Reviewer's report

Title: The perceptions and experiences of people injured in motor vehicle crashes in a compensation scheme setting: a qualitative study

Version: 3 Date: 16 December 2014

Reviewer: Ashley Pedler

Reviewer's report:

This is a qualitative study including participants who have suffered mild or moderate injury from a motor vehicle accident examining people’s perceptions and experiences of the claims process after sustaining a compensable injury in a motor vehicle crash.

This is a well conducted and written study that provides valuable knowledge to the industry and area of research.

This manuscript warrants publication following some minor revisions.

Minor Essential Revisions

Abstract, background last sentence - there may be a word or two missing from the start of this sentence.

Methods
Study population and Design
2nd paragraph
Regarding the inclusion criteria it would be good to have the definition of mild and moderate injury stated, or at the very least the method through which this is being assessed stated here. The ISS is later introduced in the Data Collection section. It would also be good for those not familiar with this tool to briefly state the structure of the tool and the definition/classification of mild/moderate/severe injury.

5th Paragraph
The numbers in this section don’t add up. 193 participants were contacted and 147 declined to participate leaving 46 participants that agreed to participate. However the manuscript states that 44 people accepted. Please check these numbers.

Data Collection
2nd Paragraph
I think that there is a sentence missing from the end of the paragraph.

Given that these participants were recruited from another ongoing study, please provide some details regarding when ISS scores were collected. This will help
clarify if ISS scores reflect the severity of injury immediately post-injury or at the
time of the data collection for this study.

Results
Injury recovery expectations: 4th direct quote
"I can't hold the browser". Is this quotation correct?

Discussion
1st paragraph: last sentence
This sentence is inconsistently worded. Either remove 'limited' preceding injury recovery/expectations or add higher/greater/more severe preceding pain and/or disability for consistency here.

2nd paragraph: 2nd sentence
'emphatic relationship' - should this be 'empathetic'?

Reference is made at several places in the discussion to the use of technology including social media to break down communication barriers and reduce paperwork requirements. In the conclusions this is mentioned as 'paramount'. In particular reference to social media could you provide some indication/examples of how this could be used to achieve this aim?

Table 3
The row for machinery operators/drivers and labourers indicates 0 participants selected this option. Do you need to include this row?

Discretionary Revisions
Study population and design: 5th paragraph
The data regarding the number of participants and inclusions/exclusions would be more easily understood by the reader in the form of a flow chart of the same type that is commonly used in the reporting of clinical trials. This is a familiar format for the reader and generally makes this type of data more easily digestible. Please consider presenting these data in this format.

Level of interest: An article whose findings are important to those with closely related research interests

Quality of written English: Needs some language corrections before being published

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.