Reviewer’s report

Title: Harnessing mobile devices to support the delivery of community-based clinical care: a participatory evaluation

Version: 1 Date: 09 Apr 2019

Reviewer: Maurice Mars

Reviewer's report:

Thank you for the opportunity to re-review this paper, which has improved. The issue of change management has not been addressed. No mention is made of change management and whether there was a formal change management plan. If there was one, it should be mentioned and noted that it was inadequate. If there wasn't one, this too should be noted as an important omission that may account for some of the problems and issues experienced. The content of the paper suggests that there was no formal change management plan. Indeed most planning appears to have been top down and ad hoc, as exemplified in the comment on page 8, "The main strategy was just to put iPads into clinician's hands [erm] and if we got rid of all of them, great and if we didn't then we needed to kind of rethink."

In their response the authors say that the project did not introduce a telemedicine solution. However, on page 3, para 3, the say, "It was expected that the devices would enable clinicians to perform various tasks:… conduct clinician to clinician and clinician to patient videoconferencing using FaceTime/Skype apps…” Is this not telemedicine, the provision of healthcare and services over distance using information and communication technologies?

In response to query 2, the authors suggest the reader finds the information regarding the Mobile Device Management solution for themselves on Google. I went to Google only to find out that MDMs differ in the features they offer and the level of security provided. What features were provided in the MDM used? The key points in the response the authors provide to the query should be built into the sentence on MDM on page 3 of the paper, "MDMs have a significant number of features that address all concerns related to data privacy, security, segregation of personal/private data, and so on." Data privacy and protection are very important issues that discerning readers usually want to know about so that they can make their own assessment of the security of the system irrespective of the fact that this was not the focus of the study.

The response to query 3 misses the point. The patients were involved in the service. They provided information about themselves which was then captured, stored and transmitted electronically, and they apparently may have also been involved in a videoconference with a clinician. Did they formally consent to their information being stored and transmitted electronically and did they formally, rather than tacitly, consent to participating in a
videoconference? If this was not done, and even if it was not raised in the group sessions, it is an important issue which at least warrants mention.

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

Yes

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

Unable to assess

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

Declaration of competing interests
Please complete a declaration of competing interests, considering the following questions:

1. Have you in the past five years received reimbursements, fees, funding, or salary from an organisation that may in any way gain or lose financially from the publication of this manuscript, either now or in the future?

2. Do you hold any stocks or shares in an organisation that may in any way gain or lose financially from the publication of this manuscript, either now or in the future?

3. Do you hold or are you currently applying for any patents relating to the content of the manuscript?

4. Have you received reimbursements, fees, funding, or salary from an organization that holds or has applied for patents relating to the content of the manuscript?
5. Do you have any other financial competing interests?

6. Do you have any non-financial competing interests in relation to this paper?

If you can answer no to all of the above, write 'I declare that I have no competing interests' below. If your reply is yes to any, please give details below.

I declare that I have no competing interests

I agree to the open peer review policy of the journal. I understand that my name will be included on my report to the authors and, if the manuscript is accepted for publication, my named report including any attachments I upload will be posted on the website along with the authors' responses. I agree for my report to be made available under an Open Access Creative Commons CC-BY license (http://creativecommons.org/licenses/by/4.0/). I understand that any comments which I do not wish to be included in my named report can be included as confidential comments to the editors, which will not be published.

I agree to the open peer review policy of the journal