

## August 2020 Live Partner Collaboration Session Summary

Date of session: 5.8.20

Attendees: NHS login team & Live Partners

### Recent Changes

#### NHS login Help Centre

- Launched 22<sup>nd</sup> July, going through an initial trial phase for 4 weeks.
- Accessible by the footer on NHS login
- 1300+ Unique visitors and 63 contact us forms submitted.
- **Partner Benefit: Giving your users information to help them get through the journey more successfully**

### Pre-flight checks

- Went live 5<sup>th</sup> August 2020
- This will provide real-time feedback to users on the quality of their photo and if a document check is successful, the pre-flight capability will try to determine if there is blur present on the document image. Real-time feedback will then be provided to the user.
- **Partner Benefit: Improved user journey and success rate through the journey**

### Citizen update of PDS telecom

- Users authenticating at P9 can update their NHS record with up-to-date contact details
- First of type development allowing patients to make direct changes to PDS
- Service going live on Friday. Initial pilot with Leeds CCG prior to national rollout decision
- **Partner Benefit: Will provide more up to date user information to enable users to get through the journey more successfully and for the partner service**

### Work in Progress

#### Dead-end review and redirect

We were reviewing where there were dead ends for users, specifically when users were not being returned to the partner service. We are doing the following piece of work as a solution:

- Define and agree the approach for this initiative. **Complete.**
- We analysed the entire end to end journey and identified 34 dead-ends (in the form of screens / emails). **Complete.**
- We prioritised the 34 dead-ends in terms of user impact, development effort, volume & partner feedback. **Complete.**
- Individual sessions for each dead-end to discuss the technical constraints / considerations / content changes. **In progress.**
- User Stories to implement the agreed changes to the existing dead-end screens. **In progress.**
- **Partner Benefit: To ensure users are re-directed back to the partner service if they get to a dead-end in the journey**

## Alternative to saying four numbers

- We believe a cohort of our users find it hard (or impossible) to say the numbers correctly or in a way that our ID checkers can clearly understand them. This may be due to speech-related conditions, cognitive-related conditions, users may feel anxious about speaking during the video or because they cannot speak English. It is difficult for some of our users to check whether the numbers they have said in the video are correct due to hearing conditions.
- We need to introduce an alternative to users saying the four numbers, so they can successfully complete this step and access the service they require.
- We have spoken to several organisations, and we believe if our users can write down the numbers or use British Sign Language as alternatives then we would expect to see more users successfully completing this step.
- We are currently designing a prototype for these alternative approaches that we can test through user research sessions.
- **Partner Benefit: Improved user experience through the video step of the journey and increase success rates**

## Alternative OTP solution

- Objective: To enable users without a mobile phone / who live in an area with poor phone signal to choose receiving their security code via email as opposed SMS
- How would it work: For a new user registering with NHS login, they will be given an option up front to receive their OTP via SMS or Email. For existing users, they can change from SMS to Email on the Enter your One Time Passcode screen.
- Progress:
  - Designs and Prototype produced
  - 18 user research sessions held
  - Research review session this week followed by user stories to begin implementing this initiative
- **Partner Benefit: Increase numbers of users getting through this step of the journey**

## Q&A

- **With P5 registration/login, could you provide suppliers with unverified as this would be helpful to convert to P9.** Work is being done on dead ends to direct users back to partner service. P5 also being updated in Sept session as to progress - which could be an option to help users through the journey first time without dropping out. Those users that can't be matched on PDS when going through P5 (5% of users) will be soon sent to complete P9 as our staff can search PDS for a match based on submitted identity document
- **Would third party get NHS number?** In the pipeline. We are not at that stage yet
- **HTML/Mobile.** Number of desktop users are increasing. We are looking at how we can improve the experience for these users.
- **When did it go live in UAT?** Pre-flights didn't require partner testing therefore it didn't go into UAT. An email was sent out with document detailing the changes.
- **Would like the number who drop off before they start the journey, at the 1st page?** Discussion was had during the session. We explored:
  - Numbers entered, Numbers reg, Numbers came through the end, Average total enough rather than specific partner figures, plus maybe NHS App numbers, then could use this average as a baseline to compare their performance

- **Do you notify users how long they will have to wait for a response?** During Covid we did change the time to update it as demand grew, but we don't normally give an exact time, just the general within 2 hrs as part of the journey
- **Would partners get a verified NHS number from this?** Not with P5 just a claimed NHS number - not matched to user
- **Guest Visitor; Is this P5?** No, for that they need some sort of verification and an account. It may be they enter the same level of info but just don't create an account – this needs to be explored more
- **Have we considered using an MFA type of app?** The issue is for a target market with poor or no reception/phone so that wouldn't solve it but we do need to look at potentially an MFA solution to make the journey as smooth as possible
- **Why was email the 1st option in visuals shown?** It was simply for research purposes and SMS will be default 1st option
- **What is the expiry time on OTP code, as he has had one expire after only 2 mins?** It is 5 mins at the moment but will be exploring expiry time for email option to give users time to respond
- **Has the help centre not got any back buttons?** It opens up in a new window in browser, for those apps without this we are looking into this further in terms of getting users back to where they came from
- **PDS Update; Will it refer users back to Partner Service?** Yes
- **PDS Update; Is it available via API?** Longer term, looking into this but due to Covid and short term need using a messaging service. Explained it's a one off process and user wont be shown this repeatedly

## Coming next

### Guest Visitor/User

- In 'Discovery Phase'
- The initial idea/concept is 'to enable a user to use NHS login (with some form of verification (TBC) without the requirement of registering for an account i.e. users who would be performing a one-off transaction
- Next steps – validate the use cases / partner feedback sessions / initial conceptual designs and technical considerations
- **Partner Benefit: Improved user journey if users need to conduct a one off transaction that doesn't require registering for an account, if relevant to your service**

### NFC Reader Capability

- Near Field Communication (NFC) is a set of communication protocols between two electronic devices.
- NFC enabled devices can read NFC tags which are embedded in to labels or documents.
- Electronic Passports are also called e-Passports, and these passports have a chip embedded into them.
- Data on these chips can be accessed using a device which has NFC reader capability.
- We are investigating the use of NFC readers within NHS login for document verification.
- **Partner Benefit: Some advantages of utilising this technology are:**
  - **Uses data from the chip so data integrity will be better.**
  - **Mitigates against fraud (within e-Passports)**
  - **Everything is encrypted.**

## Improving PYI Content

- A user who has submitted PYI documentation can sometimes fail the verification process, and when this happens a user will be notified via email explaining why they have failed.
- By improving our content, we want to ensure a user knows the following: how to try again, what they can do to succeed and more useful information to understand why a user has failed and how they can be approved.
- **Partner benefit: Improve the user journey experience by educating the user on why they have failed and hopefully encourage them to re-try successfully or return to partner service to try another route**

## Sharing partner data/reporting:

- Explained that we would be sending out individual partner data reporting stats on a monthly basis as requested by partners.
- Asked partners what data they required and feedback was collated.
- **Partner Benefit: Improved data reporting specific to your needs**