

Is a Standard 'NHS Online Account' Feasible?

John Webb, Liverpool CCG Digital Care PM
Phil Stradling, NHSE Citizen Identity Lead

Vision for Citizen Identity

- A citizen can verify their identity once and use their choice of digital identity to access services across care settings and the public sector in a safe and secure manner (federated identity)

What we're testing with local health economies:

1. Enabling CCGs to drive digital relationships with patients and carers using a verified identity
2. Options for identity verification: a) GOV.UK Verify, and b) Local Verification
3. Matching a verified individual to their NHS number
4. Citizen controlled sharing of identity attributes

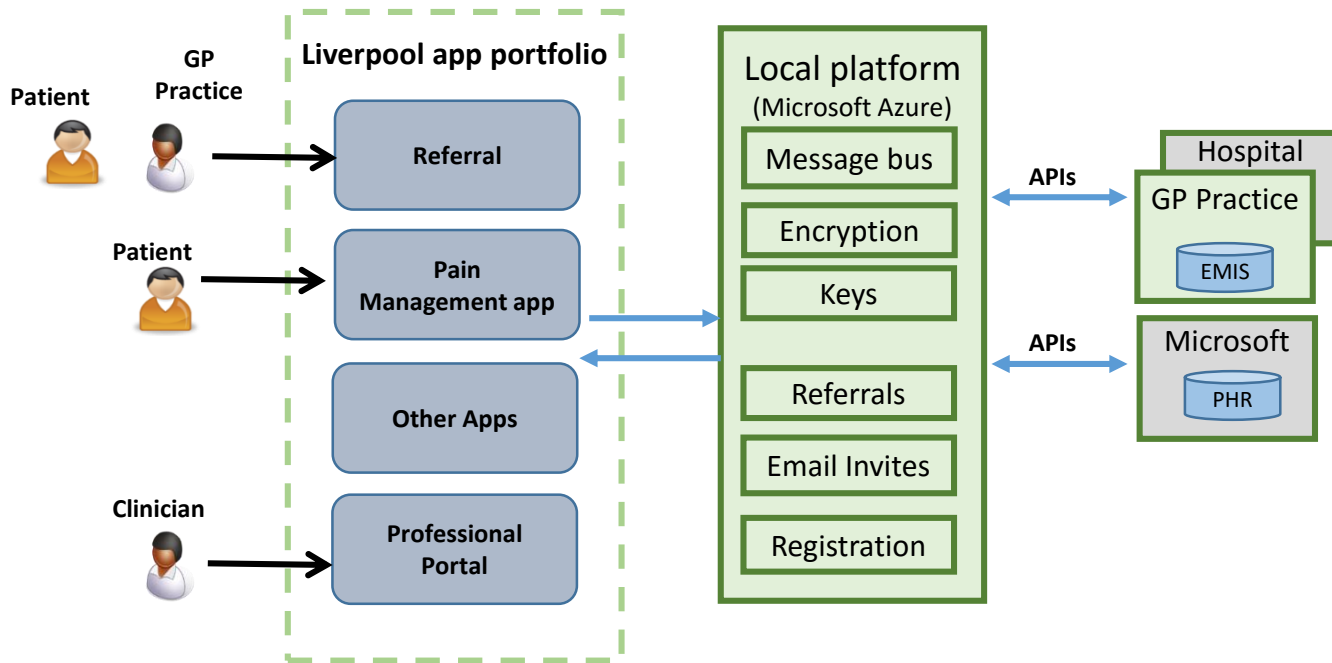
Healthy Liverpool Programme

Digital Care

- Interoperability
- Scale up Assistive Tech
- PHR to support
 - Information gathering
 - Data sharing & Consents
 - Self-care
 - Joint decision-making
 - Online interactions



Initial Hub Model

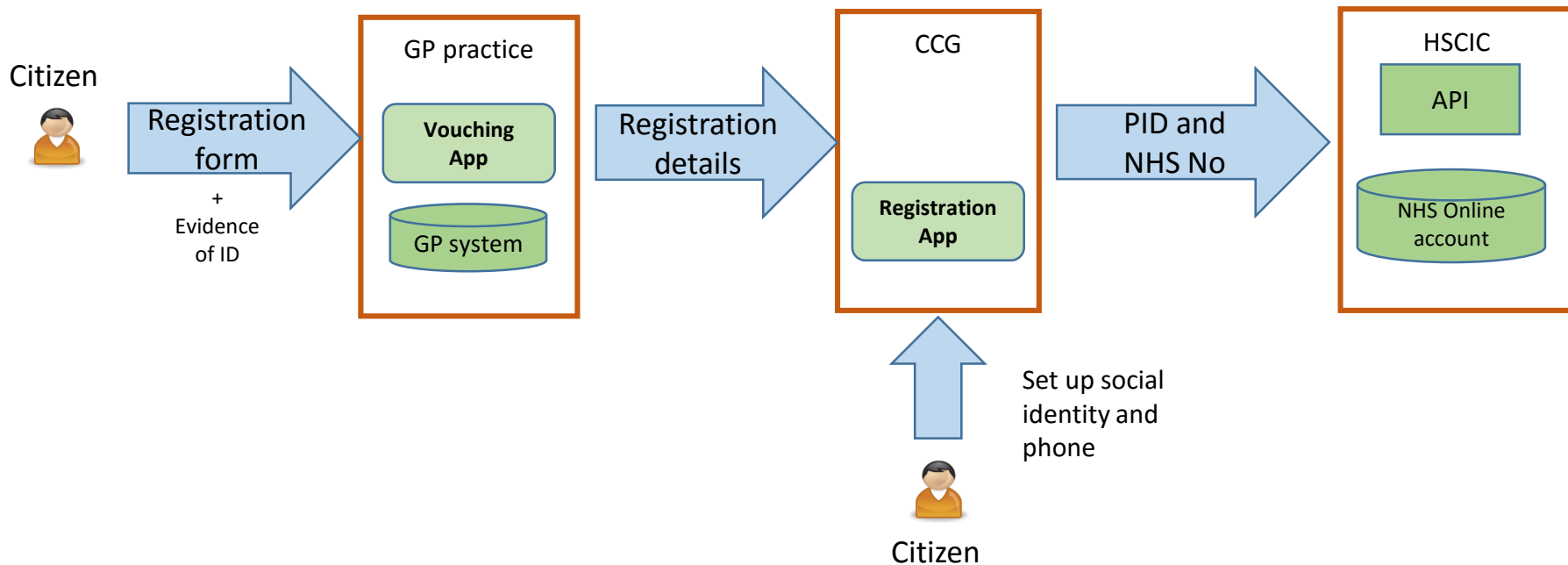


GOV.UK Verify

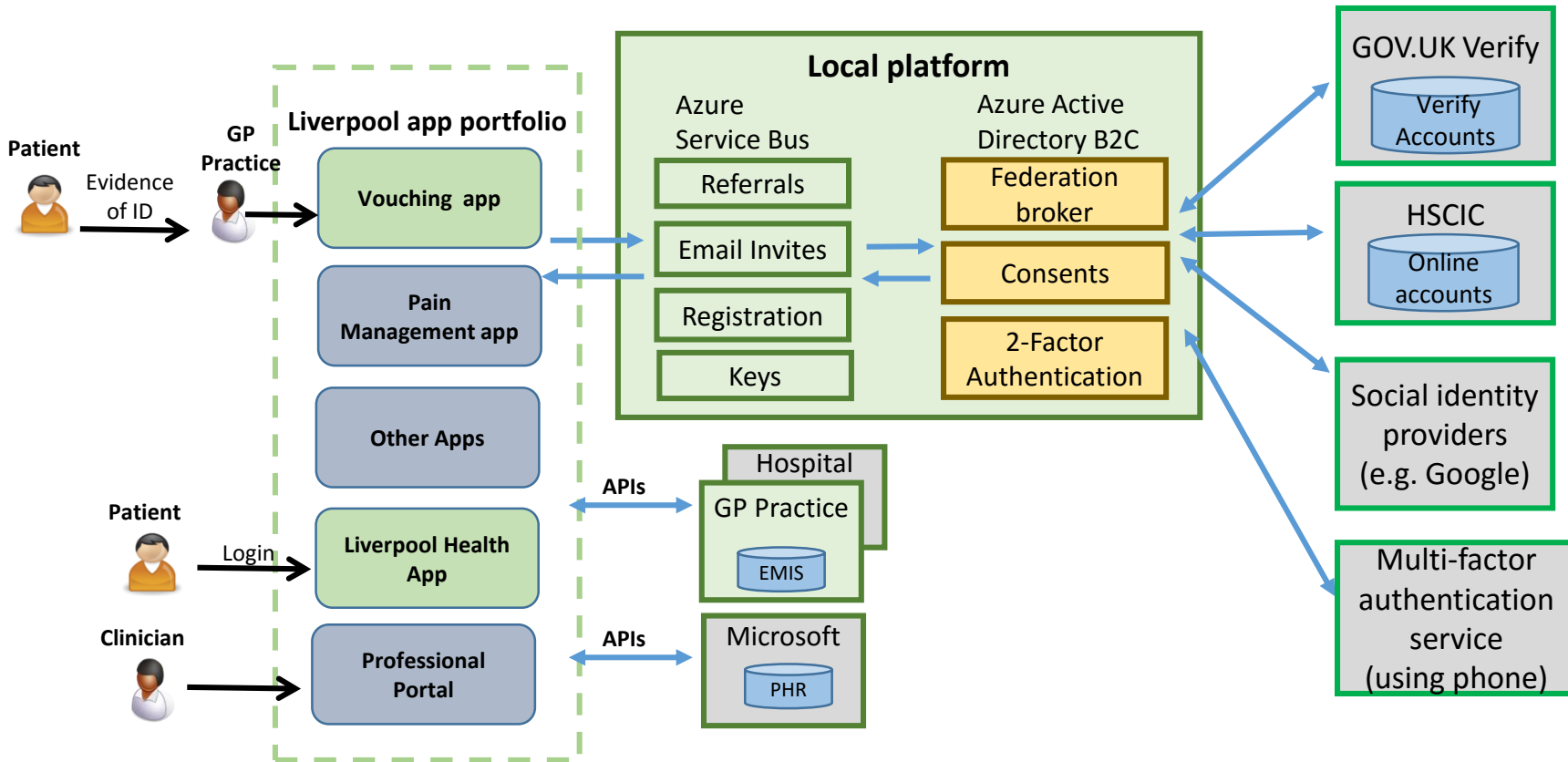
- New way to prove who you are online
- Choice of 8 certified companies to verify your identity.
- Aim is an account that can be used across all Government services - including local government.
- Over 500k verified IDs so far
- Pipeline of services
 - 10 live: Tax/Pension/Driving License
 - 50 more on roadmap
- For more info see www.gov.uk/verify



Local Verification



Revised Hub Model



The case for a standard NHS Online Account

1. Citizen has control of their NHS Online Account
 - Only created with citizen's consent
 - Citizen can 'opt-out' and delete their account

2. Minimal disclosure as an account consists of two data elements:
 - NHS no
 - Selected digital identity

3. Enables flexibility for local NHS bodies
 - Use of NHS no to create new local accounts
 - Use of NHS no to access existing records
 - Open market for app developers to innovate

4. Deployment options
 - HSCIC hosts the NHS Online Account with open APIs for access
 - CCGs host local instances of NHS Online Account, with HSCIC hosting a locator service

Current Situation

1. Liverpool is about to trial Verify & Local Verification
2. Ongoing risk mitigation work to address masquerading and safeguarding issues – across HSCIC, GDS, NHS
3. Starting to engage other NHS localities as early adopters

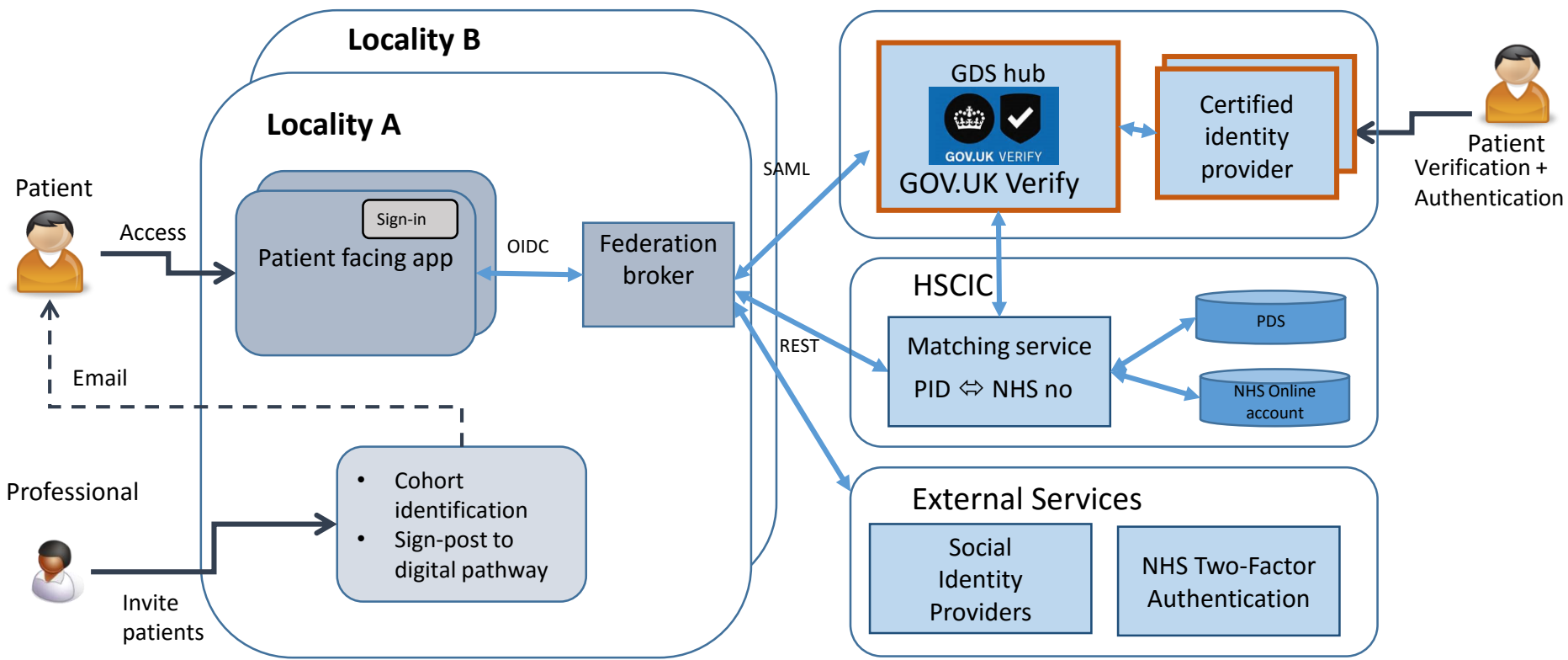
Support for Other Localities

- Available support:
 - GDS on-boarding team and process
 - SE CSU team and guidance on use of Citizen Identity
 - Liverpool docs, e.g. privacy impact assessment
- Re-usable components
 - HSCIC Matching service
 - NHS Online account service
 - Integration with PDS for matching demographics to NHS No.
 - Microsoft:
 - Federation broker and support for open standards
 - Interface with Verify
 - Liverpool CCG
 - Vouching components
 - Trust framework policy/scripts

Q&A

- Questions
- Follow-ups

Architecture for enabling other localities



OIDC = OpenID Connect, a standard based on OAuth