

Review Form 3

Journal Name:	Asian Journal of Medicine and Health
Manuscript Number:	Ms_AJMAH_130755
Title of the Manuscript:	FACTORS THAT AFFECT PATIENTS' SATISFACTION WITH HEALTHCARE SERVICES IN PUBLIC HOSPITALS-NARRATIVE REVIEW
Type of the Article	

PART 1: Comments

	Reviewer's comment	Author's Feedback (Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.	This manuscript is significant as it explores critical factors influencing patient satisfaction in public hospitals in Somalia, a topic that directly impacts the quality of healthcare delivery and public health outcomes in resourcelimited settings. By identifying key areas of improvement, physical facilities, doctor-patient interaction, pharmacy services, and laboratory services, the study provides actionable insights for policymakers and healthcare administrators to enhance service quality. This work also contributes to global discussions on achieving universal health coverage and aligns with sustainable development goals for equitable healthcare access.	
Is the title of the article suitable? (If not please suggest an alternative title)	The current title, "Factors That Affect Patients' Satisfaction with Healthcare Services in Public Hospitals - Narrative Review," is clear and relevant. However, a slightly revised title like "Determinants of Patient Satisfaction in Somali Public Hospitals: A Narrative Review" could add specificity and improve its appeal.	
Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.	The abstract is comprehensive, summarizing the objectives, methodology, findings, and recommendations effectively. However, it could benefit from a brief mention of the significance of the study and its implications for healthcare policy in Somalia. Adding a sentence to highlight the broader context, such as aligning with global healthcare quality benchmarks, would strengthen it.	
Is the manuscript scientifically, correct? Please write here.	The manuscript is scientifically sound and provides a robust review of existing literature. However, it would be beneficial to clarify the criteria for selecting studies and ensure consistency in citing references. For example, clearly state the inclusion and exclusion criteria for the literature reviewed.	
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.	The references are relevant and sufficient, but some are slightly dated. Incorporating more recent studies (post2020) where applicable, especially for empirical evidence on healthcare services, could enhance the manuscript. For instance, additional studies on recent healthcare reforms or innovations in public hospitals in similar contexts could be included.	
Is the language/English quality of the article suitable for scholarly communications?	The language is generally suitable for scholarly communication.	
Optional/General comments	<p>Incorporating visual aids, such as tables or charts summarizing key findings, could enhance the manuscript's engagement and comprehensibility.</p> <p>Discussing the potential limitations of the reviewed studies and their applicability to the Somali context would provide a balanced perspective.</p> <p>Minor revisions are needed to enhance the language quality, clarify the methodology, and strengthen the references by including more recent studies.</p>	

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PART 2:

	Reviewer’s comment	Author’s comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	(If yes, Kindly please write down the ethical issues here in details)	

Reviewer Details:

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