05/03/19 myNHS - Leeds

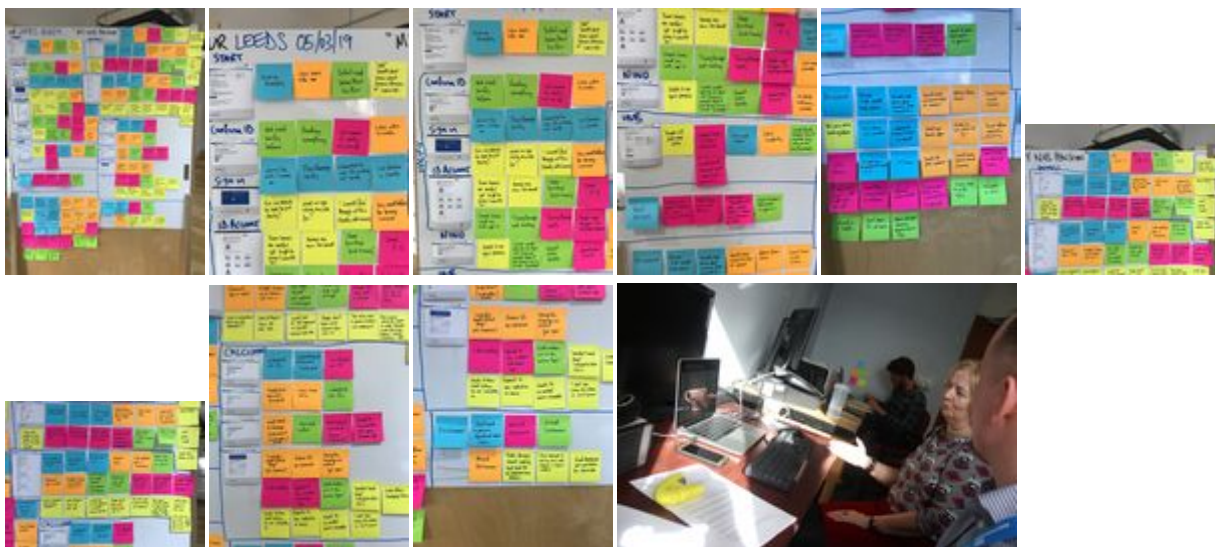|	
date	05 Mar 2019
phase	Private Beta
service	myNHS
sprint	12
user	NHS Employers (Variety of ages and scheme in)
contact	Sue Boden
location	Leeds
type	F2F
digital inclusion	84, 86, 89, 88, 94
no tested	5
minutes observed	300
researcher	Josh Hornby,
objectives	• Understand how user experience differ using real HTML prototype • Understand if the scenario journey path(s) are still valid (with the additional verify pages) • Understand the need to select scenarios • Understand the next steps post modeller • Understand the need to return • Understand the need to share

What we tested with

Version 3 of HTML prototype Prototypes

Observed by Dean Cobb **(remote)**

UR_Notes_05_March.docx

Observed by Gareth Joyce **(face to face)**

Overview of findings by Gareth Joyce

Start page

Nobody seemed to have any problems with the start page although participants generally didn't read below the start button.

Authentication

Verify jump off page

Generally positive comments about confirming your identity.

Verify

Again as previous research has shown, Verify was not really a blocker. Most participants hadn't used it before and there were concerns about "*why I have to do this?*", but once users were into Verify they seems to understand the flow. It would be worth testing with HTML version of Royal Mail screens to understand how users navigate through the process.

NINO Page

Most participants knew their NINO, the one who didn't knows to look for it on his payslip and would do that if signing into the service for real.

Home/Hub Page

Participants didn't seem to struggle with this page. Most liked it and there were some comments about how clear and simple it was.

- "*People will just read the titles.*"
- "*I don't know it's the home page, it doesn't say.*"

Personal details

Most participants didn't understand why they couldn't change their details. They would prefer to be able to change themselves without going via their employer. There was also a comment about people not knowing who their employer was in order to contact them and change their personal details.

Pension details

Generally participants liked the information on this page. Bearing in mind they only saw the schemes relevant to them. Seeing figures and retirement ages was useful. Participants missed the link to the calculator from here. Last updated date needs reviewing it was confusing people. People also wanted to calculate estimates for the 1995 scheme and didn't understand why they couldn't do that. There was also some confusion about the mixing of schemes.

3rd Party Access

Participants generally liked the ability to be able to share with 3rd parties. One participant raised a question about whether the 3rd party would be subject to the same authentication process as they were.

Calculator

Questions pages

Participants understood the questions and liked being able to calculate an estimate based on different scenarios. A few participants suggested we should use number of hours and salary as an estimate factor too. Most of the participants also went back and tried different calculations to see if it affected the estimate. They used the back button to do this rather than the link to calculate again.

Estimate page

Participants commented that they like to see figures monthly. We spoke to a few pensions experts who commented about the figures and ages in the estimates pages. They didn't make sense to them and it is clear we need to make the figures in the prototype more accurate.

Disclaimer text

3 of the 5 missed the disclaimer text/didn't read it. We need to consider exactly what information we need to put in this and how we place it on the page. One participant felt very strongly that we need to make the fact it is an estimate very obvious. "People *will* make decisions based on these estimates".

Back button

Participants used the back button to get back to the home screen. There was a comment about expecting there to be a navigation to take you back rather than using the back button.

Actions

- [ ] Dominic Hurst to review research videos
- [x] Dominic Hurst to review/edit findings
- [ ] Dominic Hurst to feedback to team
- [ ] Gareth Joyce to review figures/ages related to scheme types in tables on estimation page
- [x] Gareth Joyce to fix 1995 scheme mention of 2008
- [x] Gareth Joyce to check the order of email and SMS in Verify journey makes sense
- [ ] Gareth Joyce to review last updated date
- [ ] Gareth Joyce to review calculator link journey start
- [x] Gareth Joyce to review Disclaimer content

Created Hypothesis:

- To do