Reviewer's report

Title: The relationship between perceived service quality and patient willingness to recommend at a national oncology hospital network

Version: 2 Date: 5 January 2011

Reviewer: Anna Gagliardi

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MAJOR COMPULSORY REVISIONS

The authors have addressed all reviewer comments and the statistical issues noted by the other review and the Discussion section have been substantially revised. There remain two key issues which could have been more explicitly and thoroughly addressed:

1/ Introduction - while the authors have expanded on relevant literature in the Discussion section, it was suggested that they do so in the Introduction section. A few details were added to the Introduction but still appear to be unsubstantiated observations without citations. It is crucial in the Introduction to briefly synthesize and analyze current literature to identify gaps in our knowledge that are being addressed by the research described in the manuscript. What did previous cancer service quality surveys find?

2/ Methodological approach - an unvalidated hypothesis generating survey is not a limitation, however, it is crucial to describe how the questions/measures were derived. Perhaps the authors can include details about a model or framework or other surveys upon which they based survey dimensions/questions.

Level of interest: An article whose findings are important to those with closely related research interests

Quality of written English: Acceptable

Statistical review: Yes, but I do not feel adequately qualified to assess the statistics.

Declaration of competing interests:

I declare that I have no competing interests