

## Patient Satisfaction Survey 165 E. Plank Rd., Sycamore 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 91% to 95%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

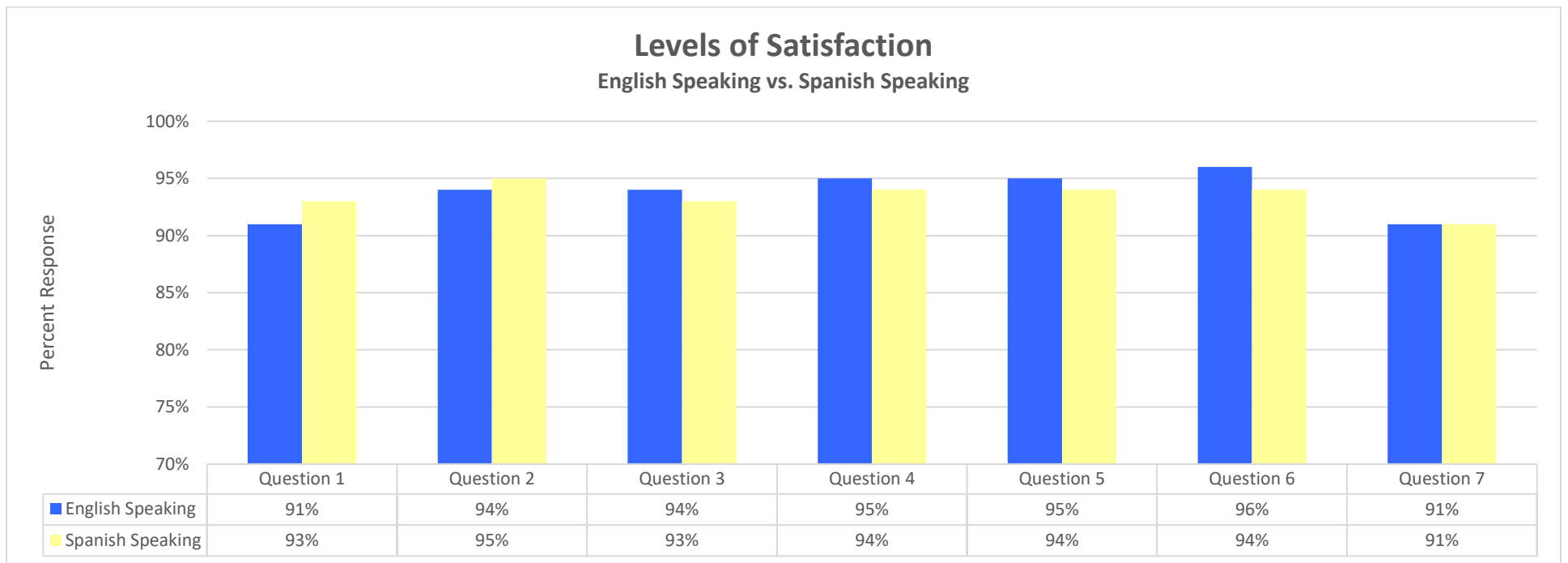
165 E. Plank Rd., Sycamore – Survey Questions	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024
1. The phone operator staff and call center	92%	92%	88%	94%
2. The reception staff	94%	94%	94%	95%
3. Receiving a timely appointment	93%	93%	93%	94%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	94%	96%
5. The follow up and coordination of my care	95%	94%	94%	95%
6. The staff addressing my medical needs today	95%	95%	95%	96%
7. The time spent waiting	91%	92%	91%	92%
8. The respectfulness of staff	95%	95%	95%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	93%	93%	93%
10. The handling of my personal medical information in a private and confidential	95%	95%	95%	95%
11. Your medical assistant	95%	95%	95%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	95%	94%	96%
13. Overall, how satisfied are you with the Health Center?	95%	95%	95%	95%

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%

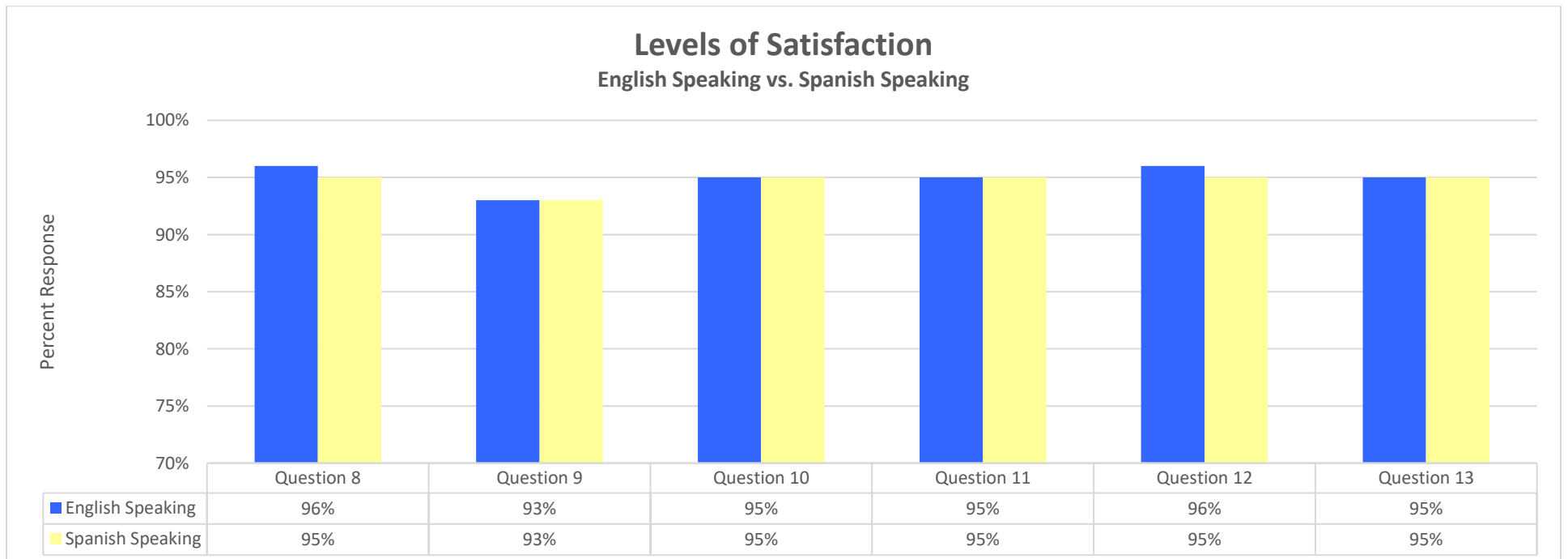
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	149 67%	71 72%	50 23%	22 22%	18 8%	4 4%	3 1%	0	1 1%	1 1%
2. The reception staff	165 75%	75 77%	48 22%	21 22%	8 4%	0	0	0	0	1 1%
3. Receiving a timely appointment	163 74%	68 71%	49 22%	23 24%	8 4%	4 4%	0	0	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	169 77%	72 74%	45 20%	22 22%	6 3%	3 3%	1 1%	0	0	1 1%
5. The follow-up and coordination of my care	174 79%	72 74%	41 19%	22 23%	6 3%	1 1%	0	1 1%	0	1 1%
6. The staff addressing my medical needs today	176 80%	74 76%	42 19%	21 22%	3 1%	0	0	1 1%	0	1 1%
7. The time spent waiting	147 67%	67 68%	53 24%	23 24%	19 9%	5 5%	2 1%	2 2%	0	1 1%



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	174 80%	77 79%	40 18%	20 20%	4 2%	0	0	0	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	155 71%	66 69%	51 24%	26 27%	11 5%	3 3%	0	0	0	1 1%
10. The handling of personal medical info in a private and confidential manner	170 77%	77 79%	42 19%	20 20%	7 3%	0	1 1%	0	0	1 1%
11. Your medical assistant	172 78%	77 79%	44 20%	18 19%	5 2%	1 1%	0	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	179 81%	75 77%	36 16%	21 21%	5 2%	1 1%	0	0	0	1 1%
13. Overall, how satisfied are you with the Health Center?	173 78%	77 79%	41 19%	18 19%	6 3%	1 1%	1 1%	0	0	1 1%



## 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: 67

N/A: 30

YES: 3

#### **Comments:**

1. "Yes, the worst phone operators were laughing and being rude and scheduling my autistic child and other child ADHD far away.
2. "Yes, Amber is excellent."

#### **Spanish**

NO: 326

N/A: 3

YES: 0

#### **Comments:**

1. "No, but when I do, they take too long to answer." "No, pero cuando lo hago tardan mucho para contestar."

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

#### **English**

1. "Seeing the same provider every time." (Sayles)
2. "The respect, care, cleanliness and privacy."
3. "N/A." (9)
4. "Appointment availability." (Sayles)
5. "Good."
6. "Listening to patients."
7. "The doctors, nurses, staff."
8. "The organization."
9. "The quickness." (Anderson)
10. "Getting into appointments fast."
11. "Very helpful."
12. "Everything." (4)
13. "When need medical ass. They help me right away."
14. "How they move things along." (Sayles)
15. "Kind staff."
16. "Everyone was great." (Williams)
17. "Dr. from Sycamore office are the best and med assist as well."
18. "The care our child receives." (Sofowora)
19. "The communication from the doctors."
20. "Visit well explained." (Sofowora)
21. "Everything is explained in a way I can understand."
22. "The friendliness & attentive care and treatment." (Anderson)
23. "Good communication." (Sofowora)
24. "Feedback in a timely fashion." (Gaszak)
25. "Near home."
26. "None." (Birkey)
27. "Everyone."
28. "Flexibility."
29. "Everyone is always helpful, and service is fast." (Gaszak)
30. "Convenience." (Anderson)

#### **Spanish**

1. "It is close to home." "Esta cerca a casa."
2. "Accesible prices for consults." "Precios accesibles para las consultas." (Williams)
3. "The personnel is very kind." "El personal es muy amable."
4. "Health." Salud."
5. "Good." "Bien."
6. "Hours." "Horario." (Sayles)
7. "They are very competent." "Son muy competentes."
8. "The treatment from the personnel, the times and days for us to come for visits." "El trato del personal, las horas y dias para venir a las citas." (Sayles)
9. "They are kind, and they speak my language." "Son amables y hablan mi idioma." (Anderson)
10. "Economic help because I do not have insurance." "Ayuda economica porque no tengo seguro medico."
11. "With my checkups and my health." "Con mis chequeos mi salud."
12. "No comments." "No comentarios." (Anderson)
13. "Attention, kindness, respect, punctuality, professionalism and education." "Atencion, amabilidad, respeto, puntualidad, profesionalidad y educacion." (Sofowora)
14. "They are flexible, and they help Hispanic people." "Son flexibles y ayudan a la gente Hispana."
15. "They treat my kids really good." "Atienden a mi hijos muy bien."
16. "When I call to make an appointment, they treat me fast." "Que cuando hablo para hacer una cita me atienden rapido."

31. "Understanding and respectful staff." (Gaszak)
32. "To listen." (Sayles)
33. "My care plan." (Williams)
34. "The timeliness of appointments." (Gaszak)
35. "Location, convenience." (Sayles)
36. "The information." (Sofowora)
37. "Just doing your job."
38. "Good healthcare."
39. "Everyone is helpful." (Gaszak)
40. "Answers all my questions." (Sofowora)
41. "Location."
42. "Convenience appointments."
43. "Being able to have access to everything in one place." (Gaszak)
44. "Very efficient." (Thompson)
45. "Short wait times." (Thompson)
46. "Communication." (Sayles)
47. "Easy to make appointment, listens to my concerns." (Sofowora)
48. "Appointments, clean environment, friendly staff." (Sofowora)
49. "Staff." (2)
50. "Wasy to make timely appointments."
51. "The ability of appointments."
52. "Quick, easy and friendly." (Birkey)
53. "Time."
54. "Staff and convenience." (Anderson)
55. "Takes insurance."
56. "Quickness and friendliness." (Anderson)
57. "The convenience always able to get appointment that works for me." (Sofowora)
58. "When doctors/nurse practitioners listen to you. Put in my file that English is my preferred language, not Spanish. I should not have to repeat myself." (Anderson)
59. "Good staff."
60. "The doctors and staff always friendly and patient they get you in and out."
61. "Being seen quickly."
62. "The wonderful communication."
63. "Great staff."
64. "I don't know." (Sofowora)
65. "Agnes is very warm, competent and has been really great to work with." (Gaszak)
66. "Treatment."
67. "The quick and easy scheduling."
68. "Getting in for same day appointments."
69. "The reception."
17. "Accessible prices." "Precios acesibles."
18. "The bilingual service." "El servicio bilingue." (Gaszak)
19. "The personnel is very kind and the explanation is excellent." "El personal es muy amable y la explicacion es excelente."
20. "You make a great team." "Hacen un buen equipo."
21. "Your attention." "Su atencion."

#### **Question 16: How can we improve Greater Family Health?**

##### **English**

1. "N/A." (28)
2. "Nothing." (5)
3. "Nothing you do the best you can." (Sayles)

##### **Spanish**

1. "Not to put so many restrictions when we cannot show up." "No poner tantas restricciones cuando no Podemos presentarnos."

4. "Keep helping people. Thank you for all that you do!"
5. "You guys provide great service & take care of needs."
6. "I think it all good."
7. "Good." (2)
8. "You guys are wonderful."
9. "Maybe informing patients about provider change before they arrive."
10. "Lab results take too long to come in."
11. "Just make sure a parents knows a tech is going to come back in the room during a procedure." (Gaszak)
12. "Everything is great." (Sofowora)
13. "No improvements needed."
14. "Give parents snacks."
15. "Urgent care."
16. "Not breaching HIPAA. Next time don't mention about my pap where everyone can hear. Having doctors/nurse practitioners listen to you. Next time don't put rash in my file when I said it was a bump, not a rash."
17. "No suggestions." (Sofowora)
18. "Did a great job." (Sofowora)
19. "Keep doing what you are doing." (Gaszak)
20. "NO complaints."
21. "Keep doing what you are doing."
22. "No suggestions." (Williams)
23. "No comments."
24. "I'm not sure." (2)
25. "I think it is fine."
26. "Nothing everything was good."
27. "Keep up the good work." (Gaszak)
28. "Manage the awful children in waiting room."
29. "When calling Greater Family leaving messages for the doctor never call me back."
30. "It's great." (Sayles)
31. "Great service."
32. "Remover the 15 min early rule."
33. "New or reminder to phone operators to be respectful."

2. "It is good." "Esta bien." (6)
3. "The service is very good." "El servicio es muy bueno."
4. "Everything is good." "Todo esta bien." (2)
5. "The laboratory is too expensive even with insurance." "El laboratorio es muy caro a un teniendo aseguranza."
6. "Excellent." "Excelente."
7. "Nothing." "Nada."
8. "Everything is excellent." "Todo esta excelente."
9. "The wait time." "El tiempo de espera." (Sofowora)
10. "Continue being kind with the people." "Continue siendo amables con la gente."
11. "With the providers being more respectful, sometimes they treat you bad for being Hispanic." "Con los proveedores que sean mas respetosos porque hay veces que nos tratan mal por ser hispanos."
12. "No comments." "No comentarios."
13. "Continue being the same." "Continue siendo igual." (Sayles)

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

**English**

- YES: 90
- NO: 2

**Spanish**

- YES: 54
- NO: 1

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

**English**

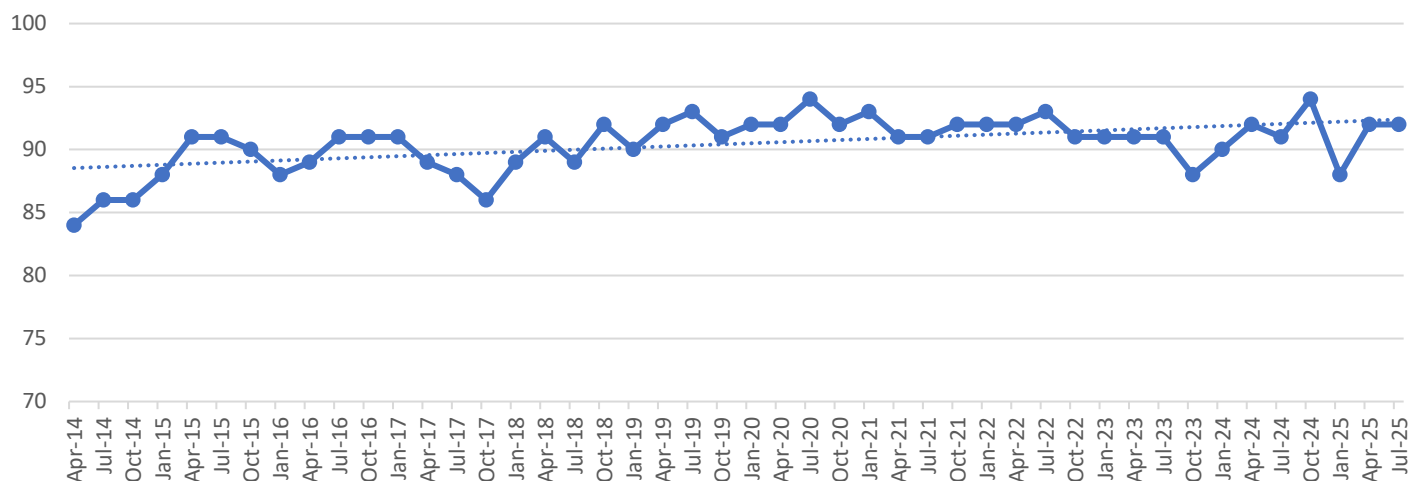
- Anderson: 19
- Birkey: 3
- Gaszak: 12
- Sayles: 20
- Sofowora: 14
- Thompson: 6
- Williams: 4

**Spanish**

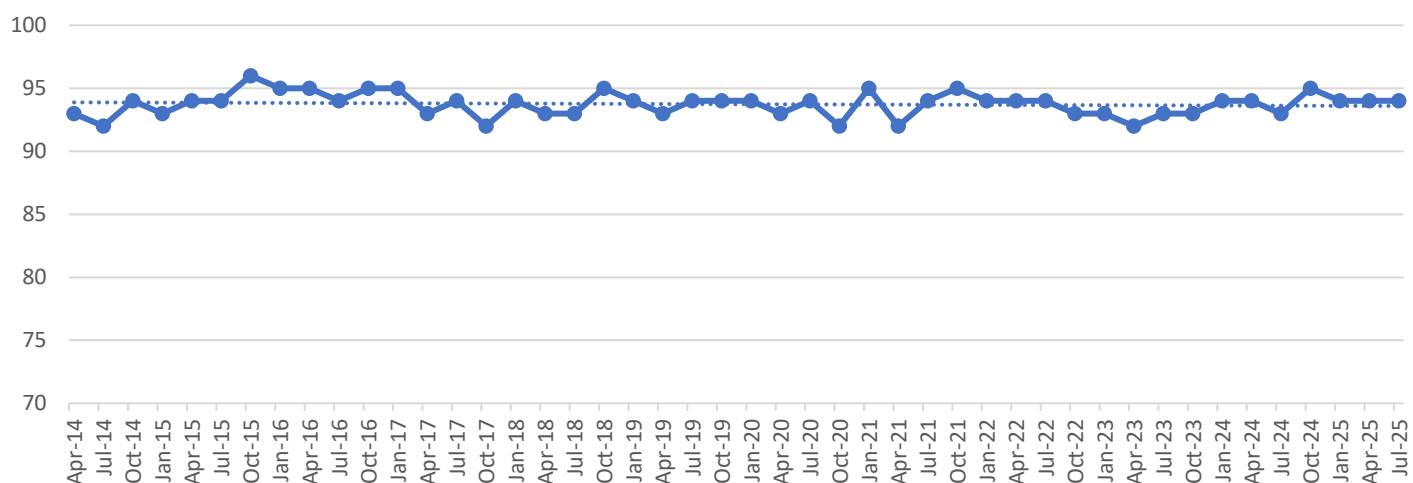
- Anderson: 11
- Gaszak: 4
- Sayles: 11
- Sofowora: 7
- Thompson: 3
- Williams: 3

## Individual Question Results with Trendlines

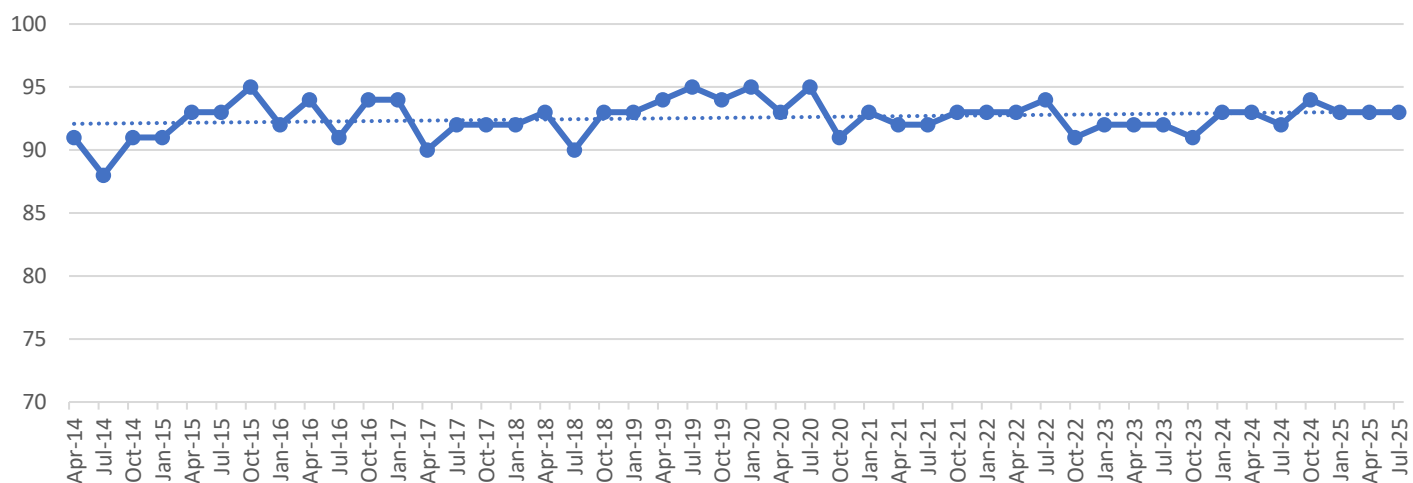
#1 - The phone operator staff and call center



#2 - The reception staff

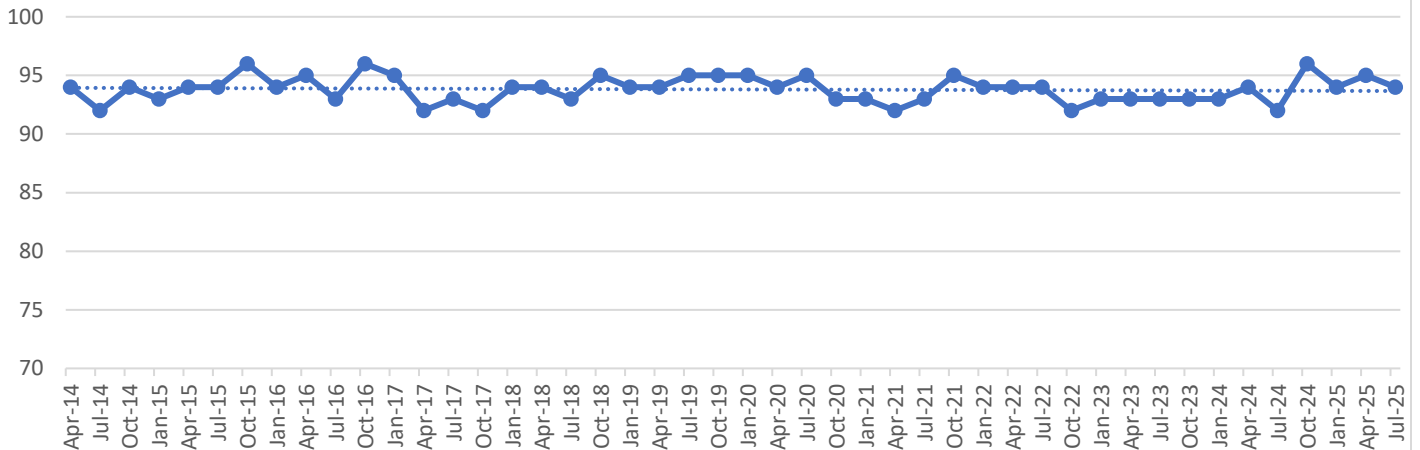


#3 - Receiving a timely appointment

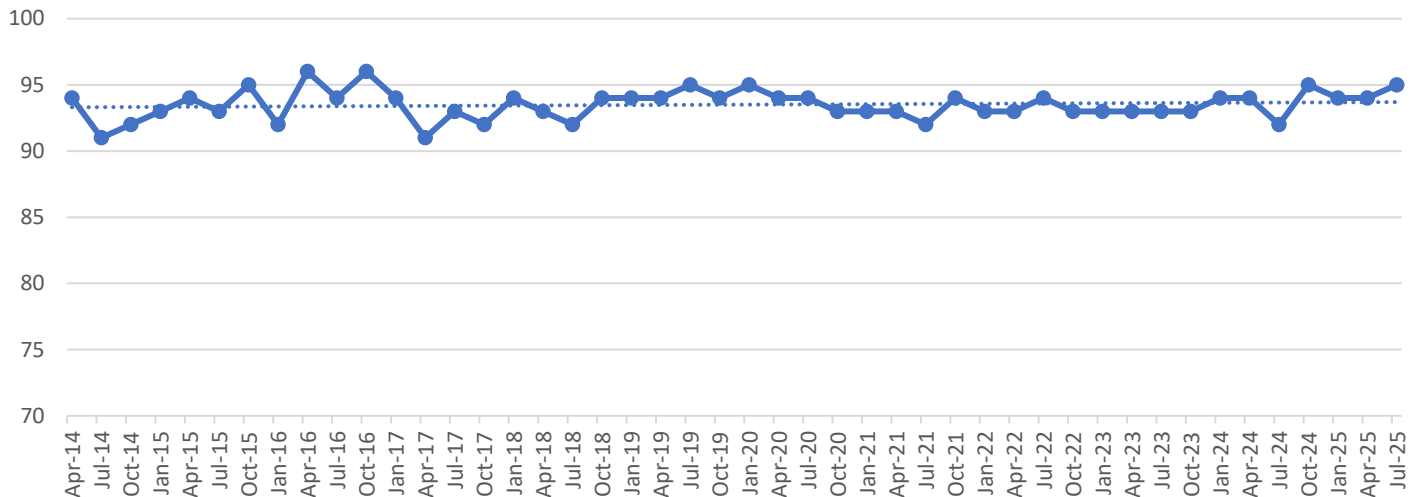




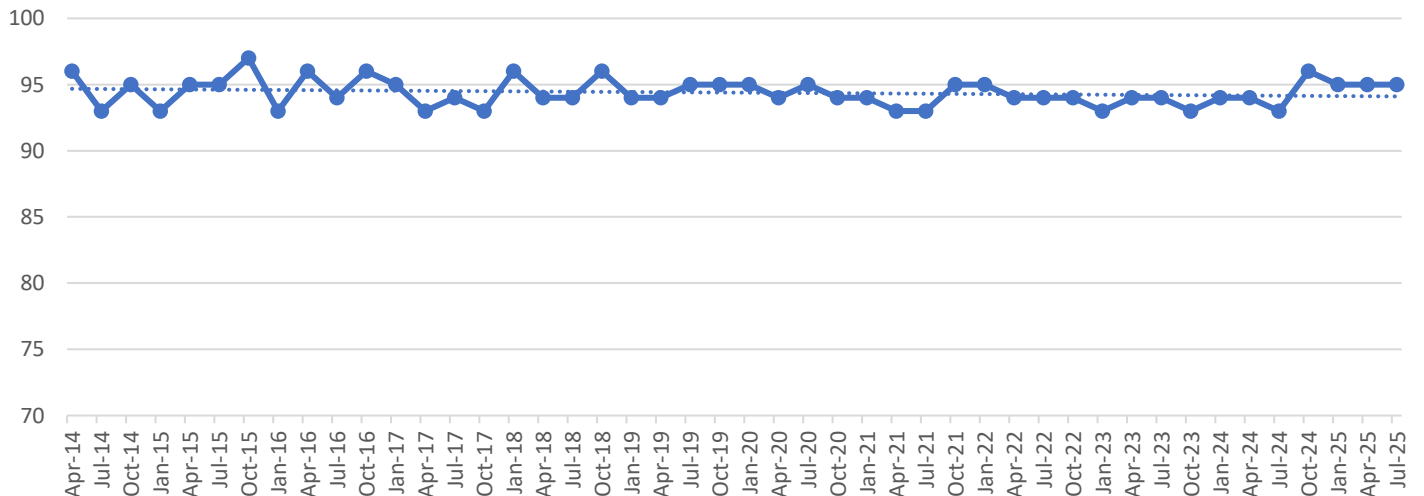
#### #4 - Education and explanation of plan provided in a way that I can understand



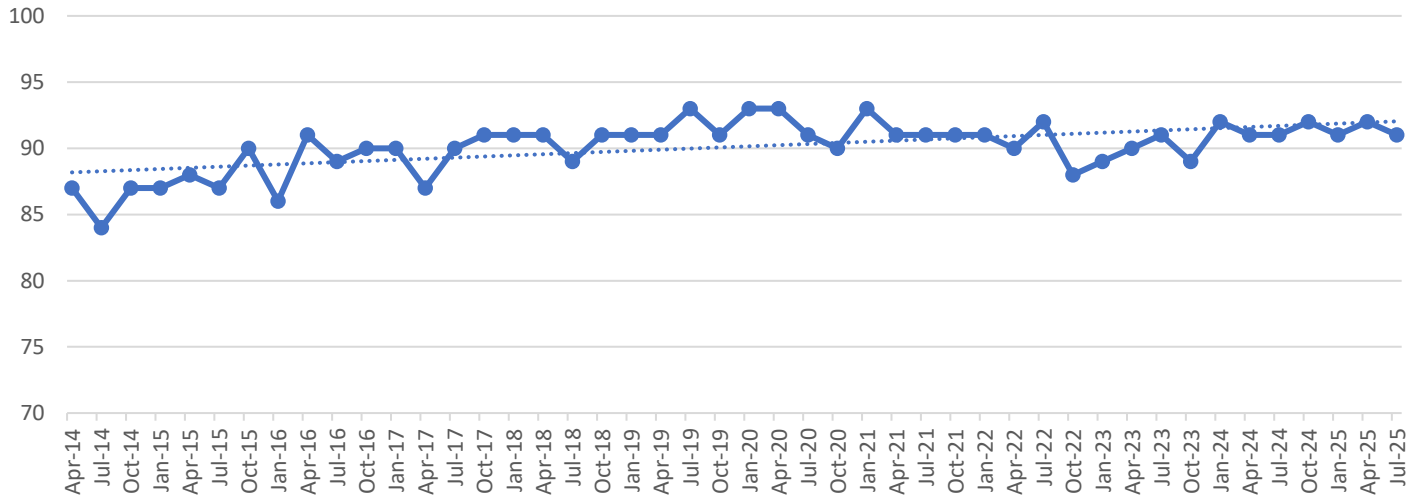
#### #5 - The follow-up and coordination of my care



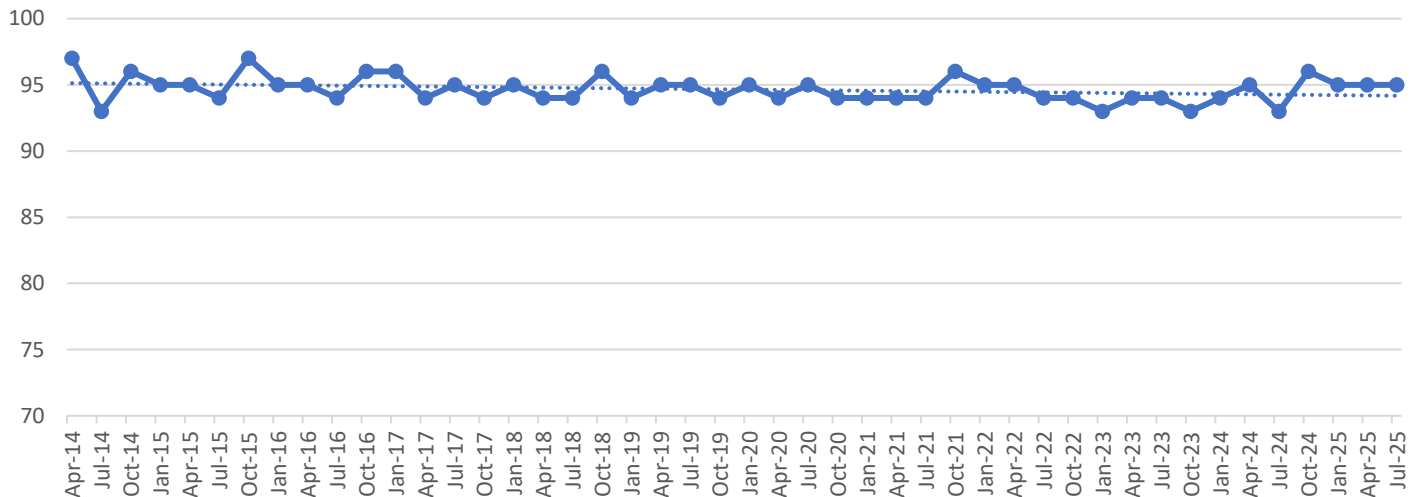
#### #6 - The staff addressing my medical needs today



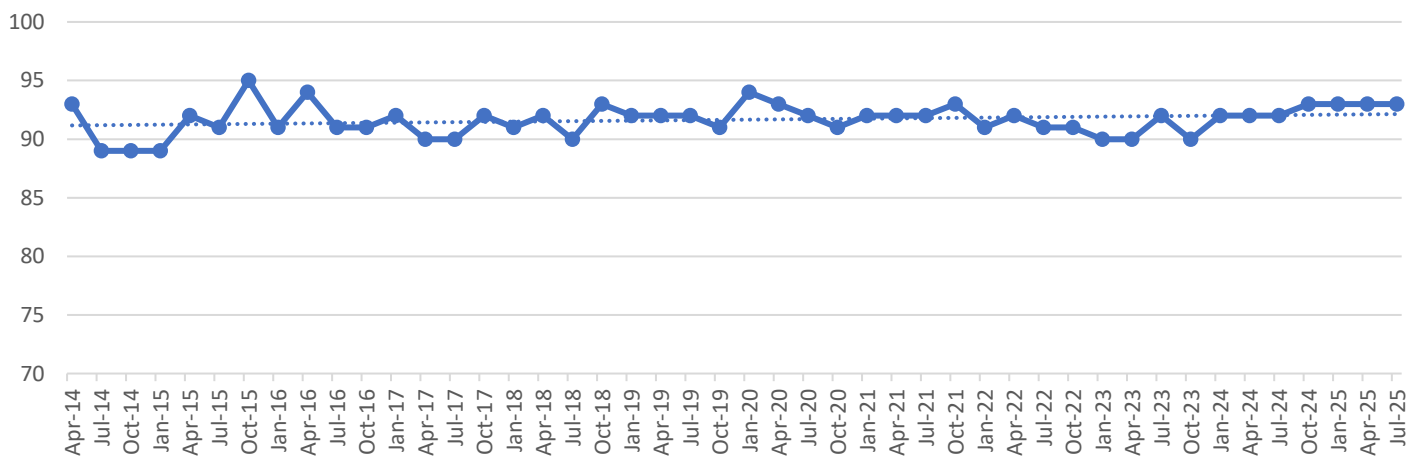
#7 - The time spent waiting



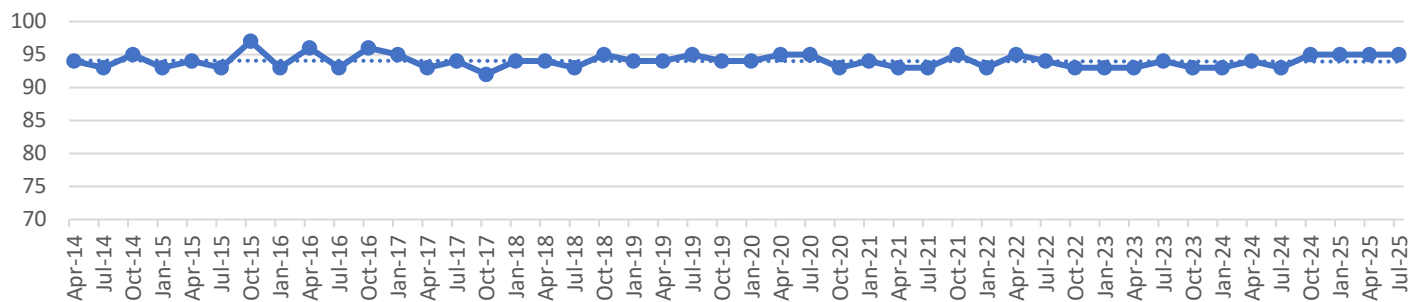
#8 - The respectfulness of staff



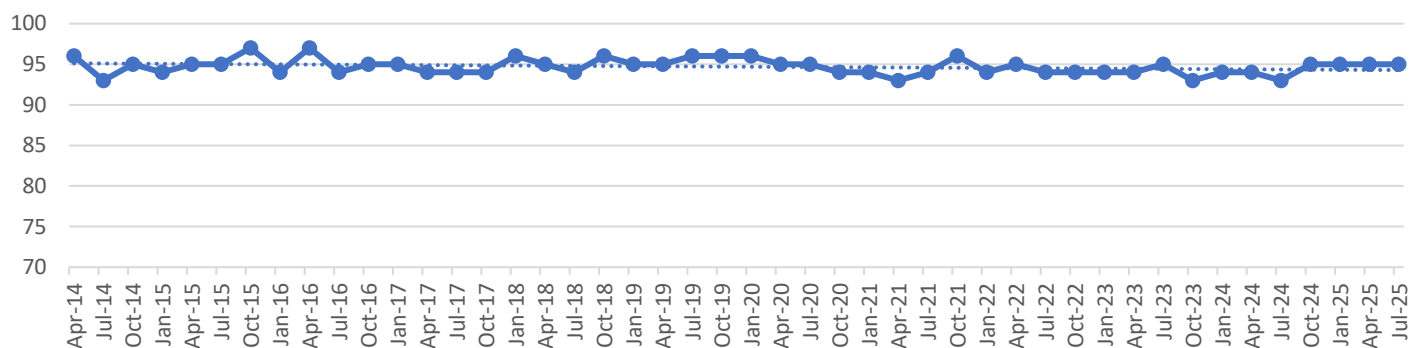
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



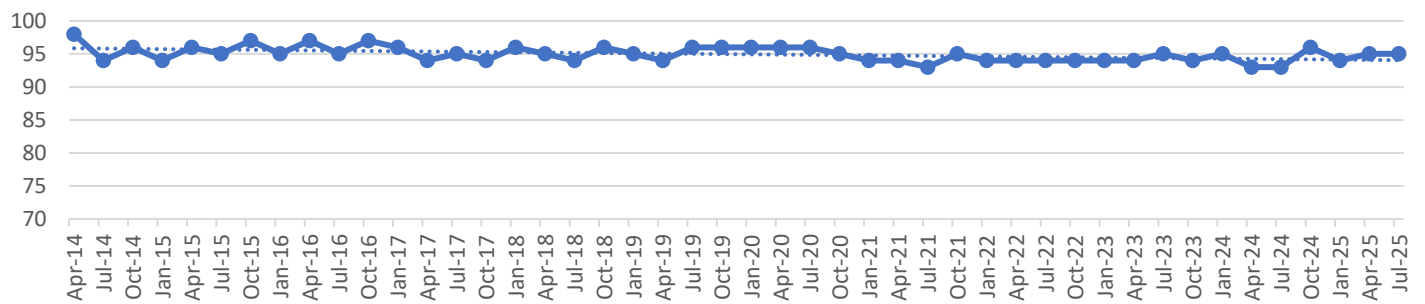
## #10 - The handling of my personal medical information in a private and confidential manner



## #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?

