



Business Services Authority

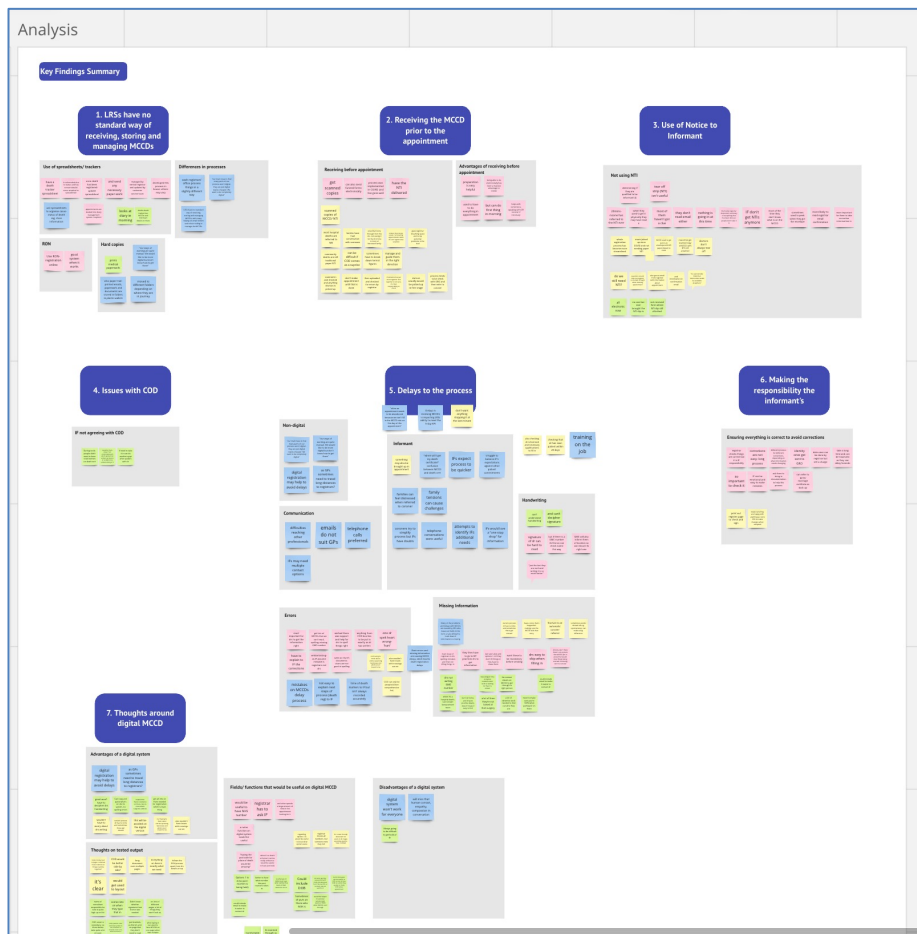
User Research playback

Part 1- Registry Discovery

Gillian Waller

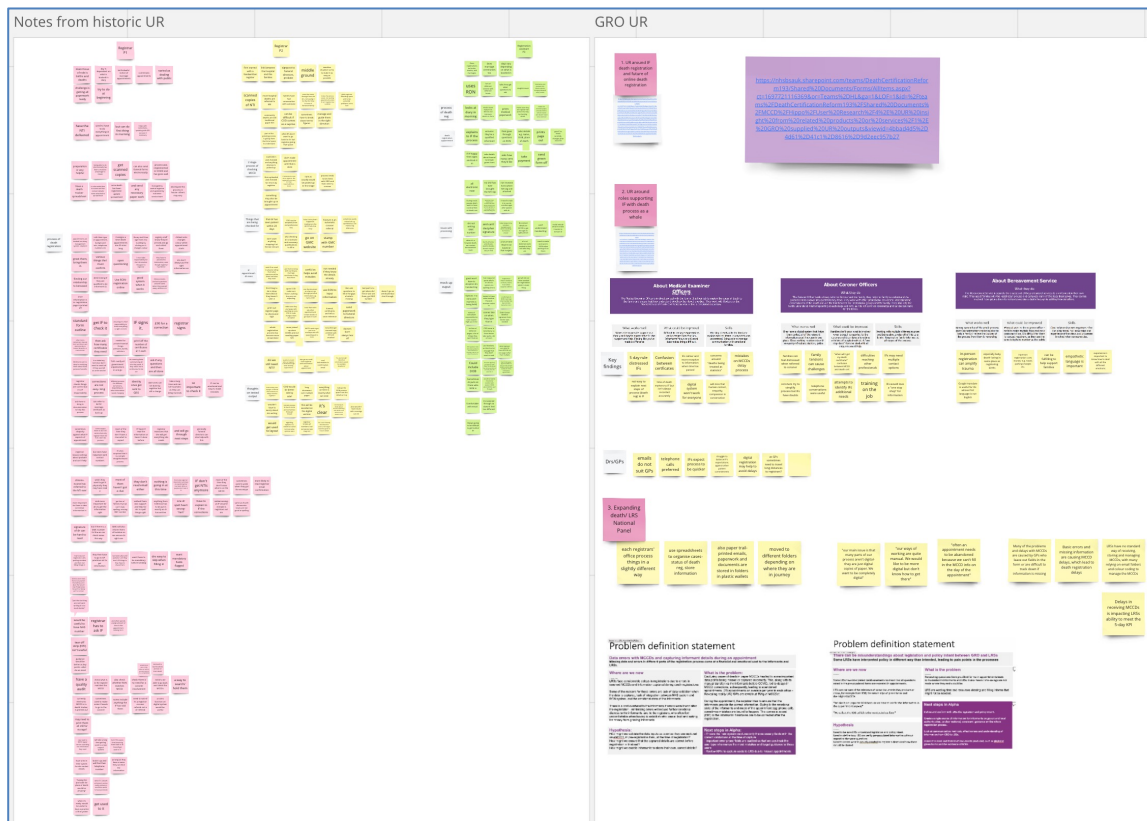
Analysis

- Used Miro to bring all of these insights together and used thematic analysis to identify the key findings
- Five key findings which will be discussed in more detail.



Research Methods

- Review of historic UR-conducted both by the NHSBSA and GRO
- Mainly one to one, semi-structured interviews, but were also some insights from survey data
- Listened to all of the previous UR sessions and collated any relevant insights and information on Miro.



Key Findings

1. Local Registry Services (LRS) have no standard way of receiving, storing and managing MCCDs
2. Receiving the MCCD prior to the appointment was advantageous
3. Use of the Notice to Informant (NTI)
4. Cause of death disagreement
5. Other delays with the process tend to be due to missing information, errors, inability to contact attending practitioners (APs).

1. LRSs have no standard way of receiving, storing and managing MCCDs

Participants reported that processes varied across different registrar offices when it came to receiving, storing and managing MCCDs

- Different processes were used
- Different software and different management tools

"each registrars' office process things in a slightly different way"

GRO UR Participant

1. LRSs have no standard way of receiving, storing and managing MCCDs

Generally, LRSs used a spreadsheet to manage their cases, but they also relied on paper-based copies of documents and printed emails

"we use a death tracker spreadsheet, it is colour coded due to status and has contact details and notes attached to the spreadsheet"

P1, Registrar

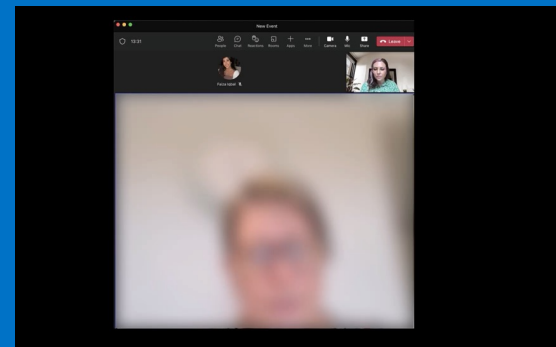
"our main issue is that many parts of our process aren't digital- they are just digital copies of paper. We want to be completely digital"

GRO UR Participant

2. Receiving the MCCD prior to the appointment

Receiving the MCCD electronically prior to the death registration appointment was seen as advantageous

- Some LRS' received the MCCD in advance of the informant coming in for the death registration appointment
- Either an electronic copy (scanned in) or posted hard copy



2. Receiving the MCCD prior to the appointment

Receiving the MCCD in advance meant registrars had time to check the MCCD and cancel appointments if necessary

"often an appointment needs to be abandoned because we can't fill in the MCCD info on the day of the appointment"

GRO UR Participant



3. Use of the NTI

Registrars talked about the informants not using the 'Notice to Informant'

- Registrars questioned the use of the Notice to Informant (NTI) and whether it was still needed.
- Scanned MCCDs often still had the NTI attached.

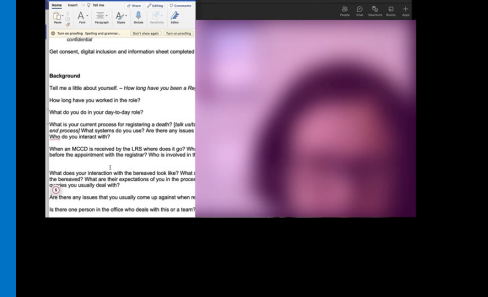
"no one has ever brought the
Notice To Informant slip in"
P3, Registration Assistant

3. Use of the NTI

Informants were more likely to get their information from the registry office summary email than from the NTI

"no, personally I think that information would be available elsewhere"

P2, Registrar



4. Cause of death disagreement

There were occasions when the informant did not agree with the cause of death listed on the MCCD and raised this during the death registration appointment

"During COVID people didn't want to have COVID written on the death certificate"

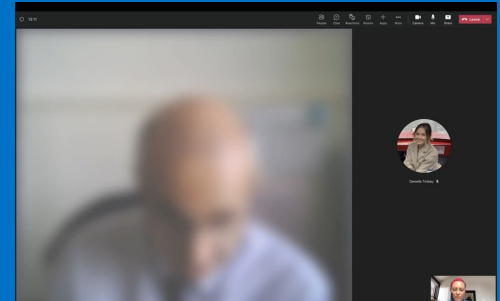
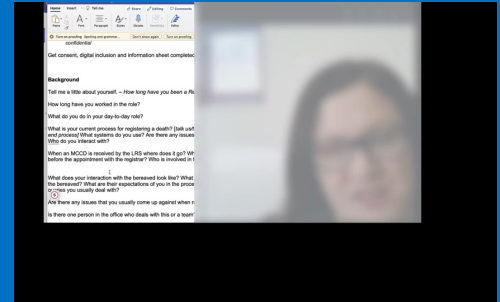
P3, Registrations Assistant

5. Other delays with the process tend to be due to missing information, errors, inability to contact APs

Basic errors, missing information and inability to read the MCCDs cause death registration delays

- Being unable to decipher handwriting
- Missing information
- Spelling errors or mistakes
- No contact details on MCCD to get through to right person

"Many of the problems and delays with MCCDs are caused by GPs who leave out fields in the form or are difficult to track down if information is missing"
GRO UR Participant



Thank you. Any questions?

Carry on the conversation:

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