



Patient Satisfaction Survey
1515 E. Lake St., Suite 202, Hanover Park
April 2025

I. Summary & Comments

Research on satisfaction surveys show that respondents generally indicate high levels of satisfaction with services. For this reason, social scientists argue that if a service receives less than 75% satisfaction, a problem may exist. Please keep this in mind as you review the survey results.

For the grading scale questions (1-13), the Level of Satisfaction (LOS) ranged from 95% to 97%. The mean for all questions was 96% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

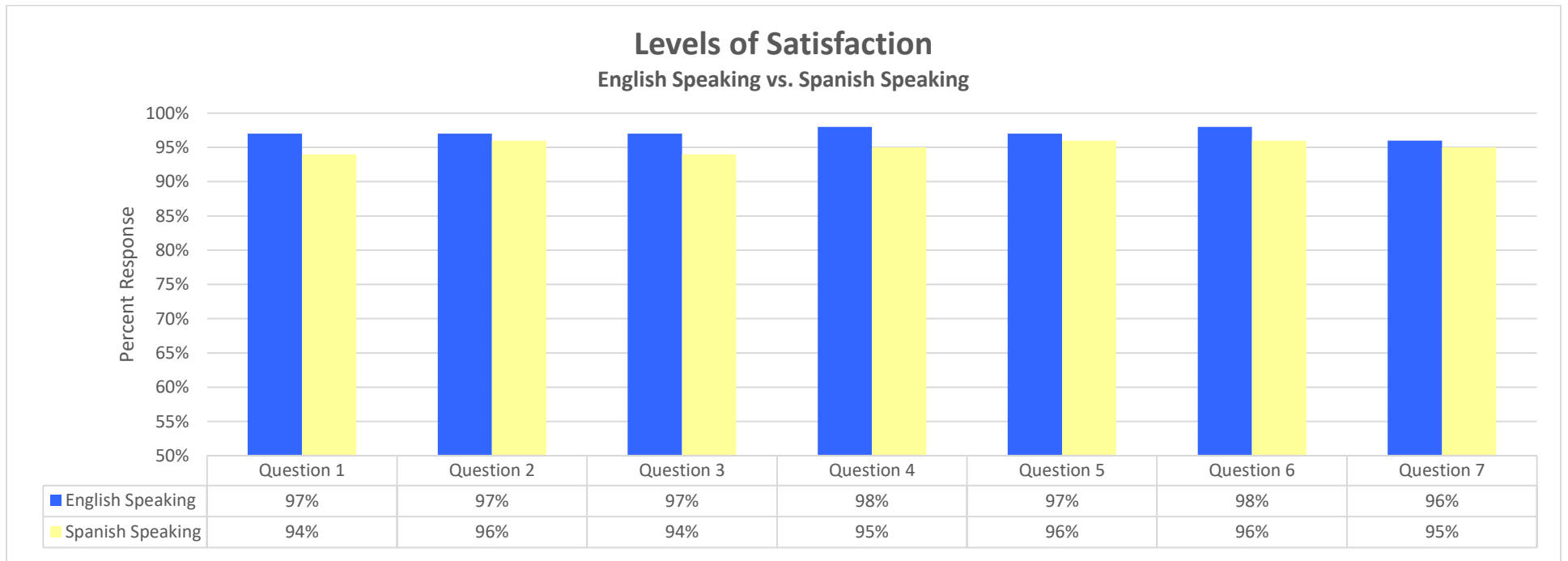
1515 E. Lake St., Suite 202, Hanover Park- Survey Questions	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024
1. The phone operator staff and call center	96%	97%	96%	95%
2. The reception staff	96%	99%	98%	97%
3. Receiving a timely appointment	96%	98%	98%	96%
4. Education and explanation of plan provided in a way that I can understand	97%	98%	99%	98%
5. The follow up and coordination of my care	97%	98%	99%	97%
6. The staff addressing my medical needs today	97%	99%	99%	98%
7. The time spent waiting	96%	97%	97%	97%
8. The respectfulness of staff	96%	98%	99%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	97%	98%	97%
10. The handling of my personal medical information in a private and confidential	96%	98%	98%	98%
11. Your medical assistant	96%	99%	98%	98%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	97%	99%	99%	99%
13. Overall, how satisfied are you with the Health Center?	97%	99%	98%	98%

Total Greater Family Health Survey Question Responses	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024
1. The phone operator staff and call center	93%	93%	94%	92%
2. The reception staff	94%	94%	94%	94%
3. Receiving a timely appointment	92%	93%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	95%	94%
5. The follow up and coordination of my care	94%	94%	95%	94%
6. The staff addressing my medical needs today	94%	95%	95%	94%
7. The time spent waiting	91%	92%	92%	90%
8. The respectfulness of staff	94%	95%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	92%	93%	93%	92%
10. The handling of my personal medical information in a private and confidential	94%	94%	95%	94%
11. Your medical assistant	94%	95%	95%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	95%	95%	94%
13. Overall, how satisfied are you with the Health Center?	94%	95%	95%	94%

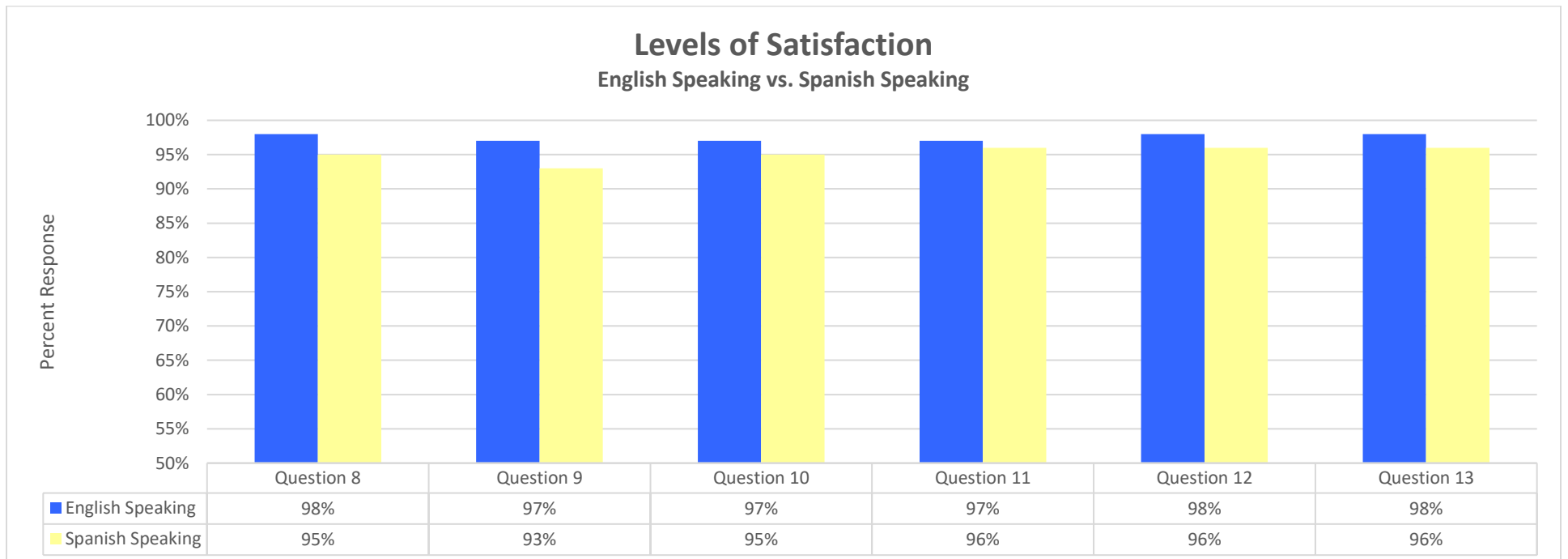
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
1. The phone operator staff and call center	61 86%	54 79%	9 13%	11 16%	1 1%	2 3%	0	0	0	1 2%
2. The reception staff	61 86%	56 84%	10 14%	9 13%	0	1 2%	0	0	0	1 2%
3. Receiving a timely appointment	62 87%	53 79%	8 11%	11 16%	1 1%	2 3%	0	0	0	1 2%
4. Education and explanation of plan provided in a way that I can understand	63 89%	52 80%	8 11%	11 17%	0	2 3%	0	0	0	0
5. The follow-up and coordination of my care	61 86%	52 80%	10 14%	12 19%	0	1 2%	0	0	0	0
6. The staff addressing my medical needs today	64 90%	55 83%	7 10%	9 14%	0	1 2%	0	0	0	1 2%
7. The time spent waiting	59 83%	52 79%	10 14%	11 17%	2 3%	3 5%	0	0	0	0



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	61 90%	54 82%	6 9%	10 15%	1 2%	1 2%	0	0	0	1 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	55 87%	47 76%	7 11%	11 18%	1 2%	3 5%	0	0	0	1 2%
10. The handling of personal medical info in a private and confidential manner	61 88%	51 80%	7 10%	11 17%	1 2%	1 2%	0	0	0	1 2%
11. Your medical assistant	61 88%	54 84%	6 9%	8 13%	2 3%	1 2%	0	0	0	1 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	64 91%	55 83%	5 7%	9 14%	1 1%	1 2%	0	0	0	1 2%
13. Overall, how satisfied are you with the Health Center?	63 91%	58 88%	5 7%	6 9%	1 1%	1 2%	0	0	0	1 2%



Direct Quotes

The following is the universe of DIRECT QUOTES taken from questions 14 - 18 on the Patient Satisfaction Survey form from the survey participants. There has been no editing for spelling, grammar, etc.; the comments are taken from the forms AS IS:

Question 14: Have you left a message for a staff member in the last week? If so, what was your experience?

English

NO: 7

N/A: 5

YES: 4

Comments:

1. "Yes, excellent." (Patel, N)
2. "It was good." (Layton)
3. "Always helpful & respectful." (Layton)
4. "Very efficient." (Patel)

Spanish

NO: 7

N/A: 1

YES: 1

Comments:

1. "Excellent." "Excelente." (Layton)

Question 15: What is most helpful for you at Greater Family Health?

English

1. "N/A." (Patel, N)
2. "Yes." (Patel, N)
3. "Fast appointment."
4. "Kind." (Layton)
5. "Appointment." (Patel, N)
6. "The way the staff is helpful & respectful." (Patel, N)
7. "Getting timely appointments." (Patel, N)
8. "Customer service." (Layton)
9. "Communication."
10. "Behavioral health." (Weaver)
11. "Friendly staff." (Patel)
12. "Their will to help." (Layton)
13. "When I call and they respond back to me." (Patel)
14. "Staff & provider is helpful & handles you with respect & care." (Layton)
15. "Close to home and helpful staff." (Patel)

Spanish

1. "The attention." "Su atencion."
2. "They are all very kind." "Todos son muy amables." (Layton)
3. "Service, kindness, distance." "Servicio, amabilidad, distancia."
4. "The kindness." "La amabilidad." (Patel)
5. "Accessibility." "Accesibilidad."
6. "To improve my health." "A mejorar mi salud." (Layton)
7. "Quickness and empathy with their patients." "Rapidez y empatia con los pacientes." (Layton)
8. "With the consult and exams." "Con la consulta y exámenes." (Layton)
9. "The attention from the personnel and the provider." "La atencion del personal y el medico." (Ali)
10. "They are helpful and support their patients with everything relating to health." "Son serviciales y apoyan a los pacientes en todo lo relacionado con la salud." (Layton)
11. "With my health and I like the way Doctor Neelam treats me." "Con mi salud y la Doctora Neelam me encanta como me atiende." (Patel)
12. "My medical control." "Mi control medico." (Patel)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (4)
2. "Wonderful." (Layton)
3. "All good." (Patel, N)
4. "Less waiting." (Layton)
5. "No."

Spanish

1. "No comments." "No comentarios."
2. "It is great, thank you." "Esta bien, gracias."
3. "Everything is good." "Todo es bueno." (Layton)

6. "No 😊." (Patel, N)
7. "None." (2)
8. "Keep up the good work." (Layton)
9. "Nothing."
10. "More providers for this site so the wait time will not be long." (Layton)
11. "None needed." (Patel)
12. "They are all great." (Layton)

4. "For me, it is great." "Para mi esta bien." (Layton)
5. "For me it is excellent." "Para mi esta excelente." (Ali)
6. "Everything is great." "Todo bien." (Layton)
7. "Everything is perfect." "Todo esta perfecto." (Patel)
8. "It is excellent." "Esta exelente." (Patel)
9. "I do not have anything to say." "No tengo nada que decir." (Patel)
10. "The service is great." "El servicio es bueno." (Patel)

Question 17: Would you recommend this Health Center to your friends and family? YES or NO

English

- YES: 37
- NO: 0

Spanish

- YES: 27
- NO: 0

Question 18: Name of your provider (doctor, nurse practitioner, midwife, or physician assistant):

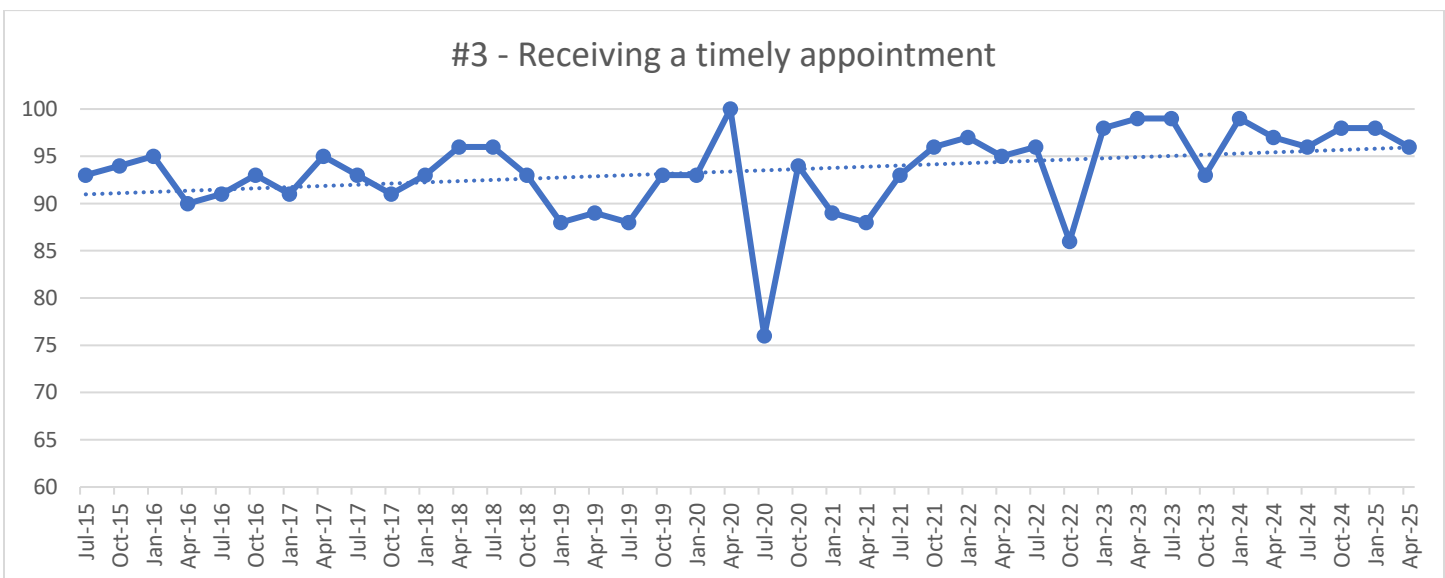
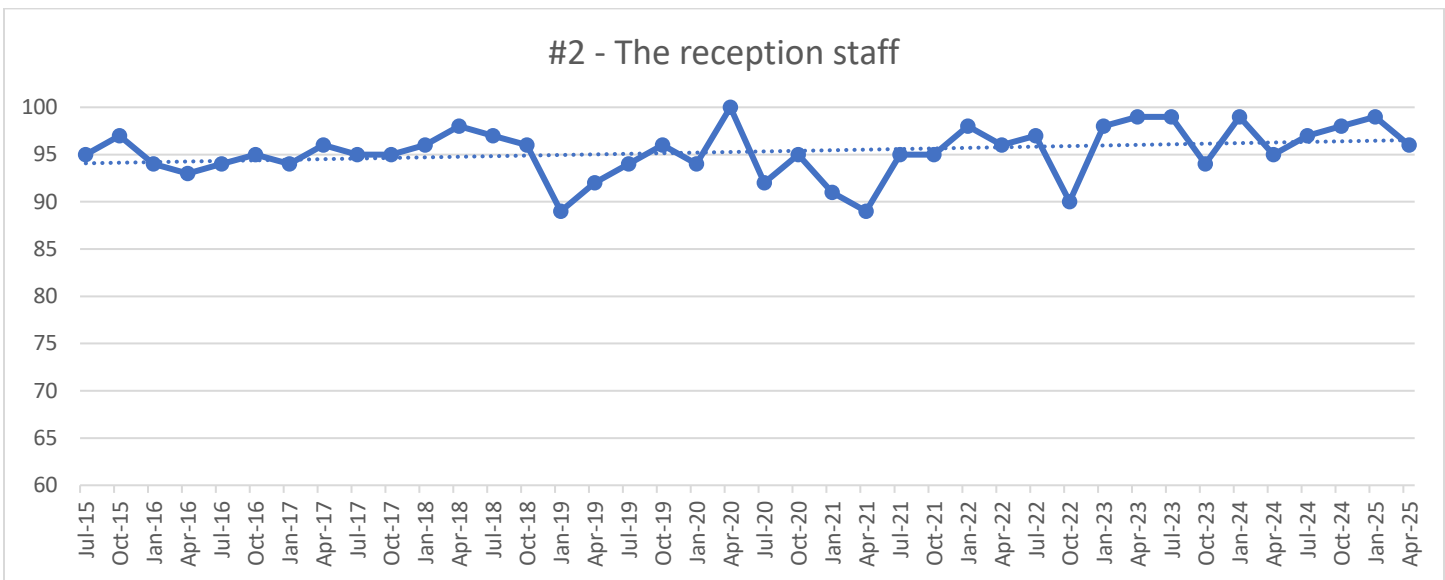
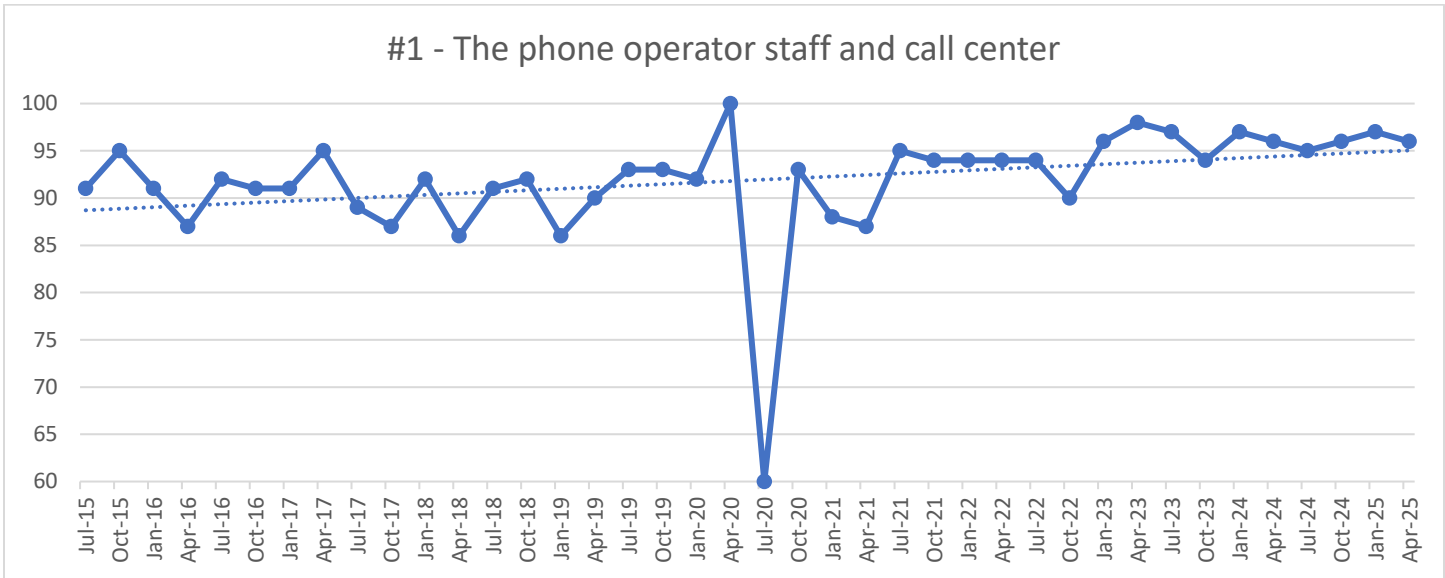
English:

- Ali: 6
- Carlton: 4
- Finnander: 4
- Layton: 20
- Patel, N: 24
- Weaver: 1

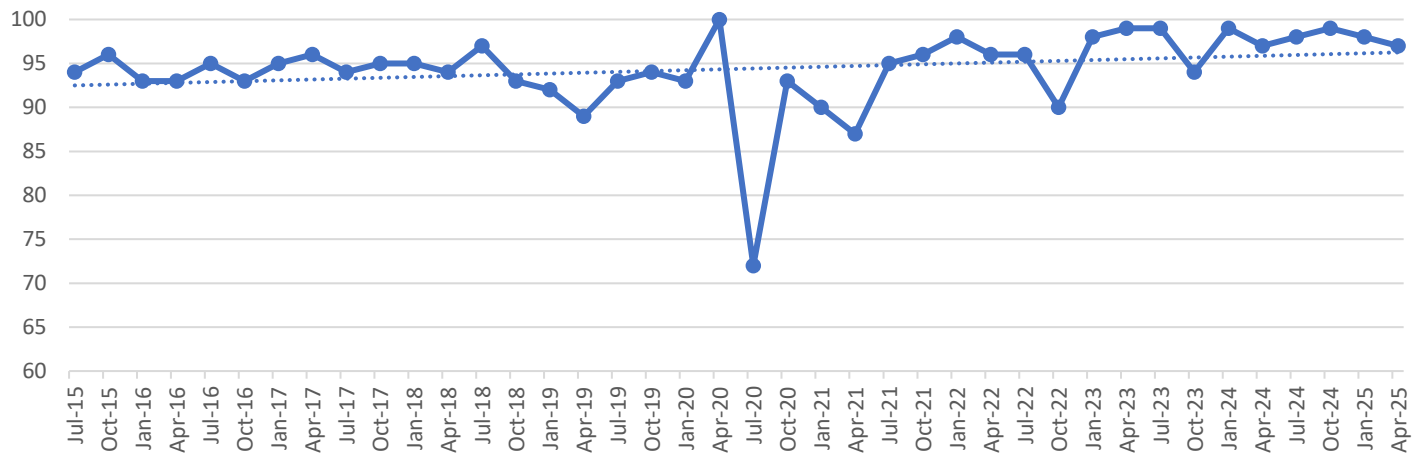
Spanish

- Ali: 4
- Carlton: 3
- Finnander: 3
- Layton: 25
- Patel, N: 21

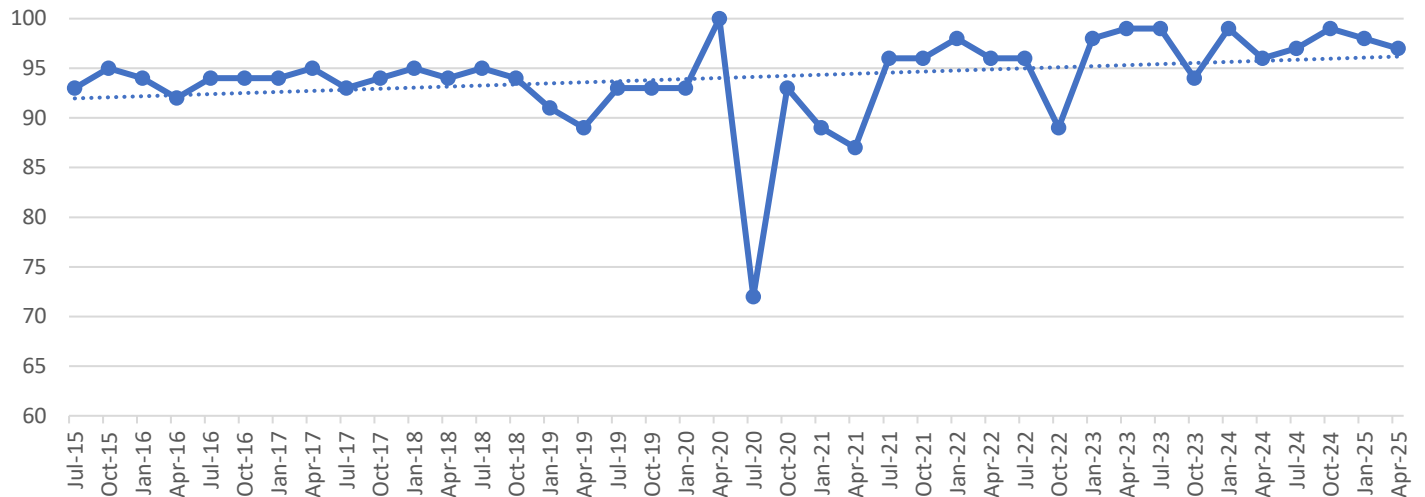
Individual Question Results with Trendlines



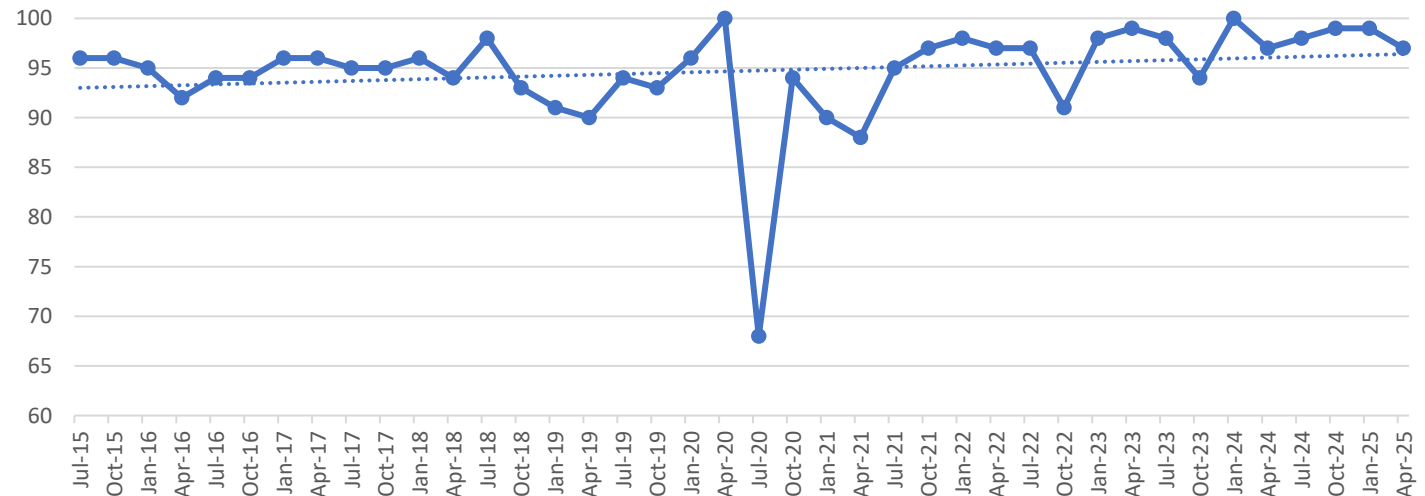
#4 - Education and explanation of plan provided in a way that I can understand



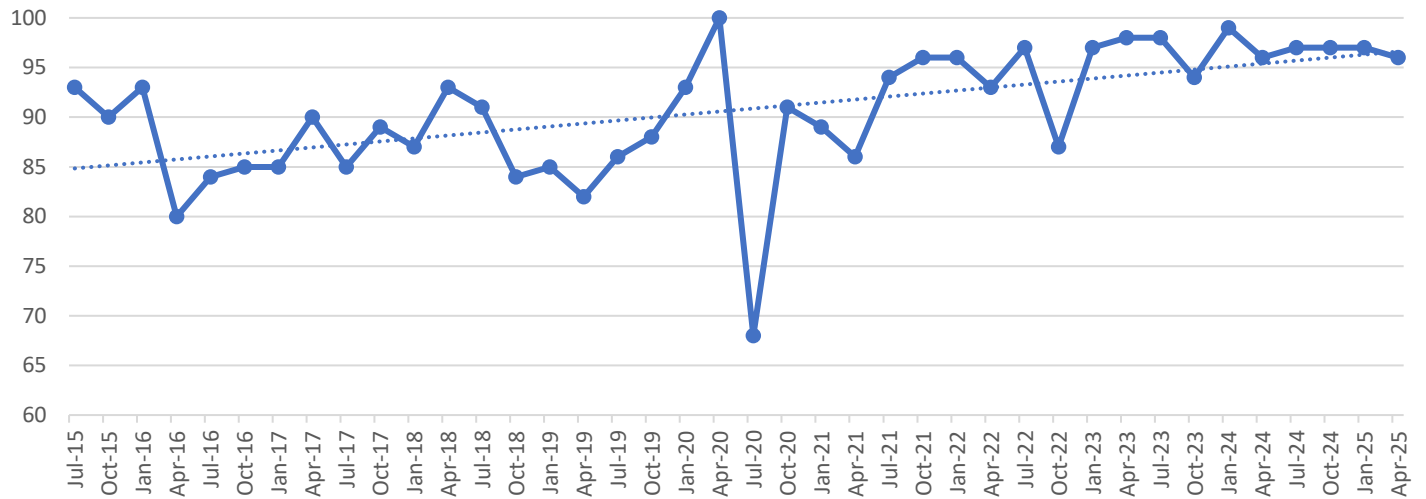
#5 - The follow-up and coordination of my care



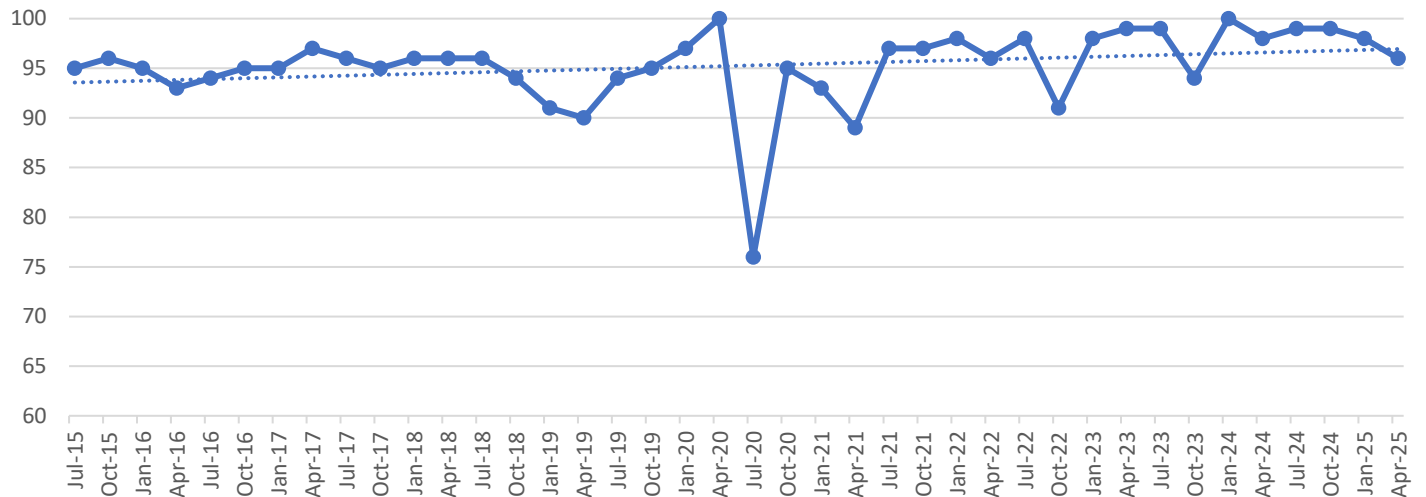
#6 - The staff addressing my medical needs today



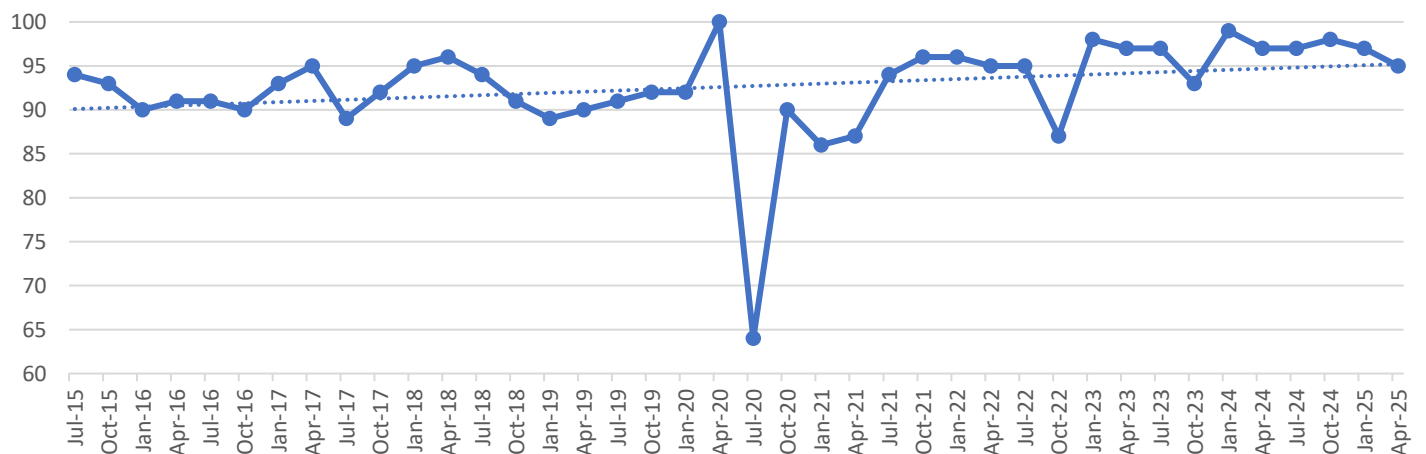
#7 - The time spent waiting



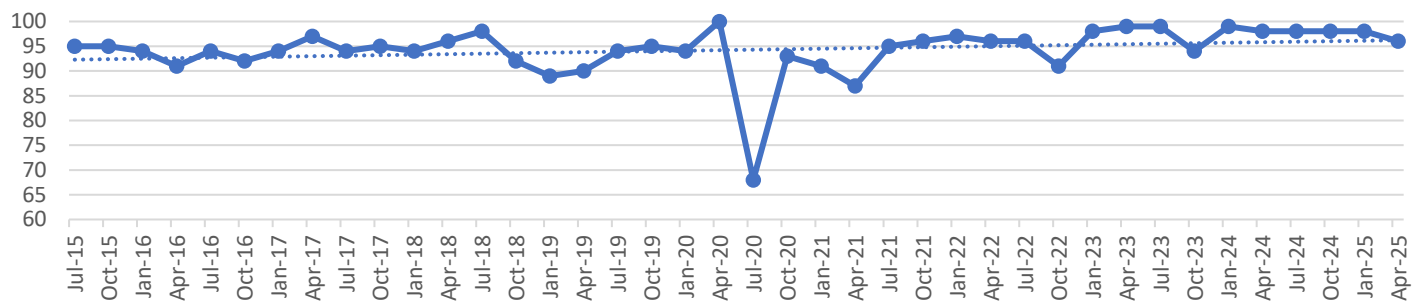
#8 - The respectfulness of staff



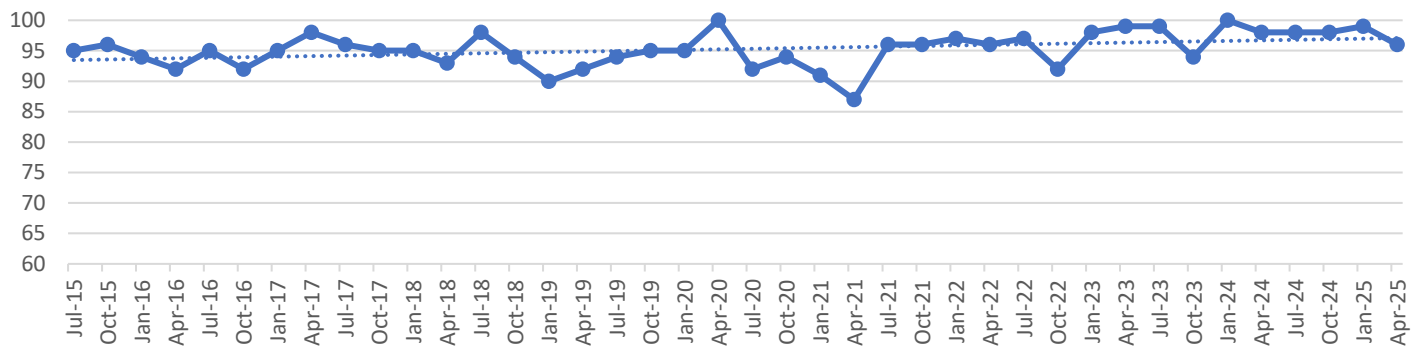
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



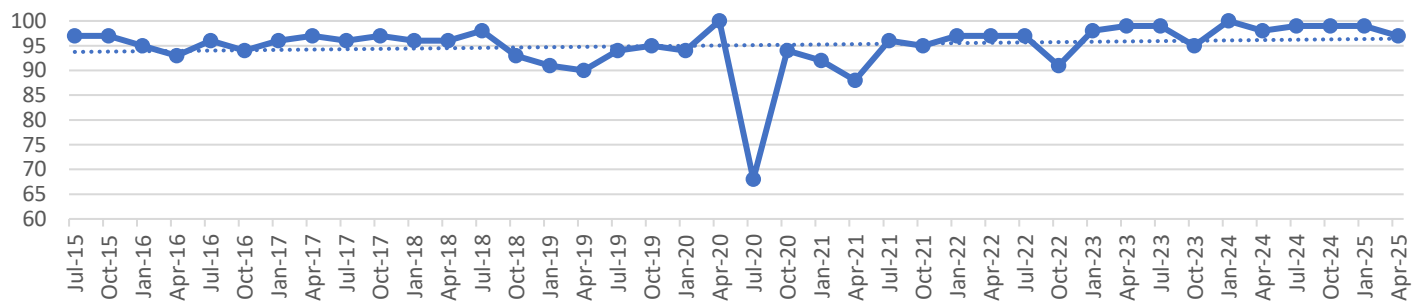
#10 - The handling of my personal medical information in a private and confidential manner



#11 - Your medical assistant



#12 - Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)



#13 - Overall, how satisfied are you with the Health Center?

