Reviewer’s report

Title: Determinants of patient satisfaction in ambulatory oncology: a cross sectional study based on the OUT-PATSAT35 questionnaire

Version: 2 Date: 27 August 2011

Reviewer: Gerald Humphris

Reviewer’s report:

This paper reports the results of a relatively large survey of French cancer patients (>600) of various tumour sites and severity. They test the variability of the EORTC satisfaction questionnaire (OUTPATSAT - 35) across demographic and illness-related variables including with the EORTC QOL30 measure. The procedures and analysis are well explained with clear tabular results provided.

The paper is written clearly and analyses are specified accurately and results easy to follow.

The finding that satisfaction ratings are related to the QOL data is an interesting finding and I would encourage the authors to speculate a little further on suggested reasons for this. Other researchers I believe would welcome the expert views of these authors to assist new hypotheses to be tested.

In addition the lower satisfaction ratings from Head and Neck cancer patients present a challenge to service providers. There is the probability that services are in fact poor and I believe the authors should include even a short statement to alert researchers of this possibility. Currently the authors suggest the complex nature of the treatment provision which is a reasonable interpretation. However, the prospect needs to be faced, especially from a patient perspective, that H and N services are relatively poorer than for other cancer sites.

There are small formatting changes required also the word "None", page 10 should read "All".

- Major Compulsory Revisions
none

- Minor Essential Revisions

Typos and the reference to the word 'None' on page 10

- Discretionary Revisions

Speculative statements that alert the reader to the interpretation of the data as referred to in above report
Level of interest: An article of outstanding merit and interest in its field

Quality of written English: Acceptable

Statistical review: Yes, and I have assessed the statistics in my report.

Declaration of competing interests:
I declare that I have no competing interests