

# 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. no competing interests

In reviewing this impressive work, one addresses a critical issue that can benefit from the research of these scholars. The writing is excellent, and the organization is clear. However, I often felt I was confronting several papers, not one.

The papers are:

1. The need for usable software in general, and the specific needs of the NHS,
2. The value of UCD for making usable software
3. General assessments of the current portals
4. The methods of UCD
5. Findings from this usability assessment (with a tiny N)
6. Use of, and recommendations for, these findings to improve the NHS portal

A concern, then, is that readers may not be interested in the several parts of this paper. Thus, for example, many may be eager to absorb the findings and recommendations but don't want to learn about the methods of UCD. On the other hand, the journal's editors are more aware than I am of the audience and their interests. I defer to the editors to address this issue.

One trivial item: In the introduction, there seems to be a non sequitur that may annoy readers:

The first sentence is about social conditions, which many may think is about poverty, bias, economic inequality, etc. (It reads: In a society where social conditions influence our everyday health, millions of individuals continue to be held back.) But then it shifts to staffing shortages in the NHS. The two issues are obviously related, but it feels like you are going from a larger social comment to the queue at the local surgery. You need not do that. (FYI: the next sentence reads: A study by Statista's (2021) research department found that almost half of Britons feel a staffing shortage is a top challenge facing the country's healthcare sector. Long wait times or lack of access to care were also considered important difficulties (Statista, 2022).