

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Lower Level (Pediatrics)
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 91% to 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

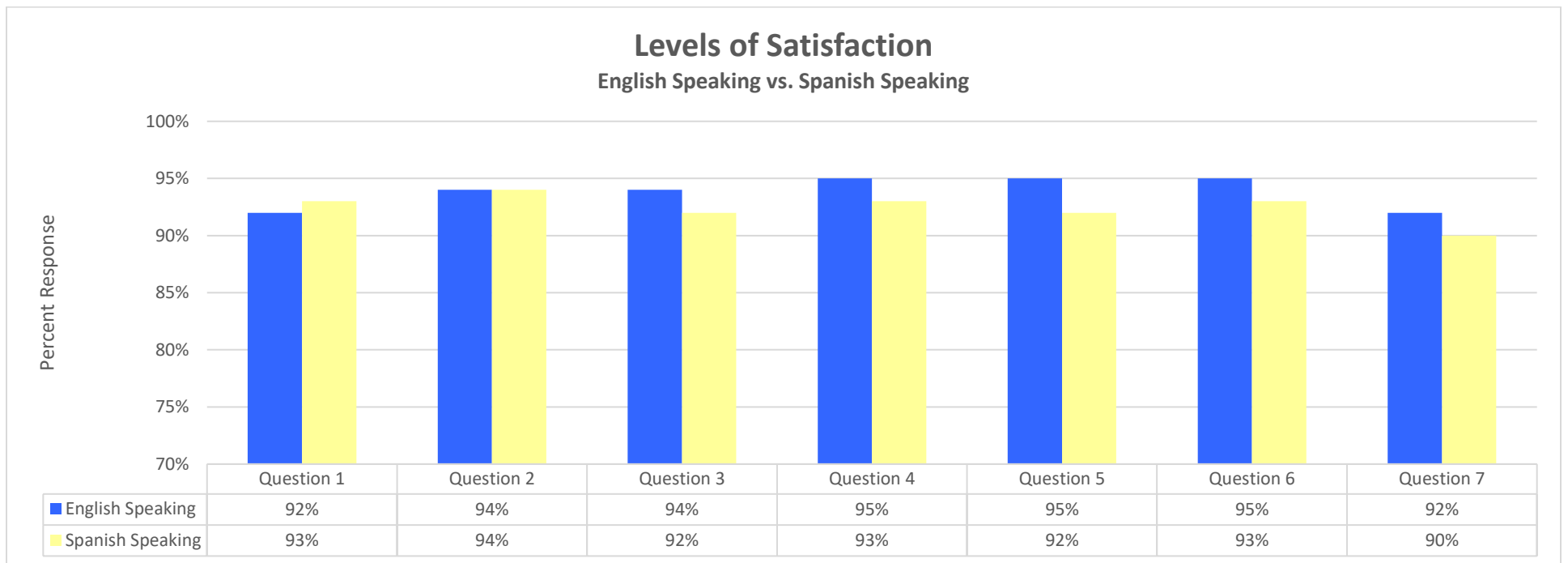
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024
1. The phone operator staff and call center	92%	95%	92%	94%
2. The reception staff	94%	96%	94%	95%
3. Receiving a timely appointment	93%	95%	93%	94%
4. Education and explanation of plan provided in a way that I can understand	94%	96%	94%	95%
5. The follow up and coordination of my care	93%	96%	94%	95%
6. The staff addressing my medical needs today	94%	97%	94%	95%
7. The time spent waiting	91%	93%	91%	92%
8. The respectfulness of staff	94%	96%	95%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	95%	92%	94%
10. The handling of my personal medical information in a private and confidential	93%	96%	94%	95%
11. Your medical assistant	93%	97%	94%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	94%	97%	94%	96%
13. Overall, how satisfied are you with the Health Center?	94%	97%	94%	96%

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%

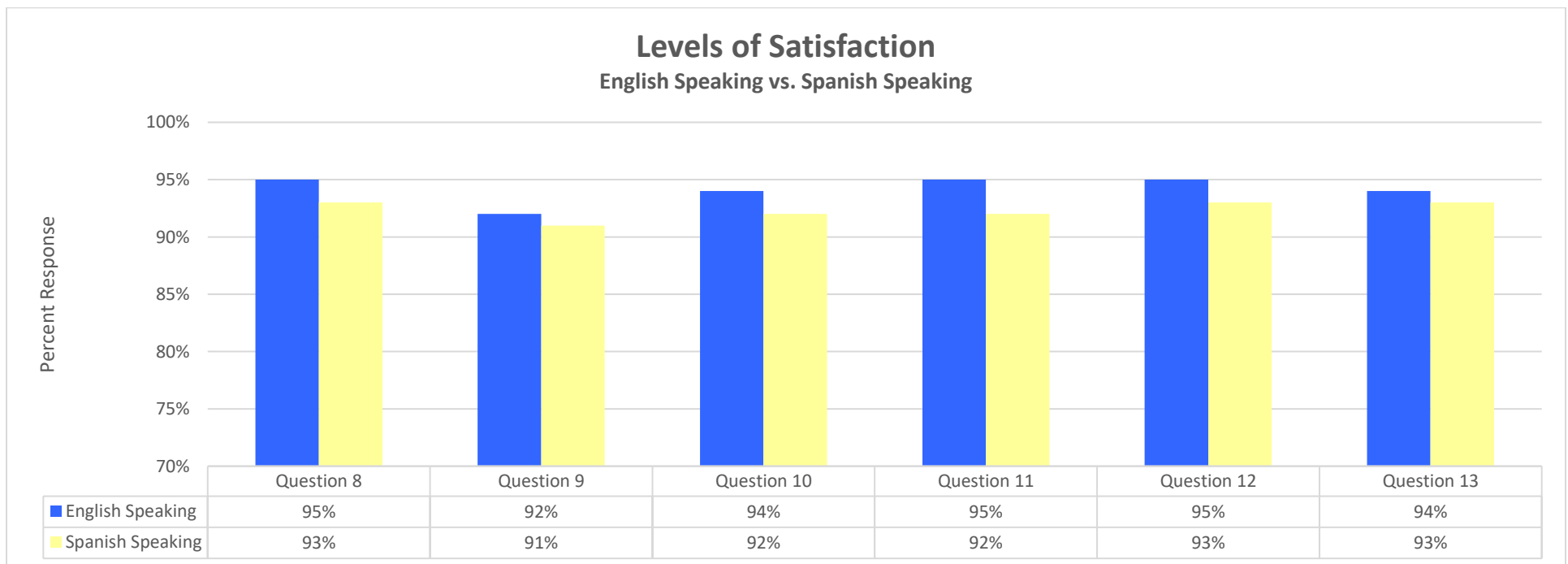
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	101 68%	154 73%	38 26%	44 21%	9 6%	6 3%	0	2 1%	1 1%	4 2%
2. The reception staff	107 72%	157 76%	41 28%	42 20%	1 1%	4 2%	0	2 1%	0	3 1%
3. Receiving a timely appointment	104 70%	149 71%	41 28%	46 22%	3 2%	8 4%	0	2 1%	0	4 2%
4. Education and explanation of plan provided in a way that I can understand	108 73%	158 75%	41 28%	40 19%	0	6 3%	0	2 1%	0	4 2%
5. The follow-up and coordination of my care	108 73%	150 72%	41 28%	48 23%	0	5 2%	0	2 1%	0	4 2%
6. The staff addressing my medical needs today	112 75%	157 75%	36 24%	44 21%	1 1%	3 1%	0	2 1%	0	4 2%
7. The time spent waiting	99 67%	141 67%	40 27%	46 22%	8 5%	15 7%	1 1%	4 2%	0	4 2%



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	111 75%	157 76%	38 26%	40 19%	0	9 2%	0	2 1%	0	4 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	92 67%	135 69%	37 27%	47 24%	8 6%	9 5%	1 1%	2 1%	0	4 2%
10. The handling of personal medical info in a private and confidential manner	110 74%	147 72%	35 24%	45 22%	4 3%	6 3%	0	2 1%	0	4 2%
11. Your medical assistant	109 73%	150 73%	39 26%	43 21%	1 1%	7 3%	0	2 1%	0	4 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	111 75%	150 74%	38 26%	44 22%	0	4 2%	0	2 1%	0	4 2%
13. Overall, how satisfied are you with the Health Center?	107 72%	151 74%	42 28%	43 21%	0	4 2%	0	2 1%	0	3 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: 34

N/A: 13

YES: 7

Comments:

1. "None." (Davies)
2. "Keep it up."
3. "Katherin has been a great health care provider." (Piekarz)
4. "Good." (2)
5. "Very polite and good listening skills." (Triner)
6. "Great! Thank you." (Triner)
7. "Rapid response." (Marepalli)
8. "It was a good experience."

Spanish

NO: 30

N/A: 2

YES: 6

Comments:

1. "Great." "Buena." (Piekarz)
2. "Great." "Bien."
3. "Muy bien." "Very good." (Dodis)
4. "No but the experience has been great." "No pero la experiencia estaba bien." (Davies)
5. "For the doctor very kind and the nurse Silvia." "Para la doctora muy amable y la enfermera Silvia." (Marepalli)
6. "It was an excellent understanding." "Fue un exelente atndimiento." (Marepalli)
7. "Excellent attention from everyone." "Excelente atencin de todos."
8. "Very good, thank you a million continue working for health may God bless you." "Muy buena con todos mil gracias sigan trabajando por la salud dios las bendiga." (Marepalli)
9. "Very great they are very kind, and they are patient with their patients, and they are careful." "Muy bien son muy amables y son pacientes con sus pacientes y les tiene cuidado." (Davies)
10. "Excellent personnel." "Excelente personal." (Newbrander)
11. "Quick and effective." "Rapida y efectiva." (Piekarz)
12. "Excellent." "Excelente." (Dodis)

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

English

1. "Supportive doctors." (Davies)
2. "N/A." (6)
3. "Yes."
4. "Everyone being very nice."
5. "Doctors, staff."
6. "The approachability w/ M.A." (Weaver)
7. "The text reminders." (Weaver)
8. "Everyone helps with the needs that we need."
9. "Clair Tiner always addresses my concerns." (Triner)
10. "Appointment + cost accessibility." (Triner)

Spanish

1. "Everything." "Todo." (3)
2. "No."
3. "N/A."
4. "Everything is great." "Todo esta bien."
5. "Attention." "Atencion."
6. "Vaccinations." "Vacunacion." (Piekarz)
7. "Hours and attention." "Horarios y atencin."
8. "Yes." "Si." (Davies)
9. "The medics and the closeness." "Los medicos y la cercania." (Piekarz)
10. "The resolve my doubts." "Me resuelven mis dudas."

11. "The staff is always friendly, professional, and attentive." (Weaver)
 12. "Quick appointments." (Triner)
 13. "All helpful." (Davies)
 14. "Communication." (2)
 15. "How soon the appointments are." (Triner)
 16. "Instructions for medicine." (Davies)
 17. "The timely appointments/caring pediatric doctor." (Triner)
 18. "Very helpful, caring, and listening to any concerns." (Marepalli)
 19. "Their stuff helps making quick appointments." (Triner)
 20. "Communication, caring for all patients/family." (Triner)
 21. "Call center doctor & medical assistant always gives clear information very understandable." (Triner)
 22. "Feeling heard and how welcomed we feel it better than any other place I have been and very clean." (Triner)
 23. "They are all great." (Piekarz)
 24. "The staff." (Marepalli)
 25. "Appointment availability." (Dodis)
 26. "Everyone was kind, efficient and patient." (Piekarz)
 27. "Appointment reminders." (Marepalli)
 28. "Follow up calls to schedule an appointment, staff are respectful and organized." (Piekarz)
 29. "Appointment availability." (Newbrander)
 30. "Getting seen fast." (Dodis)
 31. "Availability/great service." (Piekarz)
 32. "The time spent waiting for the doctor should be a little less." (Marepalli)
 33. "The receptionist are always so helpful." (Marepalli)
 34. "They answer all questions." (Dodis)
 35. "All questions were answered." (Marepalli)
 36. "Good." (Dodis)
11. "The kindness and attention." "La amabilidad y atencion."
 12. "The entire service is of great help." "Todo el servicio es de gran ayuda."
 13. "That they provide accurate information for us to understand better." "Que le dan la informacion corecta para nosotros entender mejor." (Marepalli)
 14. "That they have great attention, and it is very accessible." "Que tienen una buena atención y que es muy acesible."
 15. "The continuity of care." "El seguimiento e la salud." (Marepalli)
 16. "The economical." "Lo economico." (Triner)
 17. "Great providers." "Buenos proveedores."
 18. "Medical help." "Ayuda medica." (Piekarz)
 19. "Their prompt attention and great." "Su atencion pronta y buena." (Triner)
 20. "That they speak my language." "Que ablan mi idioma." (Marepalli)
 21. "Having my appointments on time." "Tener mis citas a tiempo." (Marepalli)
 22. "That they have numerous providers." "Que tienen muchos proveedores." (Triner)
 23. "I very much like the attention, and I do not have inconveniences with the language to be able to communicate excellent work." "Me gusta mucho la atencion y no tengo inconvenientes por el idioma para poderme comunicar excelente trabajo." (Triner)
 24. "That they can recommend or they themselves tend to the situation." "Que ellos me pueden recomendar o ellos mismos atender en cualquier situación." (Marepalli)
 25. "Seeing how much effort is put in to helping patients." "Ver como se exfuerzan para ayudar a los pacientes." (Marepalli)
 26. "That they speak Spanish." "Que hablan Espanol." (Marepalli)
 27. "Same day appointments." "Citas del mismo dia." (Piekarz)
 28. "Appointments right on time." "Citas bien en tiempo." (Piekarz)
 29. "Care for my children." "Cuidado de mis hijos." (Dodis)
 30. "Pediatrician resolves my doubts." "Pediatria resuelve mis dudas." (Dodis)
 31. "To schedule my appointments in a timely manner." "Agendar citas muy pronto." (Marepalli)
 32. "The kind people." "La jente amable." (Dodis)
 33. "Their great attention." "Su buena atencion." (Piekarz)
 34. "Appointments are easy and quick." "Citas facil y rapido." (Dodis)

35. "My baby's health." "La salud de mi bebe." (Dodis)
36. "My children's health very great." "La salud de mis hijos muy bien."
37. "To treat my children's health." "A atender la salud de mis hijos." (Dodis)
38. "My children's sickness and the follow up." "Las enfermedades de mis hijos y los seguimientos." (Newbrander)

Question 16: How can we improve Greater Family Health?

English

1. "More appointment times."
2. "N/A." (12)
3. "Nothing." (3)
4. "Appointment reminders." (Davies)
5. "Nothing, pretty great."
6. "Waiting time." (Marepalli)
7. "No improvements."
8. "All is pretty good." (Triner)
9. "No suggestions at this time." (Weaver)
10. "No improvements needed." (Weaver)
11. "All is good!" (Triner)
12. "The wait time." (Dodis)
13. "Everything seems fine." (Marepalli)
14. "None." (Dodis)
15. "Good."
16. "Better, nicer, & more patient on the call center when making appointments over the phone." (Dodis)
17. "More open appointment times and doctors that specialize in autism." (Dodis)
18. "Respect how far the patient has traveled for the visit, so it can take them a few minutes after 15-min." (Marepalli)

Spanish

1. "Everything is great." "Todo bien." (3)
2. "Everything is good." "Todo esta bien." (5) (Davies)
3. "N/A."
4. "Everything is very great." "Todo muy bien." (2)
5. "Everything is perfect." "Todo esta perfecto." (Marepalli)
6. "Everything is excellent." "Todo es exelente." (Dodis)
7. "Everything is very great." "Muy bien todo."
8. "Nothing, everything is great." "Nada todo bien." (Davies)
9. "Schedule online." "Agendar online."
10. "For me, everything is great." "Para mi esta todo muy bien."
11. "No comments. Great service." "Sin comentarios. Buen servicio." (Marepalli)
12. "Nothing." "Ninguno."
13. "I do not have any." "No tengo ninguno."
14. "I am satisfied with everything." "Estor satisfecho con todo."
15. "That the assistants should not delay in tending to." "Que las asistentes no se demoren en atender."
16. "With more capable doctors." "Con doctores mas capasitados." (Triner)
17. "Everything is excellent." "Todo esta excelente." (Dodis)
18. "I believe that everything is fine without comments." "Creo que todo esta bien sin comentarios." (Dodis)
19. "For me with nothing everything is excellent." "Por mi en nada todo excelente." (Newbrander)
20. "With nothing the entire service is excellent." "En nada todo el servicio excelente." (Dodis)
21. "When we are in the rooms the wait time should be lessened perhaps." "Cuando esten en los cuartos que sean menos el tiempo de espera talvez." (Piekarz)

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

English

- YES: 78
- NO: 0

Spanish

- YES: 79
- NO: 0

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

English

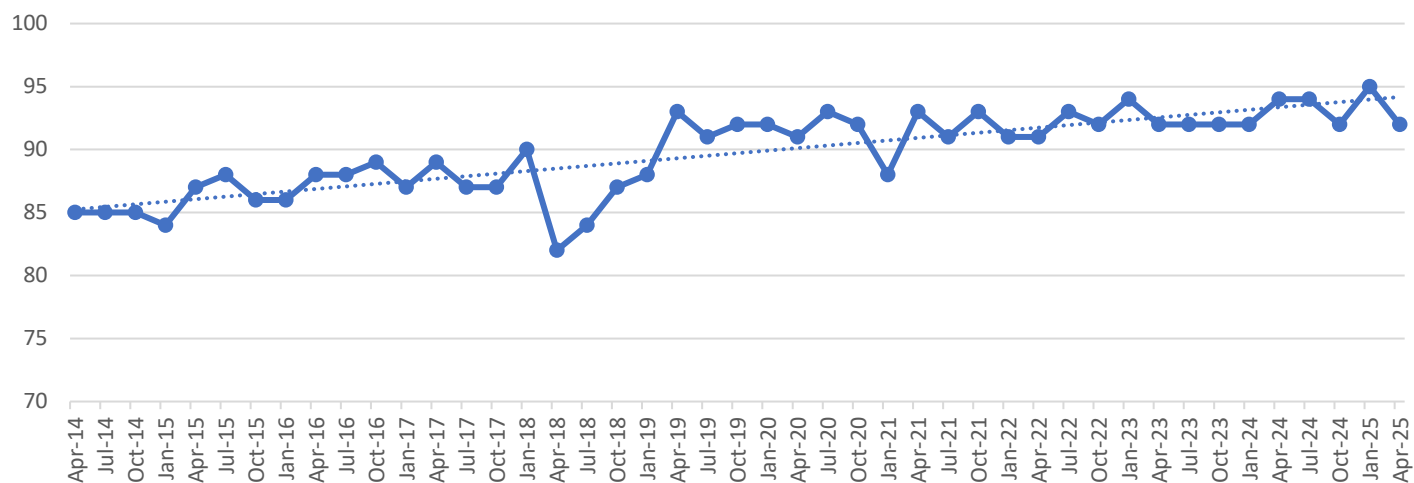
- Davies: 12
- Dodis: 20
- Marepalli: 32
- Newbrander: 3
- Piekarz: 31
- Triner: 19
- Weaver: 5

Spanish

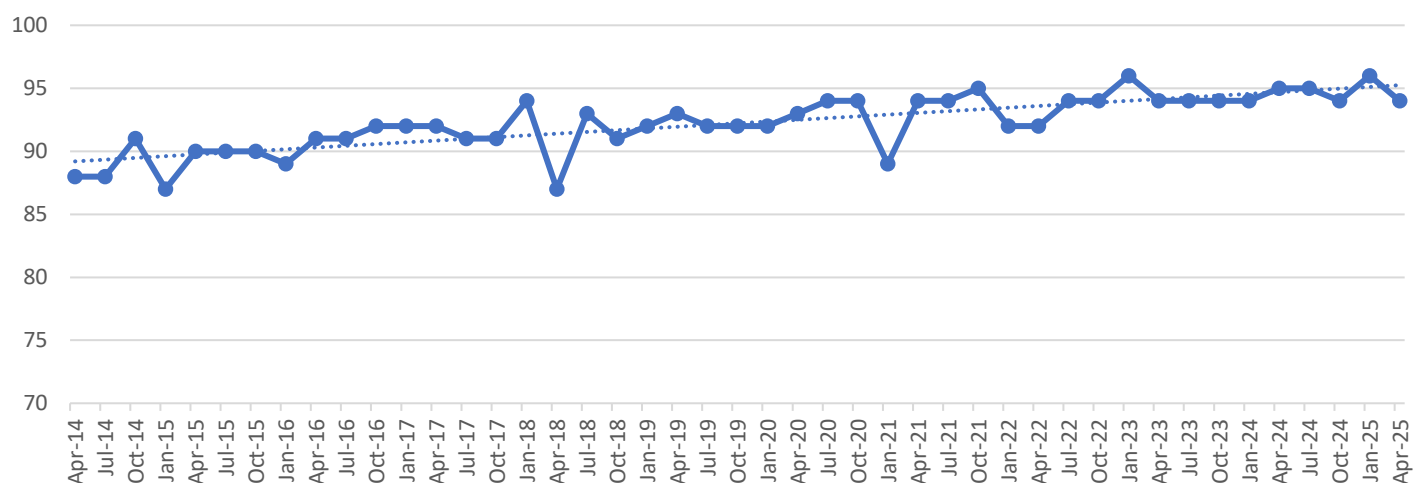
- Davies: 13
- Dodis: 21
- Luettker: 1
- Marepalli: 51
- Newbrander: 4
- Piekarz: 53
- Triner: 20
- Weaver: 1

Individual Question Results with Trendlines

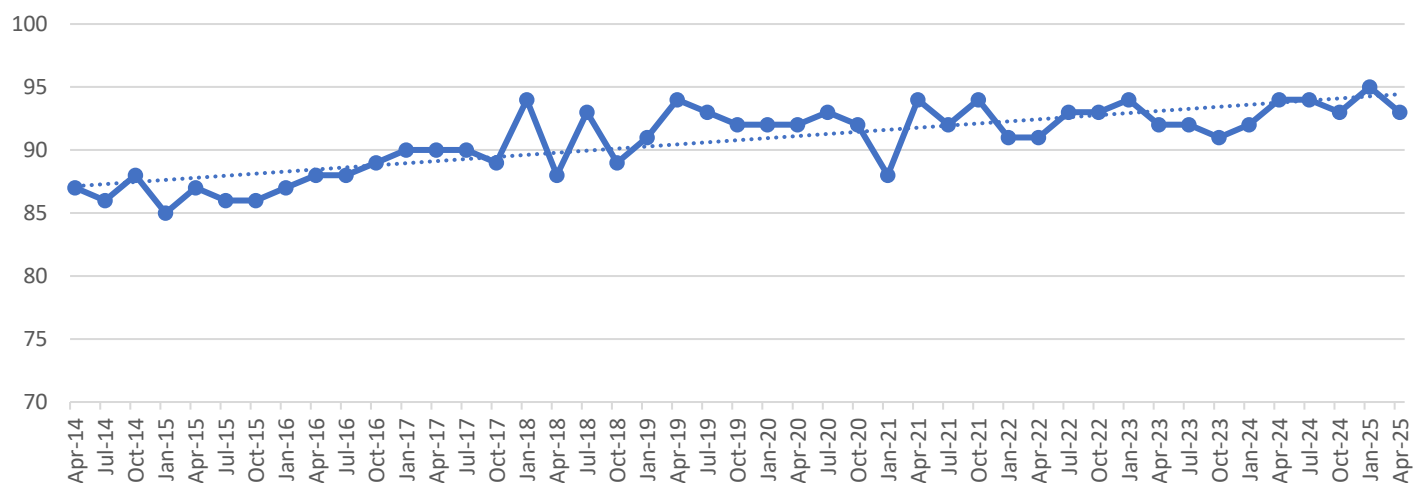
#1 - The phone operator staff and call center



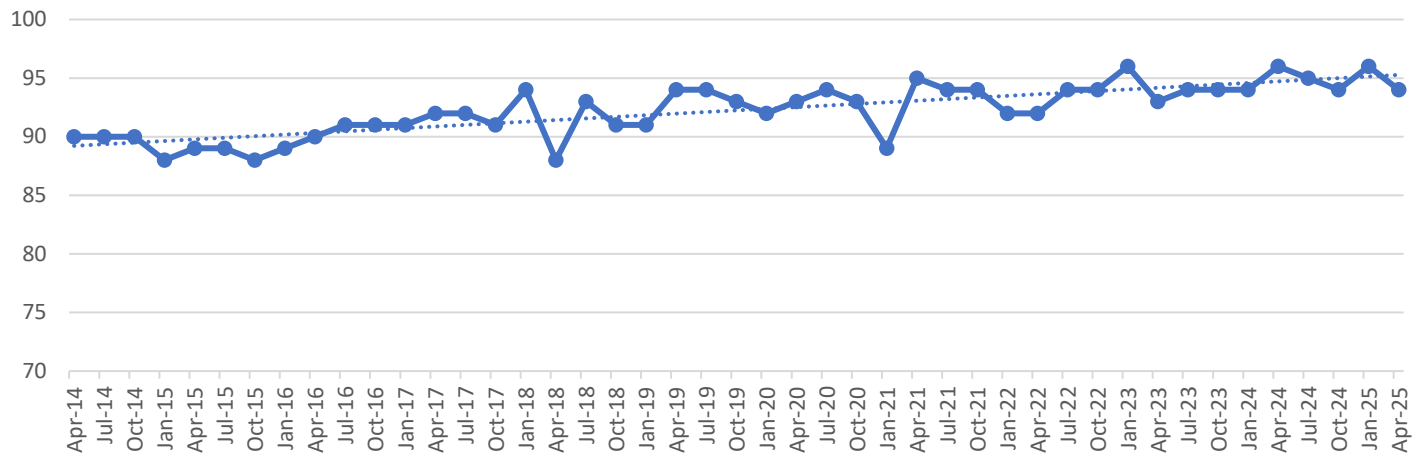
#2 - The reception staff



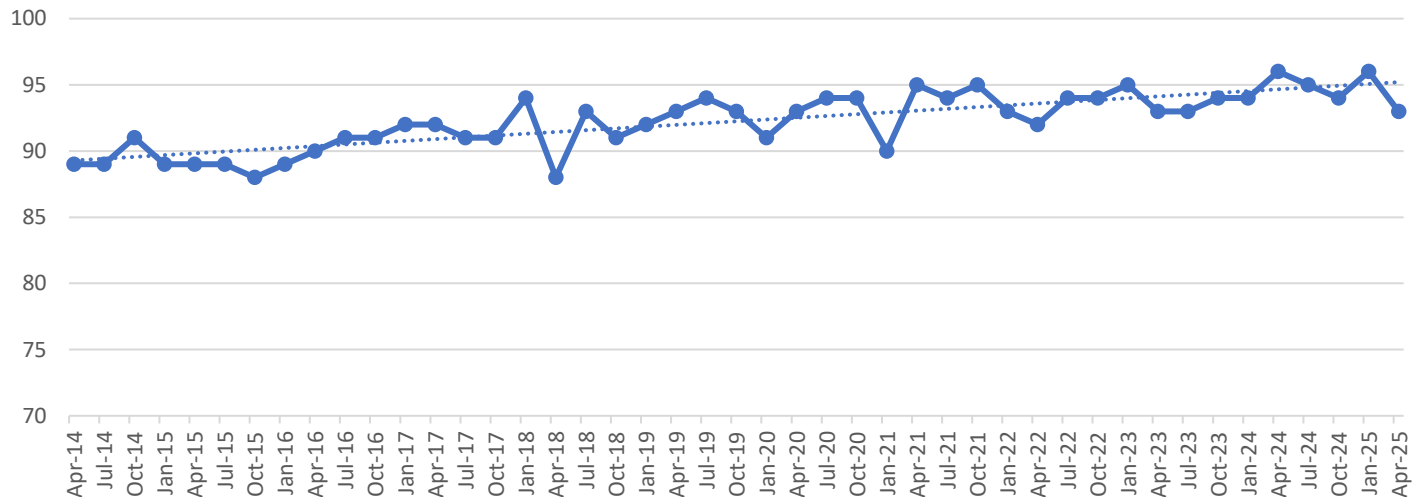
#3 - Receiving a timely appointment



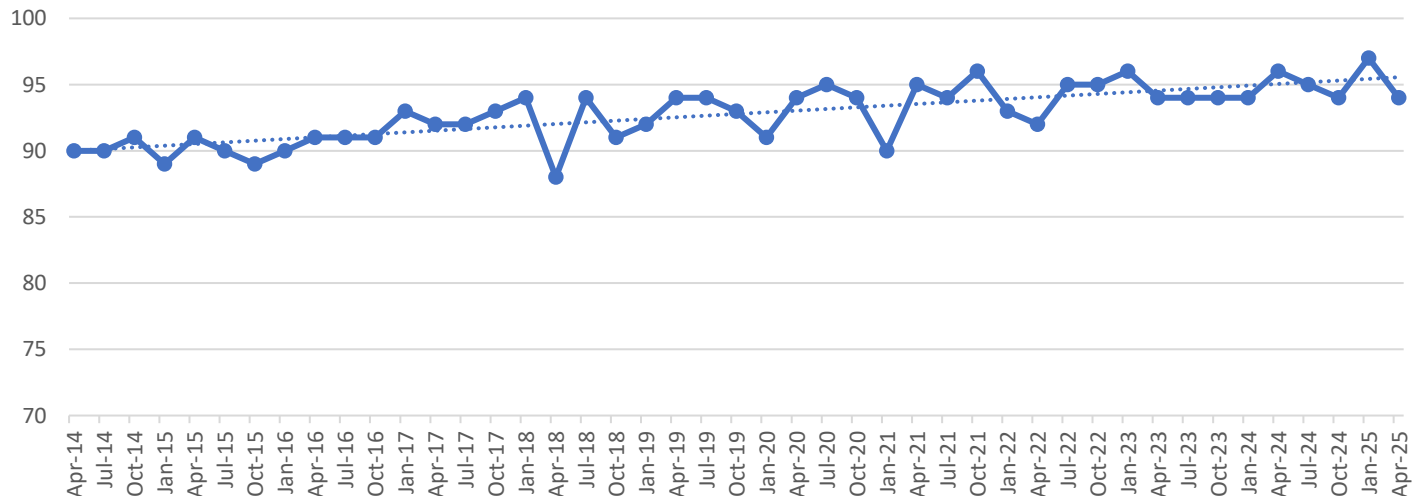
#4 - Education and explanation of plan provided in a way that I can understand



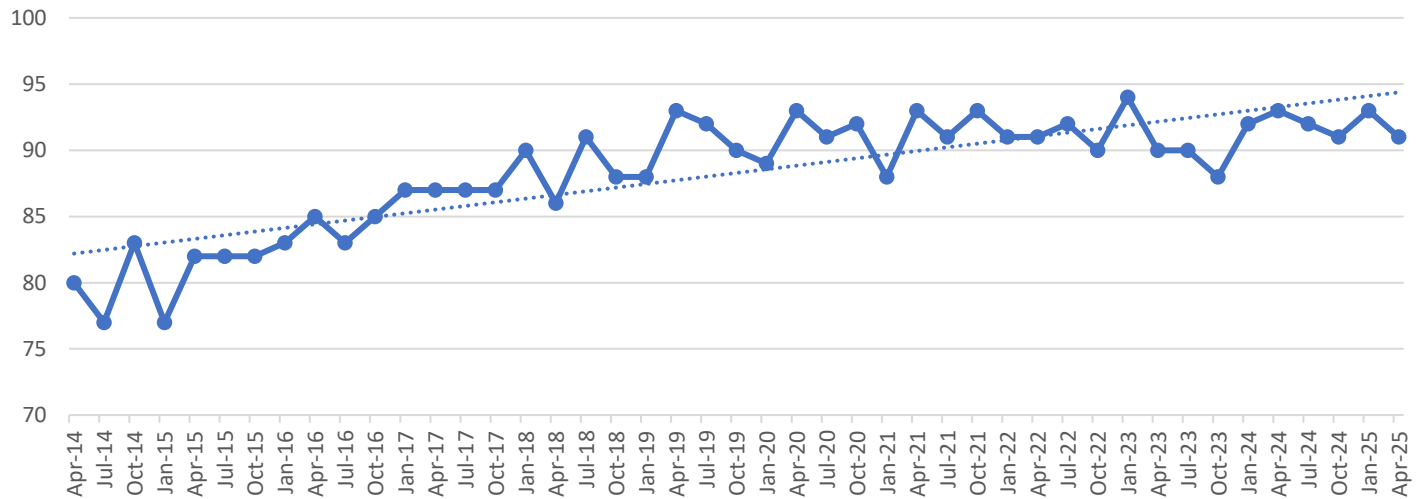
#5 - The follow-up and coordination of my care



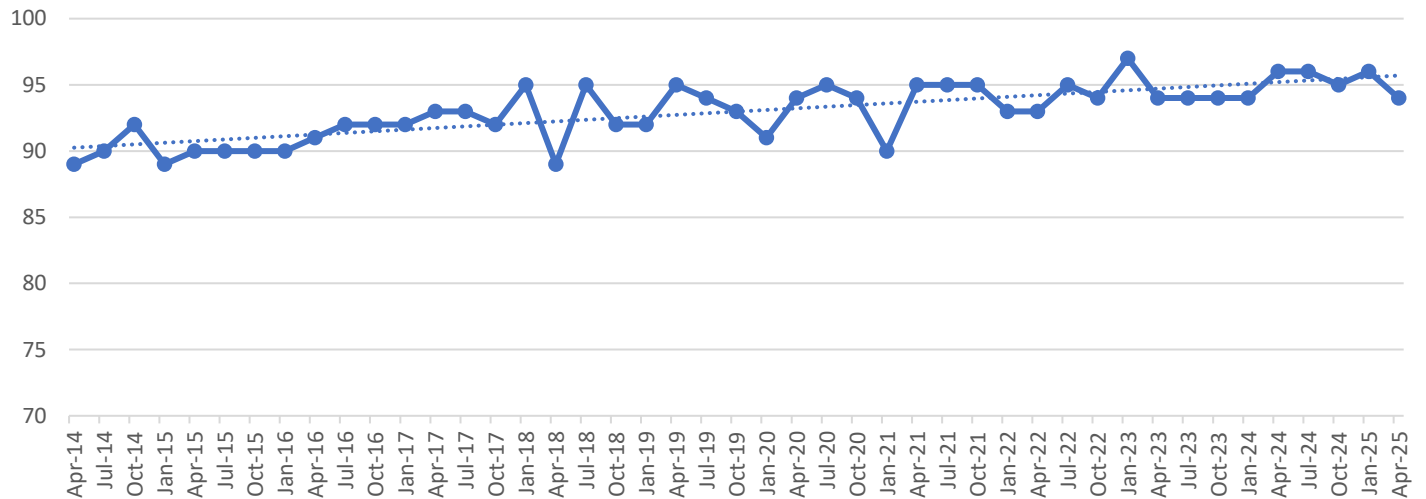
#6 - The staff addressing my medical needs today



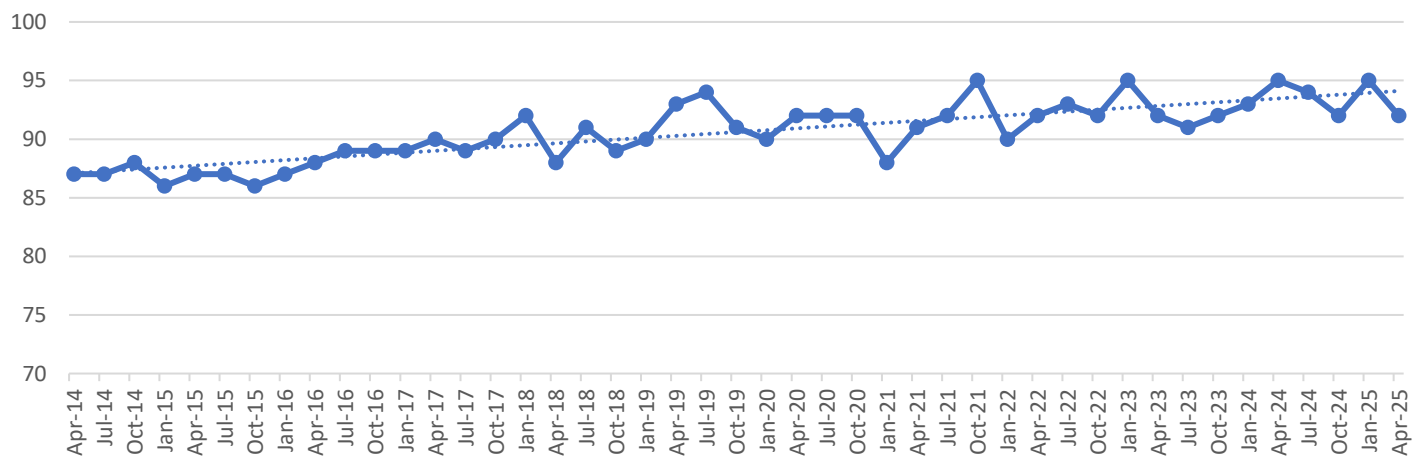
#7 - The time spent waiting



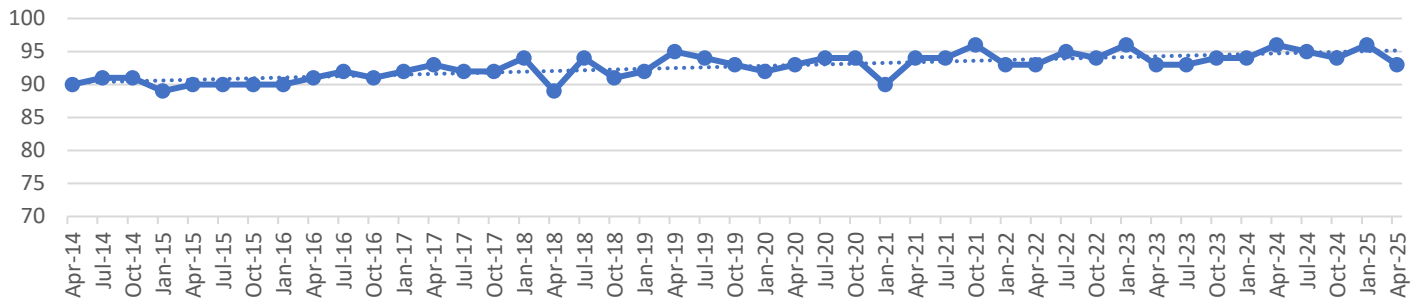
#8 - The respectfulness of staff



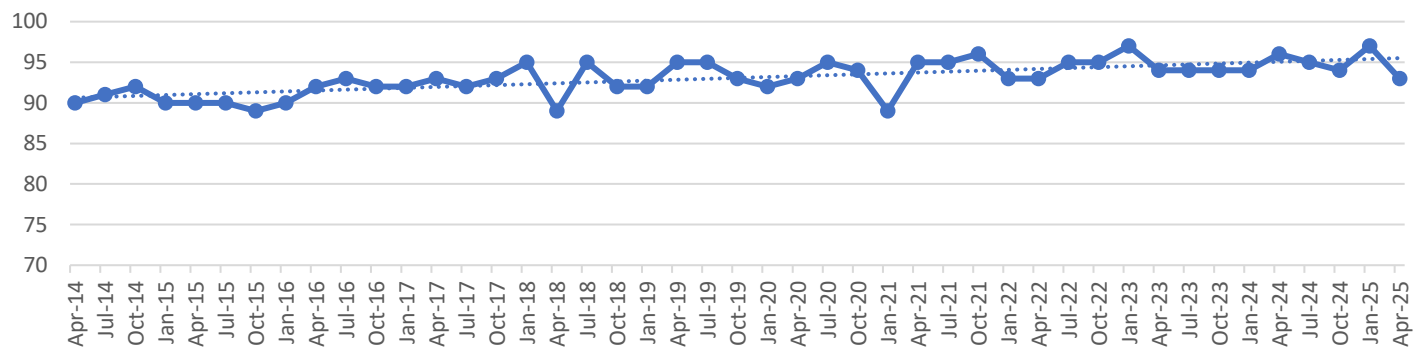
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



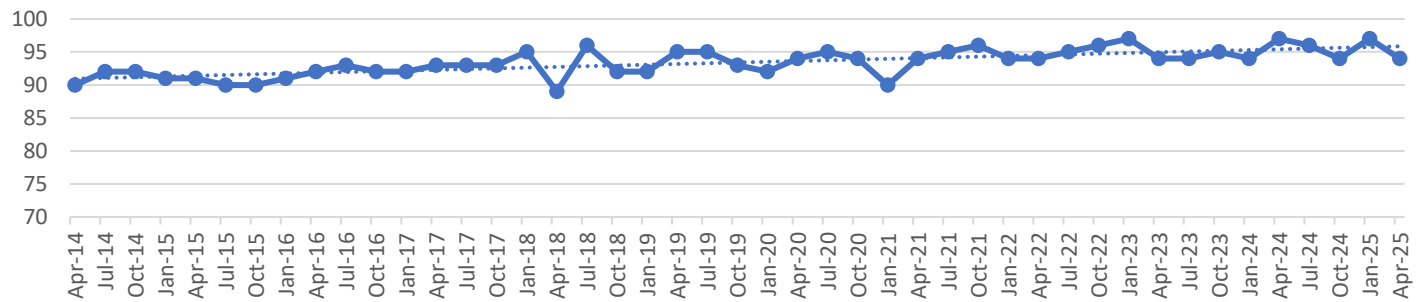
#10 - The handling of my personal medical information in a private and confidential manner



#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?

