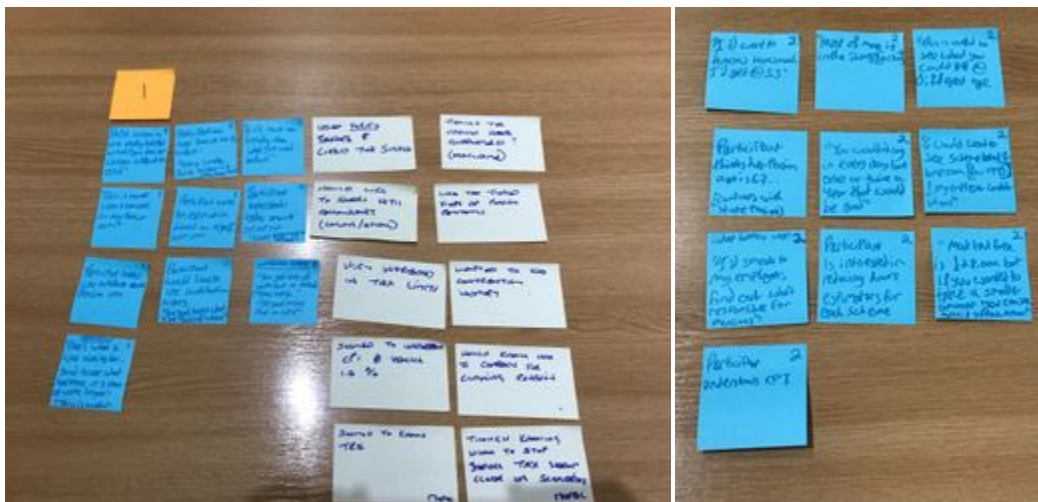
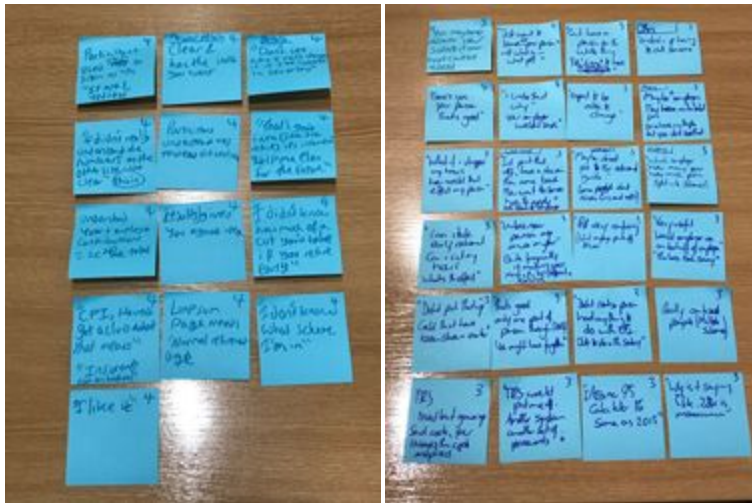


17/01/19 myNHS - Manchester

date	17 Jan 2019
phase	Private Beta
service	myNHS
sprint	5
user	NHS Employers (All close to retirement apart from P4)
contact	Sharon Walker
location	Manchester (Mastercall)
type	F2F
digital inclusion	
no tested	5
minutes observed	300
researcher	Dominic Hurst
objectives	<ul style="list-style-type: none"> • Understand if forecasts/ models are ok to be estimated • Understand if users want to model or be presented with completed models • Understand if models provide enough information • Understand the need to compare models • Understand the need to layer models • Understand the "what next" after a user models

Observed - Scott, Tony, Dean, Harwinder (remotely)





Overview of findings

!!!!Quotes/ narrative coming in due course!!!!

Scenarios

Loved scenarios post model. Dropping hours vs going early an option 2/5 liked. All very positive

Legal

Don't know what CPI is, confused with how calculated

Tax

People didn't read tax-free, then shocked when the amount was taxable on the result page. (they liked it, but should have been mentioned earlier)

History

2/5 wanted a history of sorts (where worked, amounts paid in etc)

Look and feel

Much better than other systems (TRS, statements etc)

Verify

1 good, 1 bad experience

What next

Again speak to people, direct to guide, print off

Missing info

A reminder of 2015 scheme during modeler, potentially totals needed

Use

Annually, but more frequent when nearer the time. Allow others to see (employer), IFA

Actions

Fed back to the team

- ☒ Get rid of CPI content
- ☐ Link to NHSBSA scheme info
- ☒ Content added about max taxable allowance
- ☐ Update scenarios (64 not 54)

Created Assumptions:

- Users need