

# 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.

Page 1: 'features the NHS provides' should be 'features the NHS app provides'

Page 3: 'health professionals complete data' should be 'enabling health professionals to complete data'

Page 5: 'reasons for the low adoption rate' should be 'reasons for the low adoption rate of the NHS app'. 'Identify' should be 'We identify'.

Page 6: 'bulk of systems can still not comprehend' - needs to be re-expressed more clearly.

Page 9: 1st paragraph is missing some punctuation. Eg. 'points out Another' should be 'points out that another', etc

'for an experience rather than for an experience' ??

Page 10: heading 'Think AloudMethodolody' is wrong.

Page 12: 'Eight' should be 'eight'

Page 14: 'and the app, They' should be 'and the app, they'

Page 15: Are older users not of interest for usability analysis?

My overall view is that it is an interesting analysis, however actual change in the NHS app is probably limited because of infrastructure support issues within the NHS, which restrict what services can be accessed online. The IT support within the NHS is lacking integration between different health providers, hospitals, GPs, etc.