

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.

Dear authors,

Thank you for the opportunity to review this article.

It is certainly important to systematically assess the usability of an app, especially one used rather extensively like the NHS app.

There are a few areas that can be improved, as suggested below:

1. I do find the article to be rather lengthy, and the introduction can be a lot more succinct. It is also rather unconventional to have such a lengthy theoretical background and hypothesis development, which is usually briefly covered in the introduction section.
2. The method also does not follow the more conventional sub-headings of study design, participants, data collection (tools and procedure), and data analysis. In addition, a significant portion of page 8 consists of information, including the demographics of the participants, that should be included under "Results. It is also unclear who the participants involved in the interviews are and who is involved in usability testing.
3. The results section should be a purely a reporting of the results from the study and should not include any comparison with other studies or any conjecture from the authors.
4. Many of the discussions in the results section should go into the discussion section. Discussion of methods is not necessary; it should have been covered in your introduction or methods section, unless it is to discuss the strength/limitations of the study.
5. It would be good to discuss the patients' wants against the perspective from the healthcare providers. For example, patients would like to have alternatives to meeting doctors, getting guidance, support, and treatment as soon as possible. But have the authors considered the legal implications of having doctors chatting with patients on a messaging platform? What about the practicality? Doctors are human too.. what is to prevent patients from contacting doctors at any time convenient to themselves? Are doctors expected to respond immediately, especially if on leave?

This paper is too one-sided, considering the patients' perspective without taking into account difficulties on the healthcare provider side, especially related to policy or law. This information should be discussed in the discussion section.



Thank you.