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

Susanne Gahbauer[1]

1 Medical University of Vienna

Vienna, March 22nd, 2024

Dear authors!

Thank you very much for the joyful experience of reading about your ambitious work!

Enclosed, please find some suggestions that hopefully might help to improve your text. Most of them are concerned with structure and readability.

In terms of content, I miss a bit more information on two important aspects of telehealth intervention applications, the first is costs of doing this (such as provision of training for health care professionals) as well as data security aspects (in particular when you talk about symptom tracking). Maybe you can add one or two sentences on the respective issues, even if they might be a bit more critical than the mentioned ones? To me, this might make your scientific work more valuable.

In detail:

Headline 2. I would suggest removing "Hypothesis Development" and rather integrating the research questions on pages 4 and 7, as well as the aims of the study that you describe in the introduction, into a separate chapter called "Research Questions" or "Goals of the Study." Make sure that all the different passages writing about your research questions and the goals of the study go in line.

Chapter 1. Leave out the first paragraph till "The number of people awaiting…" I would also leave out the very last paragraph of the introduction. It is perfectly fine to close the introduction with one or two sentences on the aim of the study.

Chapter 2.1-2.4 Please direct the single definitions you use more explicitly towards your research questions. Maybe you could talk about the variables in one chapter? It would help to make the text more compact.

Chapter 2.3 To me, the first paragraph is good as it is because it outlines UXD having three components, namely the app, the user, and the context of usage. For all the other definitions, I would just mention the points that you later refer to. This step would also shorten the chapter.
Could you please go through the last paragraph again? I do not understand the second sentence.

Chapter 2.5. I would remove any information on methods from the theory chapter. Maybe you can – if necessary – integrate the text into the methods section that comes right after.

Chapter 3.3 is a perfect one :-) Also 3.4.

Chapter 4. The first sentence on page 11 is missing a verb. And please leave out the following sentence; it is redundant.

Chapter 4., Theme 1 As a social researcher mainly working with qualitative research methods, I really enjoy reading the voices of the participants. Nevertheless, if you are in further need to shorten your article, leaving out quotes might be a possibility.

Chapter 5.1 and 5.2: I am not used to a separation between discussion of methods and discussion of findings in a research article. I know this division more from a project report. I would suggest shortening the discussion of methods and integrating it, if necessary, in the "Discussion" chapter.

Please leave out the second sentence in the "Discussion of findings." And please check the second paragraph for grammar and punctuation.

Could you also please specify which aspects of your findings you could align with the research of Wachtler et al. (2018)? This is necessary, as these authors investigated depression. Please specify!

Chapter 5.2: Please integrate this chapter into the introduction if necessary.

Chapter 5.3: Please talk about future research in the conclusion chapter.
The second sentence of the first paragraph is redundant.

Chapter 5.4: Please shorten your conclusion. It usually covers one paragraph, two at most.

In regard to your reference list, please sharpen the list, as it is a bit too long. Do not use any introductory sources, for instance.

And some further issues, some of them are minor:

Headline 3: Please call it **Methods**

Headline 3.1: Please call it **Sampling**

Chapter 3.6: If you have a number for the ethical approval, please add it.

Chapter 5: The first sentence in the "Discussion of findings": "… NHS app and demonstrates how…. "

Good luck with further improvement of the app, and all the best from Vienna,
Susanne Gahbauer