

User feedback

"Why do I have to enter my personal health data each time I log in? Nothing has changed since I updated it yesterday... Please just save my information instead of asking for it all the time"

"Why does it keep asking for my healthcare profile information, over and over again?"

"I tried logging in via my phone and couldn't even find the menu buttons at first, beneath all my profile data."

"Having to pick a time that suits me, for them to just say that there's no available times that date... Just show me the available slots?"

"I've gotten stuck on the 'Next'-button after entering my symptoms so many times now. There must be an easier way to add symptoms!"

"It is really annoying that I always have to upload a photo? Why should I upload a photo when I have a fever???"

"I hate the interface... Why does it show all my personal information when I log in? Just let me make an appointment"

"I don't understand how this app can crash so frequently. Have I ever been able to successfully book an appointment on the first try? I don't think so..."

Staff feedback

"We spend a lot of time chasing up incorrectly completed healthcare profiles"

"I don't understand how we have so many unique visitors, but not that many bookings?"

"Our data is pretty useless – it makes all our work so painful and time-consuming."

"I wish the address details were extracted by their social security number... We get a lot of 'clumsy fingers' errors where they've switched a couple of letters, and we can't exactly guess..."

"I wish the app was a bit more restrictive... All these free-text boxes, the patients just write rubbish in them."

"The patients seem to totally ignore adding correct data to the personal details screen, even though we put it on the first screen – of course you can't make an appointment with incorrect details in your healthcare profile"