

Service Standard assessment report

Hospital Fault Reporting

From: NHSX
Assessment date: 11/5/2021
Stage: Alpha
Result: Not met
Service provider: DHSC

Assessment panel

Personal information on assessors below will not be published on GOV.UK and it is only included here for internal purposes.

Lead assessor: Bhavini Desai
User research assessor: Oyindamola Asekun
Design assessor: Jackie Brownlee
Tech assessor: Ana Belén López Santiago

Service Manager: Ben Farress-Noble
Digital engagement manager: Karina Lewis

Service description

This service aims to solve the problem of allowing staff in NHS Trusts to report faults on their premises to their Facilities Management (FM) service provider. The service then sends an email to the FM provider's helpdesk service.

The app will walk the user through several information gathering screens to create a profile of the fault to be sent to the FM provider.

The app is being tested primarily with Trusts with Private Finance Initiative contracts, however is being developed with the intention of a wider application across the NHS.

Service users

This service is for:

- Hospital staff
 - Estates staff
 - Other administrative staff (inc. IT staff)

- Clinical/medical staff
- Senior management
- Facilities Management company (including in receiving faults reported via the app)

1. Understand users and their needs

Decision

The service met [point 1 of the Standard](#).

What the team has done well

The panel was impressed that:

- The team identified 3 to 4 prioritised user groups including hospital staff, PFI companies and maintenance staff
- The team demonstrated openness to designing solutions that address the users' actual needs emerging from research drawing on learnings from discovery and changing proposed solutions via prototypes in alpha
- The team demonstrated some understanding of the users' contexts and wider problems to be solved including reporting faults as quickly as possible and often within an existing rather than additional workflow
- The team attempted to get the broadest possible representation of users, notwithstanding challenges occasioned by the pandemic, within the target population to provide feedback on the prototype shown

What the team needs to explore

Before their next assessment, the team needs to:

- Consider how this would work for members of the general public who might be inclined to and/or encouraged to interact with the service when it is live
- Address questions about accessing the service i.e. whether this will be via single-sign on, account or other means and exact (rather than assumed) responses from users to these various routes
- Include assisted digital and perhaps non-digital users in further rounds of user research
- Clearly indicate the plan for continuity in user research between Alpha and Beta as/if resourcing plans are changing
- Secure partnerships from additional trusts to ensure a breadth of insight in subsequent phases
- Refine prototypes to cater for varying user needs including those of estate managers
- Consider how the online and offline journeys join up from users' varied perspectives

2. Solve a whole problem for users

Decision

The service did not meet [point 2 of the Standard](#).

What the team has done well

The panel was impressed that:

- The context of where and when users will use this service was well understood.
- The team had planned for a lack of internet connectivity in the locations where the service will be used
- The team had understood that different users refer to assets or locations in different ways and had planned the service accordingly.
- The service had also the function to request a service related to the fault i.e. cleaning so that the user did not have to create a separate request using a separate application

What the team needs to explore

Before their reassessment, the team needs to:

- Understand how the fault reporting service compliments or replaces the existing phone service.
- Explore how this service links with existing helpdesk/case management systems that the PFI suppliers will use to log and manage fault reporting
- Consider how to manage monitoring of the resolution of faults reported as this will be a key indicator of service performance

3. Provide a joined-up experience across all channels

Decision

The service did not meet [point 3 of the Standard](#).

What the team has done well

The panel was impressed that:

- Despite the constraints of the pandemic, the team were able to recruit from the prioritised user types.

What the team needs to explore

Before their reassessment, the team needs to:

- Explore how this service will operate with the existing fault reporting phone lines
- Explore how this service will integrate with the existing systems that the PFI companies use

Before their next assessment, the team needs to:

- Outline how any data collected from the digital service will be used to improve the existing facilities management service
- Outline how they are going to promote use of the digital service

4. Make the service simple to use

Decision

The service met [point 4 of the Standard](#).

What the team has done well

The panel was impressed that:

- The service uses the NHS.UK Prototype Kit for their work and based all designs on the correct design system to create a simple interface that was easy to navigate
- The team has improved their use of patterns as the prototype progressed.
- The designer has used the networking channels, such as slack and github effectively to find design patterns.

What the team needs to explore

Before their next assessment, the team needs to:

- Explore exactly how users will enter the service, so that they can design it to work online with a range of devices that reflects users' behaviour. For example, the team mentioned that a key need was to use the service on the move, yet talked about accessing it via an intranet.
- Work with a content designer to review content, for example minor issues in tense, grammar such as referring to 'you' in help text and 'me' in radio buttons.
- Work with a content designer and researcher to iterate content that follows new or uncommon design patterns, for example does the user understand 'Remember my answers for next time'? Pay particular attention to the first page of the service. Does the user have enough information to start the journey?
- The team should continue to improve their gov.uk, and nhs pattern knowledge, for example, consider using the gov.uk [panel](#) component on submission. If common patterns are not used, document evidence to say why.

- Consider expanding their pattern research into two-way discussion via the [NHS service manual backlog](#). The wider NHS design team would be interested to hear feedback about the use of the [immediate care card](#) component in fault reporting, and any research evidence that is found.

5. Make sure everyone can use the service

Decision

The service met [point 5 of the Standard](#).

What the team has done well

The panel was impressed that:

- The team had a good awareness of the need to test with users who have accessibility issues, or are digitally excluded, and could clearly articulate the importance of this
- The team had taken advantage of the work already done in the design system and toolkit to create a prototype that could accommodate further research findings around accessibility and digital exclusion.

What the team needs to explore

Before their next assessment, the team needs to:

- Plan for and carry out accessibility testing
- Plan for and carry out testing across a range of users with accessibility needs
- Articulate a design that takes into account users who are digitally excluded

6. Have a multidisciplinary team

Decision

The service did not meet [point 6 of the Standard](#).

What the team has done well

The panel was impressed that:

- That they had a suitably qualified user researcher and service designer leading on the interaction design of the system

What the team needs to explore

Before their reassessment, the team needs to:

- Consider the separation of the roles of user research and service design during the beta phase (this does not mean that they have separated them, more that the thinking is in place)
- Appoint a [product owner](#) to ensure that future development of the service reflects the strategic aims and objectives of the department. (This person needs to be thought about, but not a named person as yet, however, they will need to have been appointed by the time beta commences)

Before their next assessment, the team needs to:

- The team should include a technical lead who will be responsible for leading **the technical** design of systems and services, and will justify and communicate design decisions.

7. Use agile ways of working

Decision

The service did not meet [point 7 of the Standard](#).

What the team has done well

The panel was impressed that:

- The design team were working using sprint methodology
- That there were frequent show and tells with stakeholders from outside the delivery team outlining what had been developed and why

What the team needs to explore

Before their reassessment, the team needs to:

- The whole team (policy and delivery) should conduct a retrospective into how their experiences and reflections of delivering the discovery and alpha,

Before their next assessment, the team needs to:

- In the next delivery phase the policy team needs to be more imbedded with the delivery team i.e. attend stand ups, be part of sprint reviews and planning, prioritization meetings

8. Iterate and improve frequently

Decision

The service met [point 8 of the Standard](#).

What the team has done well

The panel was impressed that:

- The service was being developed in weekly sprint cycles with iterations occurring after each feedback session.
- Each prototype developed was tested with users and iterated based on the feedback received

What the team needs to explore

Before their next assessment, the team needs to:

- Outline what the future plan for development of the service is
- Develop a product roadmap for the service that can be used to prioritize features for the service.

9. Create a secure service which protects users' privacy

Decision

The service did not meet [point 9 of the Standard](#).

What the team has done well

The panel was impressed that:

- The team understands the sensitivity around the data the service will hold on staff reporting faults.

What the team needs to explore

Before their reassessment, the team needs to:

- Technically prototype the backend.
- Explore different avenues for identity management, user access, authentication and authorization, following the least privilege principle, so that users can only access data relevant to performing their role.
- Identify threats and fraud vectors to your service, including potential pathways for hackers, and tested ways of reducing them.

Before their next assessment, the team needs to:

- The team must continue identifying the potential threats for the service, and data stored, including anti personas.
- The team should explore how feasible a single sign-on solution might be, understanding the existing login mechanisms for all staff reporting faults (NHS staff, FM staff, hospital inpatients, visitors, etc).
- The team should ensure no real data can be accessed outside the production environment.
- The team should speak to the DHSC data protection officer about the decisions they have made to ensure there is consistency in the approach and that data security and privacy is maintained.

10. Define what success looks like and publish performance data

Decision

The service met [point 10 of the Standard](#).

What the team has done well

The panel was impressed that:

- A number of KPIs and metrics along side the mandatory ones had been identified to measure the success of the service

What the team needs to explore

Before their next assessment, the team needs to:

- Outline how they are going to measure and monitor the KPIs indicated
- Consider expanding the definition of 'completion' to include the completion of fixing the fault that has been reported. This will give a more accurate measure of the performance of the service and contract.

11. Choose the right tools and technology

Decision

The service did not meet [point 11 of the Standard](#).

What the team has done well

The panel was impressed that:

- The team has explored different languages and frameworks.
- The service team has implemented and tested different frontend prototypes.

- The service team is aware of some of the current helpdesk systems used by PFI to manage their fault reporting systems
- The team has ensured relevant documentation is accessible and up-to-date.

What the team needs to explore

Before their reassessment, the team needs to:

- The service team must prototype the backend, assessing the different helpdesk systems in use, their technical requirements and the feasibility of the integration. Those activities should inform the backend architecture design including the need for any API.
- DHSC should oversee the technical architecture design with the right technical governance in place.

Before their next assessment, the team needs to:

- Test their integration plan with enough helpdesk systems to ensure that it is fit for purpose as different helpdesk systems will have different technical resources in place and no local trust should find itself at a disadvantage.
- Test how often data replication is needed and what impact it will have on the service availability and performance.
- Ensure automated testing and deployment is achieved in Beta.
- Define a disaster recovery plan and build redundancy into their deployments, including restoring data from the backups.
- Test that trust users are comfortable using their own helpdesk systems and the new service potentially being used in parallel, ensuring there is data consistency across both systems.

12. Make new source code open

Decision

The service met [point 12 of the Standard](#).

What the team has done well

The panel was impressed that:

- The team has open sourced the code and GitHub is the team's main code repository
 - <https://github.com/mysociety/pfi-fault-reporting>

What the team needs to explore

Before their next assessment, the team needs to:

- Continue to make any new source code open and reusable and ensure it is kept up-to-date.

13. Use and contribute to open standards, common components and patterns

Decision

The service did not meet [point 13 of the Standard](#).

What the team has done well

The panel was impressed that:

- The service team has used the NHS design system and frontend toolkit.

What the team needs to explore

Before their reassessment, the team needs to:

- The team should explore Government Platform services including [GOV.UK](#) PaaS and Notify
- Ensure that any decision to use a particular hosting platform will not negatively impact the support the service will receive in the future.

Before their next assessment, the team needs to:

- Explore whether any architecture components might potentially be reused from other government services to avoid duplication.
- Ensure the development team has the right expertise with the technology choices made in Alpha.
- Consider making contributions to relevant libraries/frameworks if relevant.

14. Operate a reliable service

Decision

The service did not meet [point 14 of the Standard](#).

What the team has done well

The panel was impressed that:

- The team had identified uptake and up time as a key metric for success

What the team needs to explore

Before their reassessment, the team needs to:

- The team should fully map out the space in which the service will operate including all the pinch points of the current user experience.

- The alpha phase should cover what is feasible in the current helpdesk landscape.

Before their next assessment, the team needs to:

- The team should plan how to make deployment secure and what mitigations might be needed.
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Next Steps

Reassessment

In order for the service to continue to the next phase of development, it must meet the Standard and get GDS spend approvals. The service must be re-assessed against the points of the Standard that are not met at this assessment. Please speak to your Digital Engagement Manager to arrange the reassessment or discuss next steps as soon as possible.

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