**Reviewer's report**

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

**Version:** 1  **Date:** 30 June 2008

**Reviewer:** Glyn Elwyn

**Reviewer's report:**

The critical reviewer has good points - and points to weaknesses of the study. I think the authors needs to acknowledge these weaknesses. But I am of the firm opinion that this is a study that needs to be published. Its original and point up to a major problem - a rushed implementation of a major change in workflow for the NHS - which has cost millions and has doubtful benefits - as yet at least.

Their title is too strong. It is a single cross section study - they needs to stick to their data. Choose and Book did not work for this sample in this place at that time. It likely that this is true for other samples etc - but they need to take care in making this generalisation.