

# 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.

1. In correct inference - The last part of the statement is unclear in this paragraph.

According to Artson and Pyla (2019), user experience cannot be designed but must be experienced. Kaasinen et al. (2015) agree with these assertions and add that, while it is difficult to force people to have a specific experience, designers may endeavour to assist a specific type of experience, that is, **they design for an experience rather than for an experience.**

2 - More discussion and explanation needed on usability.

2.4 Usability - Need to discuss more on the factors that make a product usable - like safety, effectiveness, efficiency, speed, etc.

3 - The article should discuss more methods for evaluating usability. Only two models/methods have been discussed here.

4 - The sample size for getting the feedback is too small and might not reflect the correct review of the app. Sample size only 15.

5 - There is an error in the table - **Table 1.** Sociodemographic characteristics of the participants. It has listed 16 entries as row number 10 is repeated (but the data is not the same).

6 - Out of 16 participants, according to Table 1, 12 are single and only 4 are married. An effort should have been made to distribute the demographics fairly. Also, the article should include aged people who are generally more prone to have difficulties with technology.

The article has covered major feedback from a relatively small sample size. A bigger sample size with a more varied and distributed population will help to give more insights into the issues in accepting the app.

