

## **NHS Central Register (NHSCR) Governance Board**

### **Improvement Service Progress Update**

#### **Purpose**

1. To advise the NHSCR Governance Board on progress with the use and growth of the new myaccount service.

#### **Background**

2. We reported at the last meeting on the launch of the new service on the 14 April. We have set ourselves the target of achieving a critical mass of 15-20 organisations using the service over the next 12 months. This will be a key tipping point, as will achieving 1,000,000 accounts, in securing the citizen benefits of a national approach to sign in and verification.

#### **Progress**

3. Six organisations are live with the service today with the expectation that a further five will be active by the end of this financial year. Around 4,000 people are registering for or activating an account every month. Sixteen councils have committed to integrating with the service over the next six to twelve months.
4. We are building on the policy statement from the Scottish Government issued in April 2014 that myaccount is the national approach for secure access to digital public services. We have engaged with Scottish Public Service Reform Governance, key stakeholders and Sectors including Local Government, Health, Transport, Justice and wider Scottish Public Service organisations to adopt myaccount as a key enabler for the delivery of digital public services. Awareness and engagement is good as illustrated by the healthy pipeline of organisations that we are directly engaged with and anecdotal evidence from suppliers, for example, that councils are increasingly asking them about their integration with myaccount.
5. We are undertaking proactive work to embed myaccount as the national standard for authentication through the High Level Operating Framework and specific engagement with eHealth to develop case study materials for the Information Sharing Board and Community Health Index Advisory Group (CHIAG) to raise awareness of the capabilities of the myaccount service.
6. The Scottish Government with National Records of Scotland (NRS) has the lead role in the public consultation process for changes to the Local Electoral Administration and Registration Services (LEARS) Act that extend the use of myaccount outside of local government and Health.

## Governance

7. We have established the Information Assurance and Standards Management Forum that draws membership from the wider stakeholder community (Scottish Government (SG), NHS, Local Government (LG), Information Commissioner' Office (ICO) and NRS). This group takes a broader and more strategic view of myaccount Information Assurance requirements. We also have the myaccount Users forum that represents service providers who are actively using or integrating with the service.

## Examples of how myaccount contributes to wider business objectives

8. Below are some examples of how myaccount is being valued. This is just a start and the full business impact has not yet been captured as the organisations we are working with are in the early stages of their initiatives. We will continue through our account management process to gather and report on these benefits. The information will be used to support business development and building business cases within individual organisations. Examples so far include:
  - 8.1. Since new online transactions went live on 13 May on The City of Edinburgh Council's new responsive website, more than 20,000 Edinburgh citizens have registered for a mygovscot myaccount. From May to November the mygovscot myaccount has supported the citizens of Edinburgh in logging over 10,000 incidents through the initial 30 online transactions. For example, recycling & bin bag request and report a missed bin have shown a 50 to 55 per cent shift from telephone to online transactions. As more transactions become available online it is hoped that this initial success is replicated with other key high volume transactions.
  - 8.2. Support for effective data management, saving significant time and effort and delivering good quality data in the process. North Lanarkshire Council have increased their 'Golden Records' from 135 thousand to over 157 thousand enabled through myaccount.
  - 8.3. The user provisioning and authentication service for mydiabetes myway avoids NHS Scotland having to develop similar solutions itself, substantially reducing development costs and avoiding duplication across the public sector. The new easier to use service has enabled the doubling of the number of patient users within six months.
  - 8.4. Supporting a number of councils and their partners to improve the accuracy of data and create a single view of their customers.

## Recommendations

9. We are asking the NHSCR Governance Board to:
  - note progress
  - note the examples of initial feedback on the benefits of the myaccount service and the commitment to work with service users to capture and use this to promote the uptake of the service and contribute to wider initiatives.