

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

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The methodology is good, but it would be more helpful to include more participants in the study. Nevertheless, I would agree that the use of user-centered design methods may help improve the NHS app, or any application used in telemedicine. One crucial thing that I may also suggest is to revisit the metrics we use in assessing the usability of a mobile application used for health (e.g., number of users/downloads, user awareness, feedback mechanisms) as we aim to build a more sustainable app for health. The results have already discussed the "misalignment between the offerings of the NHS app and the genuine needs of consumers." I suggest including NHS service providers in improving the app to enhance communication between patients and doctors.