Reviewer’s report

Title: What are emergency ambulance services doing to meet the needs of people who call frequently? A national survey of current practice in the United Kingdom

Version: 0 Date: 18 Nov 2019

Reviewer: Magnus Andersson Hagiwara

Reviewer's report:

Review
What are emergency ambulance services doing to meet the needs of people who call frequently? A national survey of current practice in the United Kingdom.

Dear authors,

Thanks for the opportunity to review yours manuscript. This is an important and interesting work. The study is well executed and the manuscript is well written. I have only minor comments which hopefully can improve the manuscript further.

Comments
Abstract:
The abstract is well written.

Background:
- Page 4, line 56-57. The sentence "While emergency services remain integral to providing a service for those with unplanned urgent and life-threatening health conditions, high use of the service by a minority of patients is a concern." This is a problem only if those patient doesn't have urgent needs of ambulance care. Did we know that?

Methods
Setting:
When it comes to setting, I lack some contextual information. How is ambulance service organised in UK. Are all services autonomy or are they guided by a national organisation? Are there national based guidelines?
How is the local organisations organised? Normal ambulances, single responders, helicopters? Are there physician’s, paramedics, advanced paramedic? Education, Bachelor level and so on.

Analysis:
I need some more information of the data analysis. For example, do you use the 6 analyse steps: Familiarization
Coding
Generating themes
Reviewing themes
Defining and naming themes
Writing up

Did you use an inductive or deductive approach? Did you use a semantic or a latent approach?
How was the theme generated? For example, which codes generated a theme?

Results

The results are well written and informative. Table 1 helps a lot.

Discussion, Study Limitations and Conclusion
I have no comments on this sections. Informative, good references and well written.

Are the methods appropriate and well described?
If not, please specify what is required in your comments to the authors.

No

Does the work include the necessary controls?
If not, please specify which controls are required in your comments to the authors.

Yes

Are the conclusions drawn adequately supported by the data shown?
If not, please explain in your comments to the authors.

Yes

Are you able to assess any statistics in the manuscript or would you recommend an additional statistical review?
If an additional statistical review is recommended, please specify what aspects require further assessment in your comments to the editors.

Not relevant to this manuscript

Quality of written English
Please indicate the quality of language in the manuscript:

Acceptable
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