Supplementary Information

Tables

Compliance			
Question	**Response (UW%, W%)**	**Question**	**Response (UW%, W%)**
Downloaded the app		**Still using the app**	
Yes	848 (82.1%, 84.1%)	Yes	722 (85.1%, 85.8%)
No	185 (17.9%, 15.9%)	No	126 (14.9%, 14.2%)
Reasons the app was not downloaded		**Reasons that would have made them download**	
The app was not available for the device	19 (8.9%, 20.6%)	If made by a University	19 (14.6%, 8.6%)
Did not feel safe downloading	68 (32.1%, 24.7%)	If made by a Not-for-Profit Organisation other than a University	29 (13.6%, 22.1%)
Did not see any benefit	67 (31.6%, 28.4%)	If it was made by a third-party organization	2 (0.94%, 1.25%)
Due to place of work	29 (13.7%, 6.09%)	If it was completely anonymous	74 (34.7%, 19.0%)
Other	29 (13.7%, 20.2%)	Other	29 (11.5%, 49.1%)
Length of Time App has been Installed		**Read Privacy Policy**	
Under 2 Week	19 (2.24%, 2.63%)	Yes	271 (31.9%, 41.2%)
2-8 Weeks	114 (13.4%, 15.77%)	No	578 (68.1%, 58.8%)
Over 2 Months	715 (84.3%, 81.59%)		
How often was the app opened		**Was the ”Contact tracing” feature always enabled**	
Multiple Times a day	13 (1.5%, 3.27%)	Always	631 (74.4%, 76.5%)
Once a day	46 (5.4%, 7.09%)	More than 50% of the time	88 (10.3%, 6.85%)
Once every few days	163 (19.2%, 21.9%)	Less than 50% of the time	59 (6.9%, 8.45%)
Once a week	376 (44.3%, 42.6%)	Never	52 (6.1%, 6.43%)
Never	250 (29.4%, 25.2%)	Unsure of Feature	18 (2.1%, 1.79%)

Table S1A: Survey question and answers regarding overall compliance with the ”NHS COVID-19” app. UW% is the Unweighted Sample Percentages, W% is the Weighted Sample Percentages.

Compliance			
Question	**Response (UW%, W%)**	**Question**	**Response (UW%, W%)**
How often the "read latest advice" feature was opened		**Technical issues experienced with the app**	
Daily	3 (0.4%, 1.1%)	Yes	286 (33.7%, 29.1%)
Once every few days	50 (5.9%, 8.6%)	No	562 (66.3%, 70.9%)
Once a week	199 (23.5%, 28.8%)		
Never	509 (60.0%, 52.5%)		
Once	87 (10.2%, 9.0%)		
If symptoms were developed, was the "Check symptoms" feature used		**If you forgot to check in to a venue using the app, were you reminded by a staff member?**	
Yes	151 (67.4%, 61.3%)	Yes	109 (17.4%, 16.5%)
No, I forgot to use this feature	40 (17.8%, 22.7%)	No	450 (71.9%, 83.6%)
No, I was not aware of this feature	33 (14.7%, 15.9%)		
Prior to this current lockdown, approximately how many venues were visited daily		**Approximate time spent at each venue visited**	
0	411 (48.3%, 52.8%)	Less than 30 minutes	298 (35.0%, 39.7%)
1	311 (36.6%, 33.1%)	30 minutes - 1 hour	341 (40.0%, 40.1%)
2	90 (10.6%, 8.6%)	1-3 hours	171 (20.1%, 17.1%)
3	19 (2.2%, 2.2%)	More than 3 hours	21 (2.5%, 1.6%)
4 or more	20 (2.4%, 3.2%)	No venues visited	20 (2.4%, 1.6%)
Prior to this current lockdown, approximately what percentage of venues in a week was the " Check-in" feature use		**Prior to this current lockdown, how many venues would be visited a week**	
100%	213 (30.1%, 26.9%)	Less Than 5	588 (68.9%, 67.5%)
75%	167 (23.6%, 18.8%)	5-10	207 (24.1%, 28.1%)
50%	120 (16.9%, 11.7%)	10-15	40 (4.6%, 3.76%)
25%	162 (22.9%, 16.3%)	More than 15	13 (1.5%, 0.62%)
0%	45 (6.3%, 26.3%)		
Changed behavior based on assigned risk-level to area		**Read the information on all the screens in the app**	
Yes	519 (61.1%, 59.4%)	Yes	460 (54.2%, 51.1%)
No	330 (38.9%, 40.6%)	No	389 (45.8%, 48.9%)

Table S1B: Survey question and answers regarding overall compliance with the "NHS COVID-19" app. UW% is the Unweighted Sample Percentages, W% is the Weighted Sample Percentages.

Still using app Multivariate Regression	F-Statistic = 43 r^2 = 0.632			
Question (Answer)	**Coefficient**	**Std Error**	**T-Statistic**	**p-value (T-Statistic)**
Found text easy and simple to read (Neither easy nor difficult)	0.17	0.03	6.8	0.0001
App navigation (Intuitive)	0.05	0.014	.01	0.0001
Believe app is taking more information than necessary (Yes)	0.09	0.021	4.4	0.0001
Required further information about the app (Yes)	0.15	0.016	7.2	0.001
Comfort with self reporting (Comfortable)	0.24	0.02	10.2	0.002
Comfort with self reporting (Not comfortable)	-0.12	0.03	-3.6	0.004

Table S2: Multivariate linear regression analysis investigating the effect of various variables in the prediction of whether the participants were still using the app. Variable coefficients and their associated p-values are presented along with the overall coefficient of determination for the linear regression model.

User Values			
Question	**Response (UW%, W%)**	**Question**	**Response(UW%, W%)**
Believe it is necessary for the app to protect identities of users		**Felt the app is taking more information than required**	
Yes	814 (78.9%, 75.9%)	Yes	88 (8.5%, 5.9%)
Undecided	132 (12.8%, 14.1%)	Undecided	307 (29.8%, 34.6%)
No	86 (8.3%, 9.9%)	No	637 (61.7%, 59.5%)
Comfort self-reporting a COVID-19 test in regards to privacy and security		**Comfort using the "Checkin" Feature in regards to privacy and security**	
Comfortable	613 (71.9%, 67.4%)	Comfortable	589 (69.4%, 67.4%)
Undecided	177 (20.7%, 20.4%)	Neither comfortable nor uncomfortable	172 (20.3%, 20.4%)
Uncomfortable	62 (7.2%, 12.3%)	Uncomfortable	88 (10.4%, 12.3%)
Reason app was downloaded		**Likelihood subjects would self-report a COVID-19 test in the app**	
Curiosity	117 (13.8%, 15.3%)	Very Likely	531 (82.9%, 86.1%)
To help others	506 (59.7%, 61.2%)	Neither likely nor unlikely	482 (6.5%, 4.1%)
Marketing	23 (2.7%, 3.8%)	Unlikely	109 (10.6%, 9.8%)
To follow government instructions	48 (5.6%, 4.8%)		
Friend and family advice	26 (3.7%, 4.9%)		
Instructed by a venue	73 (8.61%,9.9%)		
Was the app found to be useful		**Did the App meet expectations**	
Yes	287 (33.8%, 32.2%)	Yes	503 (59.7%, 62.1%)
Undecided	293 (34.6%, 39.4%)	No	340 (40.3%, 37.9%)
No	269 (31.6%, 28.4%)		
How much privacy was valued		**Believed data collected by the app was secure**	
Extremely Important	531 (51.5%, 51.4%)	Yes	411 (48.2%, 46.5%)
Moderately Important	482 (46.7%, 47.6%)	Unsure	323 (37.9%, 15.2%)
Not Important	19 (1.8%, 1.0%)	No	118 (13.9%, 38.2%)
Feel citizens should be legally obligated to download the app			
Yes	276 (26.7%, 21.2%)		
Undecided	189 (18.3%, 14.3%)		
No	567 (54.9%, 64.5%)		

Table S3: Survey question and answers regarding user-values related to the "NHS COVID-19" app. UW% is the Unweighted Sample Percentages, W% is the Weighted Sample Percentages.

Unweighted Responses	Weighted Responses						
	Privacy Importance				Education		
Compliance	**Very**	**Moderate**	**Not**	**p-value**	**Above**	**Below**	**p-value**
Downloaded the app							
Yes	486(47.8%)	470(50.1%)	11(2.0)	***p* < 0.0001***	671(63.3%)	255(26.7%)	$p > 0.01$
No	134(68.4%)	88(30.4%)	1(1.0%)		147(69.0%)	56(30.1%)	
Read Privacy Policy							
Yes	147(56.2%)	108(42.9%)	2(0.7%)	***p* < 0.0001***	267(68.7%)	103(31.2%)	$p > 0.01$
No	242(43.9%)	299(53.4%)	13(2.5)		404(72.2%)	152(27.7%)	
Changed behavior based on assigned risk-level to area							
Yes	310(48.6%)	253(49.6%)	6(1.7%)	$p > 0.01$	361(67.9%)	184(32.1%)	***p* < 0.001***
No	177(46.7%)	216(50.1%)	5(3.0%)		310(79.4%)	71(20.6%)	
User Values							
Believe it is necessary for the app to protect identities of users							
Yes	526(57.5%)	356(41.3%)	5(1.1%)	***p* < 0.0001***	606(71.1%)	235(28.8%)	$p > 0.01$
Undecided	56(28.7%)	132(67.4%)	4(3.7%)		129(57.0%)	56(43.0%)	
No	37(29.0%)	69(65.1%)	4(5.8%)		83(74.1%)	21(25.8%)	
Information Needs							
Required information about the app from outside sources							
Yes	194(49.0%)	187(49.0%)	4(1.8%)	$p > 0.01$	293(75.8%)	85(24.1%)	***p* < 0.01***
No	293(46.9%)	282(50.9%)	7(2.1%)		377(67.3%)	170(32.6%)	

Table S4: Analysis between if participants privacy importance, and education, against various recorded answers from the survey. The Bonferroni adjusted score equated to 0.01, any *p* value below this was statistically significant as indicated by the bold font and asterisk. Percentages were calculated after weighting the samples.

Privacy Importance	F-statistic = 7.645 r^2 = 0.111			
Question (Answer)	**Coefficient**	**Std Error**	**T-Statistic**	**p-value (T-Statistic)**
Age (26-30)	0.162	0.05	3.25	0.001
Gender (Female)	0.2337	0.024	9.78	0.0001
Gender (Male)	0.2067	0.024	8.44	0.0001
Downloaded the app (Yes)	0.1477	0.014	10.4	0.0001
Downloaded the app (No)	0.2977	0.020	14.4	0.0001
Read Privacy Policy (Yes)	0.1477	0.014	10.4	0.0001
Read Privacy Policy (No)	0.2927	0.020	14.5	0.0001
Changed behavior based on area risk level (Yes)	0.0754	0.020	3.78	0.0001
Required more information (Yes)	0.3589	0.067	5.34	0.0001

Table S5: Multivariate linear regression analysis investigating the effect of various variables in the prediction of the importance of privacy for participants. Variable coefficients and their associated p-values are presented along with the overall coefficient of determination for the linear regression model.

	Weighted Responses								
	Did app meet expectations			App knowledge score					
Demographics	**Yes**	**No**	**p-val**	**0**	**1**	**2**	**3**	**4**	**p-val**
Device OS									
Android	360(59.6%)	207(40.3%)	$p > 0.0038$	43(8.7)	101(20.4%)	89(18.0%)	112(22.6%)	149(30.1%)	$p > 0.0038$
iPhone	245(59.7%)	153(40.2%)		47(12.6%)	78(20.9%)	72(19.3%)	100(26.8%)	76(20.3%)	
Compliance									
Downloaded the app									
Yes	-	-	-	87(9.7%)	158(17.7%)	191(21.5%)	249(28.0%)	203(22.8%)	$\mathbf{p^* < 0.0001}$
No	-	-		36(21.8%)	42(25.4%)	54(32.7%)	12(7.3%)	21(12.7%)	
Technical issues experienced with the app									
Yes	117(43.6%)	151(56.4%)	$\mathbf{p^* < 0.0001}$	68(10.8%)	129(20.5%)	119(18.9%)	169(26.7%)	143(22.8%)	$p > 0.0038$
No	209(29.9%)	488(70.0%)		18(7.0%)	28(14.8%)	72(17.0%)	79(30.7%)	60(30.3%)	
Still using the app									
Yes	580(65.7%)	255(34.2%)	$\mathbf{p^* < 0.0001}$	61(6.5%)	127(15.5%)	162(16.9%)	222(28.3%)	189(32.6%)	$\mathbf{p^* < 0.0001}$
No	58(24.8%)	104(75.2%)		25(7.0%)	30(10.9%)	29(28.0%)	27(30.7%)	13(23.3%)	
Usability									
Overall was the text on the app simply and easy to read									
Easy	489(71.8%)	192(28.1%)	$\mathbf{p^* < 0.0001}$	45(7.2%)	98(15.6%)	127(20.2%)	188(29.9%)	170(27.1%)	$\mathbf{p^* < 0.001}$
Neither easy nor difficult	71(37.8%)	116(62.1%)		38(15.8%)	59(24.6%)	60(25.1%)	53(22.1%)	29(12.1%)	
Difficult	4(20%)	16(80 %)		3(17.6%)	1(5.8%)	7(41.8%)	3(17.6%)	3(17.6%)	
Overall was the app intuitive and easy to navigate through									
Easy	404(71.3%)	162(28.6%)	$\mathbf{p^* < 0.0001}$	30(4.7%)	103(16.2%)	146(23.2%)	184(29.0%)	171(26.9%)	$p > 0.0038$
Neither easy nor difficult	77(36.1%)	134(63.8%)		53(23.3%)	49(21.5%)	40(17.5%)	58(25.4%)	28(12.2%)	
Difficult	1(3.1%)	28(96.6%)		4(18.2%)	5(22.7%)	4(18.2%)	6(27.3%)	3(13.6%)	
Education									
Above A-Level	580(62.6%)	346(37.6%)	$\mathbf{p^* < 0.0001}$	108(10.8%)	189(18.9%)	243(24.3%)	248(24.8%)	212(21.2%)	$p > 0.0038$
Below A-Level	1(3.1%)	16(96.6%)		10(25.6%)	9(23.0%)	0(0.0%)	8(20.5%)	12(30.7%)	

Table S6A: Analysis between if whether the app did meet expectations of the participant, and their overall app knowledge score, against various recorded answers from the survey. App knowledge score is classified as the number of the app knowledge questions participants correctly answered. The Bonferroni adjusted score equated to 0.0038, any *p* value below this was statistically significant as indicated by the bold font and asterisk. Percentages were calculated after weighting the samples.

	Weighted Responses								
	Did app meet expectations			App knowledge score					
Demographics	**Yes**	**No**	**p-val**	**0**	**1**	**2**	**3**	**4**	**p-val**
Opinion on the style/interface of the app									
Like a great deal	86(86.0%)	14(14.0%)		37(12.9%)	48(16.7%)	65(22.7%)	45(15.7%)	91(31.8%)	
Like somewhat	253(69.5%)	111(30.3%)		25(6.1%)	64(15.5%)	100(24.3%)	109(26.5%)	113(27.4%)	
Like nor dislike	128(51.2%)	122(48.8%)	$p^* < 0.0001$	50(34.7%)	21(14.5%)	10(6.9%)	36(25%)	27(18.7%)	$p^* < 0.01$
Dislike somewhat	15(20.2%)	58(79.7%)		17(13.6%)	18(20.6%)	27(31.0%)	12(13.7%)	13(14.9%)	
Dislike a great deal	0(0.0%)	19(100%)		1(2.2%)	5(11.1%)	33(73.3%)	3(6.7%)	3(6.7%)	
Believe app is affecting performance of their device									
Yes	51(40.1%)	76(59.8%)		23 (19.5%)	40(33.3%)	18 (15.2%)	21 (17.8%)	16 (13.5 %)	
Undecided	182 (66.9 %)	90 (33.0%)	$p^* < 0.001$	35(15.1%)	61(26.2%)	52 (22.5%)	34 (14.6%)	50 (21.5%)	$p^* < 0.0001$
No	372 (65.7%)	194 (34.2%)		27 (5.1%)	55(10.3%)	121 (22.7%)	192 (36.2%)	136 (25.2%)	

Table S6B: Continuation of Table S4A. Percentages were calculated after weighting the samples. App knowledge score is classified as the number of the app knowledge questions participants correctly answered.

	Weighted Responses								
	Did app meet expectations			App knowledge score					
Demographics	**Yes**	**No**	**p-val**	**0**	**1**	**2**	**3**	**4**	**p-val**
Felt the app is taking more information than required?									
Yes	15 (36.5%)	26 (63.5%)	$p^* < 0.0001$	19(30.6%)	19 (30.6%)	10(16.2%)	9(14.5%)	5(8.0%)	$p^* < 0.0001$
Undecided	155 (60.7%)	100 (39.2%)		68(17.6%)	102(29.5%)	105(22.2%)	53(18.4%)	36(12.3%)	
No	435 (65.1%)	233 (34.8%)		36(18.6%)	77(28.0%)	133(28.8%)	199 (14.5%)	184(9.9%)	
Comfort using the "Check-in" feature?									
Comfortable	426 (64.5%)	234 (35.5%)		52(8.7%)	89(14.9%)	121(20.2%)	173 (28.9%)	162 (27.1%)	
Neither comfortable nor uncomfortable	126 (41.3%)	179(58.6%)	$p > 0.0038$	10 (5.5%)	32(17.8%)	54(30.2%)	54(30.2%)	29 (16.2%)	$p > 0.0038$
Uncomfortable	5 (45.5%)	6(55.5%)		12 (12.6%)	36(37.8%)	15(15.7%)	21(22.1%)	11(11.5%)	
Information Needs									
Was information adequate to understand on how close contacts are determined?									
Yes, Information was adequate	220 (78.0%)	62 (21.9%)	$p^* < 0.0001$	21 (8.4%)	49 (19.4%)	41 (16.4%)	78 (31.2%)	61 (24.4%)	$p > 0.0038$
Neither adequate nor inadequate	246 (66.1%)	126 (33.8%)		26 (8.9%)	54 (18.6%)	80 (27.5%)	83 (28.6%)	47 (16.2%)	
No, information was inadequate	137 (57.8%)	100 (42.1%)		39(11.4%)	54 (15.8%)	68 (20.0%)	86 (25.2%)	93 (27.3%)	
Required information about the app from outside sources?									
Yes	192 (31.9%)	409 (68.0%)	$p^* < 0.0001$	39 (10.7%)	57(15.7%)	69(19.0%)	110 (30.3%)	88 (24.4%)	$p > 0.0038$
No	188 (52.2%)	172 (47.7%)		47(9.0%)	100(19.2%)	121 (23.2%)	138 (26.5%)	114 (21.9%)	

Table 6C: Continuation of Table S4A and S4B. Percentages were calculated after weighting the samples. App knowledge score is classified as the number of the app knowledge questions participants correctly answered.

App Meets Expectations Multivariate Regression		**F-Statistic = 19.5** r^2 **= 0.44**		
Question (Answer)	**Coefficient**	**Std Error**	**T-Statistic**	**p-value (T-Statistic)**
Age (18-25)	0.07	0.02	3.1	0.002
Gender (Female)	0.04	0.01	2.27	.0006
Read Latest Advice (Never)	0.11	0.05	2.22	.027
Still Using app (Yes)	0.19	0.05	4.0	0.0001
Comfort with Self-Reporting Test (Neither comfortable nor uncomfortable)	0.15	0.04	3.4	0.0001
Navigation Intuitiveness (Easy)	0.41	0.04	6.8	0.0001
Navigation Intuitiveness (Neither easy nor difficult)	0.10	0.04	2.3	0.02
Navigation Intuitiveness (Difficult)	-0.19	0.05	-3.6	0.0001
Technical Issues (No)	0.1412	0.045	-2.8	0.006
Read latest app advice (Never)	-0.14	0.05	-.28	0.006
Adequate information on close contacts (Inadequate)	-0.28	0.06	-4.2	0.006
Found text easy and simple to read (Easy)	0.13	0.05	2.6	0.01

Table S7: Multivariate linear regression analysis investigating the effect of various variables in the prediction of whether the app met participants expectations. Variable coefficients and their associated p-values are presented along with the overall coefficient of determination for the linear regression model.

Information Needs			
Question	**Response (UW%, W%)**	**Question**	**Response (UW%, W%)**
Did the app provide adequate information to understand the " Check-in" Feature?		**Did the app provide adequate information to understand on how to self-report a COVID19 test?**	
Yes, Information was adequate	436 (51.4%, 52.1%)	Yes, Information was adequate	327 (38.5%, 39.6%)
Neither adequate nor inadequate	204 (24.0%, 21.6%)	Neither adequate nor inadequate	90 (10.6%, 12.7%)
No, information was inadequate	103 (12.1%, 11.9%)	No, information was inadequate	64 (7.5%, 6.12%)
N/A, I did not use this feature	106 (12.5%, 14.4%)	N/A, I did not use this feature	368 (43.4%, 41.5%)
Did the app provide adequate information to understand on how close contacts are determined?		**Required information from outside the app to improve understanding of app function?**	
Yes, Information was adequate	232 (27.4%, 29.3%)	Yes	376 (55.7%, 41.2%)
Neither adequate nor inadequate	296 (34.9%, 37.7%)	No	204 (44.3%, 58.8%)
No, information was inadequate	320 (37.7%, 32.9%)		

Table S8: Survey question and answers regarding overall information content on the "NHS COVID-19" app. UW% is the Unweighted Sample Percentages, W% is the Weighted Sample Percentages.

	Weighted Responses					
	Read all the information in app			Required further information from outside sources		
Demographics	**Yes**	**No**	**p-Value**	**Yes**	**No**	**p-value**
Age						
18-25	114 (55.6%)	91 (44.4%)		110 (53.7%)	95 (46.3%)	
26-30	101 (58.4%)	72 (41.6%)		87 (50.3%)	86 (49.7%)	
31-40	144 (61.8%)	89 (38.2%)	***p**< 0.0001**	103 (44.2%)	130 (55.8%)	*p*> 0.005
41-50	53 (53.0%)	47 (47.0%)		55 (55.0%)	45 (45.0%)	
50+	48 (35.0%)	89 (64.9%)		45 (32.8%)	92 (67.2%)	
Compliance						
Read Privacy Policy?						
Yes	228(60.0%)	152(40.0%)	***p**< 0.0001**	229 (39.3%)	358 (57.6%)	*p*> 0.005
No	251 (42.7%)	336 (57.4%)		156 41.03%)	224 (58.9%)	
Still using the app?						
Yes	393 (56.5%)	297(43.0%)	***p**< 0.0001**	329(39.3%)	507(60.6%)	*p*> 0.005
No	41(34.1%)	79(65.8%)		57(47.5%)	63(52.5%)	
Information Needs						
Did the app provide adequate information to understand on how to self-report a COVID-19 test?						
Yes, Information was adequate	204 (64.8%)	113(35.2%)		136(43.1%)	181 (56.9%)	
Neither adequate nor inadequate	45 (56.2%)	38 (43.8%)	***p**< 0.0001**	25(41.6%)	36(58.4%)	*p*> 0.005
No, information was inadequate	29(46.9%)	32(53.1%)		50 (60.9%)	33(39.1%)	
N/A, I did not use this feature	156(45.7%)	194 (54.3%)		150(42.9%)	200 (57.1%)	
Did the app provide adequate information to under-stand the "Check-in" Feature?						
Yes, Information was adequate	262 (60.1%)	174 (39.9%)		167 (38.3%)	269 (61.7%)	
Neither adequate nor inadequate	103 (50.5%)	101 (49.5%)	***p**< 0.001**	104 (51.0%)	100 (49.0%)	**p*< 0.0001**
No, information was inadequate	50 (48.5%)	53 (51.5%)		59 (57.3%)	44 (42.7%)	
N/A, I did not use this feature	45 (42.9%)	60 (57.1%)		45 (42.9%)	60 (57.1%)	
Did the app provide adequate information to understand on how close contacts are determined?						
Yes, Information was adequate	149(67.4%)	72 (32.5%)	***p* *< 0.0001**	82 (37.1%)	139 (62.8%)	***p* *< 0.0001**
Neither adequate nor inadequate	125 (52.5%)	113 (47.4%)		105 (36.7%)	181(63.2%)	
No, information was inadequate	160 (52.6%)	144(47.6%)		168 (55.2%)	136 (44.7%)	

Table S9A: Analysis between participants that read all the information in the app, and participants information about the app from external sources, against various recorded answers from the survey. The Bonferroni adjusted equated to 0.005, any *p* value below this was statistically significant as indicated by the bold font and asterisk. Percentages were calculated after weighting the samples.

	Weighted Responses					
	Read all the information in App			Required further information from outside sources		
Usability	Yes	No	P-value	Yes	No	p-value
Overall, was the text simple and easy to read?						
Easy	344(57.7%)	257(42.2%)	$p^* < 0.001$	236(39.3%)	365(60.6%)	$p^* < 0.0001$
Neither easy nor difficult	78(41.2%)	111(58.7%)		103(54.4%)	86(45.5%)	
Difficult	12(57.1%)	9(42.8%)		16(76.1%)	5(23.8%)	
Overall was the app intuitive and easy to navigate through?						
Easy	363(53.2%)	319(46.7%)	$p^* < 0.001$	219(38.4%)	348(61.5%)	$p^* < 0.0001$
Neither easy nor difficult	104(40.1%)	155(59.8%)		115(53.7%)	99(46.3%)	
Difficult	13(52.0%)	12(48.0%)		21(70.0%)	9(30.0%)	
Opinion on the style/interface of the app?						
Like a great deal	33(33.0%)	67(67.0%)		37(37.0%)	63(63.0%)	
Like somewhat	204(55.8%)	161(44.1%)	$p > 0.005$	155(42.4%)	210(57.5%)	$p^* < 0.005$
Neither like nor dislike	67(67.0%)	33(33.0%)		110(43.4%)	143(56.5%)	
Dislike somewhat	36(48.6%)	38(51.3%)		38(51.3%)	36(48.6%)	
Dislike a great deal	9(47.3%)	10(52.6%)		15(78.9%)	4(21.0%)	
Was it clear what the current COVID-19 exposure status was?						
Most of the time	318(57.4%)	236(42.2%)	$p^* < 0.005$	225(40.6%)	329(59.3%)	$p < 0.005$
About half of the time	213(81.9%)	47(18.1%)		57(53.2%)	50(46.7%)	
Rarely	70(66.0%)	36(33.9%)		93(49.7%)	94(50.2%)	

Table S9B: Continuation of Table S6A. Percentages were calculated after weighting the samples.

Required Extra Information Multivariate Regression		F-Statistic = 8.452 r^2 = 0.288		
Question (Answer)	**Coefficient**	**Std Error**	**T-Statistic**	**p-value (T-Statistic)**
Still using app (Yes)	0.23	0.052	4.593	0.0001
Found text easy and simple to read (Easy)	-0.24	0.054	-4.5	0.0001
Found text easy and simple to read (Difficult)	0.20	0.07	2.9	0.0001
Experienced technical problems (No)	-0.19	0.046	-4.2	0.0001
QR Codes Accessible (Never)	-0.47	0.14	-3.5	0.002
Navigation throughout the app (Easy)	0.15	0.042	2.9	0.004

Table S10: Multivariate linear regression analysis investigating the effect of various variables in the prediction of whether the participants required extra information from outside the app. Variable coefficients and their associated p-values are presented along with the overall coefficient of determination for the linear regression model.

Usability			
Question	**Response (UW%, W%)**	**Question**	**Response (UW%, W%)**
Generally, how accessible were the NHS QR codes at venues		**Overall, how would you rate the style/interface of the app**	
Always	166 (20.0%, 20.3%)	Like a great deal	106 (12.5%, 11.0%)
Most of the time	333 (40.2%, 39.7%)	Like somewhat	377 (44.4%, 46.5%)
About Half the time	98 (11.8%, 10.2%)	Neither like nor dislike	269 (31.7%, 32.4%)
Sometimes	118 (14.2%, 13.2%)	Dislike somewhat	75 (8.83%, 8.30%)
Never	20 (2.4%, 3.2%)	Dislike a great deal	22 (2.59%, 1.80%)
N/A- I haven't used the QR Codes	94 (11.3%, 13.4%)		
Believe app is affecting performance of their device		**Overall was the text on the app simply and easy to read**	
Yes	115 (13.6%, 13.5%)	Easy	627 (73.8%, 70.9%)
Undecided	220 (25.9%, 26.4%)	Neither easy nor difficult	201 (23.7%, 27.3%)
No	513 (60.5%, 60.1%)	Difficult	21 (2.5%, 1.81%)
Overall was the app intuitive and easy to navigate through?		**Was it clear what the current COVID-19 exposure status was?**	
Easy	591 (69.6%, 71.6%)	Most of the time	554 (65.2%, 66.8%)
Neither easy nor difficult	225 (26.5%, 25.9%)	About half of the time	108 (12.7%, 10.7%)
Difficult	33 (3.9%, 2.53%)	Rarely	187 (22.0%, 22.4%)
Was the design/appearance of the app consistent across all screens in the app		**Was booking a Covid-19 test through the app straight forward**	
Always	325 (38.3%, 35.2%)	Yes, the app walked me through the process	73 (76.8%, 80.6%)
Most of the time	377 (52.7%, 53.9%)	No	22 (23.2%, 19.4%)
About half the time	269 (4.9%, 5.71%)		
Sometimes	75 (3.5%, 5.03%)		
Never	22 (0.5%, 0.19%)		

Table S11: Survey question and answers regarding usability of the "NHS COVID-19" app. UW% is the Unweighted Sample Percentages, W% is the Weighted Sample Percentages.

App Knowledge			
Question	**Response (UW%, W%)**	**Question**	**Response (UW%, W%)**
Believe the app requires personal information to function		**What technology do you believe is used to identify close contacts**	
Yes	363 (34.2%, 39.6%)	GPS	298 (15.9%, 13.9%)
Maybe	179 (16.8%, 21.3%)	Bluetooth	887 (47.2%, 76.3%)
No	400 (37.7%, 39.1%)	Wifi-logs	121 (6.4%, 3.9%)
		Self-check in logs	573 (30.5%, 5.9%)
Believes app can track specific location with the app		**Believe the venues checked into using the app are provided with personal information**	
Yes	197 (20.6%, 22.5%)	Yes	98 (10.8%, 11.4%)
Maybe	219 (23.0%, 20.0%)	Maybe	131 (14.4%, 15.3%)
No	537 (56.4%, 57.4%)	No	681 (74.8%, 73.4%)

Table S12: Survey question and answers regarding knowledge of the "NHS COVID-19" app. UW% is the Unweighted Sample Percentages, W% is the Weighted Sample Percentages.

App Knowledge Multivariate Regression		F-Statistic = 14.45 r^2 = 0.347		
Question (Answer)	**Coefficient**	**Std Error**	**T-statistic**	**p-value (T-Statistic)**
Downloaded the app (No)	0.3258	0.069	4.732	0.0001
Still using app (Yes)	0.2297	0.047	4.856	0.0001
Still using app (No)	-0.1234	0.051	-2.429	0.015
App met expectations (Yes)	0.8128	0.287	2.836	0.005
Information quality regarding self-reporting procedure (Inadequate)	-0.6515	0.200	-3.265	0.001
Accessibility of QR codes at venues (About half of the time)	0.5836	0.186	3.130	0.002
Feel app is taking more information than necessary (Yes)	0.1969	0.098	2.000	0.046
Feel app is taking more information than necessary (Undecided)	-0.2086	0.068	-3.086	0.002
Feel app is taking more information than necessary (No)	0.4438	0.076	5.871	0.0001

Table S13: Multivariate linear regression analysis investigating the effect of various variables in the prediction of participants knowledge of the app. Knowledge of the app is classified as the number of the app knowledge questions participants correctly answered. Variable coefficients and their associated p-values are presented along with the overall coefficient of determination for the linear regression model.