

Case Study

Reliable digital identity verification for UK doctors



Digidentity partnered with the General Medical Council (GMC) in April 2023 to offer reliable digital identity verification for doctors practising in the UK. Just 18 months later, both parties have signed a contract to extend their partnership until 2027.

Background

This partnership ensures comprehensive digital identity verification for all GMC registrants, in accordance with the Department for Science, Innovation and Technology (DSIT) standards for identity assurance. It provides speed, convenience, and security transforming the registration process for both doctors and GMC staff.

Context

Prior to the partnership, doctors had to visit GMC offices in either London or Manchester for an in-person ID check after their application was approved by GMC. While in-person checks are still available, the partnership offers flexibility with the digital route being the overwhelming favourite.

Impact

- 51,000 doctors verified in 18 months*
- 149 nationalities of doctors verified*
- 7 minutes 19 seconds median length of time to complete registration
- More than 90% success rate from application to verification
- Saving a total of £2 million in UK doctors' travel fees annually
- Service extended to two additional professions: physician associates and anaesthesia associates.

This collaboration has allowed the GMC to make significant strides in streamlining its operations and improving efficiency. By expediting the process of placing doctors into their roles, over 95% of the ID checks that required an in-office appointment are now completed digitally. This change has also strengthened security measures.

The British Medical Association has reported a shortage of UK doctors, largely due to many leaving the workforce early before reaching retirement age. While retaining existing doctors needs to be an urgent priority for UK governments, health services, and employers, it is predicted that the NHS will need to hire a considerable number of doctors from abroad. This process will require verifying the identities of overseas doctors. This is made possible and effective thanks to the partnership between Digidentity and the GMC.



"The process was super easy, quick, user friendly and no additional cost at all."

– Sri Lankan user

"It was so easy ,quick , simple and provided by accurate video to simplify."

– Egyptian user

"App works great, done within a couple of minutes."

– German user



"Easy use of the app on my device and very clear instructions to follow making it very convenient."

– UK user

Jonathan Evans, Digidentity UK Country Manager:

“Since launching our service and partnership with the GMC, we’ve been able to transform and provide an efficient registration process for both doctors and GMC staff. We are delighted that this has resulted in a reduced need for face-to-face identity checks, and so lowering costs while enhancing security. The extension of our partnership until 2027 means we can expand our services to support two additional key disciplines, while continuing to streamline the hiring of doctors through a faster and more convenient registration process.”

Paul Goodwin, GMC Registration Services Team Manager:

“We’re thrilled to extend our partnership with Digidentity. Identity checks are a crucial component of securing GMC registration, and we are excited to offer all GMC registrants more flexibility by providing efficient and secure options to confirm their identities with us. We look forward to expanding this partnership and providing more medical staff with digital options that will save both time and money while enhancing security.”



General
Medical
Council