**Mobile App and Website: Benzodiazepines and z-hypnotics, and antidepressants**

**User Testing Guide**

**Introduction**

Thank you for agreeing to take part in this user testing exercise. Your input will help us in the next stage of developing and improving this app and accompanying app/website before going live.

**Purpose of app/website**

This mobile app, which is also delivered as a website, provides quality prescribing advice for 1) benzodiazepines and z-hypnotics (B-Zs), and 2) antidepressants. The advice is primarily intended to support healthcare practitioners and others to encourage the appropriate use of B-Zs and antidepressants. Secondly, it is intended to support and enable the appropriate reduction of ineffective medicines, or where people have completed a course of treatment, by supporting and enabling proactive patient-centred reviews and appropriate continuation, reduction and discontinuation of B-Z and/or antidepressants to minimise avoidable drug-related harms.

The prescribing advice is not intended to override other non-pharmacological and/or pharmacological prescribing treatment advice such as NICE, British Association for Psychopharmacology (BAP), Polypharmacy: Realistic Prescribing Guidance [[link](https://www.therapeutics.scot.nhs.uk/wp-content/uploads/2018/09/Polypharmacy-Guidance-2018.pdf)] or the principles outline in the Realising Realistic Medicines report, but to complement and add practical advice and options, for tailoring care to the needs and preferences of the individual.

**Audience**

The app and website are available for use by people receiving B-Z/antidepressants and healthcare practitioners of all disciplines in all settings involved in the caring for people receiving B-Zs/antidepressants.

**Organisations involved**

The quality prescribing advice and app/website is led by The Effective Prescribing and Therapeutics Division of The Scottish Government. The Digital Health & Care Innovation Centre (DHI) has developed the app using the Right Decision Service as the Once for Scotland decision support platform. A range of people, organisation and professional groups have participated in developing the quality prescribing advice which has informed the development of the app/website, including but not limited to: experts by lived experience; healthcare professionals from primary and secondary care; professional groups; Scottish health boards; Public Health Scotland; and The Health and Social Care Alliance Scotland (the ALLIANCE).

Please contact xxxxx with any questions about this user testing guide or about development of this app.

**Instructions**

The following questions should take no more than 15 minutes to complete. We would be very grateful if you could complete each of the following three sections. If you can only manage one or two of the sections, please submit your responses as they will still be useful to us.

To be entered: Instructions on how to access website and test version of app.

**Ask users to indicate whether they are testing app or website.**

**Section 1: Goal-based testing – can you use the app/website as intended?**

**Section 2: User experience**[[1]](#footnote-1)

**Section 3: Usefulness and impact**1

**Section 1: Goal based testing**

Please try to answer the following questions using the app/website and tell us how you get on:

**1.1** **Can you find the list of groups of individuals who many benefit from a review of their B-Z?**

How easy was this to use? Very easy Quite easy Quite difficult Very difficult

Briefly outline the steps you took to answer this question.

**1.2 Can you identify groups of individuals who many benefit from a review of their antidepressants?**

Did you find this information successfully? Yes/No

How easy was this to find? Very easy Quite easy Quite difficult Very difficult

Briefly outline the steps you took to answer this question.

**1.3 Can you find shared decision making information?**

Did you find this successfully? Yes/No

How easy was this information to find? Very easy Quite easy Quite difficult Very difficult

Briefly outline the steps you took to answer this question.

**1.4 Can you find information on non-medical and/or non-pharmacological for treating emotional distress/pain for antidepressants?**

Did you find this information successfully? Yes/No

How easy was this information to find? Very easy Quite easy Quite difficult Very difficult

Briefly outline the steps you took to answer this question.

**1.5** **Can you find information about reducing and stopping B-Zs?**

Did you find this information successfully? Yes/No

How easy was this information to find? Very easy Quite easy Quite difficult Very difficult

Briefly outline the steps you took to answer this question.

**1.6 Can you find information about reducing and stopping antidepressants?**

Did you find this information successfully? Yes/No

How easy was this information to find? Very easy Quite easy Quite difficult Very difficult

Briefly outline the steps you took to answer this question.

**Section 2: Usability**

**2.1 Functionality**

**Did you experience any problems with the app/website features and functions – e.g. search, navigation menus, buttons, hyperlinks? YES/NO**

**If YES, please provide details……**

**2. 2 Ease of use**

**How easy is it to learn how to use the app/website?**

**Very easy Quite easy Quite difficult Very difficult**

**2.3 Navigation**

**Is moving between screens logical and appropriate?**

**Always Mostly Rarely Never**

**Please provide details of any problems you experienced with the navigation.**

**2.4 Visuals**

**How effective is the visual design of the app/website?**

**Very effective Fairly effective Not very effective Ineffective**

**Please highlight any issues you identified with the visual design**

**Section 3 : Usefulness and impact**

**3.1 Quantity of information**

**Is the extent of the information provided in the app/ website suitable?**

**1 No, the information is insufficient**

**2 No, the information is overwhelming**

**3 OK but not comprehensive or concise**

**4 Yes, it offers a broad range of information, has some gaps or unnecessary detail; or has no links to more information and resources**

**5 Yes, it is comprehensive and concise; contains links to more information and resources**

**Please provide more detail on any issues you identified.**

**3.2 Would you recommend this app/website to people who might benefit from it?**

**1 Not at all I would not recommend this app/ website to anyone**

**2 There are very few people I would recommend this app/website to**

**3 There are several people whom I would recommend it to**

**4 There are many people I would recommend this app/website to**

**5 Definitely I would recommend this app/website to everyone**

**3.3 Impact**

**(Present matrix-style)**

**Please select the score that most accurately represents your view of the likely impact of the app/website.**

**Knowledge and understanding**

This app/website is likely to increase knowledge and understanding for proactively reviewing B-Zs and/or antidepressants.

Strongly disagree 1 2 3 4 5 Strongly Agree

**Attitudes**

This app/website is likely to change attitudes towards identifying and reviewing B-Zs and/or antidepressants.

Strongly disagree 1 2 3 4 5 Strongly Agree

**Practice change**

Use of this app/website is likely to support the review and appropriate use of B-Zs and/or antidepressants.

Strongly disagree 1 2 3 4 5 Strongly Agree

1. The questions in sections 2 and 3 are drawn from the [MARS tool](https://mhealth.jmir.org/2015/1/e27/) for evaluation of mobile apps, under the Creative Commons Attribution License <http://creativecommons.org/licenses/by/2.0> . [↑](#footnote-ref-1)