Review of: "Applying User-Centered Design Methods to Improve The Experience of the NHS APP"

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The paper addressed an important topic in mHealth using established methods. The paper is well-written and can be improved in several aspects:

Title: Specify to be: "Applying User-Centered Design Methods to Improve the User Experience in Using the NHS Applications."

Main text

Section 2.2: Improve cohesiveness due to the sudden introduction of Q1 and Q2

Section 3.1: Justify the appropriateness of the sample size (N=15). Have the authors reached the saturation point?

Table 1: State the total duration of the interview hours

Section 3.3: Specify the analysis method using inductive and deductive approaches.

Label the figure in Section 3.4

Table 7: Specify the fourth and fifth column headers "Average errors (%)" and "Average completion time (seconds)"

Discussion

The authors overclaimed that no existing study was found to provide UCD for telemedicine apps. A simple search using "user-centered design" AND telemedicine AND application" keywords resulted in several related studies. Consider hedging the overclaimed statement.

Section 5.5: Discuss the implications surrounding related concepts such as usability, UX, and mHealth adoption instead of broad sustainability concepts.