



Business Services Authority

# Registration and dashboard research

Usability testing prototype version 7

October 2023

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# Methods

- Heterogenous sampling
- Remote research sessions
- Multiple methods:
  - Interview (exploring user context)
  - Usability (testing the registration journey)
  - Concept testing (exploring dashboard content)



# Participant characteristics

ID	User group	Region	MCCD completion	Ease of MCCD completion	Scenario
P4.1	Dual role (ME/Consultant)	South East	1/month	Extremely easy	ME
P4.2	ME	North East /Yorkshire	N/A	N/A	ME
P4.3	AP (Consultant)	North West	Few times a month	Fairly easy	AP
P4.4	Dual role (ME/GP)	North East /Yorkshire	Less than monthly	Very easy	AP
P4.5	AP (GP)	London	Few times a month	Fairly difficult	AP
P4.6	ME	South East	N/A	N/A	ME
P4.7	AP (GP)	South West	Few times a month	Fairly easy	AP
P4.8	Dual role (ME/GP)	East of England	Few times a month	Very easy	AP
P4.9	ME	Midlands	N/A	N/A	ME
P4-10	Dual role (ME/GP)	North East /Yorkshire	1/ month	Fairly easy	ME

# Findings



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# Important context

- There is hope that the digital MCCD will be **better** than the paper form
  - Easier, quicker to complete, more accurate
- If it isn't **as good**, there's a risk users will stick with the familiar
- Some\* areas have established processes through pilots
- The MCCD may be the last thing completed, following scrutiny which is recorded in purpose commission systems

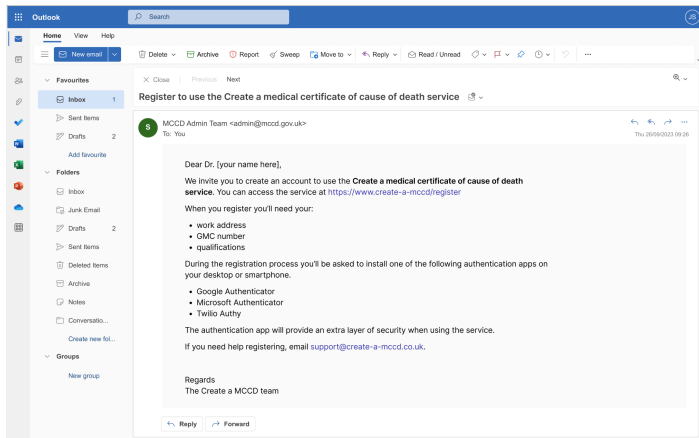


# 1 – Registration journey testing

## Scenario 1 – Activity 1

You're at work and you just received this email. What are your first impressions

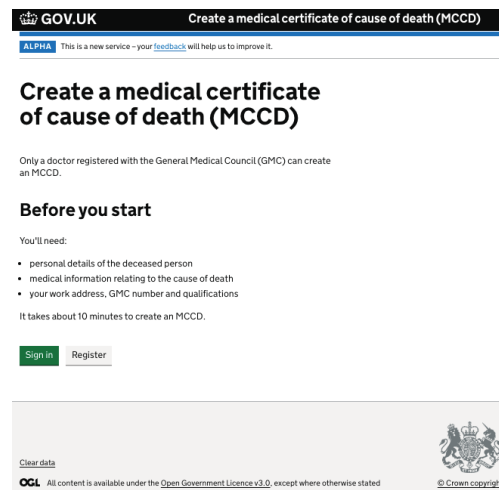
**Starting point:** Email design



## Scenario 1 – Activity 2

Can you show me how you'd create an account? [asked at the end of activity 1]

**Starting point:** Product start page



# Overview of screen performance

Review	• <b>Email</b>
Review	• <b>Start page</b>
No issues	• Which of the roles below best describe you?
No issues	• What is your full name?
No issues	• What is your GMC number?
Review	• <b>Is this your primary medical qualification?</b>
Review	• <b>Where do you work?</b>
No issues	• Check your answers
No issues	• What is your email address?
Review	• <b>Set your password*</b>
Review	• <b>Set up your account with an authentication app</b>
Review	• <b>Get security code</b>
No issues	• Your account is set up

## Usability issue key

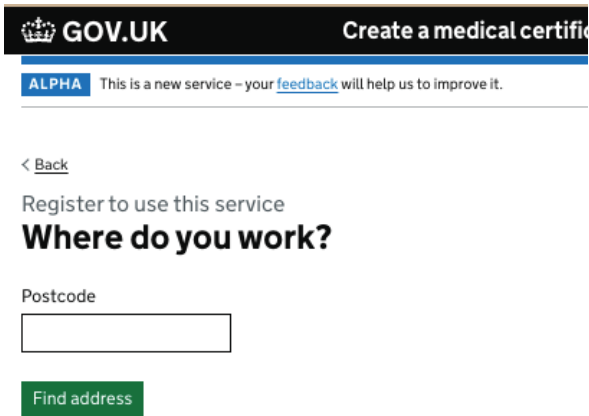
No issues

Minor/medium

Medium/high

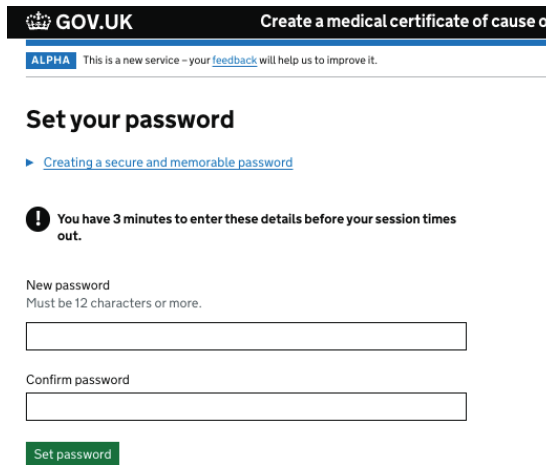
# ‘Where do you work?’ and ‘set your password’

Review



The screenshot shows the GOV.UK header with the text 'Create a medical certificate'. Below the header is a blue bar with 'ALPHA' and a feedback message. The main heading is 'Where do you work?' with a '< Back' link. Below the heading is a 'Postcode' label and an input field. At the bottom is a green 'Find address' button.

- Most participants completed this without issue
- GPs at multiple sites all chose the lead practice address
- **Difficulty identified:** how would someone like a locum or dual role GP complete this?



The screenshot shows the GOV.UK header with the text 'Create a medical certificate of cause'. Below the header is a blue bar with 'ALPHA' and a feedback message. The main heading is 'Set your password' with a link 'Creating a secure and memorable password'. Below the heading is a warning icon and text: 'You have 3 minutes to enter these details before your session times out.' Below this are two input fields for 'New password' and 'Confirm password', with a note 'Must be 12 characters or more.' At the bottom is a green 'Set password' button.

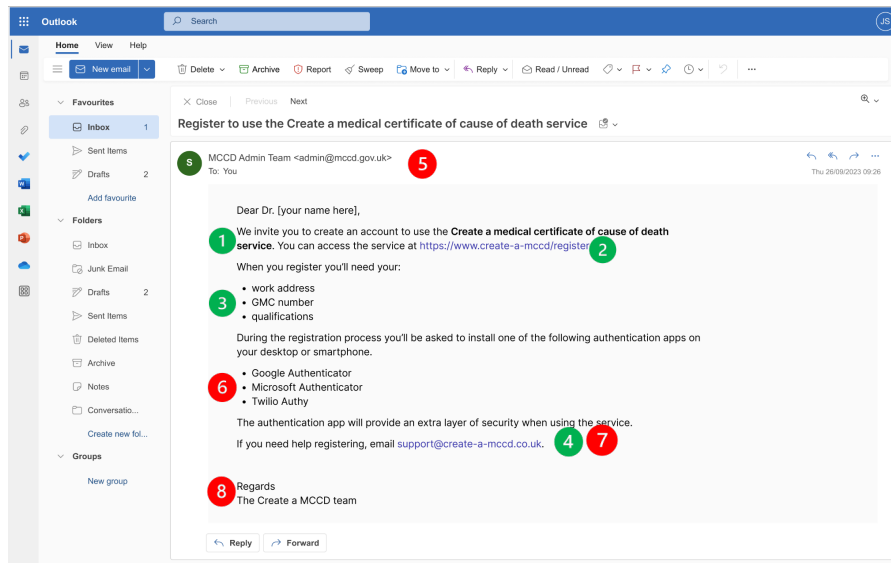
- All participants were able to complete
- No one clicked on the advice/expansion link
- The 3-minute warning caused concern and annoyance
- Several users expected explicit advice on what the password needed to be valid



# Email invitation

Review

- The overall content was thought helpful and clear (1-4)
- Some elements raised suspicion (5-7)
- Expect to hear about the service before it launches via trusted channels
- Unsolicited /unexpected invitations would cause concern
- Concerns email method of roll out will be ignored by some
- Some expected the service to be embedded with an organisation's process



# Product start page

Review

- This page brand/style was familiar and reassuring
- This page worked well for APs (or those dual role approaching this in an AP capacity)
- MEs did not recognise that this service was for them and wouldn't expect to use the service

The screenshot shows the GOV.UK website for creating a medical certificate of cause of death (MCCD). At the top, the GOV.UK logo is on the left, and the title 'Create a medical certificate of cause of death (MCCD)' is on the right. Below the title, a blue banner with the word 'ALPHA' in white text states: 'This is a new service - your [feedback](#) will help us to improve it.' The main heading is 'Create a medical certificate of cause of death (MCCD)'. Below this, a paragraph explains: 'Only a doctor registered with the General Medical Council (GMC) can create an MCCD.' A section titled 'Before you start' lists requirements: 'You'll need:' followed by a bulleted list: 'personal details of the deceased person', 'medical information relating to the cause of death', and 'your work address, GMC number and qualifications'. It also states: 'It takes about 10 minutes to create an MCCD.' At the bottom of this section are two buttons: 'Sign in' (green) and 'Register' (grey). The footer contains a 'Clear data' link, the OGL (Open Government Licence v3.0) statement, and the Royal Coat of Arms with the text '© Crown copyright'.

GOV.UK Create a medical certificate of cause of death (MCCD)

ALPHA This is a new service - your [feedback](#) will help us to improve it.

## Create a medical certificate of cause of death (MCCD)

Only a doctor registered with the General Medical Council (GMC) can create an MCCD.

### Before you start

You'll need:

- personal details of the deceased person
- medical information relating to the cause of death
- your work address, GMC number and qualifications

It takes about 10 minutes to create an MCCD.

[Sign in](#) [Register](#)

[Clear data](#)

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# Authentication screens

Review

Those unfamiliar with authentication apps:

- don't know:
  - whether to choose desktop/smartphone
  - which to app choose
- misunderstood the purpose of the app links (expecting it to start the download of the right app)
- Weren't always clear where to get the app from or confident they would choose the right app

GOV.UK Create a medical certificate of cause of death (t

ALPHA This is a new service – your [feedback](#) will help us to improve it.

### Set up your account with an authentication app

An authenticator app is a secure method to prove who you are and is an extra layer of security to protect your account. You can set it up on your smartphone or desktop computer.

You will need to use the app to generate a 6 digit security code each time you sign in.

#### Which device do you want to download an authentication app onto?

☐ Desktop (including laptop)

☐ Smartphone

[Continue](#)

GOV.UK Create a medical certificate of cause of death (t

ALPHA This is a new service – your [feedback](#) will help us to improve it.

### Authenticate using smartphone

#### Get security code

1. Install one of these applications onto to your smartphone:

- [Authy](#)
- [FreeOTP](#)
- [Google Authenticator](#)

2. Open the app and scan the QR code.



[I cannot scan the QR code](#)

3. Enter the code that appears on the authentication app.

This is a 6 digit code, for example 123 456


[Continue](#)

## 2 - Dashboard testing

### Scenario 2 - AP participants

I'd like you to imagine that you have been using the service for some time now. I'd like you to click continue and imagine, you've signed in/authenticated

#### Starting point: Dashboard

 Create a medical certificate of cause of death (MCCD)

ALPHA This is a new service – your [feedback](#) will help us to improve it.


dr.account@nhs.net | [Sign out](#)

#### Your Dashboard

[New MCCD](#)

Name	Date of death	Action	Status
Thomas Robertson	29 September 2023	<a href="#">View</a>	IN SCRUTINY
Mary Smith	3 October 2023	<a href="#">View</a>	DRAFT
Jodi Smyth	27 September 2023	<a href="#">View</a>	COMPLETED
Mia Karr	2 October 2023	<a href="#">View</a>	TO BE AMENDED
Margaret Winston	28 September 2023	<a href="#">View</a>	IN PROGRESS
Dwayne Pipe	30 September 2023	<a href="#">View</a>	TO BE AMENDED
Jerry Sanders	1 October 2023	<a href="#">View</a>	COMPLETED
Monika Newton	29 September 2023	<a href="#">View</a>	COMPLETED


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### Scenario 2 - ME participants

I'd like you to click continue and imagine, you've signed in/authenticated

#### Starting point: Dashboard

 Create a medical certificate of cause of death (MCCD)


ALPHA This is a new service – your [feedback](#) will help us to improve it.

dr.account@nhs.net | [Sign out](#)

#### Your Dashboard

Name	Date submitted	Action	Status
Thomas Robertson	29 September 2023	<a href="#">Review</a>	IN PROGRESS
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Mia Karr	2 October 2023	<a href="#">Review</a>	PENDING APAMENDS
Margaret Winston	28 September 2023	<a href="#">Review</a>	IN PROGRESS
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# Dashboard

- Many (ME and GP alike) were confused by the dashboard, not understanding:
  - who's dashboard was it, and who entered the cases
  - why something would be 'in scrutiny' or 'amended'
  - The different between 'draft' vs 'in progress'
- Part of this confusion was driven by the proposed process different so significantly to current pilots
- Not everywhere had integration, or across all clinical settings – in these cases, it was thought to be beneficial (especially if referral information could be included)

I was surprised by [...] the scrutiny and things because that's just flip ways to how we do it. [...] So, you do everything that we would normally do, how we would normally do it and then you go and fill the MCCD out, because that's what you do. That's how we do it. We do it all and then we fill the paperwork out. [P4.4 Dual Role GP]



Create a medical certificate of cause of death (MCCD)

ALPHA

This is a new service – your [feedback](#) will help us to improve it.

dr.account@nhs.net

[Sign out](#)

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I can see how this could be useful for hospices (if they could get the certificate ready in this platform, we'd just review it from here and approve). [...] would be beneficial to add attachments [P4.10, Dual role GP]


# Dashboard

- Mixed views on whether seeing 'completed' is helpful or possibly harmful

helpful to see the ones you've completed - you might need to refer back to them; having it helps with completing Crem form or other paperwork (in the same way as you'd refer to the counterfoil)[P4.7 GP]

It's kind of slightly alien to think we'd have a list coming up of all the MCCDS I've ever done, in my life and that's that can be quite emotive actually [P4.4 Dual Role GP]

- Expectation for administrative staff to have visibility

 Create a medical certificate of cause of death (MCCD)


ALPHA This is a new service – your [feedback](#) will help us to improve it.

dr.account@nhs.net | [Sign out](#)

### Your Dashboard

[New MCCD](#)


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# Dashboard - other observations

- Some thought the status tags were clickable
- More information would be needed to give confidence that the MCCD was being completed for the right patient
  - NHS number,
  - Date of birth
- Being able to sort by name or date of death was suggested by some

 **Create a medical certificate of cause of death (MCCD)**


**ALPHA** This is a new service – your [feedback](#) will help us to improve it.

dr.account@nhs.net | [Sign out](#)

**Your Dashboard** [New MCCD](#)

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# Declaration

MCCD ME Declaration confused participants and was felt to duplicate the pre-existing scrutiny process

Wording of the **second statement caused confusion**

I think in reality you might want to tick both [laughs] you might say I agree with the cause of death, and I provided suggestions [P4.1, Dual Role GP]

Several participants were **unsure why they would reject an MCCD at this point or who it would go to**

I think I'd need training on this.  
What's the purpose of this box?  
What would the registrars do with that information? [P4.9, ME]

Declaration - that's odd, they're not supposed to write the medical certificate until after it's been scrutinised [P4.6, ME]

Its rubbish, what's the point of click this and adding comments, where do they go? There should have been a discussion before [P4.6, ME]

## Medical examiner declaration

☐ I am a duly appointed medical examiner and following scrutiny I confirm that the cause of death is as stated on the certificate.

☒ I am a duly appointed medical examiner and following scrutiny I have provided suggestions about the cause of death stated on the certificate.

Provide suggestions and details about your decision

Continue



# Recommendations

Screen	Recommendation
Email invitation	
Service start page	
Where do you work?	
Set your password	
Set up your authenticator app	
Get security code	
Dashboard	
MCCD view	

*Any questions?*

**Carry on the conversation:**



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