

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 under consideration aims to investigate the factors contributing to the low adoption rate of a specific app, with a focus on identifying areas for improvement. The overarching goal is to demonstrate how User-Centred Design (UCD) methods can be effectively applied to create a more user-friendly app that aligns with user needs.

The relevance and timeliness of the chosen subject matter are commendable. The study addresses a pertinent issue in the current technological landscape, making it both relevant and up-to-date.

Some aspects need improvement:

Correct the typo in the phrase: "they design for an experience rather than for an experience."

The English and punctuation require a final review, as there are instances without proper punctuation, particularly some places lacking a period.

Consider adding captions to the images (e.g., in Figure 3.4) for better clarity and understanding.

There is a missing caption for Table 3, which should be addressed.

Standardize the positioning of table captions. Currently, captions are placed above Tables 1 to 6 and below Table 7 onwards; consistency should be maintained.

The title of section 5.1 is improperly formatted and needs correction.

Overall, I recommend accepting the article with the mentioned revisions to enhance its clarity and professionalism.