our releases to do with Vectors of Trust and validation rules changing. They didn't spot it until weeks afterwards – asked if we do or could monitor so that if that happens again, they can be told asap.** We can explore this as an option, currently this is not part of our weekly figures to monitor any partner spikes. Also, if partners do notice a spike in numbers or user behaviour, they can email support and let us know and we can look at it
- **How does the delay in delegated access impact on the Digital Child Health programme when they need delegated access for pregnant/new mums and for their babies?** As delay is with our commissioners NHSX who need to finalise the strategy for this, it is a programme risk for Digital Child Health
- **Sometimes the linkage keys are rejected when they come back to the partner – either it says they are already being used or not a valid email. Why is that?** If it is coming back saying already used the user must have registered through the service already to have had it retrieved. Invalid email links to the updating of user info piece of work being done (as demo in session)
- **The settings page has a button to log out but it doesn't fully log out the user and so they are still relying on the partner service to fully log out - which is confusing to users.** We'll review and address the log-out functionality
- **In relation to point above, there is also a dead end when it says go back to system you logged into – can partners have a link there back to their entry page?** Looking at dead ends as a current piece of work in backlog, will add this in. Full walkthrough of the work completed / outstanding on dead-ends in the February 2021 session.

Coming next

- Dead ends and redirects
- Device transition
- Support users without a mobile number
- Login as an SDK