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

Sandra Sanchez-Gordon[1]

1 Escuela Politécnica Nacional

In this research, authors present the results of the usability evaluation of the United Kingdom´s National Health Service mobile app using semi-structured interviews and usability testing. Based on these results, authors propose a redesign of the user interfaces that was evaluated using the think-aloud method and a questionnaire.

The research questions may be complemented with another research question about the proposed redesign.

- **Q1:** How can UCD be used to identify user pain points and areas for improvement in the app to produce a better user-friendly app?
- **Q2:** What are the UCD methods used in developing effective mobile apps in telemedicine?
- **Q3:** How do we measure the effectiveness and perceived usability of the NHS app?

Overall, the article is interesting, but it can benefit from having a better structure. For example, the title of section 2 refers to hypothesis development, but the hypothesis is not clearly stated. In section 4, the figure with the wireframes is not readable and lacks a title.

Minor issues include errors in punctuation.

This research is important. I encourage the authors to improve the article and tackle the future work of designing the rest of the high-fidelity wireframes, and testing them.