Author's response to reviews

Title: The perception of healthcare quality of the elderly in the city of Bari, South Italy.

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Author's response to reviews: see over
**Answer to Referee: Marten Lagergren**

**Major revisions**

1. The presentation of results has been clarified by other tables.
2. Same conclusion has been explained.
3. In methods section has been clarified that “*GPs didn’t have access to their patient interviews. In the same way, the patients didn’t know about GPs opinions*”. One of the aims of the study was **to evaluate the GPs’ opinions** about the degree of satisfaction of their patients.
4. The list of reference has been increased.

**Minor revisions:**

1. The footnote 1 has been clarified in the text and in methods section. The proportion of elderly people among the overall population of patients for each GP is variable. According the Italian system each GP can assist a maximum number of 1,500 patients more than 14 years age. Children ≤ 14 years are mandatorily followed by family paediatricians; usually family paediatricians take care of people up to 18 years. Therefore the population followed by GPs is usually made of adults and elderly.
2. Ref 14 has been removed.
3. This statement has been reviewed in the text.
4. The table has been clarified using footnotes.

**Discretionary revision**

1. “Integrated home assistence” has been changed with “home care service integrated”
2. A possible reason why GPs and patients opinions differ has been discussed in Conclusion section.
3. In the city of Bari mean age of people over 65 years of age is 74,5.
**Answer to Referee: Ngaire Kerse**

In this context, it could be too difficult to explain the structure of Italian National Health Service. Instead, we underline the role of General Practitioner at the end of background section.

Every GP were answering questions about each of his own patients (Footnote 2).

In Italy, every single people “belong” to one GP.

The size and the distribution of the sample has been clarified in methods and in Footnote 1.

We introduced same tables in the text to explain the differences between patients and GPs perspectives.

The number of elderly over 85 seems to be not sufficient in the sample.

**Major revisions**

1. Tables has been added in the text.
2. ...