

## **Early Years Parent/Carer NHS Account Authentication Change (P5/P9) - information for staff:**

### **What has changed?**

To make it easier for parents/carers to create their NHS account (in order to access the Early Years Application), we've changed the level of NHS authentication they're required to go through (as of 18/10/21).

Parent/carers will now create their NHS account at the lower (P5) level of authentication which means they'll need to provide the following information:

- DOB
- NHS Number
- Name
- Postcode

They will no longer need to provide photo ID or record the short video to get initial access to Early Years. Because the authentication requirements have been lowered, the more sensitive data in the app has been redacted.

Once parent/carers are in the app, they will have the option to increase their access to P9 level to view the additional (more sensitive) data. To do this they will need to submit their photo ID and record a short video.

There is further information on page 2 outlining what data parent/carers will be able to see at each level in the application.

### **Do I need to do anything?**

You don't need to do anything. The login journey for parent/carers works the same as it did previously i.e. the link they receive in the account creation email will be the same and the steps to create their NHS login remains unchanged (except they are no longer required to submit photo ID or record the video to gain initial access to the Early Years application).

### **Will there be comms to parent/carers about this?**

GMCA's Comms team is producing a short animated video and poster (likely to be ready in a few weeks), outlining the information they need to provide to create their account and the benefits of the Early Years App.

The parent/carers helpguide (sent to parents in the account creation email and available on the Early Years web page) has been updated, as has the privacy policy outlining details of the two-tier authentication.

### **Where do I raise any issues?**

- Log any technical issues through your local service as usual or raise any wider issues to [philippa.hendrie@greatermanchester-ca.gov.uk](mailto:philippa.hendrie@greatermanchester-ca.gov.uk)

## What data will parent/carers be able to see in the application?

### P5 view

- When parent/carers initially log into the app in P5 view, they will see limited data due to the reduced level of authentication required to log in. They will be able to see the following info:
  - Carer name
  - Name, date of birth and NHS number of children in their care
  - Health Visitor name, office phone number and office address
  - Their child's current assessment form(s) which require completion
  - Guidance menu with video content
- Parent/carers will **not** be able to view the following, more sensitive, information in P5 view:
  - Carer details – carer NHS number, date of birth, mobile number, email address, postal address (only the Carer name will be visible in P5 view)
  - The child's historical, completed assessment forms
  - Detailed demographic information for the child and G.P.
  - Forms on the mother's record relating to maternal mental health
  - Outcome record detailing any referrals etc made
  - Documents shared by health practitioners
- Parent/carers will not be able to view assessment form scores or comments written on the summary page (if shared by the Health Visitor) in P5 view (it's only available with P9 access). If you wish to share the scores with the parent/carer you can email them a PDF copy (using the 'Export' function in the App).
- At the end of the child's assessment period, the assessment forms will be removed from their P5 view and will only be able to be accessed by the parent if they have P9 access.

### P9 view

- When the parent/carer has created their P5 account, they will then have the option to increase their level of access to the Early Years application (to P9 level) by submitting photo ID and recording the video. They will then be able to see all the data and features within the Early Years Application. There is a banner displayed at the top of the screen notifying them of how to increase their access to P9 level.
- Any shared assessment form scores and summary page comments will now be visible to parents/carers (if shared by the Health Visitor), along with all historical assessment forms.

### **Any additional points to note?**

- Parent/carers who have already created their account (at P9 level) will still be able to access the application as normal and have access to the full content in the application.
  - If parent/carers have already created an NHS login at P9 level of authentication for a different application (e.g. to access their COVID-19 passport) then when they log into Early Years they will automatically log in with P9 access and have access to the full content in the application
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