



Department
for Work &
Pensions

Send Your Fit Note service

Lab Research

Prototype v.5

27 February 2018

What we wanted to learn....

- Will the service name confuse users and prevent them from using it
- Ability to create, save and upload an image - including where they might go for help or support (Assisted Digital)
- Understand when a participant would expect to be told that they need to create, save and upload an image.
- Confidence in the image submitted to DWP
- Trust in the service

We saw 6 participants who don't currently have a relationship with DWP and who prefer to use a desktop pc.

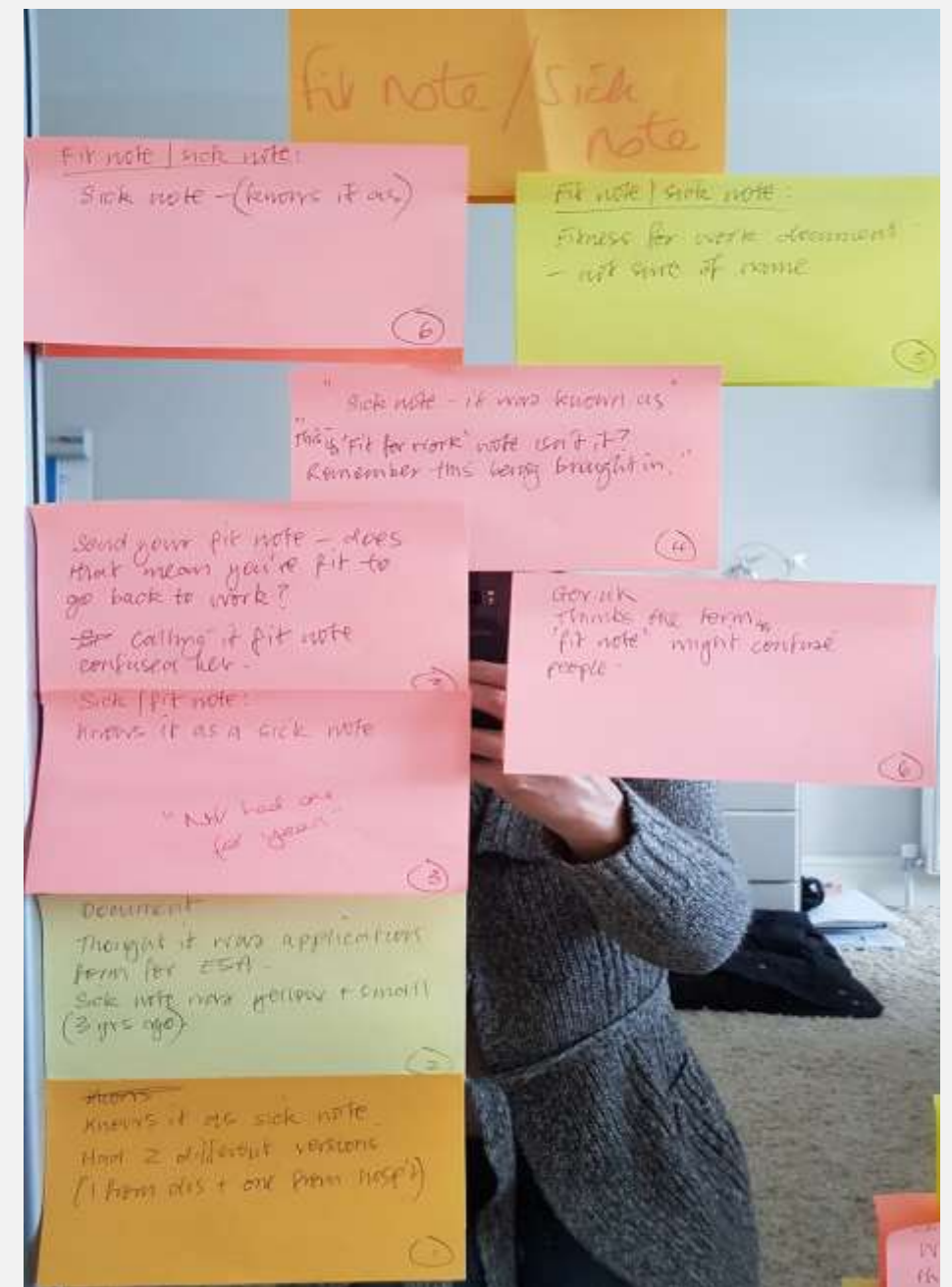
<p>Damien, 36. On sick leave from work. Has heard of ESA. Uses internet for social media, shopping and internet banking. Uses phone on the go and laptop if at home.</p>	<p>Sophie, 28. Looking for work following illness. Has claimed ESA in the past. Not a frequent internet user. Has used for social media and Tesco a couple of times. Tried to apply for Budgeting Loans online, found it confusing so opted for paper form instead.</p>	<p>Louise, 52. Employed part time. Heard of ESA. Digitally confident. Uses laptop, iPad and mobile smart phone to go online. Prefers laptop for size of screen</p>
<p>Tracy, 43. Employed part time & part time uni student. Previously on ESA. Has a laptop and smart phone. Not very digitally confident. Uses for uni work but not much else. Occasional internet shop but prefers not to. Relies on kids for AD.</p>	<p>Richard, 33. Looking for work following illness. Heard of ESA. Technically confident, has MacBook and uses desktop at parents. Uses internet for job searching, social media, emails and has done council tax online.</p>	<p>Isabel, 25. Employed full time. Never heard of ESA and never had a fit note. Digitally confident. Uses iPhone and laptop, prefers laptop. Has booked driving test and used passport service in the past.</p>

How the session ran.....

- Showed the participant a copy of a document you could expect to receive from a GP if too ill to work
- Asked what they know that document as
- How would they find the service
- What search terms they might use
- Showed the participant a mocked up version of how a Google page might look (if appropriate)
- Asked them what they would do if they saw that page
- Asked them what they would do once on the mocked up GOV.UK page
- Usability tested the prototype

What is the document known as....

- Nearly all of the participants knew it as a sick note.
- Few knew the name has changed.
- Calling it a fit note would confuse those who do not have a relationship with ESA.



Looking for the service

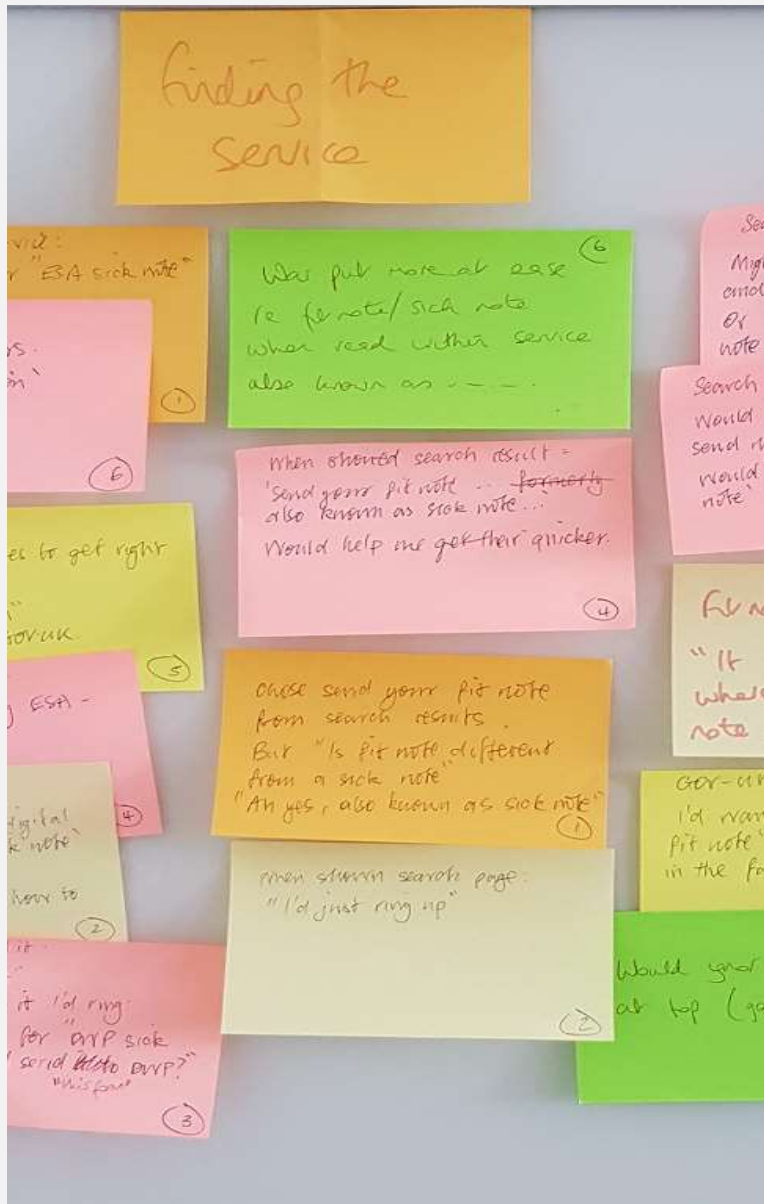
- Most would search for the service using Google

Some would search according to what they called the document.

Some would search according to benefit ie ESA and expect to find details of the service on the GOV.UK ESA page

- Some would phone JCP/DWP and ask where to find it
- Some would ask their doctor





Known name v's Service name

Seeing the 'you might also know this as...'
gave users (who do not have a
relationship with ESA) confidence that
they were choosing the correct service.

GOV.UK

The iterated version of the GOV.UK page was well received. None of the users had problems understanding the content.

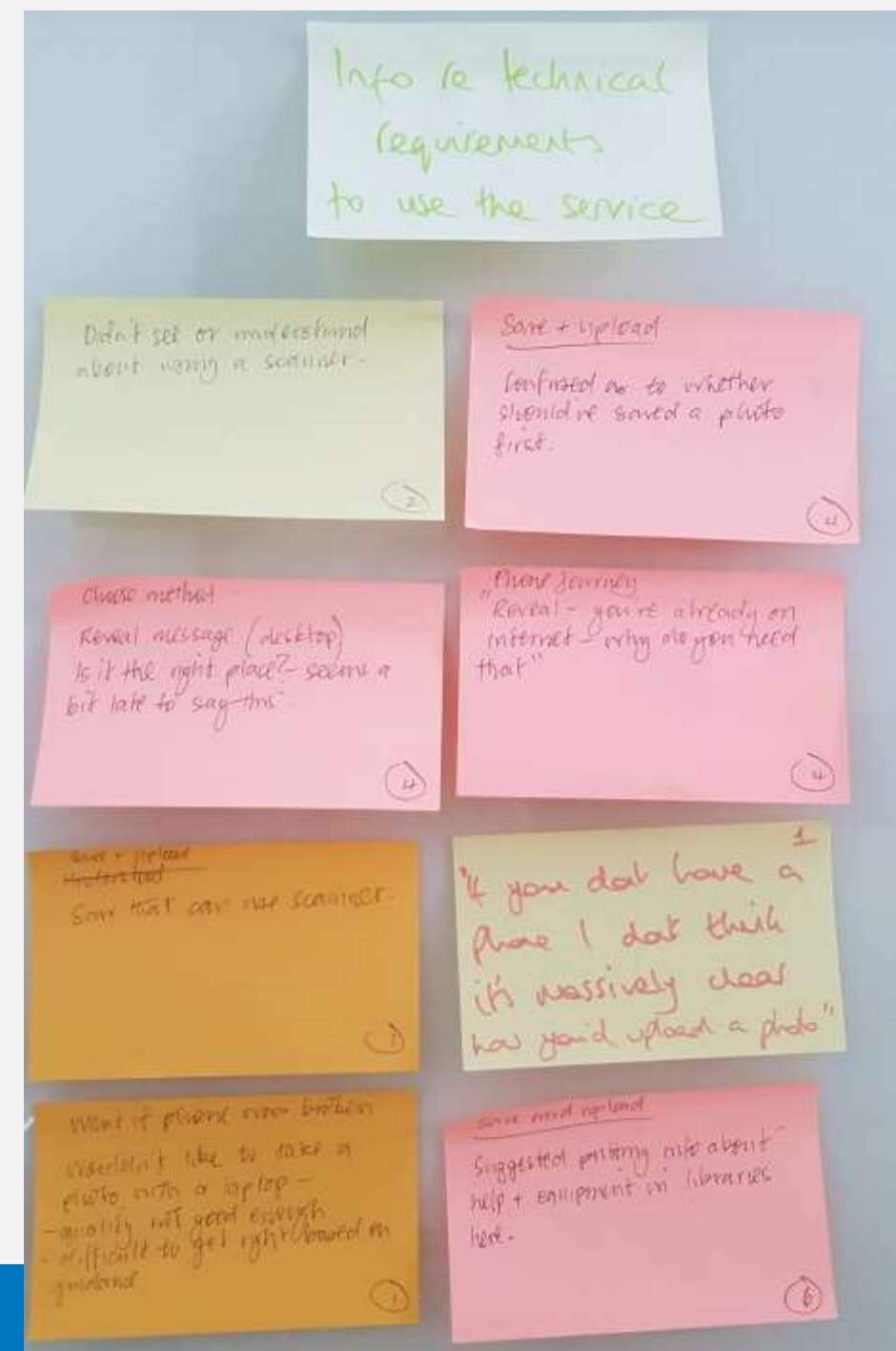
Users found the 'You might also know this is as...' particularly helpful.

Consider – Is this a true reflection of where a customer would be taken to based on their search terms?

Consider - Next round of testing, take a user to the general ESA page and ask them to find the service from there.

Uploading a document

- Some users were confused about how they would get a digital image to the service.
 - They did not notice the content about using a scanner.
- Consider adding information about libraries on the save & upload page maybe by way of a link to 'get help scanning your image'.



Uploading a document

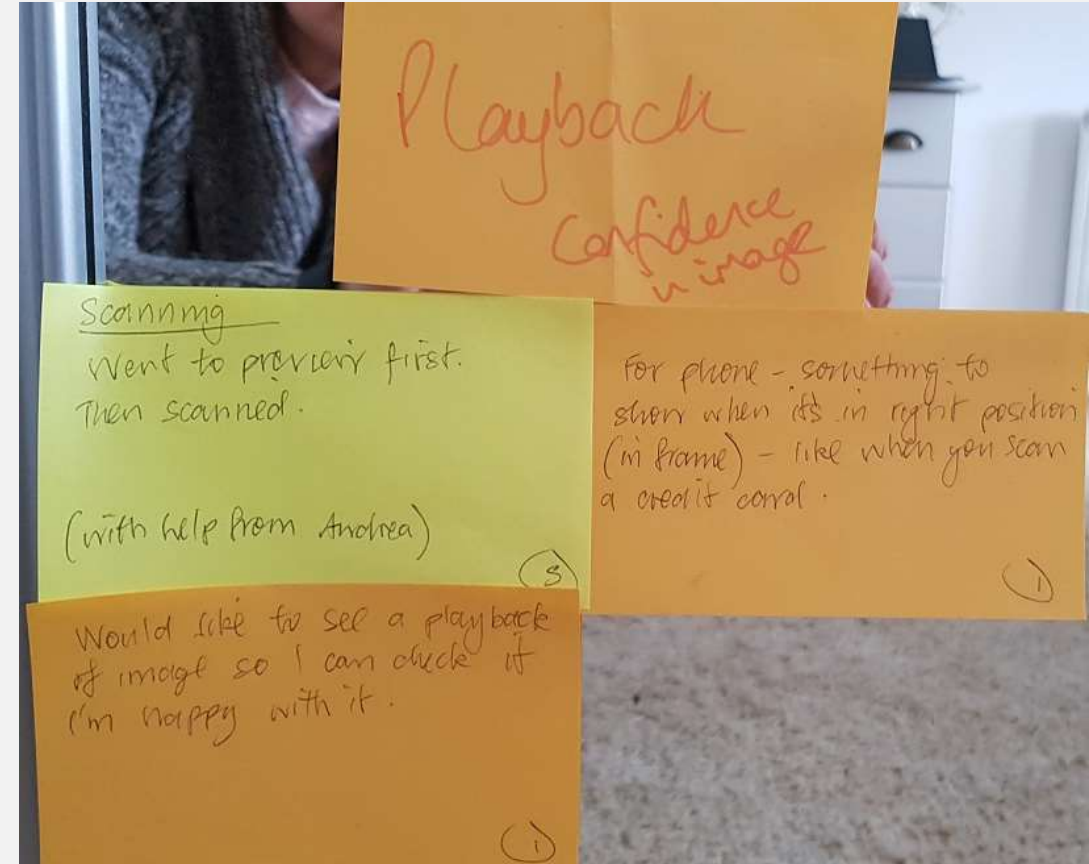
- Some started the journey thinking they would use a scanner however changed to say that they would use their mobile device instead.
- Most users said they would take a photo with their mobile phone and email the image to themselves and then save that image to their desktop.



Confidence in the image submitted

Only one participant used the scanner and would have used a scanner if it were a real service.

This user would check the quality of the fit note image and would do so before saving it to his desktop.

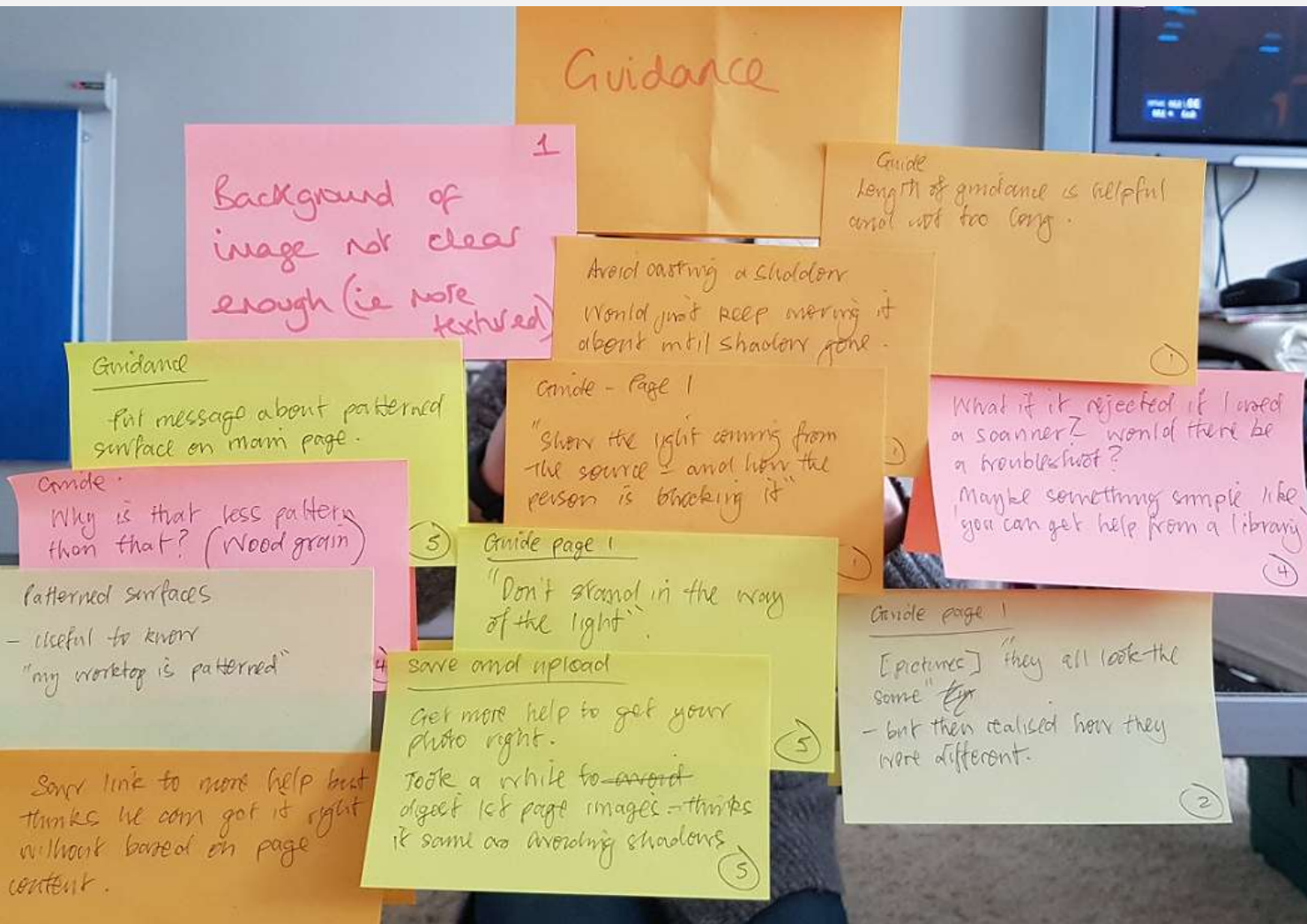


Error messages

- The error messages were easy understood.
- Most (desktop) users would try 2 or 3 times before quitting.
- Some users would want to know where to send the fit note through the post at this point.
- All users saw the link to 'Get more help to get your photo right'.
- All users clicked it. Some before attempting their first photo, some if their photo had failed.

Changing the wording of the link made more people want to use it.

Guidance link



We continued to hear that some of the iconography was difficult to understand eg explaining the need to be in the right kind of lighting. Users understood that this was to avoid shadowing.

The textured background caused confusion "how is that (picture) more textured than that?"

Consider –
amalgamating the lighting/shadow help pages.

Remove the textured background page as this is no longer a technical issue.

Help line telephone numbers

- Most users did not see the telephone numbers being displayed in the 'take a photo' page of the service.

Hypothesis –

Users would look for a phone number if they needed help.

I will test this in the next round of research.

- Some users struggled to understand what help could be offered over the telephone but would still ring it, possibly to be told where to post the fit note.

Consider – adding the phone numbers to other pages within the service.

Feedback link

- None of the users saw the feedback link within the pages of the service.
- The feedback link at the end of the service was noticed.

KIV – some of those wanting to leave feedback who do not make it to the end of the service are unlikely to be seeing that they have the option to.

Confidence

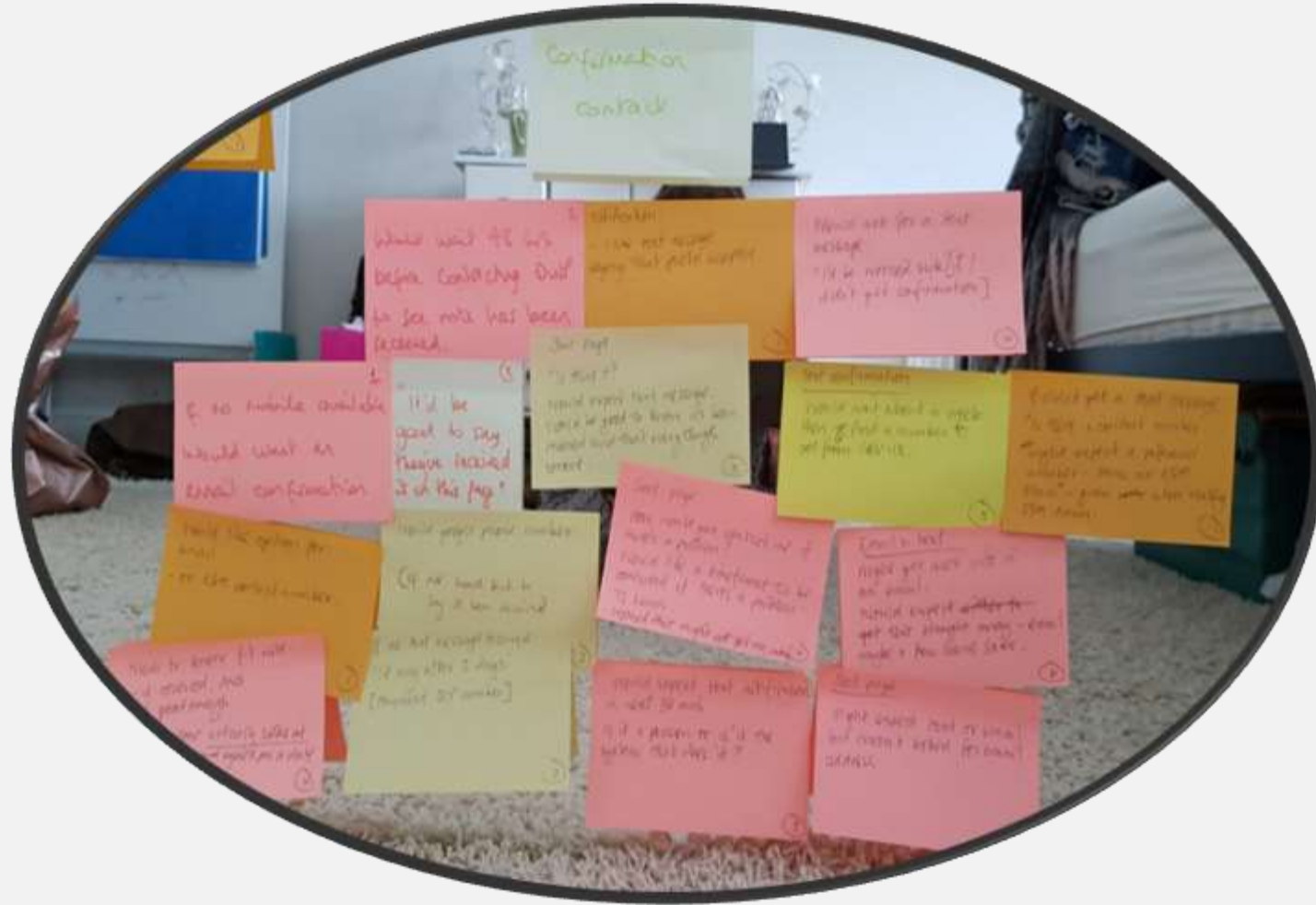
We continue to hear that until users have received confirmation that their fit note has been received in the department they would worry.

Users would need reassurance that the image quality is good enough and some would also want to know that the information within the document is what was required.

Caveat, these users were not already customers of ESA and so don't know the process.

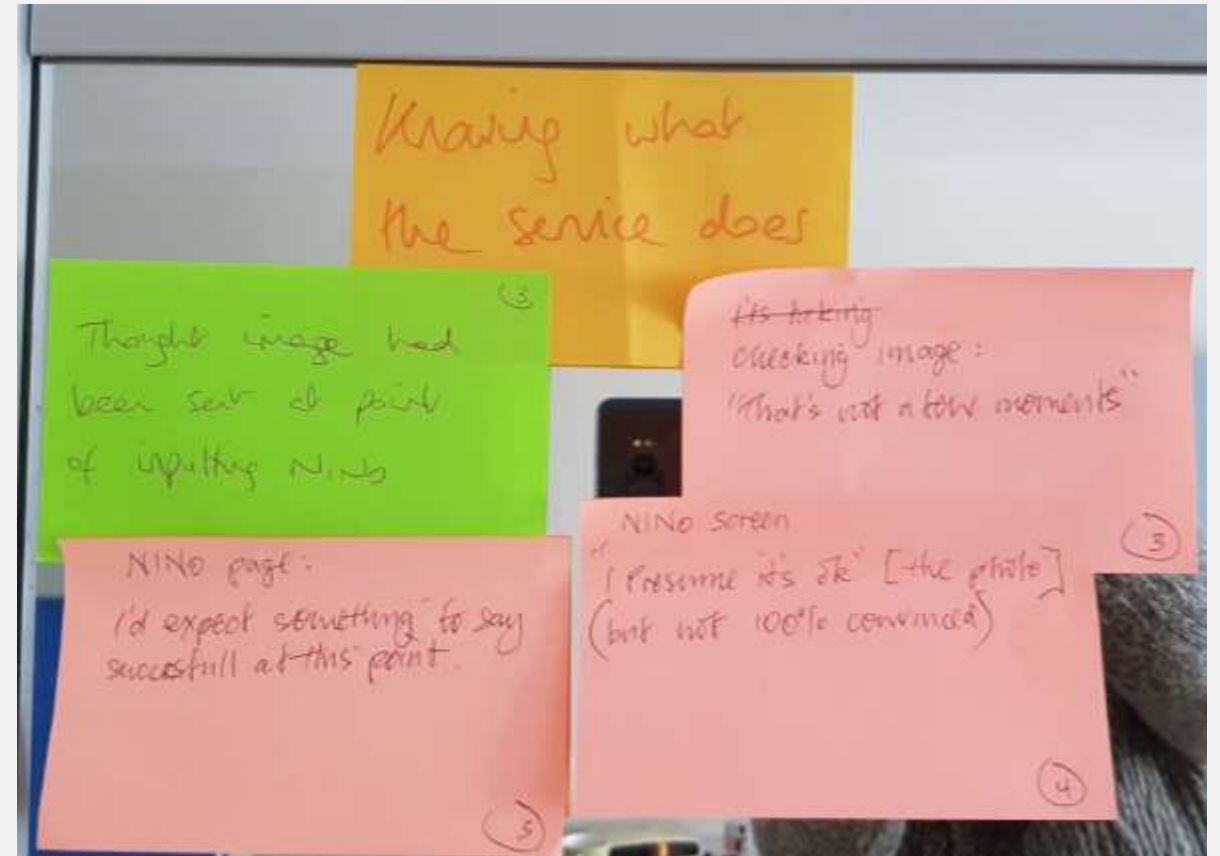
It varies from user to user how long they would wait before contacting the department. All said that they would phone if they did not hear anything.

Users would expect an email confirmation if they did not have access to a mobile phone.



Understanding of the service

- We continue to hear that some users do not realise that the service is checking the fit note for image quality.
- Some users are confused at what point within the journey the fit note is being sent.



Hypothesis –

If we create an 'image has been checked and is readable' page users would be confident that they had done everything right.

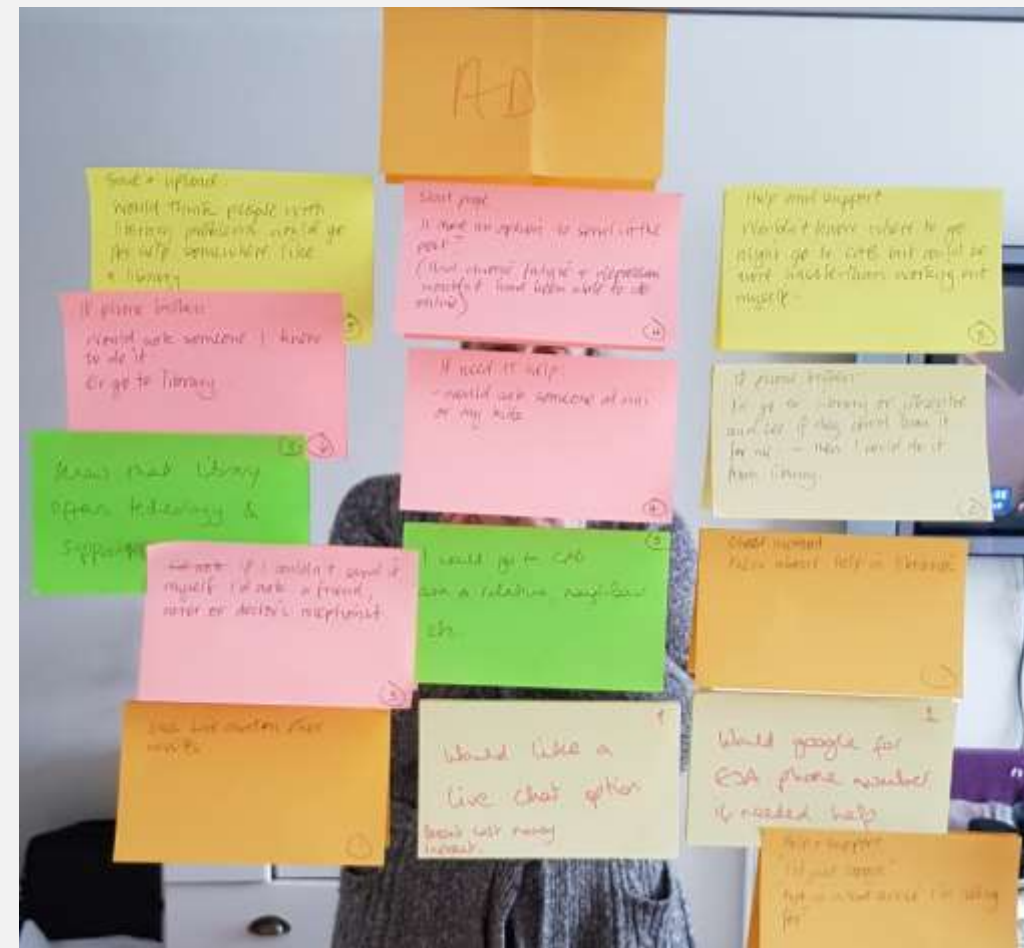
We need to make sure that we do not give the impression that the information within the fit note is okay as an advisor may still need clarification on something which is outside of our service.

Assisted Digital

We continue to hear that people would rely on friends/family and libraries for support.

This is to get access to the technology as well as help using the service.

JCP offices and CAB were also considered as AD support options.



We changed the content from the previous version to show that help is available at libraries, not just the technology. This has provided users with the confidence to utilise that support.

Other observations...

Some users were not sure whether they had done all they needed to.

“That’s me done..... Is it? (P5)

Consider – adding something to the last page that lets users know that they’ve finished.

We continue to hear that people without a mobile phone would expect an email confirming that the fit note had successfully arrived with DWP.

What next?

Further lab testing on Monday 19th March, this time of both desktop and mobile device solutions.

A mix of 6 participants with and without ESA background and with a mix of technical preferences. Those preferring mobile devices to being their own, if possible.

Where I will;

- Continue to test understanding of the term 'fit note'
- Continue to understand how people would find the service, including GOV.UK page
- Usability test the iterated version (6) of the prototype taking in to consideration the hypothesis within this feedback