Reviewer's report

Title: Facilitated patient feedback can improve the quality of nursing care: an exploratory cluster randomised controlled trial

Version: 1 Date: 23 January 2013

Reviewer: Dennis Scanlon

Reviewer's report:

I agree with the reviewer that more clarity about the study design and analysis methods is needed. I also agree that more context on the details of what happened in the two intervention arms is warranted. For example, can you describe specific interventions that evolved from the Feedback Plus initiative, and more importantly, can you provide a discussion as to what types of interventions should yield positive changes in the survey outcomes and over what time period? Also, it seems as only two time periods -- baseline and follow-up -- are examined. Is that correct? Why were more time periods not examined to allow for learning and process improvements? What are the limitations of only having two measurements? In short, the authors need to provide more contextual information to convince the reader that the tool used to measure the outcomes (i.e., the survey instrument) is or should be sensitive to the development of impactful interventions for nurses and staff that took the baseline survey results seriously. Stated differently, is there any prior evidence or qualitative evidence suggesting that the baseline results point to actionable changes that can be made by the ward staff? In a revision, I'd like to see the authors address these questions and provide more contextual detail.