Author's response to reviews

Title: Choose & Book fails to deliver the expected choice to patients: a survey of patients’ experience of outpatient appointment booking

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Author's response to reviews:

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Dear Editor,

Further to the editorial board member’s comments, we have made several changes to further indicate the limitations of the study, particularly in terms of how generalisable it might be. These are to the title, in the abstract, the discussion and the conclusion.

We have changed the title into a question, to reflect the uncertainty in generalising from one study. We have also revised the conclusion of the abstract such to make it explicit that the findings relate to one context. The opening sentence of the discussion has been changed to stress the limited findings of the paper. The second and third paragraphs of the discussion already cover the limitations of the study in terms of the sampling method, number of participants and research design.

We have made most changes to the conclusion. We have re-worked its opening paragraph to be much more explicit that the findings come from one example and that we are uncertain how far they can be generalised. We also now explicitly state here that other study designs are warranted. We have softened the final sentence of the paper to further reflect the preliminary nature of our findings.

We have also re-written the abstract background as requested as to better set the context and made the other formatting change requested.

Dr Henry Potts,
on behalf of all the authors