

September 2021 Live Partner Collaboration Session Summary

Date of session: 1.9.21

Attendees: NHS login team & Live Partners

Scaling Update

- Transition to new Document Check infrastructure to support increase TPM (transactions per minute)
- Improved monitoring & alerting for 3rd party services
- Dynamic bannering to warn users when traffic high
- Improved journey management
- **Partner Benefit: Partner users are better informed if service is busy and therefore have potential to return or continue the journey successfully**

P0 Email – COVID-19 Test Client Users

- Developing an email to send out to all P0 users to encourage them to uplift their verification level and also educate them on live partner services and where they can use their NHS login.
- The aim of the email is to;
 - Increase the number of people who complete a 'full' NHS login registration (or increase from a proofing level of P0)
 - Raise awareness of products and services that are accessible using NHS login
 - Increase uptake and adoption on the NHS App and NHS Covid Pass
- **Partner Benefit: Increase awareness, understanding and uptake of NHS login and the partner services, encouraging more usage of NHS login on a partner service**

Additional Mobile Number Validation (AMNV)

- For COVID pass functionality provided by Net Company (via NHS App) users can use P5
- There was an ask to increase the security of this P5 level – hence AMNV
- AMNV will introduce an additional check at the end of P5 to verify if the mobile number used matches the mobile number registered at their GP
- This will see a new claim added to the 'telephone scope' to inform partners that the user has performed the 2FA with the mobile number registered at the GP
- **Partner Benefit: Increased security for P5 level**

Up Next

Updating Patient Demographics

- Existing interrupt journey has led to millions of updates to PDS
- Desire to give citizens a single place where they can manage their demographic data
- Improved synchronisation across NHS
- Early design and testing to improve existing offering
- **Partner Benefit: Improved up to date data on users with future potential to maintain this via an 'account'**

New Profile Scope – Profile Reduced

- In terms of today, we have two types of profile scope:
 - Profile: DOB / NHS Number / Last Name & proofing level
 - Profile Extended: DOB / NHS Number / First Name / Last Name & proofing level
- We propose adding a third type: Profile Reduced: DOB / Last Name & proofing level, without the NHS number
- By introducing a 'new' scope this would not impact our existing partners (unless they decided they no longer required the NHS Number, and in doing so would need to request the new scope.)
- There are also conversations starting to discuss a fourth profile scope to include the middle name(s). More info to follow.
- **Partner Benefit: 4th level may benefit partner service with addition of middle name if relevant**