Reviewer's report

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

Version: 3 Date: 1 February 2011

Reviewer: Anna Gagliardi

Reviewer's report:

The authors have thoroughly addressed all previous suggestions. This reviewer suggests one final discretionary clarification:

DISCRETIONARY

on page 7 under Questionnaire and Survey Administration perhaps the authors could note that they conducted X focus groups with X patients with what characteristics to explore factors they considered important in their treatment decision making (18), and these themes were expanded and refined based on themes collated from other studies evaluating oncology patient information/decision making needs (19-21).

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

Quality of written English: Acceptable

Statistical review: No, the manuscript does not need to be seen by a statistician.

Declaration of competing interests:

I declare that I have no competing interests