Reviewer’s report

Title: The importance of power, context and agency in improving patient experience through a patient and family centred care approach

Version: 0 Date: 12 Feb 2019

Reviewer: Bernd Arents

Reviewer's report:

Dear authors,

I reviewed your manuscript 'The importance of power, context and agency in improving patient experience through a patient and family centred care approach' as a patient, and patient advocate.

Usually, I review manuscripts from the point of view of my own patient experiences. Yet in this case, I could draw from my 6-years experience serving on the Patient Council (law mandated, and advising the board of directors) of a large hospital in the Netherlands.

I have no comments on this manuscript. It is very well written, very well done, and the findings are very recognisable. For me, it was a great read. Although of course the findings make it perfectly clear how much needs to improve for patients, and for staff.

The only issue I had, is that I had to look up the term 'agency' in this context. Maybe more people who are not native English speakers experience that. It can also be that in this journal and field of research, it is an often used term that I was not familiar with.

I wish the authors best of luck with the publication of their manuscript.

With kind regards,

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

An exceptional article

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

Acceptable

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