Reviewer’s report

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

Version: 3 Date: 4 February 2011

Reviewer: Reijo Sund

Reviewer’s report:

Only one minor comment: In the revised manuscript you state (page 13) “Finally, cancer diagnosis was not found to influence patient “willingness to recommend” in the multivariate model.” As all patients had some cancer diagnosis, you probably mean that the type of cancer diagnosis had no influence - so please reword the sentence.

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

Quality of written English: Acceptable

Statistical review: Yes, and I have assessed the statistics in my report.

Declaration of competing interests:

I declare that I have no competing interests.