

November 2020 Live Partner Collaboration Session Summary

Date of session: 4.11.20

Attendees: NHS login team & Live Partners

Last Month

P5 to P9 update

- What is P5 to P9? Simplified P9 process when uplifting from P5 (no demographic input). The user's details (PDS details) from P5 are used for their P9 uplift (mitigates the risk of users uplifting with someone else's details, entering different demographic details on P9)
- Development work is 80% complete and go live is scheduled for w/c 16th November
- **Partner Benefit: Easier & quicker way to uplift users from P5 to P9 using PDS details**

Contact details pilot

- Piloting a service that notifies users of information on their record that needs updating. This would include messages such as:
 - The contact details on your record could be out of date
 - Your NHS record is missing a contact email address
 - We have more than one mobile number for you
 - Check your contact details before you save and continue

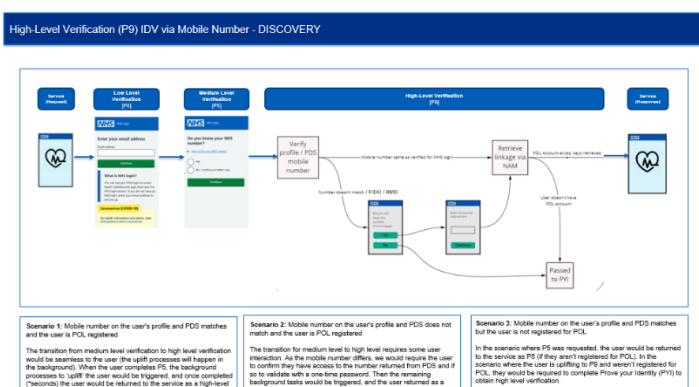
Working on:

International Mobile Number

- Giving users the option to register for NHS login using an international mobile phone (currently UK mobile numbers permitted)
- We anticipate delivering this feature into live early December.
- **Partner benefit: Inclusion of users who have an international number to still use NHS login**

High-Level Verification (P9) IDV via Mobile Number - DISCOVERY

- Conducting the discovery phase of a piece of work to explore



- **Partner benefit: Quicker and easier route to uplift from P5 to P9**

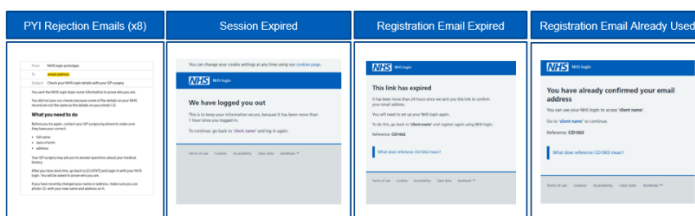
Alternative to four numbers update

- Talked through a step-by-step design and feature users could use as an alternative to having to say four numbers as part of the P9 verification process
- Providing alternatives such as write down the numbers or sign the numbers to camera in order to improve accessibility for user
- **Partner Benefit: Improved and more accessible journey to enable more users to get through successfully**

Adding service name to emails / dead-end screens

- Have included partner name in 'dead-ends' and emails

Adding Service Name to emails / dead-end screens



+ PYI Acceptance Email
 + PYI Rejection Email
 + PYI Moved to holding list email

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- **Partner Benefit: Users will be re-directed back to your service to continue their journey rather than potentially 'getting lost' in the NHS login journey**

Dead ends Update

- **46** 'Tickets' to deliver the changes we would like to make for 'Dead-Ends'
- **26** 'Tickets' have been completed where we have improved the content for the user / added links to the NHS login Help Centre
- **6** 'Tickets' remain for content improvements
- **12** 'Tickets' remain to include service names
- **2** 'Tickets' remain to automatically return users to the service / notify the service where the decision is a rejection

Document Capture SDK

- Talked through a step-by-step design of how a user's documentation will be obtained from instructing the user to use their camera to take a picture of their ID, before checking it meets the acceptance requirement and then saving it to continue through the journey.
- Giving users the ability to check the photo is valid and correct before sending
- **Partner Benefit: Increased chance of users getting through the journey and not failing due to poor document pictures**

Coming Next

Postcode validation on P5

- Investigating the idea of moving postcode to the beginning of the P5 journey
- Enable postcode validation to take place (depending on the needs of the service)

Q&A

- **When submit registration and get the email, are you looking at showing users their status through a process aka Amazon shows the stages you're going through?** We're looking at giving users better instructions/guidance of the journey to get them better prepared, a progress indicator is being researched and options looked at. It has come through in research with users (Including partner users) about trying to manage expectations and communicate when its best to register with login & in what situation.
- **In terms of users who don't have mobile phones and struggle to go to GP's, you spoke about healthcare professionals potentially helping them do it when visiting in their home – are you still looking at that?** (Hayden) We've previously shown the work, here, where we are looking at users with a poor or no mobile signal, but this work has been parked due to Covid. But it would be good to know of any user cases from partners to say it is needed. (RMC) It would be good to know how partners have dealt with this, use cases would be good to know. (Helen) We have use cases documented since March, who should we send the document to? (RMS) Me or Support mailbox
- **From working in the energy industry, they used to use Post Office for postcode checks and ran into the problem of new builds not being recognised, it can take up to 6 months to update records – are we taking that into account?** Yes, we are considering this. Good to have that input & yes nervous about it. Looking at using only the 1st 3 digits of the postcode not the full one, the issue is people may span borders with where they live and then where they are registered with GP. It won't be a hard stop for users if postcode not matched, they will be given other options, so they carry on.
- **Referring to visuals of user journeys, can we have and show these slides showing the user journey from P0 to P5 to P9? We need to explain to our teams and would be good to show to end users.** Hayden presented pictorials and asked if this was what would help – responses very positive. Suggested potentially using it in the Help centre for end users to see what the process would entail for each level.
- **Any plans for NFC chip reading as part of login?** The company we're dealing with, plus other 3rd parties, also provide that capability and an aspect of face scanning so there is potential for all these things to be done via a 3rd party. It may end up a mix and match of solutions from various companies, but the aim is to get people through the process as quickly as possible and not manually check their ID which has time limitations.
- **Had a recent case of user with the wrong DOB and trying to find a place to contact NHS login about this but none of the codes in the Help Centre related to this, can there be a more generic option to choose from?** (RMS) We remain cautious about this, this was an exception, otherwise we can get a lot of random issues aka Hotjar feedback that would jam up the support. We are trying to keep the requests controlled and managed. (HG) We are currently looking into this, we were cautious opening up the Help centre in order to test demand levels, but lower than we thought, so there is opportunity to add a general solution, but as above remain cautious about this. (Simon) We offer for users to come back to our help line in this instance but then as partners we don't know who to contact about it. (RMS) National Service Desk is set up as the solution & partners should contact them in this instance