Reviewer's report

Title: Implementing a service charter for an integrated regional stroke service: an exploratory case study

Version: 2 Date: 29 September 2013

Reviewer: Robbert Huijsman

Reviewer's report:

Minor essential revisions:
1. The use of the word "implementation" (put something into use), is confusing as it is also used for the development phase (authors call that the first fase).
2. Readers may think that the authors did this development and implementation work themselves (through the wording of the sections Background and Setting), but the authors have only interviewed 12 persons after the whole thing, or not?
3. The five organisations in the stroke service only seem to include two out of the three phases of stroke care, as the third chronic long term care phase is not included (please be clear about this, also in the Discussion).
4. Many references are mentioned more than once, but with new reference numbers in the list. Use cross-reference.
5. Discussion is quite "wordy" (also perhaps other sections like Methods), but on the other hand some essentials have not been discusses (missing third phase; will these efforts really materialize the two goals mentions on page 5, i.e. patient-centredness and patient satisfaction; including patients in developing a charter?).

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.