

Patient Satisfaction Survey 1515 E. Lake St., Suite 202, Hanover Park July 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 87% to 97%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

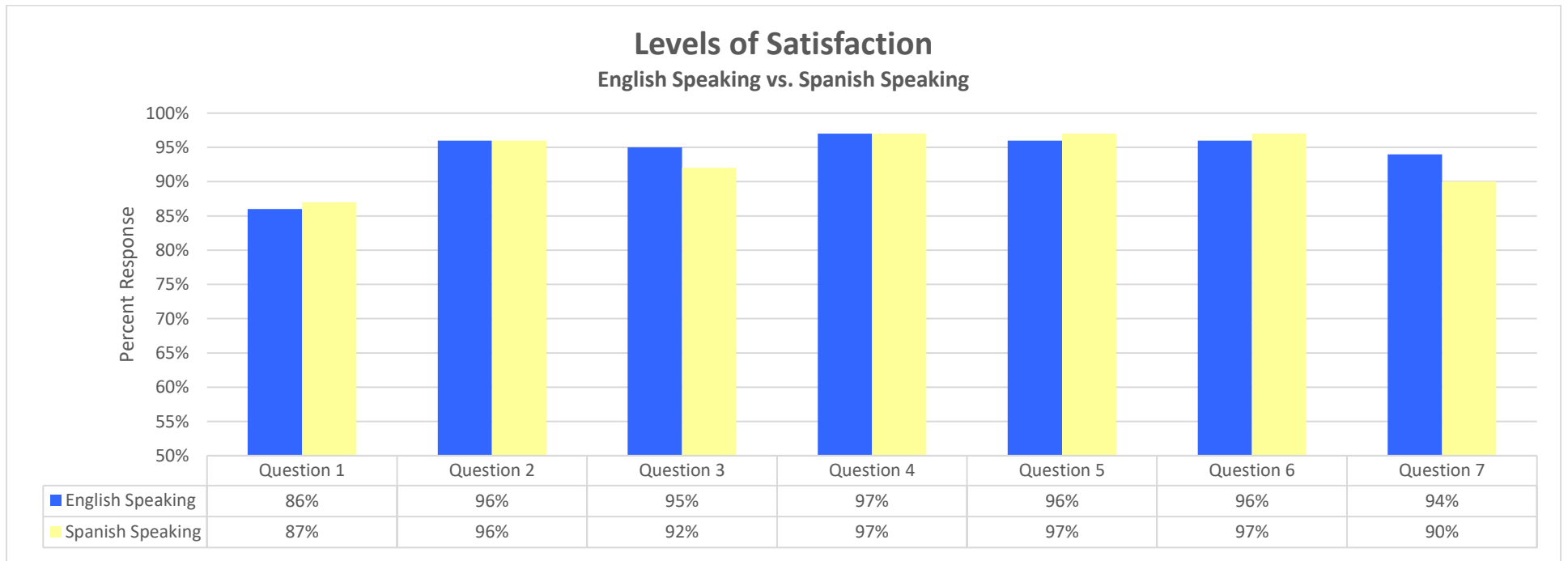
1515 E. Lake St., Suite 202, Hanover Park-Survey Questions	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024
1. The phone operator staff and call center	87%	96%	97%	96%
2. The reception staff	96%	96%	99%	98%
3. Receiving a timely appointment	93%	96%	98%	98%
4. Education and explanation of plan provided in a way that I can understand	97%	97%	98%	99%
5. The follow up and coordination of my care	96%	97%	98%	99%
6. The staff addressing my medical needs today	96%	97%	99%	99%
7. The time spent waiting	92%	96%	97%	97%
8. The respectfulness of staff	97%	96%	98%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	95%	97%	98%
10. The handling of my personal medical information in a private and confidential	96%	96%	98%	98%
11. Your medical assistant	97%	96%	99%	98%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	97%	99%	99%
13. Overall, how satisfied are you with the Health Center?	96%	97%	99%	98%

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

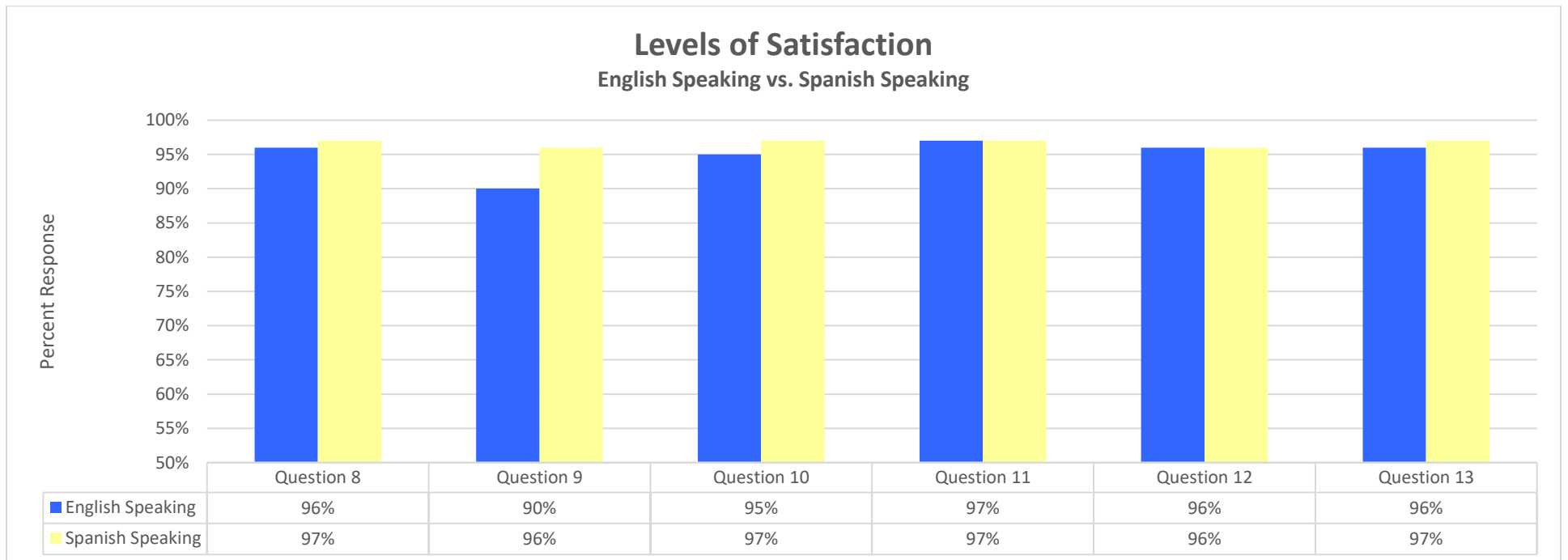
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	41 68%	52 71%	9 15%	10 14%	4 7%	2 3%	0	2 3%	0	7 10%
2. The reception staff	48 80%	61 84%	12 20%	11 15%	0	1 1%	0	0	0	0
3. Receiving a timely appointment	46 78%	57 79%	11 19%	9 13%	2 3%	1 1%	0	3 4%	0	2 3%
4. Education and explanation of plan provided in a way that I can understand	50 83%	62 85%	10 17%	10 14%	0	1 1%	0	0	0	0
5. The follow-up and coordination of my care	48 80%	61 84%	12 20%	12 16%	0	0	0	0	0	0
6. The staff addressing my medical needs today	48 80%	62 85%	12 20%	10 14%	0	1 1%	0	0	0	0
7. The time spent waiting	45 75%	55 75%	12 20%	11 15%	3 5%	2 3%	0	0	0	5 7%



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	49 82%	64 88%	11 18%	8 11%	0	0	0	1 1%	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	37 64%	59 83%	13 22%	9 13%	8 14%	3 4%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	47 78%	61 84%	12 20%	12 16%	1 2%	0	0	0	0	0
11. Your medical assistant	50 83%	63 86%	10 17%	10 14%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	48 81%	62 85%	10 17%	9 12%	1 2%	2 3%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	48 80%	62 85%	11 18%	11 15%	1 2%	0	0	0	0	0



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: 12

N/A: 7

YES: 1

Comments:

1. "Yes, and they called back." (Patel)
2. "Yes, I have and I'm happy that I was not waiting too long for my health care team's member giving updates by call." (Patel, N)
3. "Excellent service." (Carlton)

Spanish

NO: 8

N/A: 0

YES: 1

Comments:

1. "It has been excellent! I enjoy this place, they are very efficient and loving and kind all the girls that took care of me." "Ha sido excelente! Me encanta este lugar, son muy eficientes y cariñosas y amables todas las chicas que me atendieron."
2. "I did not need to leave a message." "No necesite dejar mensaje."
3. "No, I have not left a message." "No, no he dejado mensaje." (Layton)
4. "Very good." (English response on a Spanish survey)

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

English

1. "N/A." (3)
2. "Simple instructions."
3. "Everything." (Layton)
4. "The doctor's attendance top notch."
5. "The communication." (Layton)
6. "There times."
7. "Everyone great." (Layton)
8. "The care and speed." (Carlton)
9. "Best for kids and help for kids." (Patel, N)
10. "The number of reminders received." (Patel, N)
11. "Cost efficient, time spent with patients." (Layton)
12. "Very helpful when it comes to questions or appts." (Layton)
13. "Everything done in a timely manner." (Layton)
14. "All staff is very helpful. Doctor's gave me full attention." (Carlton)
15. "In the beginning, I had no health insurance, and the helpful part was still helping me for my health care needs due no insurance!" (Patel, N)
16. "Service is amazing!"

Spanish

1. "The attention." "La atencion." (Layton)
2. "They are kind and do everything quickly." "Son amables y hacen todo muy rápido."
3. "The personnel are helpful at this center." "Lo servicial que son el personal de este centro."
4. "The excellence in their efficiency, kindness, and punctuality." "La exelencia en su eficencia, amabilidad, y puctualidad."
5. "Everything is very great, cared for." "Todo muy bien atendido." (Patel)
6. "With the appointments and the attention as far as personal and over the phone." "Con la citas y la atencion tanto personal como por teléfono."
7. "Very good." (English response on a Spanish survey)
8. "The convenience of the service." "Lo conveniente del servicio."
9. "Their great service." "Su buen servicio."
10. "Excellent assistance." "Excelente Asistencia." (Layton)
11. "They tend to me very well." "Me atienden muy bien." (Layton)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (5)
2. "Everything went fine."
3. "I love this office." (Patel)
4. "More doctor's." (Carlton)
5. "Keep doing a good job." (Layton)
6. "All good." (Layton)
7. "Everything is perfect." (Carlton)
8. "Everything is fine."
9. "Maybe the arriving 15 before appt time though I do understand this policy. Also uploading patient documents, results + etc. in a timely manner so the doctor can reach out to the patient when results from other practice or/and hospital are on the patient portal; so patient schedule for appt. Thanks!" (Patel, N)

Spanish

1. "Everything is perfectly." "Todo esta perfectamente." (Layton)
2. "I would only want to have filtered water in case I get thirsty." "Solo me gustaria tener agua un filtro de agua por si me da sed."
3. "I congratulate the personnel for their operations, efficiency, and labor." "Felicito al personal por su operaciones, eficacia, y laborales."
4. "Very good." (English response on a Spanish survey)
5. "Nothing." "Nada." (Layton)
6. "Everything is great." "Todo esta bien." (Layton)
7. "Everything is excellent." "Todo exelente."
8. "Continue the same." "Seguir igual." (Layton)

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

English

- YES: 38
- NO: 0

Spanish

- YES: 27
- NO: 0

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

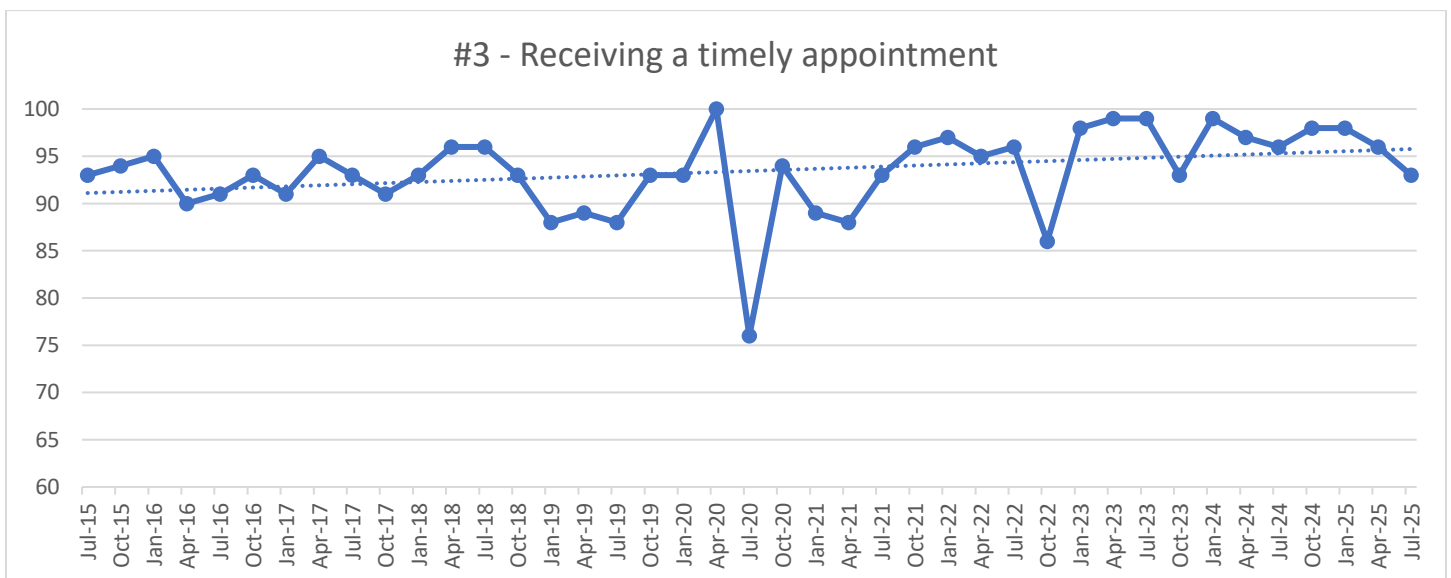
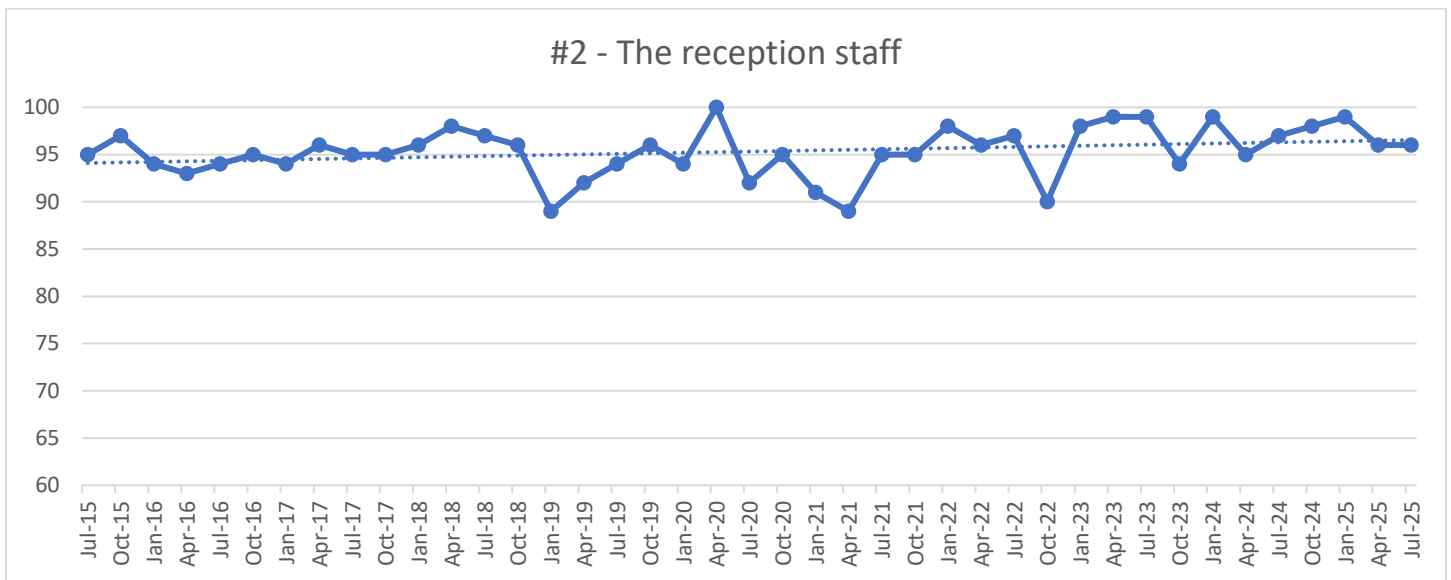
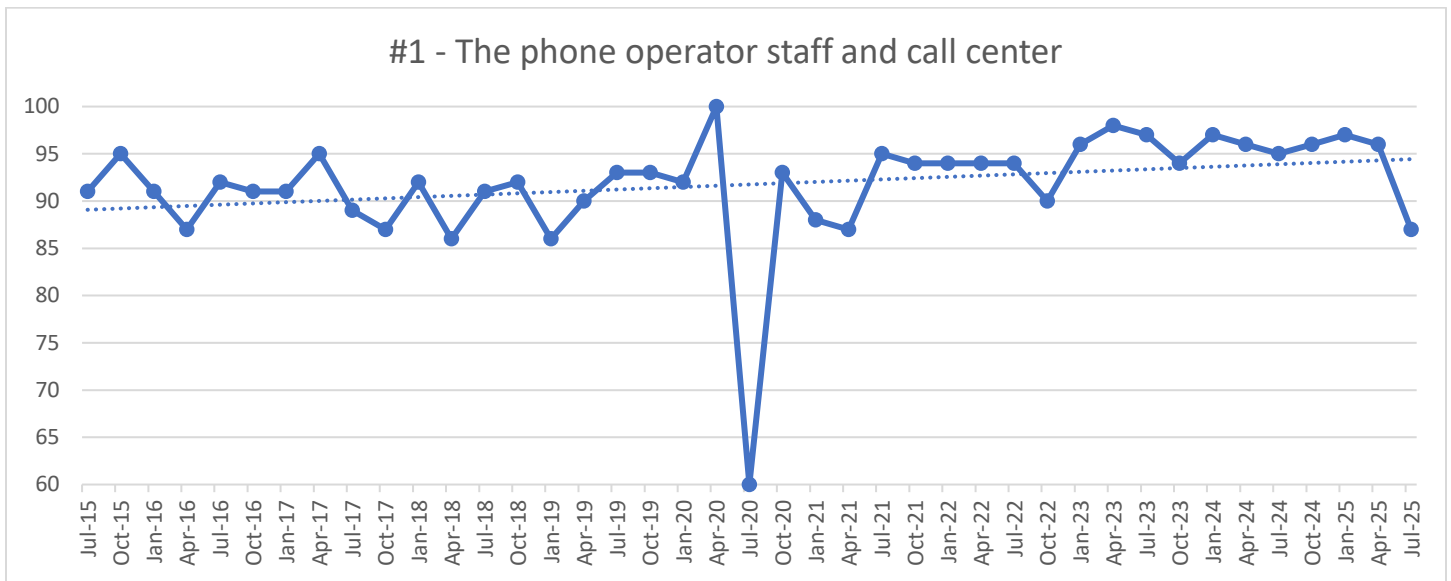
English:

- Carlton: 11
- Finnander: 4
- Layton: 12
- Patel, N: 20

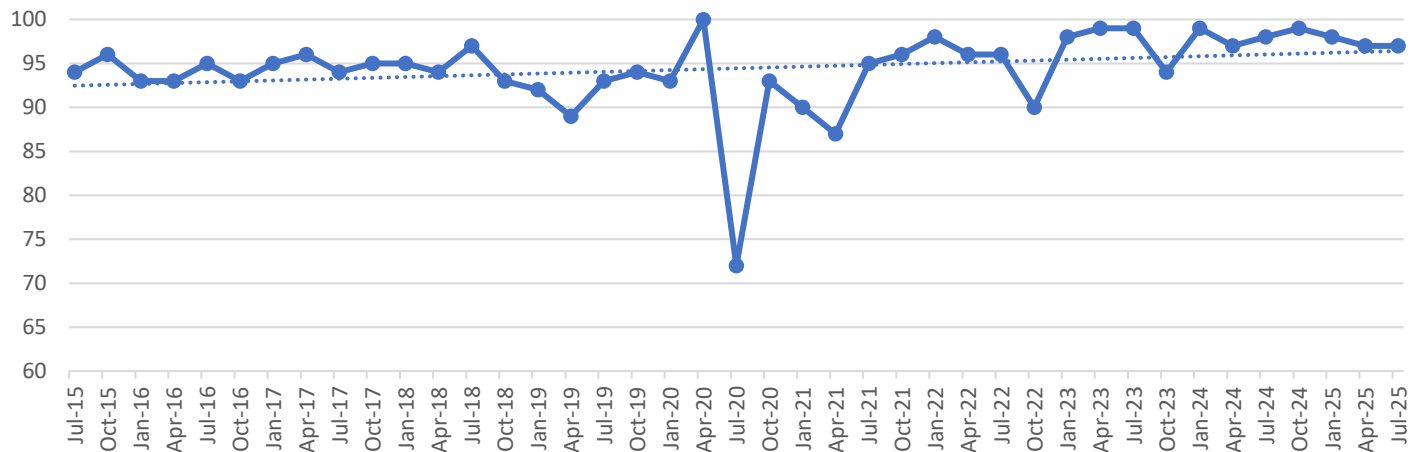
Spanish

- Ali: 1
- Carlton: 10
- Finnander: 2
- Layton: 25
- Patel, N: 11
- Tran: 1

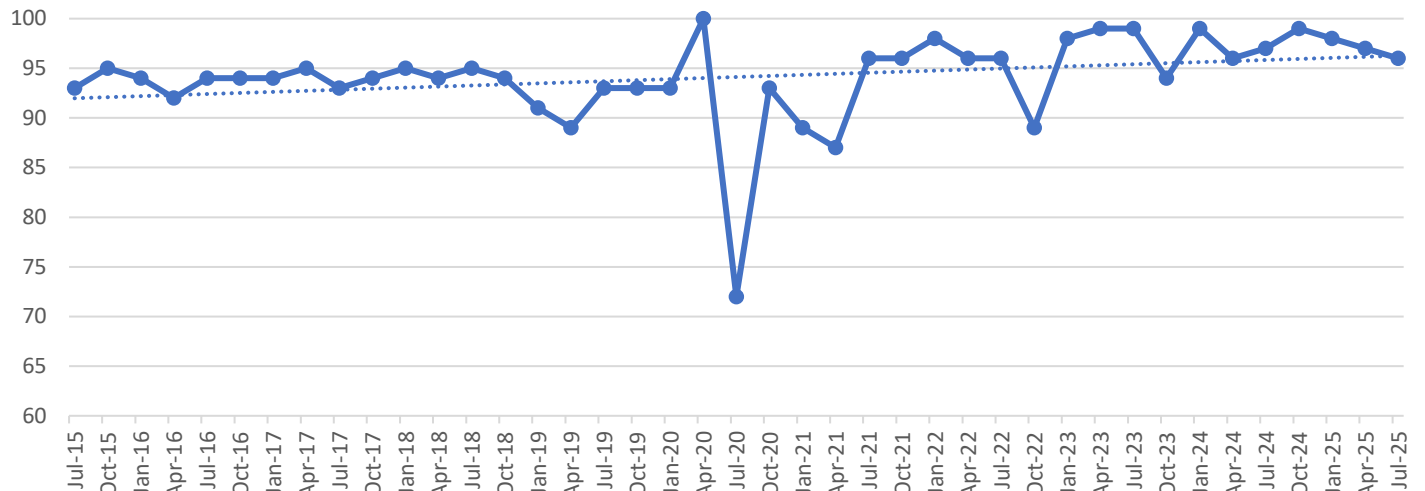
Individual Question Results with Trendlines



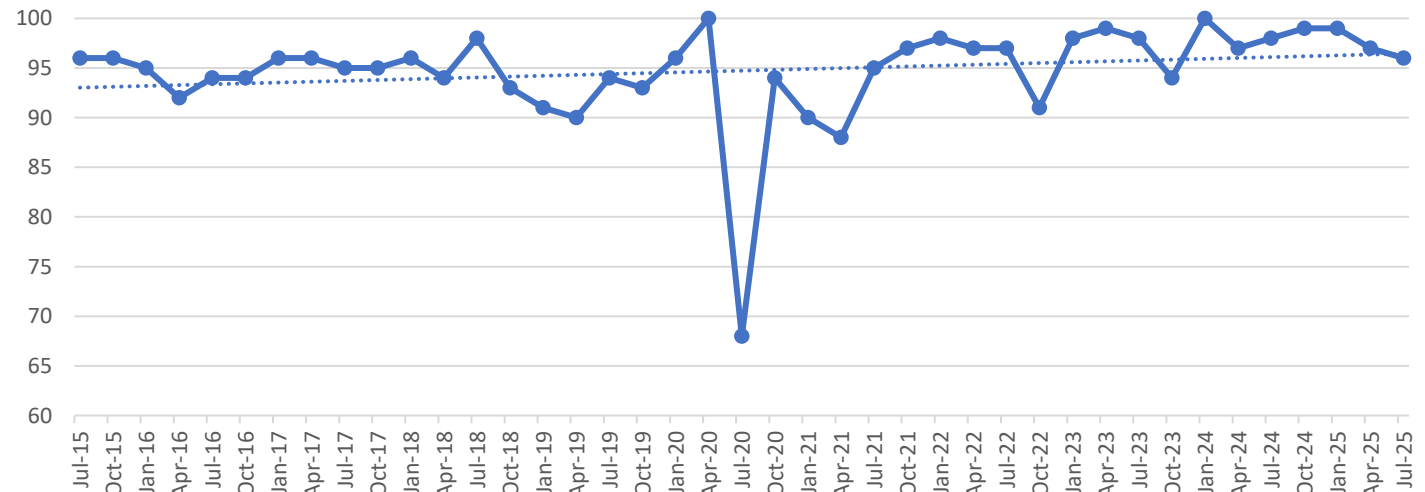
#4 - Education and explanation of plan provided in a way that I can understand



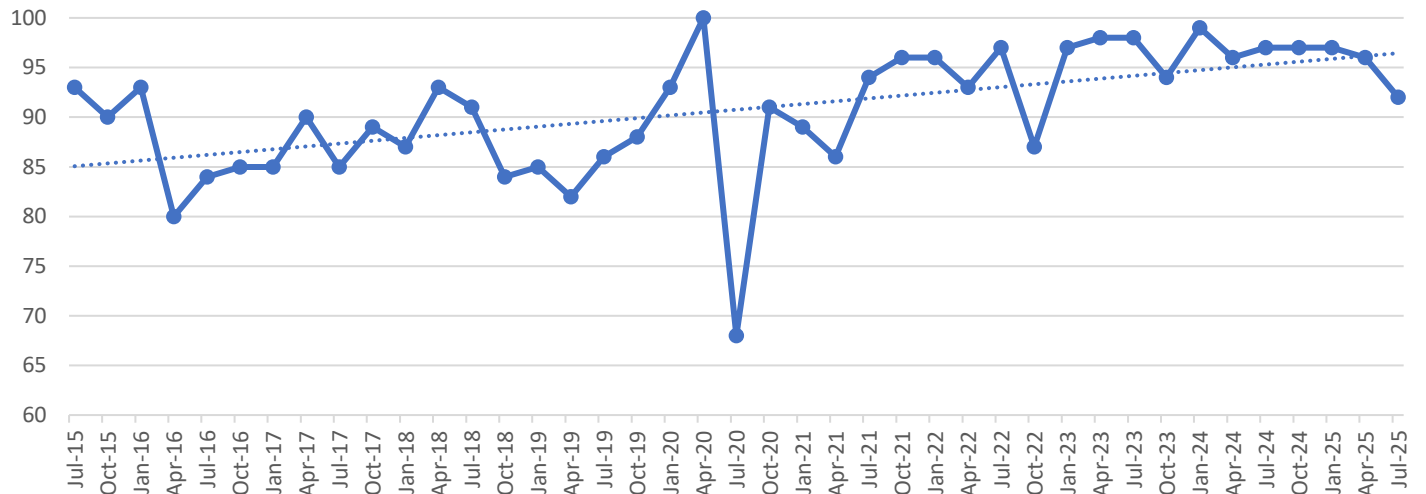
#5 - The follow-up and coordination of my care



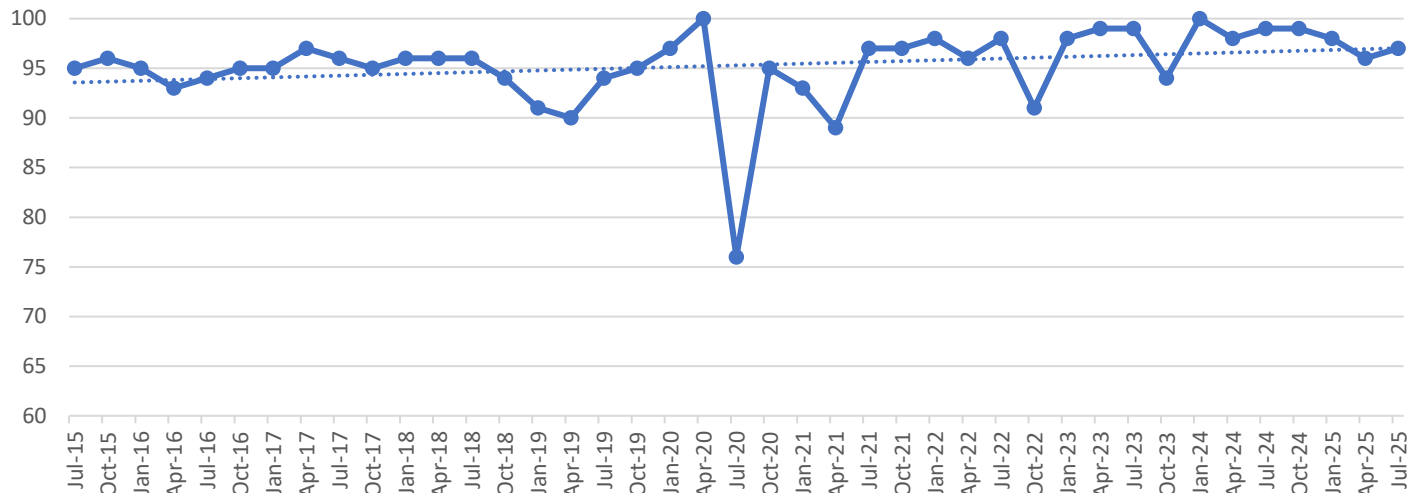
#6 - The staff addressing my medical needs today



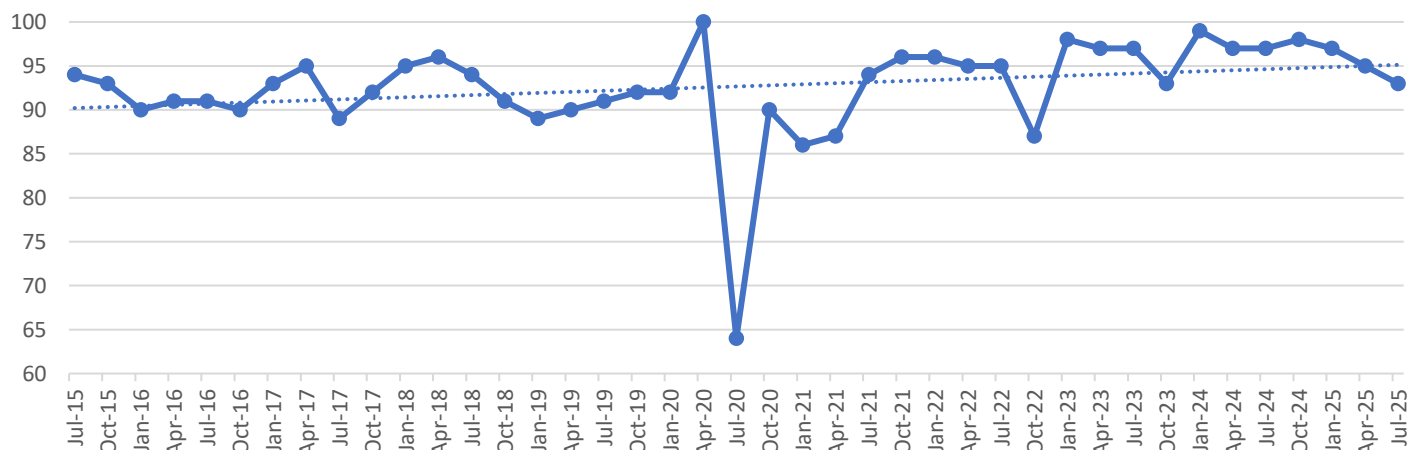
#7 - The time spent waiting



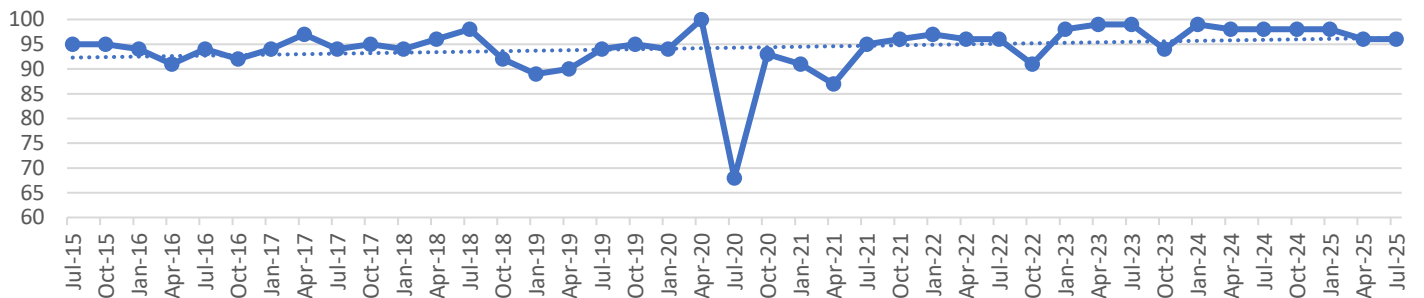
#8 - The respectfulness of staff



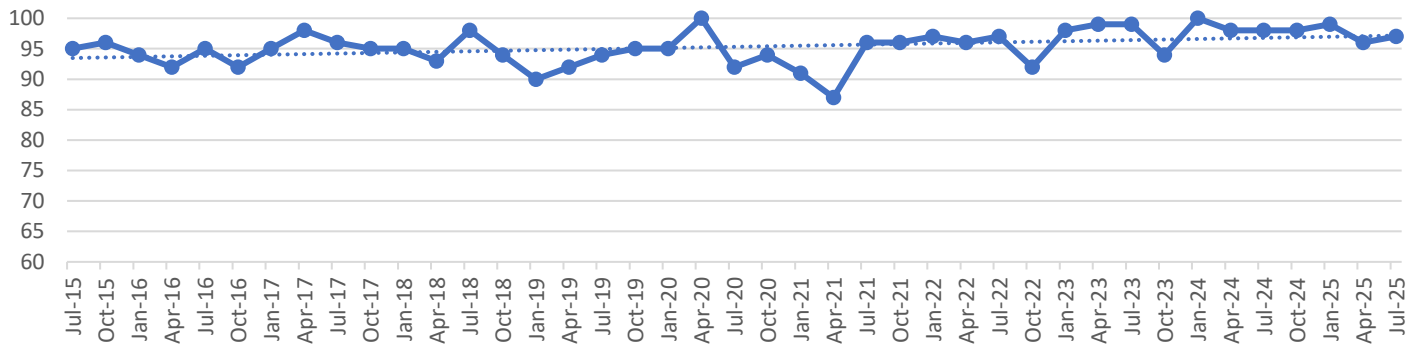
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



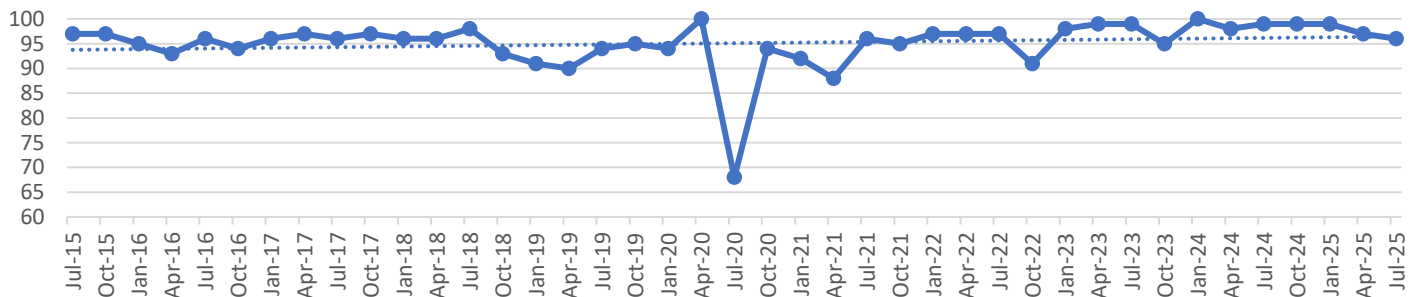
#10 - The handling of my personal medical information in a private and confidential manner



#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?

