

Fast Track ID Checking using NHS login

Background information

To set up an NHS login and access multiple health and social care services, users are required to have their identity verified. This can be achieved using the NHS login prove-your-identity (PVI) service but according to feedback received from a number of sources this is often problematic for digitally excluded groups. Around 19 million people have already had their ID verified as part of obtaining access to GP online services and can transfer this ID verified status to their NHS login using their patient online (POL) information. However, this process using the 3 codes can be challenging for users and has a high attrition rate.

The project's aims are to have a seamless accessible process so people who have already had their ID verified to gain access to GP Online Services are able to successfully match this ID verified status to their NHS login and obtain access to the full range of digital services available. This saves time as ID does not have to be rechecked, and reduces burden to the system as people can access the services they need without having to contact their GP again.

In summary a new account in the NHSApp will be fast tracked ID if the following criteria is met:

- 1) The mobile number used to create a login account via NHSApp is registered in their GP record
- 2) They are enabled for online services in GP record
- 3) They have not previously started a ID for login via the NHSApp (they will then go through Prove yourself Identity (PVI))

The process

As part of the NHS login registration process the user will be required to validate their email address, mobile number and be matched to their NHS number. Users who meet the eligibility criteria are then prompted (screenshot right) for permission to check their details against their GP system.

Should the user consent, the mobile number provided when registering is confirmed against the mobile number held in NHS Spine personal demographic service (PDS).

If those two mobile numbers match, then an attempt will be made to retrieve the user's linkage/passphrase information from the GP system using the existing interface.

Successful retrieval of the linkage/passphrase details validates the existence of an active ID verified GP Online services account. The user will be automatically redirected to the originating service as a high level verified user with access to enhanced online services.

If this doesn't work they can continue with the PVI journey



The screenshot shows the NHS login interface. At the top is the NHS logo and 'NHS login'. Below it is a link: '< Back to: Confirm your details'. The main heading is 'Registration complete'. Below that, it says 'You can now access 'CLIENT NAME''. A paragraph follows: 'To access any areas of the service that contain your personal or confidential information, you must first prove who you are.' Another paragraph: 'We can use the details from your GP surgery's online services to prove who you are.' Below this is the question 'Can we use your details?' with two radio button options: 'Yes' and 'No'. At the bottom is a green 'Continue' button.

[COVID-19 vaccination status available from 17 May in the NHS App](#)



Service descriptions

GP- facing

Fast Track ID checking

A patient can choose to use a previous ID check for GP online services to set up an NHS login if they use the mobile number on their NHS record. This means they do not need to have their ID re-checked.

Public facing

If you have already had your ID checked to access GP online services, the setup of an NHS login can be fast-tracked if you use the mobile number you supplied to your GP practice.

Template text for cascade (around 100 words)

Bulletin copy

Service improvements for NHS login

We've made it even easier for the public to access [digital services](#) via NHS login, such as the NHS App. If a patient has already had an identity check to access GP online services, they can now set up an NHS login without having their ID rechecked. They just need to use the mobile phone number saved in their GP record. More information is available [here](#).

Social media (ICS to GP)

Calling all GPs! Did you know that if a patient has had their ID checked to access GP online services, they can now set up an NHS login without needing to have it checked again? They just need to use the mobile phone number saved in their GP record.

Website

If you're a patient at our practice you can now use the NHS App, a simple and secure way to order repeat prescriptions, view your GP medical record and more. Go to www.nhs.uk/nhsapp for more information. To use the app, you need to set up an NHS login. If you have already had your ID checked to access GP online services, you can be fast-tracked if you use the mobile number you supplied to us.

Fast-track ID follow up message

To use the NHS App, you need to set up your NHS login. If you have already had your ID checked to access GP online services, you can be fast-tracked if you use the mobile number you supplied to us.

Telephone message script

If you're a patient at our practice you can now use the NHS App, a simple and secure way to order repeat prescriptions, view your GP medical record and view your covid vaccination certificate and more. If you already have access to GP online services, it's now even easier to use a wide range of services via the app. Go to www.nhs.uk/nhsapp for more information.



SMS – general app

[Your GP practice] is inviting you to use the NHS App, a simple and secure way to access a range of NHS services. Find out more at www.nhs.uk/nhsapp

(Make sure the message is still under 160 characters if amended with the name of the practice.)

Social media (GP Practice to public)

Did you know you can access a range of NHS services including repeat prescriptions using the NHS App? If you have already had your ID checked to access GP online services, you can now set up an NHS login to access it without needing to have it checked again. You just need to use the phone number supplied to our practice.

General Information

What are the benefits of Fast track ID?

- Increased number of users with P9 (fully ID Verified) accounts who are able to better access enhanced digital services.
- Reduced requirement for NHS login ID Verifications with reduced cost/fully ID verified users.
- Approach for GP Practices to better support Citizens who are unable to navigate existing NHS login (PYI) or linkage key/passphrase ID Verification system. Reduces barriers to access for digitally excluded groups.
- Improved satisfaction for eligible citizens as a result of a simplified more seamless ID verification process.

Can anyone use Fast-track ID?

People must have an active ID verified GP Online Services (POL) account on the GP system to use this method of setting up an NHS login. If you don't have this, you can still prove who you are by providing photo identity and undergoing liveness check, usually recording a short video. This process can be completed in a matter of minutes and in most cases less than two hours.

Please note that due to a period of heightened interest in the NHS App we are currently seeing a higher than usual number of NHS login registrations and as a result it is taking longer than usual to check IDs in some cases. We apologise for any inconvenience caused, we have increased our capacity and resources to deal with increased demand and we are working hard to process registrations as quickly as possible.

Could someone use this service to access someone else's health information?

It is highly unlikely as people must use a mobile device with a number that matches the record on NHS Spine personal demographic service (PDS) when creating their NHS login.

NHS login has been created by the NHS to improve access to digital health and social care and follows industry and government standards for security and identity.

If a patient declines this option, can they change their mind?

Should an NHS login user decline this functionality they will not be able to change their preference without deleting and recreating their NHS login account.