Reviewer’s report

Title: Re-orienting health systems through a commissioning approach: finding solutions for improved consumer engagement

Version: 0 Date: 23 Apr 2019

Reviewer: Jean-Louis Denis

Reviewer's report:

Thanks for the very interesting piece on commissioning and consumer engagement. The paper builds on a review of challenges associated with commissioning and identify specific strategies to engage consumer. While the paper provides interesting insights on the challenges of commissioning healthcare and the impact of commissioning on quality and patient experiences, it is at a very general level. To get the full potential of the manuscript and to sustain the interest of a broader readership, I suggest the following revision:

1) In the introduction of the paper, the authors may wish to give examples of health systems that have relied on commissioning to guarantee the delivery of health care and services. This will help understanding the importance of the paper for a readership in health policy and management.

2) The main focus of the paper is around consumer engagement within the context of commissioning. I suggest that the authors provide a clearer and more precise definition of what they mean by consumer. I suppose that in a commissioning process you can get a variety of consumer individual patients, associations of patients, organizations. The authors may also wish to expand on the role and objectives of consumer engagement. They suggested that consumer engagement can be transformative - it would be useful to elaborate about the expected impact of consumer engagement on the commissioning process itself and on various types of outcomes or impact for patients and organizations.

3) The authors recommend based on their review a set of strategies to respond to various challenges related to consumer engagement within commissioning. It would be useful, if available, to illustrate with one concrete example the strategies that are proposed to enable consumer engagement. In its current form the manuscript stays at a very general level and it is difficult to understand the type of actions that can be taken concretely to accommodate challenges associated with consumer engagement.

4) The authors did not bring the issue of capacities explicitly in their paper. Commissioning requires capacity to access and use data to support continuous improvement. The authors may wish in the conclusion of the paper to briefly state which type of capacity a commissioning body needs to support consumer engagement.
Overall, the paper focuses on an interesting issue within the context of commissioning. My comments aim at getting the full potential of the manuscript by providing more concrete or tangible examples of consumer engagement and by providing some insights on capacities that are needed to implement recommendations that are formulated to support consumer engagement.

**Level of interest**
Please indicate how interesting you found the manuscript:

An article whose findings are important to those with closely related research interests

**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