

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.

Overall, this work clearly motivates the need to address improvements on a large-scale application. Further, this work applies best-practice principles from software design to identify methods to improve existing systems. The description of UX, usability, and UI is well constructed and would help others not in computer science better conceptualize differences. The scales and metrics used are well described.

The contribution to the field is, however, limited. Interviewing such a small population, as well as usability testing with 5 people, does not advance the mHealth or the user-centered design field. This is an interesting start, but does not rise to the level of a scientific publication or article that goes beyond raising interesting areas to explore much more thoroughly.

Finally, there was no clear exploration of whether the redesign of the NHS App (or at least a subset of the app) led to an improved experience, just that the usability was higher.

Minor:

64.4% of patients seeking treatment had waited up to 18 weeks by the end of March 2021, falling short of the 92% objective (NHS, 2022) - confusing

Use of acronyms before definition, e.g., UCD

2.5.1 title spacing

4.1 "to respond to the second objective," <- The second objective wasn't defined. Also, it appears as though text is missing given the punctuation and grammar.

No details on how concepts were generated. And is a concept a prototype? A Figma wireframe? This is unclear.

It wasn't clear who the interviewees were and who the usability testers were.

The implication for theory is not connected to the presented work and appears as more opinion than scientific arguments.