



Department
for Work &
Pensions

Fit note – Desktop service

Testing with ESA customers
within Leeds and Preston JCP's

Aim of research

To test the desktop version of the Send Your Fit Note service with ESA customers.

Understand how people would expect to learn of the services' existence.

Iterate on the service.

Participants – Leeds JCP

1. Male. Late 40's. Alcohol dependent. Not interested in using the internet. Loses his phones, has had around 6 this year so far. Only uses old style mobile phones. Been in I.T course, just not interested and doesn't feel he would ever be able to use independently.
Turbulent relationship with family.
2. Male. Late 40's. Does not use the internet. Relies on daughter who has a laptop for any online support.
3. Female. Late 30's. Witnessed mum dying and since then her children have been taken in to care. Suffering with severe stress. Doesn't have internet at home, uses a community centre or JCP for access to computer/internet.
4. Male. Late 30's. Suffers brain damage and sometimes forgets things. English is not his first language. Uses mobile phone for internet.

Participants – Preston JCP

1. Male. Late 50's. Heart attack. Uses smartphone for internet. Does some shopping but not a confident user.
2. Male. Late 40's. Alcohol dependent. Has a smartphone however internet doesn't work on his phone. Doesn't particularly like or trust the internet.
3. Male. Mid 30's. Alcohol/drug dependent. Does not trust the internet. Has a Facebook account and uses email but does not divulge any personal information online.
4. Female. Early 60's. Awaiting operation early January, expects to be back at work end January. Accesses the internet on her laptop. Does some online shopping, checks bank accounts but does not transfer money. Has taxed her car online.

What we did

In Leeds we tested the live service.

We asked ESA customers to submit their fit note using the service with a scanner that we had provided.

In Preston we tested an iterated version of the prototype.

This version included a play back of the fit note that had been scanned and a page with a message to state that the upload of the fit note had been successful.

Device / Internet access & support

Whilst some people reported not to have their own device, they all said that they would have friends or family or know where to go to access the internet. These would be the same people that they would ask for help using the service, if needed.

Some people do not understand the difference between data and Wi-Fi.

Some people do not realise that they can use their phone on the internet for free over Wi-Fi.

Assisted Digital

All our participants knew somebody or somewhere that they could go to for help and support.

Friends and family would be their first port of call.

Alternatively they would go to their local JCP or library. Community Centres are also considered a place to go however they are sometimes too busy to help straight away.

Finding out about the service

People who already have a relationship with DWP would expect DWP/JCP to tell them that the service exists and where to find out more about it.

They would expect JCP staff to tell them either face to face, via letter or phone call or even a text message.

Trust / Security using the internet

Most people do trust the internet.

Some people look for signs such as padlocks to make them feel safe using the internet to provide personal details.

Some people feel uneasy about sharing personal details or a photo of their fit note over the internet. Some would point blank refuse.

Navigating through the live service

None of the participants had problems navigating the service although one did ask me to manipulate the mouse as he wasn't familiar with laptops. That same participant said afterwards that he thought he would be able to use the service with a little help from his daughter.

Most of the participants would struggle with how to upload an image be it via digital camera or scanner because they had never done it before. All knew who or where to go for help ie friends and family, the library or they would ask JCP staff.

.... Navigating the live service – multiple fit notes

One of the participants had two fit notes that he needed to provide. This user found it difficult to identify which of the uploaded fit notes still needed to be submitted.

Prototype testing

Participants understood that the played back image of the fit note would be of the one that they had uploaded.

The 'Upload has been successful' message was understood. All the participants knew to 'Continue'.

Some expected this to mean that they were near the end of the service.

Trust in themselves and in the digital service

Most of the participants would want some form of confirmation that their fit note had been received by DWP.

They want to know that they have done everything right and that the fit note had got to the right place.

Most would want a text. Those who don't have a mobile would want to receive an email.

* During the session we changed the content to include advising users they can request a text to confirm receipt of the fit note. More testing is needed on this wording.

Insights

It is not understood by the user until they are in the service that they need to have their fit note saved to their desktop. More testing is needed to ascertain whether this is an issue, especially for those who are not digitally confident.

It can be quite difficult to get a fit note to lay flat and stay in position on a scanner if it has been folded several times.

Users are reliant on knowing the file name of the fit note that has been saved to know which document to upload to the service.

More testing around whether this is an issue is needed.

Playback of the uploaded fit note could potentially alleviate this issue if needed.

People don't know that they will receive a message to confirm that their fit note has been received. Knowing to expect confirmation is likely to alleviate some worry and help people to trust that they had completed everything okay and also to trust the service.