Reviewer’s report

Title: Characteristics of aggressive incidents in emergency primary health care described by the Staff Observation Aggression Scale – Revised Emergency (SOAS-RE)

Version: 0 Date: 30 Aug 2019

Reviewer: Christian Smolle

Reviewer's report:

The authors present a review of incidents of aggression in primary health care centers in Norway. Type of aggression, severity of the incident, personnel and aggressors involved, possible provocation and possible damage were assessed using a specific questionnaire for aggressive behaviour in health care (SOAS-RE).

The results show that aggression is not uncommon in primary health care centers and that it ranges from verbal to physical aggression. More incidents occurred during night-shifts and the aggressors were female in appr. 1/3 of the cases. The conclusion is drawn that aggression in emergency departments should be investigated more thoroughly and preventive measures should be developed.

Overall the study is very well written and the points are made very clearly. There are only minor remarks:

1) the authors write "involuntary assessment of health condition" - this is misleading since it could also mean that the healthcare worker actually did not do the assessment on his or her own free will. Please correct, e.g. undesired

2) in Table 1 the results of the absolute values often do not add up to the total (n=320) - for some items this is understandable, e.g. characteristics of health care worker involved (since not always involved), but e.g. for characteristics of aggressor it is not. Please explain and if necessary correct.

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.

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.

I am able to assess the statistics

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