



Department
for Work &
Pensions

Send Your Fit Note service

Lab Research

Prototype v.4

February 2018

What we wanted to learn....

- What is the medical document given by a GP known as
- 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 are either receiving or have received ESA recently.

	<p>Michelle, 47 Been on ESA 12 months and has had her medical – has submitted fit notes in the past, usually by post Uses internet for social media, e-bay, checking emails, web browsing and internet banking. Has used Govt sites in past and has a Government Gateway account Laptop/computer is device preference for internet access but has used phone as well. Google is her go-to place for information Relaxed with technology but often gets help from son/daughter</p>	<p>Nikki, 44 Been on ESA 4 years and has had her medical – has submitted fit notes in the past, usually by post (pre paid envelope) Uses internet for social media, web browsing and internet banking. Has looked up benefit stuff before Mostly uses phone to go online – has used desktop/laptop but prefers mobile May go to library to use computers or to local support hub – lots of help in both those</p>
<p>Kelly, 37 Been on ESA 3 months and waiting on her medical – posts fit note (pre paid envelope) but has faxed in the past as well (not allowed any more) Uses internet for social media, basic web browsing and emails Goes to library to use computers</p>	<p>Dennis, ?? Been on ESA a while and had medical last year. Currently going through appeal as has been found fit for work – used to take FN into jobcentre – would take a copy for himself– he had experienced problems with post in past Has own computer and is building parts into it but less confident with actual use of them! Uses internet for social media, games, basic web browsing/research and emails Has used NHS and Govt websites</p>	<p>Steve, 34 Been on ESA short time 12-18 months ago Previous relationship with DWP appears not to have been great. Uses internet for work, shopping, information, social media, entertainment (videos etc), Used Govt services online – eg. UJ claim and work searching Uses both laptop and phone. Prefers laptop for handling documents etc as screen is bigger Goes to library to scan documents and library staff have helped</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 testing the prototype

What is the document known as....

- Nearly all of the participants knew it as a sick note.
- Once probed some considered other names such as 'self cert' and 'fitness for work'.
- Few knew that DWP/Doctors had changed the name but to them it was still a sick note.

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

Known name V's Service name

- All participants said that they would click on a link 'Send your fit note – GOV.UK' in order to access the service.

This despite only knowing the document as a sick note.

Insight

These participants were not confused by the name of the service. Despite calling the document something different, they understood that the SYFN service is what they would need in order to send their 'sick note'.

GOV.UK

Users would be put off straight away by this page.

“There’s too much information on this page”

It was not clear to users where to find the service link.

“I was off with depression, I couldn’t concentrate. Nothing’s clear to me”

“I think I’d ring the number and ask where to send it”

“I wouldn’t scroll down that far”

Users expected the service to have it’s own link at the top of the page ie No 7

One user was very confused as to why the service was in the ‘How to claim’ and considered it should be in ‘Now you’ve claimed’.

Consider – alternative place to host the service and amend prototype accordingly for further testing

Scanning a document

Technology

- Lack of familiarity with the technology is problematic.
- Users didn't realise that they needed to physically do something once they'd put their fit note in the scanner machine. They thought that the service would do it for them.

Scanning a document

Understanding

- None of the users saw or realised that they would need to upload an image before using the service.
- Most users didn't take notice of the file name or where the document had been saved.

This suggests that the information given within the service isn't being seen or isn't understood.

Hypothesis – if people knew to upload the fit note first, the journey would be less disjointed and therefore an easier process.

Confidence in the scanned image

- Few people checked the image before saving it to the PC.
- Few users checked that the image they had selected to upload was the correct one.
- None of the users expressed a need to be able to check the image before submitting it to DWP

(All of the above could be attributed to test effect)

Confidence

- The 'Received' page is not enough in providing confidence with users.
- Until users had received notification/confirmation that the document had arrived at DWP they would worry.

“I'd expect a text after a few seconds. If I didn't, I'd ring up. I'd be very worried”

- Some users consider that text message as their evidence that they've done their bit.

One participant explained how they would use the service again and again until they finally received a text message.

Consider – the effect on those without the ability to receive a text message.

Understanding of the service

- Some users do not realise that the service is checking the fit note and therefore expect to receive a phone call from somebody to say everything is okay with it (or not).
[One to watch and to add to the ice box]

- It isn't obvious to users that by using the desktop service they have submitted their fit note to DWP.
Some think they've done some work to prepare it but it's not actually been sent.

Hypothesis –

If we create an 'Uploading' message within the prototype and change the final page to 'Sent' instead of 'Received' users will have more understanding.

Assisted Digital

- Users saw the messaging about accessing technology in the library when choosing the device channel.

Some users knew this already, others did not and found the message useful.

One user expressed concern about going to a library to use their technology as she would need somebody to help her.

Hypothesis –

If we advise within the message that library staff can help, more people would feel comfortable and confident using the desktop service (if appropriate).

Other forms of AD were friends, family, council run community centres and support groups on social media.

Error messages

- The error messages were easy understood however the reason why an image had failed was not understood.

“(laughed) I’d half expect it. I’d think it was inevitable that I’d have to go and see somebody anyway or spend 20 minutes on the phone. I’d try again but then I’d be thinking, if it’s not worked the first time, there was nothing wrong with how I did it the first time. I’d try again a couple of times.”

- The detailed guidance link was seen within the error message however the majority of users would not click on that link. They expected it was reams and reams of information.

Hypothesis –

If we change the title of the link to ‘easy guide’ or ‘short guide’ more people will want to use it.

Detailed guidance

Upon testing the guidance pages most users found them useful.

Some of the iconography was difficult to understand eg explaining the need to be in the right kind of lighting.

Consider – changing some of the icons to photos.

Timeout message

All users understood this messaging to mean that by clicking on 'Get another 30 minutes' they would indeed have 30 minutes before being timed out. They would expect to be taken back to where they had left off.

Consider – ready for development.

Other observations...

None of the users saw or registered the information about Wi-Fi or libraries on the service start page.

None of the users saw or registered on the 'Save & upload your fit note' page Point 3 - Save the photo or scan somewhere you can easily find it.

None of the users saw or registered the link to the full guide for taking a photo on the 'Save & upload' page.

None of the users were concerned about inputting their NINO correctly ie with or without spaces.

What next?

Further lab testing of the desktop solution is planned for 27th February.

6 participants without ESA background who prefer to use a desktop PC when going on the internet.

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 of the prototype taking in to consideration the hypothesis within this feedback