Reviewer’s report

Title: Health care experiences of immigrant patients: a qualitative study of factors affecting feelings of trust

Version: 3 Date: 2 September 2010

Reviewer: Irena Papadopoulos

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Whilst the revised paper is much improved I believe that it would benefit by some rigorous editing to eliminate the repetitions to be found throughout the paper. This may solve the issue of whether the “Description of critical incident by type of situation” column in Box 1 should stay or not (much of its content is in the main text–more than once-). By the way in Box 1 the following statement should be checked as I don’t think one could get myomas in ovaries “She was also annoyed that a few years later she had a lot of problems with her ovaries and needed several operations to remove myomas”

The research questions should be clearly stated.

There are also some minor points of accuracy that need to be eliminated as for example the reference to structured FG interviews (p.9) when later on the authors state that all interviews were semi-structured.

"Furthermore, most of the data was collected by means of a focus-group approach, which involves structured, small-group interviews...” (p.9)

Further explanation needs to be included about the verification of the findings. Stating that “To identify possible discrepancies, this analysis was discussed with the last author and was then further refined” (p.11) is merely not enough.

The section on strengths and limitations is too long; some parts of it belong to the methodology section. In my view the strengths should focus on what the article adds to the existing literature whilst most of the description of how methodological challenges were overcome—or justified—should be in the methodology section.

Further I would suggest that the following statement on pg 21 be removed “Providing communication skills training to patients may also help them to identify and organize questions about diagnosis and treatment, thereby improving their trust in care providers”. In my view service providers do not have the resources nor the skills to do this. Providing language courses is a matter of national/local government policy and a willingness of the individual to access these if they are provided. Maybe the authors meant something else in which case they can clarify their intentions.