

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

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Potential competing interests: No potential competing interests to declare.

The article describes how user-centered design methods can be applied to analyse and redesign the NHS App. The paper is well-structured and provides a detailed report of the whole analysis and design process.

Considering that UCD is a well-recognized methodology in the world of design, I don't see a particular need to prove its benefits to the analysis and design of the usability and user experience of an App. On the contrary, it would be more interesting to learn more about the specific insights and benefits to the NHS and how this process affected their business. Or, it would be interesting if there was any new twist to the UCD methodology. Otherwise, it feels like the paper lacks novelty.