

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 paper is commendable for its exploration of a healthcare app's performance, particularly in the areas of UX. While the study provides valuable insights, there are constructive feedback points to consider for further improvement.

Booking Appointments and Usability Issues: The feedback suggests that the results pertaining to booking appointments and app usability issues should be more comprehensive. Specifically, the paper should include additional samples beyond the initial two participants' feedback to present a more robust and representative analysis of these aspects.

Improved GP Experience and Appointment Booking: The results related to an improved GP experience and a more straightforward approach to booking appointments require clarification on the number of participants who agreed with these findings. The current presentation, based on three samples, is considered insufficient, and the paper should strive to establish a more substantial consensus among participants.

Alternatives to Meeting a Doctor: In order to enhance the findings regarding alternatives to meeting a doctor, the paper is advised to incorporate additional insights. The current presentation relies on only one qualitative finding, and it is suggested to include more diverse perspectives from participants to provide a more comprehensive understanding.

Inclusion of Items in Table 11: The recommendation is to include additional items under the respective question number in Table 11. This adjustment is proposed to ensure a more detailed and organized presentation of the research findings.

Introduction of Quantitative Approach and Larger Sample Group: For future research considerations, the paper proposes the incorporation of a quantitative approach. This would involve introducing a larger sample group to enhance the study's statistical significance and generalizability. This adjustment is recommended to strengthen the research methodology for future investigations.

In summary, the paper should address the above feedback to ensure a more comprehensive and robust analysis of the healthcare app's performance, considering both qualitative and quantitative perspectives. Additionally, the inclusion of a larger sample size is recommended for future research endeavors.