



- | Information gathered | Information provided |
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| | <ul style="list-style-type: none"> • National insurance number • Full name • Date of birth • Contact telephone • National insurance number • Address including postcode • Previous address • Medben reference number • Declaration consent • Title • Surname • Forenames • Date of birth • National insurance number • Nationality • Address • Country • Telephone number • Email address • OHT agent initials • Date completed |

- | Notes | 1. | 2. | 3. | 4. | 5. | 6. | 7. | 8. | 9. | 10. | 11. | 12. | 13. | 14. | 15. | 16. | 17. | 18. |
|-------|---|---|--|---|--|---|--|---|----|--|---|---|--|---|---|--|---|---|
| | Workflow system allows call operators to answer calls, they must also designate tasks as they work on them - i.e. 'post call work' etc. | CIS is a web based view of DWP records. Demographic or NINO searches. First port of call to identify PRC recipients. Presence of record alone is used to qualify. | NIRS is a web based view of national insurance contributions and can be used additionally to find out more about an applicant. NIRS seems to be little used. | No sharing or interoperability between systems. Information is duplicated in a manual process between them. Systems seem very slow and unresponsive, Medben in particular. With call times being measured, it's ironic that waiting for these systems slows the operator down considerably. | In some case where a NINO search has failed and demographic data has been used to find a Medben record, the operator has then continued to try to get three correct 'security' answers – even though enough data has actually been gathered already. | Medben system seems to basically be a database of 'claims' per individual. While it does provide some service to the operator (the generation of templated letters) for PRC claims, more time and effort is spent adding data to records. | The OHT call operator has to read a long declaration to ask for the applicant's consent to apply for the EHIC by proxy. The declaration exposes the silos between the departments providing the service and adds confusion to the process. | The applicant generally needs to re-confirm known details as well as provide new ones. Re-confirmation could be a side effect of the manual process - see note 9. | | Work notes in Medben contain a fair amount of data that perhaps could be better captured in a different way. | Medben seemingly doesn't offer statistical or meaningful data extraction. Manual 'count' processes take time and are error prone. | Excel documents must be manually uploaded on a weekly basis to DH Exchange. | DH Exchange is an instance of Kahootz (http://www.kahootz.com). | NHS BSA applications team manager must manually download Excel documents from DH Exchange each week and apportion the work to the team. | The EHIC application process does not do any automated checking of eligibility. | New applications are extracted daily to send to card supplier. | Data filtering is currently manual changes to code (assumption: lots of 'if' statements). An example of filtering would be to exclude an address that has an inordinately high number of applications associated with it. | Cards are despatched second class post, does this include international destinations? |

