

my
health
and wellbeing

PRE-HARD LAUNCH

PATIENT PORTAL

PHASE THREE USER TESTING



MINDWAVE

CONTENTS

INTRODUCTION	3
FEEDBACK, STATUS & RECOMMENDATIONS.....	6

INTRODUCTION

What we've done to date

We've undertaken user testing for the "My Health and Wellbeing" platform to assess what is working well and what areas could benefit from urgent improvements from a patient perspective prior to hard launch.

At this stage, we have engaged with users for feedback on the improvements we have made on the portal since our last usability testing. In the most recent soft launch testing phase, we met with the same patient engagement group and set them unmoderated usability testing tasks in the form of diary studies. Essentially they were tasked with exploring the platform independently paying specific attention to any areas that have developed recently related to the 7 epics partially addressed. These were:

- Accessibility
- Integrations
- Authentication
- Community
- Communication
- Content
- Data display

4 epics were in pipeline at the time of testing:

Account management

GDPR

Measuring success

Patient safety

In this report we will outline all of the resulting feedback from this exercise, as (verbally communicated in the follow up meeting on the 1st September) and recommend the items for immediate resolution prior to hard launch. We will also list out any remaining user observations from this round of testing and resolution suggestions will be considered for phase 3 scoping.



FEEDBACK, STATUS & RECOMMENDATIONS

1- Labelling of buttons and images

User feedback: A user mentioned that buttons and images are not properly labelled, making accessibility with use of a screenreader difficult for them. They had also issues concerning the responsiveness of the platform when accessed on different devices.

Current status and recommendations:

This has been addressed in our next sprint and we currently have our design team providing the necessary copy for the alt tags. We have tested the portal on Safari and iPads. The portal as a whole has been tested across all major browsers and devices. At the moment we have only tested the site to work for screen readers on Chrome and on PC's.

We plan to address the alt tags by the time we have the hard launch.

2 - Apostrophe & hyphen addressed in user name

User feedback: A user was unable to enter their name which has a hyphen or an apostrophe. Certain special characters seem to be disabled from users when entering their name.

Current status and recommendations:

This has been confirmed to be working correctly.

3 - Voice over

User feedback: Whilst using a screenreader, a user mentioned that the voice over would go on to read parts of the page that are not in their sight of view when scrolling. They only wanted the voice over to read what they could see on the screen at a particular instance.

Current status and recommendations:

This will be addressed in the next phase so that the user can simply go through each section of the page they request to be read out to them. The voice over should only go into the desired page if the user indicates that this is what they would like it to do.

Mindwave team is working towards obtaining RNIB (Royal National Institute of Blind people) standardisation to improve patient experience while using the screen reader and this will be achieved prior to the hard launch.

4 - Inputting data into trackers on the dashboard

User feedback: A user mentioned that adding tracker information on the dashboard is a bit confusing as they tried to add tracker information on the “Tracker overview” card and not the “Fast tracker log” card. An explanation about the difference between the two was desirable for someone who is new to the platform.

Current status and recommendations:

Users currently need to go to their fast track log on their dashboard to enter information into their tracker. Users can also go to the actual tracker page to enter data. However, providing a simpler way for where users need to input information for their trackers to compare them may be helpful.

This will be addressed in the next phase.

5 - Issues regarding registration and sign-up

User feedback: In our previous discussion there seems to be a confusion among users regarding the sign-up and registration process. This also involves receiving the one time password and the inability to register in one go.

Current status and recommendations:

We are working towards making this process easier for all users by launching a 'quick start guide' by hard launch to give users more understanding of how they can register easily and use the platform for their benefit.

Meanwhile internal 1:1 calls could be used to walk users through the registration process. We plan to address this in hard launch.

6- Clarity concerns

User feedback: Some issues were raised regarding certain elements on the platform and “why” they are important for a user. For example, a user wanted to understand why the bento menu is helpful for them.

The context of information would be helpful for users so that they can understand why certain tools are important for their use

Current status and recommendations:

We are currently working on the content for each feature and we are trying to explain ‘why’ these elements are important to the users and how they are useful in the next phase.

7- Linking to 'Talk Community' website

User feedback: Users have mentioned the need for linking the “Talk Community” website to the “My Health and Wellbeing” platform so it is just one click away to access more useful information for the user.

Current status and recommendations:

We need to look into this feature in more detail and clearly understand the requirement. This can be considered for scope in phase 3.

8- Accessible layout for the 'Resources' section

User feedback: One user pointed out to us that the resources section is complex to understand and access and suggested we have 2 columns on the page with the list of resources in one column and the second column can show 'at a glance' of each resource.

Current status and recommendations:

This task is backlogged and can be considered during phase 3 scoping.

A woman with dark hair, wearing a white off-the-shoulder top, is sitting and looking down at a laptop. The laptop is silver and has the Apple logo on the back. The background is softly blurred, showing what appears to be a window with light-colored curtains.

MINDWAVE

ELIZABETH OLORUNTOLA

JUNIOR UX/UI DESIGNER

e: elizabeth@mindwaveventures.com

t: 07944602831

SWETHA RAVINDRA

JUNIOR UX/UI DESIGNER

e: swetha@mindwaveventures.com

t: 07307257645