

<b>Agenda item:</b>	<b>14</b>
<b>Report title:</b>	<b>Update on development of the GMC Standards app</b>
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<b>Considered by:</b>	<b>Performance and Resources Board</b>
<b>Action:</b>	<b>To note</b>

### **Executive summary**

Since our last paper (presented at the January meeting) we have been continuing to develop a GMC Standards app. Work is now underway for a planned launch in December.

This paper provides details of the progress made since our last paper. Visuals of the homepage of the app and showing how the guidance is displayed are at Annex A.

### **Recommendation**

The Performance and Resources Board is asked to note the progress of the project to date.

## Background

- 1 In July 2015, following approval from the Chief Operating Officer, work began to develop a GMC Standards app. It was agreed that the app should allow users to access all our guidance on- and off- line, search our guidance by a search function or through an A-Z, and provide links to Good Medical Practice in Action.
- 2 At its meeting on 21 January 2016, the Board considered a paper which outlined the steps taken since July 2015, with the contractor CDS Digital (CDS). It also explained that we had taken learning from the development of the CPD app and recruited an in-house developer. This has been hugely beneficial to this project and given us greater control and flexibility.

## Progress to date

- 3 At a design workshop held in September 2015 it was agreed that the app would be built to pull and display content from the GMC website via an interface. This was a logical solution as it would minimise development times and would ensure consistency of content across both platforms.
- 4 In April 2016 CDS delivered the interface which met all the functionality requirements the Chief Operating Officer had agreed to. IS completed a month of extensive internal tests on the app, refining its structure and finalising the final wireframes. During this time we also made preparations for two weeks of external user-acceptance testing (UAT).
- 5 The test version of the app was released to 11 external users and ten internal users. The user group included three medical students, a junior doctor, consultants, surgeons and GPs. Internal users included the Standards team, and Information Systems and Strategy and Communication colleagues.
- 6 We asked users to follow a detailed script to check for issues and to test the functionality of the app at home and at work. All responses were logged in a report which the project team used to prioritise improvements.
- 7 The feedback from users was positive. They confirmed it met their expectations. They liked being able to view our guidance on- and off- line. Many users said the app was clear and easy to use and the ability to access our guidance instantly without a Wi-Fi connection was useful. However, several issues were repeatedly highlighted. These were:
  - the order of the search results wasn't what users expected
  - the formatting and numbering of paragraphs was confusing
  - frequent crashing.

- 8 The in-house developer resolved all of the significant issues reported in the UAT and has continued to make further improvements to refine the structure of the app. The search function has been enhanced and we have made changes to how the guidance is displayed to improve the user experience.
- 9 We have also consulted users on a name for the app. From a list of 12 potential names they selected: *My GMP*. This has been used in development and all project and communications documentation.
- 10 In August we completed a deep-dive audit of all the content on *My GMP* (around 600 webpages). The audit took three days, with a number of staff reviewing each page of content on six different devices and also included e-books.
- 11 The audit highlighted a number of further issues, which impact on the display and readability of our guidance on the app. These issues are primarily caused by the way we structure and publish our guidance on the website. There are also inconsistencies with the format, style and structure of our webpages.
- 12 There is a comprehensive plan in place to address these new issues. Colleagues from across a number of directorates are involved in identifying solutions and fixing them. These solutions are already being used to inform other areas of work, such as the tender specification for the new CMS and the revised Confidentiality guidance (due to be published next year). The Standards team have used some of this learning to develop new structures for our hot topic and case study resources for doctors.
- 13 We are sharing our learning with several other projects and with the Digital Media Project Board. *My GMP* is already encouraging us to think in new ways and is putting the ambition for us to think 'digital first' at the forefront of other work.
- 14 We continue to ensure that *My GMP* is highlighted across a number of work streams. In the past two weeks we have attended a number of associated meetings: an initial scoping meeting looking at the viability of charging for apps and other GMC services; the procurement of the new digital CMS and we now meet monthly with the team responsible for the CPD app.
- 15 The project board and senior managers have been kept updated. Their priority has been to ensure that *My GMP* is a high quality product, which will be useful and well received by doctors.

### **Planned next steps**

- 16 A revised timeline for launch has been agreed. A soft launch is planned for mid-November 2016, with a full launch at the GMC Conference on 6 December 2016.
- 17 *My GMP* is scheduled to be security tested on 4-7 October 2016. This is a requirement for every app released to the Apple Store and Google Play. It is also

required by GMC Data Protection and Security policies. The project timeline allows time for any necessary remediation.

- 18 We have already demonstrated *My GMP* to the Chief Executive. A series of further demonstrations are planned, beginning with all Directors at the end of September 2016. We are considering releasing *My GMP* to Responsible Officers in advance of a demo to them at their meetings in November 2016. We will also allow users involved in the UAT access to the next version planned for release in early October 2016.

### **Future work**

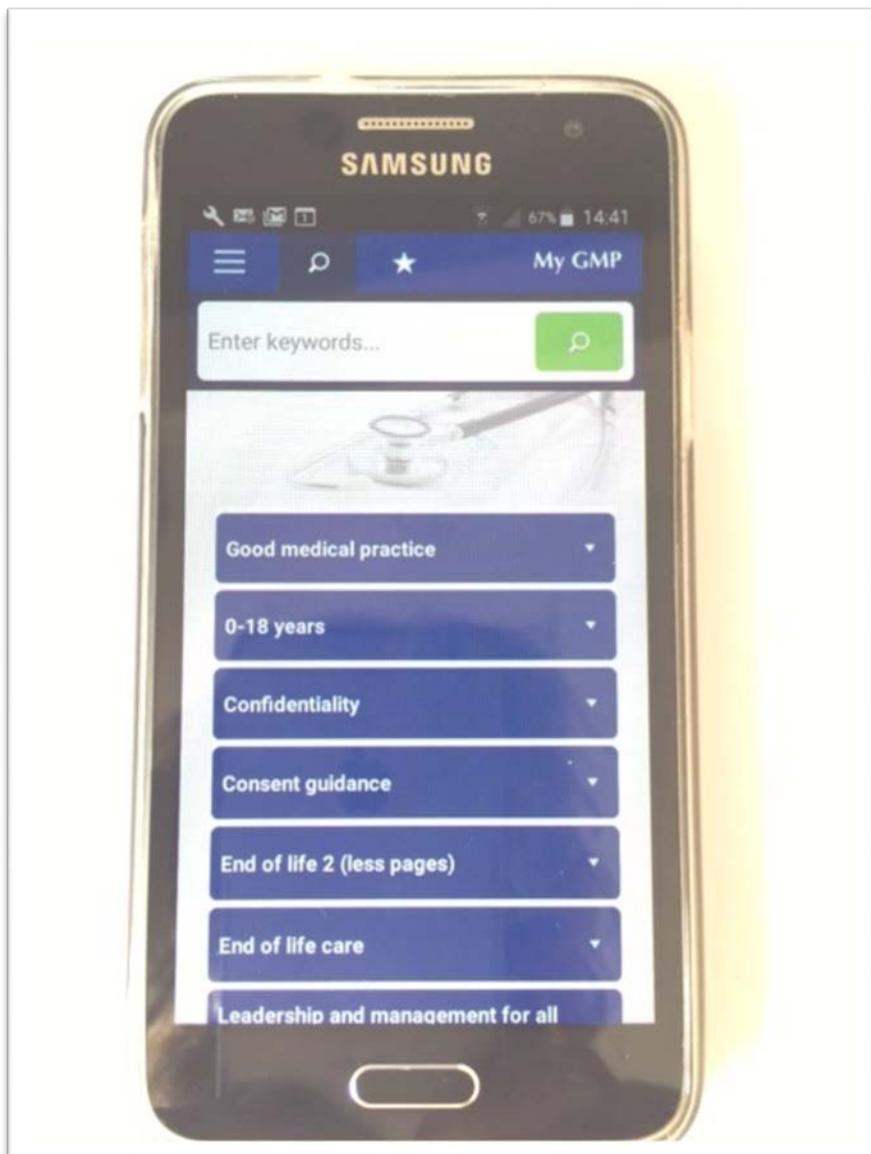
- 19 Some initial scoping for phase two has begun. This includes reviewing the suggestions put forward by the users who tested *My GMP*, as well as other functionality we would like to offer. We need to continually improve the content and additional features of *My GMP* to ensure users like and see clear benefits for using the app. We would also like to be able to use it as a communication channel to doctors to pushout messages and engage with them in a consistent way, as we currently do with the My CPD app.
- 20 We intend to develop and agree the improvements for phase two early in 2017, but these will need to be considered in the context of the digital strategy, the implementation of the new content management system, and migration and development of the new website, as well as any decisions which are taken on charging for GMC services.
- 21 A paper on the possibility of charging for GMC apps/services will be the subject of a future Board paper.

## 14 – Update on development of the GMC Standards app

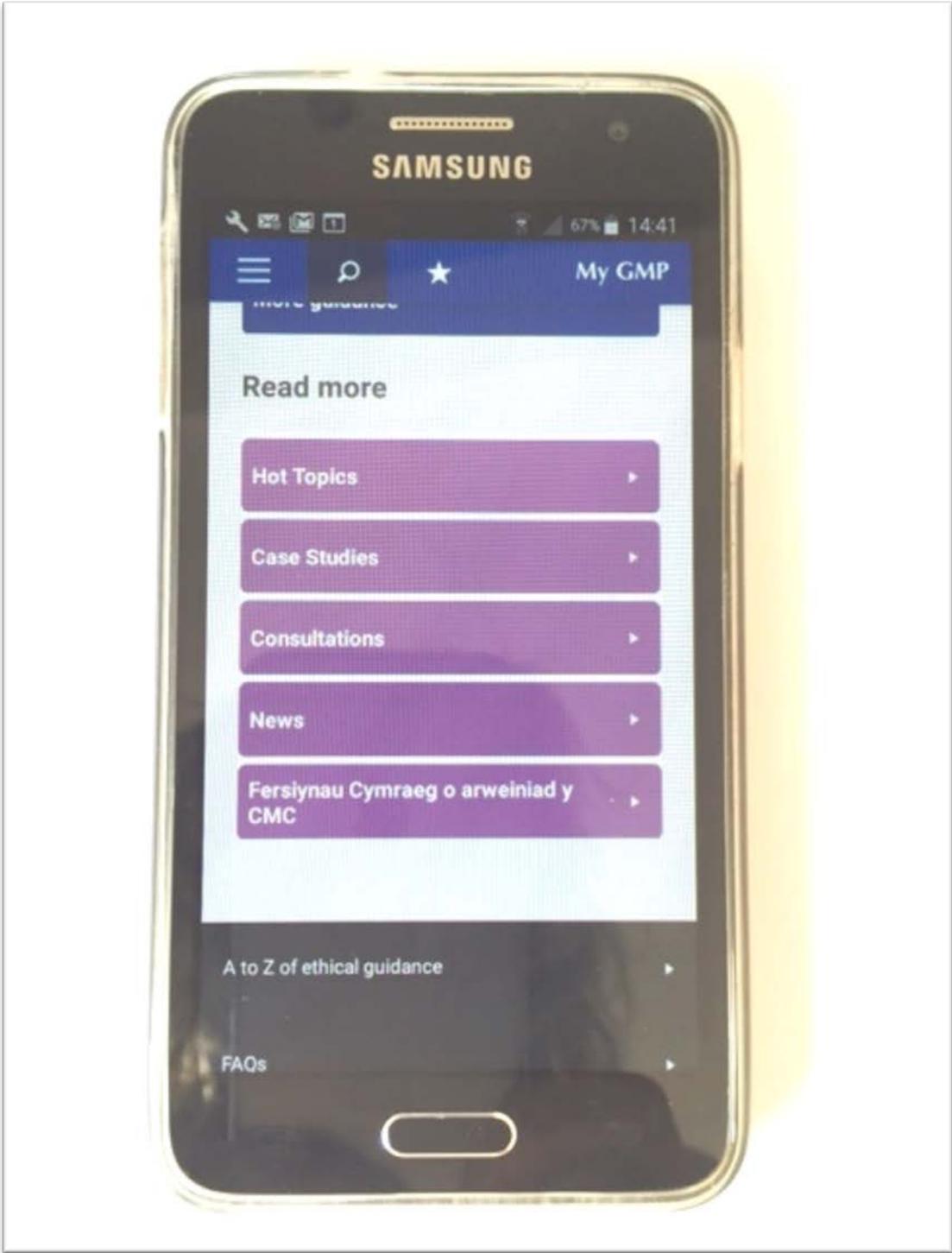
### 14 – Annex A

## Update on development of the GMC Standards app

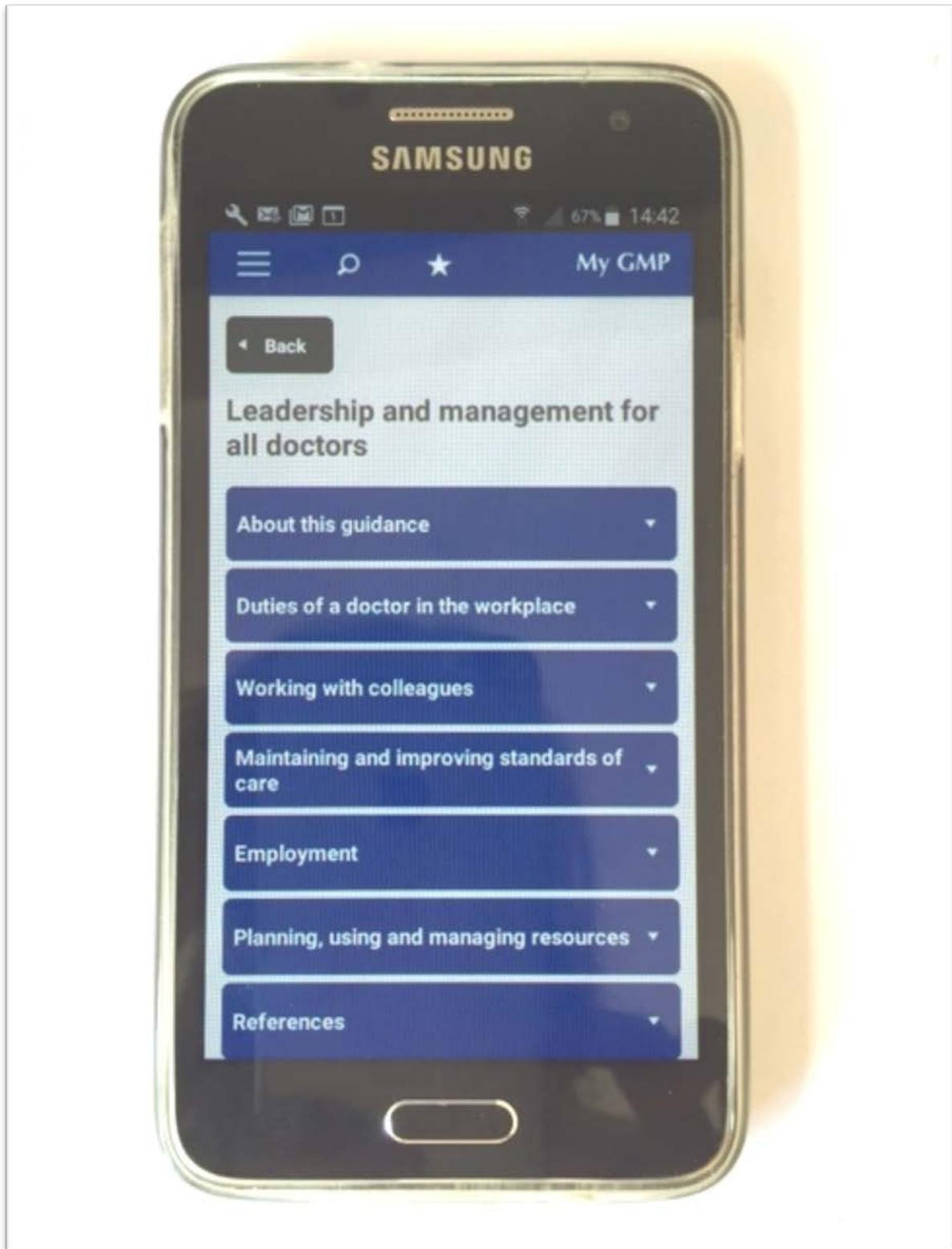
### My GMP - Homepage (top with search bar on display)



**My GMP – Homepage (bottom)**



## Visual showing the Leadership and management for doctors guidance



## Visual showing the chapter – Maintaining and improving standards of care

