

October 2021 Live Partner Collaboration Session Summary

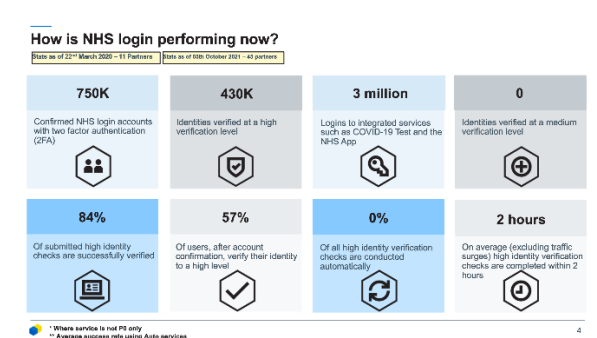
Date of session: 6.10.21

Attendees: NHS login team & Live Partners

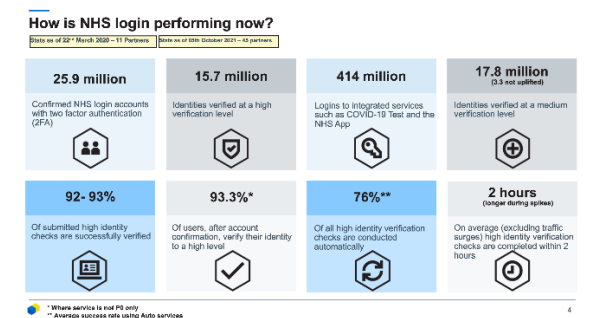
Update on NHS login User Numbers

- Figures were shown of the increase in numbers over the last 19 months.....

22nd March 2020



5th October 2021



OTP Code Update

- When a user requests another OTP (within the same OTP expiry time (5 minutes), we will send the same OTP code e.g., on first request the OTP sent will be 123456, on second request the OTP will be 123456.
- This change has dramatically decreased the issues we were seeing with Invalid OTP and has almost removed any mention of invalid OTPs on our customer feedback tool (Hotjar).
- Partner Benefit: Users should now be able to get through this part of the journey quicker & without any blockers**

P5 & P5 to P9 Update

- Prior to submitting their P5 information, users can now view and edit their details (to get users to see any mistakes they may have made with the data they provided)
- When a user submits their information on P5, and we cannot find a match, the user now has more options:
 - Go back and view the data and edit which caused the no match
 - Option to go straight to P9 and bypass P5
- **Partner Benefit: Users can get through the process with greater success or uplift to P9 from P5**

PO Email

- We are sending out an email to 7 million P0 users to remind them they have NHS login, how to increase their proofing level, what the benefits of having it are and prompt them to a list of partner services where they can use it. Initial trail will be with users who have registered with the COVID-19 Testing Service.
- **Partner Benefit: Increasing awareness of partner services to users as well as encouraging high level of proofing level for greater access to more services**

PYI (Prove your identity) Rejection Email

- Several rejection emails have been updated to give users more instructions on what to do next, including dynamic links back to the partner service.
- **Partner Benefit: This should help users not get stuck or reach a dead-end in the journey as they have clearer ways of continuing either with NHS login or back to a partner service**

Patient Demographics

- Work is beginning on enabling users to update their NHS record directly from NHS login. So they can do this at their leisure and not during the verification journey.
- The wider organisation hopes this will be a good test bed for the broader idea of an NHS account.
- **Partner Benefit: User details will be more up to date and accurate for your service to use**

Drop Off Surveys

- We are designing a survey to understand why people get stuck and drop-off from our service at different stages of setting up an NHS login, linking their login to an NHS record, or when trying to prove their identity.
- We will use the survey to gather an overview of reasons why users fail, and importantly to try and recruit respondents for follow-up qualitative sessions where we can explore the barriers - and potential solutions - in more detail.
- **Partner Benefit: We should be able to identify and start to address key 'drop off' points to ensure users are more successful through the journey & return to a partner service verified.**

Q&A

- **Can we have numbers of users by verification level?** P0 – 6.8m , P5 - 3.3m, P9 – 15.7m
- **Can IDVM be used to P9 users?** Currently IDVM is only available to partners, whereby the user comes through P5 first. We are going to do some work to investigate the possibility of offering IDVM to partners where the user is coming from P0.
- **Will there be a back button from T&C's and Help Centre?** Back button has now been added to T&C's. No plans to add a back button on Help Centre given it is a browser-based solution and some services operate on browsers

Supplier Regression Automation Test

- We are trialing a new Standalone Postman Collection Suite
- Which enables end to end test covering the following areas; account registration, account login, forgotten password and account recovery, prove your identity manual journey, account management (change phone number, password, email and delete account)
- And produces a Visual Test Suite Summary Report
- We need volunteers to test this new suit. If you're interested, please contact: support.nhslogin@nhs.net