Reviewer's report


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Reviewer: Mike Dent

Reviewer's report:

This is, overall, a very useful and well written paper. It demonstrates the importance of good social theory (Normalisation Process Theory) for the practical evaluation of ICT implementation within healthcare settings.

However, the authors do not in demonstrating 'coherence' as part of the NPT process in all 3 cases, with it becoming invisible/implicit only in the Out of Hours case (pp10-12) (This would be a Discretionary Revision - as are my other points)

1. Is the question posed by the authors well defined?
   - YES
2. Are the methods appropriate and well described?
   - YES very clearly too.
3. Are the data sound?
   - YES
4. Does the manuscript adhere to the relevant standards for reporting and data deposition?
   - YES for rigorously executed qualitative research.
5. Are the discussion and conclusions well balanced and adequately supported by the data?
   - YES
6. Are limitations of the work clearly stated?
   - NO and the paper would benefit from the inclusion of a short paragraph towards the end.
7. Do the authors clearly acknowledge any work upon which they are building, both published and unpublished?
   - YES this is a well and appropriately referenced paper.
8. Do the title and abstract accurately convey what has been found?
   - YES although I would suggest the word 'perhaps' in the final sentence is redundant.
9. Is the writing acceptable?
   - YES it is very lucid.
Level of interest: An article of importance in its field

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'