

NHS Central Register (NHSCR) Governance Board

mygovscot myaccount 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 2014. We have made good progress towards achieving our target of a critical mass of 15-20 organisations using the service. We continue to actively work to grow the use of myaccount within the local Government and Health sectors to secure the citizen benefits of a national approach to sign in and verification.

Progress – myaccount uptake

3. Six organisations are live with the service today with the expectation that a further four will be active by the end of this financial year. 16 councils have committed to integrating with the service over the next six to twelve months.
4. Around 4,000 people are registering for or activating an account every month. But December saw the highest number of new myaccount subscribers in a single month achieved since the launch of the new myaccount service in April 2014. Nearly 5,500 members of the public set up an online account for the first time in December with 75,278 online myaccount registered subscribers achieved by end of 2015.
5. A number of new service providers adopted myaccount for the first time in December for online service delivery. The NHS24 Living it Up platform went live with the myaccount service, providing sign-in services to Living it Up's 19,000+ subscribers. Living it Up is Scotland's 50+ health and wellbeing website providing health, care and wellbeing tools and information for people over the age of 50 in Scotland. It is currently active in five areas: Forth Valley; Highland; Lothian; Moray and Western Isles.
6. Aberdeenshire Council have started using myaccount for school online payments and West Lothian and North Lanarkshire plan to join Aberdeenshire in a wider roll out of the school online payments service across the full school estate from January 2016.
7. We are making progress with the Business Verification Proof of Concept involving a trio of councils - Aberdeen, Glasgow, Edinburgh - plus Scottish Enterprise to test out how the business community can transact securely online with government, and demonstrate how some of the administrative burden and cost associated with the current bureaucratic processes can be removed or reduced.
8. We continue to work with NHS Scotland on proof of concepts in the health domain for providing secure access to online services for patients, including minimising the number of Do Not Attends for appointments, a huge burden to NHS Scotland. The use of myaccount by mydiabetes myway continues to grow with over 10,000 individuals accessing this service using their myaccount.

Progress – National Entitlement Card (NEC) Online

9. The use of the NHSCR has supported the 32 council run national entitlement card scheme for nearly ten years. Progress is well advanced for enabling online card management to go live. The new service will, for example, allow existing card holders to report a lost card and for new applicants to start the application process online. It also has an essential role to play in supporting replacement of NEC cards for the national travel concession scheme.

The final planning stages are underway with accessibility checks and penetration testing to be carried out by an independent company, and the final test in live prior to the alpha release of NEC online. The final date for going live will be agreed at the NEC Online Project Board.

Progress - NEC Card Replacement Data Hub

10. By 31 December 2016, over 800,000 current National Entitlement Cards (NECs) used for concessionary travel will need to be replaced with a new type of smartcard. A crucial part of this is ensuring that the cards get sent to the correct people and addresses.
11. The migration to the new CMD2 cards began in July 2014 and is overseen by the NEC Migration Project Board with the priority being the replacement of the elderly, disabled and Young Person's travel concession NECs.
12. The Project Board has agreed a strategy to ensure minimum card wastage and reputational damage to Local Authorities and Transport Scotland's concessionary travel scheme due to replacement cards being delivered to an out of date address. This has involved recommending Local Authorities make full use of the Improvement Service's (IS) newly commissioned Data Hub.
13. The IS Data Hub works by comparing data from a number of sources and identifying and validating the currency of individual data elements for example if source data was provided from a council for their Council Tax and compared against NEC data then address data could be compared and the most recent address established. Initial results demonstrate that after data matching using the Data Hub approximately 97 per cent of elderly cardholder addresses can be updated as verified by their Local Authority.
14. Overall the service will improve the quality and accuracy of council data and help cut down on waste and save money including reducing the level of manual investigation by councils.

Governance

15. The overall work of myaccount is overseen by the Improvement Service/Scottish Government (SG) Customer First Board that is held quarterly. Regular meetings are also held with key partners such as National Records of Scotland (NRS).
16. The Information Assurance and Standards Management Forum that draws membership from the wider stakeholder community (SG, NHS, Local Government (LG), Information Commissioners Office (ICO), and NRS) continue to meet. This group takes a broader and more strategic view of myaccount Information Assurance

requirements and interim accreditation was awarded at Information Assurance and Standards Management Forum (IASMF) in October 2015.

17. We also have the myaccount Users forum that represents service providers who are actively using or integrating with the service.

Recommendations

18. We are asking the NHSCR Governance Board to:

- note progress