

Patient Satisfaction Survey 2550 N. Annie Glidden Rd., DeKalb 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 84% to 94%. The mean for all questions was 91% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

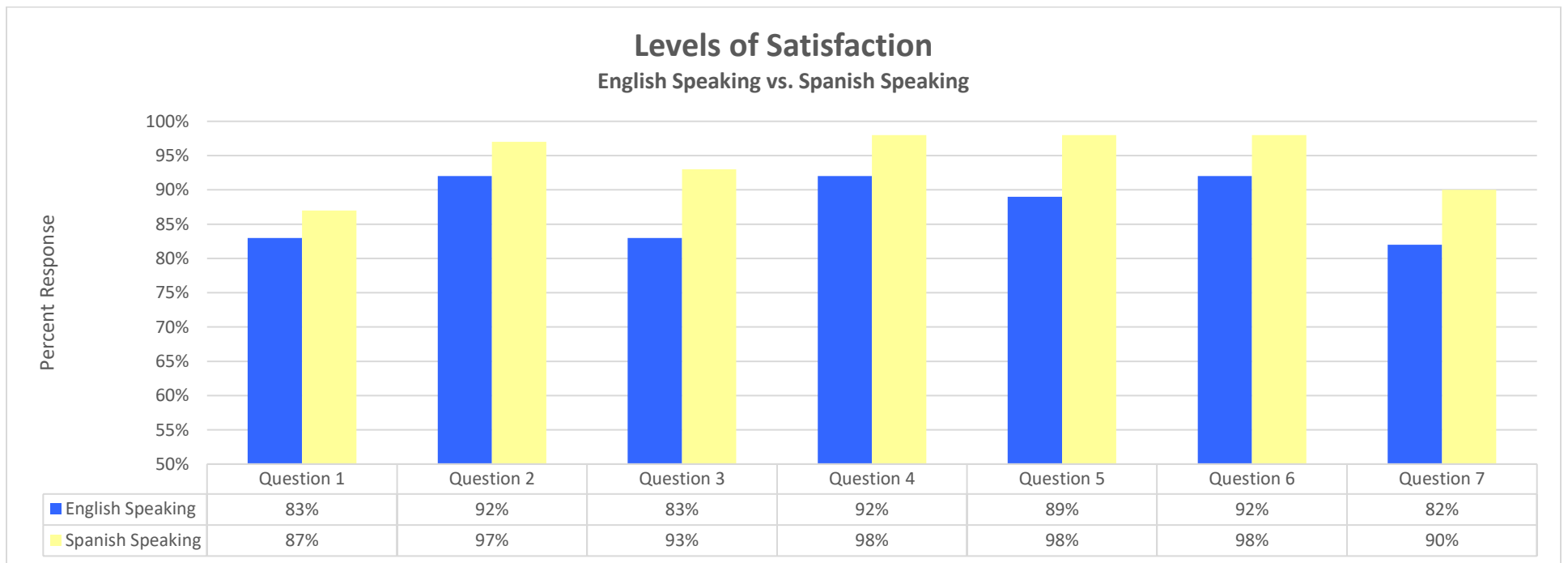
2550 N. Annie Glidden Rd., DeKalb – Survey Questions	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024
1. The phone operator staff and call center	84%	87%	93%	89%
2. The reception staff	93%	94%	94%	99%
3. Receiving a timely appointment	86%	93%	93%	94%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	96%	100%
5. The follow up and coordination of my care	91%	93%	92%	100%
6. The staff addressing my medical needs today	94%	95%	95%	99%
7. The time spent waiting	84%	92%	90%	95%
8. The respectfulness of staff	94%	96%	95%	100%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	94%	96%	97%
10. The handling of my personal medical information in a private and confidential	94%	96%	96%	100%
11. Your medical assistant	92%	94%	95%	99%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	94%	96%	96%	97%
13. Overall, how satisfied are you with the Health Center?	92%	95%	96%	99%

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%

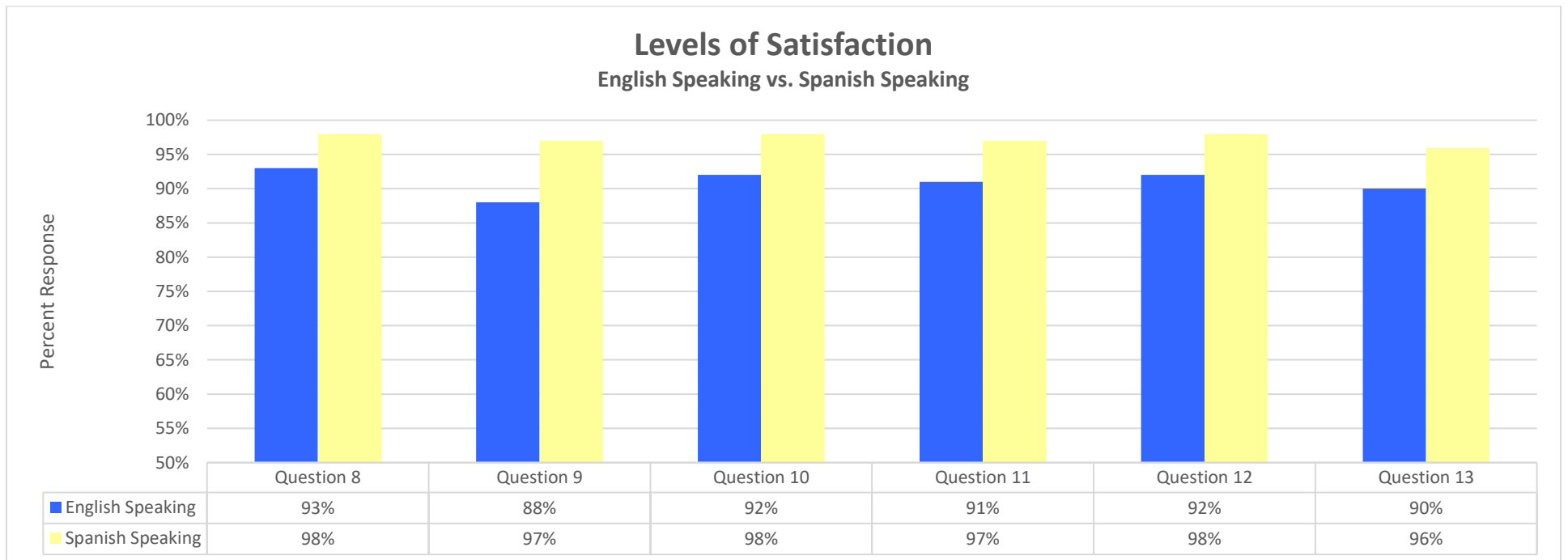
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	18 49%	7 58%	9 24%	3 25%	8 22%	1 8%	1 3%	1 8%	1 3%	0
2. The reception staff	28 76%	10 83%	5 14%	2 17%	3 8%	0	0	0	1 3%	0
3. Receiving a timely appointment	20 54%	9 75%	10 27%	2 17%	3 8%	1 8%	1 3%	0	3 8%	0
4. Education and explanation of plan provided in a way that I can understand	27 73%	11 92%	7 19%	1 8%	2 5%	0	0	0	1 3%	0
5. The follow-up and coordination of my care	23 62%	11 92%	10 27%	1 8%	3 8%	0	0	0	1 3%	0
6. The staff addressing my medical needs today	27 73%	11 92%	7 19%	1 8%	2 5%	0	0	0	2 3%	0
7. The time spent waiting	19 51%	7 58%	9 24%	4 33%	5 13%	1 8%	2 5%	0	2 5%	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	28 76%	11 92%	7 19%	1 8%	1 3%	0	0	0	1 3%	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	23 62%	10 83%	8 22%	2 17%	5 14%	0	0	0	1 3%	0
10. The handling of personal medical info in a private and confidential manner	28 76%	11 92%	6 16%	1 8%	2 5%	0	0	0	1 3%	0
11. Your medical assistant	24 65%	10 83%	11 30%	2 17%	1 3%	0	0	0	1 3%	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	28 76%	11 92%	6 16%	1 8%	2 5%	0	0	0	1 3%	0
13. Overall, how satisfied are you with the Health Center?	24 65%	9 82%	10 27%	2 18%	2 5%	0	0	0	1 3%	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: 9

N/A: 4

YES: 0

Comments:

1. "Dr. wouldn't respond."
2. "I haven't but every time I do everyone is very helpful. Dr. Williams always takes care of my needs, she's wonderful."

Spanish

NO: 2

N/A: 0

YES: 0

Comments:

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

English

1. "My PCP Dr. Williams is a godsend. She makes sure all my needs are met. The receptionist staff has always been extremely great at helping me, 5 stars." (Williams)
2. "Able to get seen as walk in."
3. "The doctors and staff." (2)
4. "My doc talks, she makes me very happy with my care. She cares a lot." (Anderson)
5. "Every staff talks with care and urgency." (Anderson)
6. "Timely manner."
7. "N/A."
8. "Close to home."
9. "People."
10. "Very friendly."
11. "Friendliness."
12. "Information I get concerning my health needs." (Anderson)
13. "Staff are knowledgeable."

Spanish

1. "The staff is kind and respectful." "El personal es amable y respetuoso." (Anderson)

Question 16: How can we improve Greater Family Health?

English

1. "None." (2)
2. "Nothing." (2)
3. "No improvement needed. Love this place." (Anderson)
4. "I am over satisfied." (Anderson)
5. "Calling back for follow ups."
6. "N/A."
7. "Care back from provider." (Anderson)

Spanish

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

English

- YES: 18
- NO: 1

Spanish

- YES: 4
- NO: 0

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

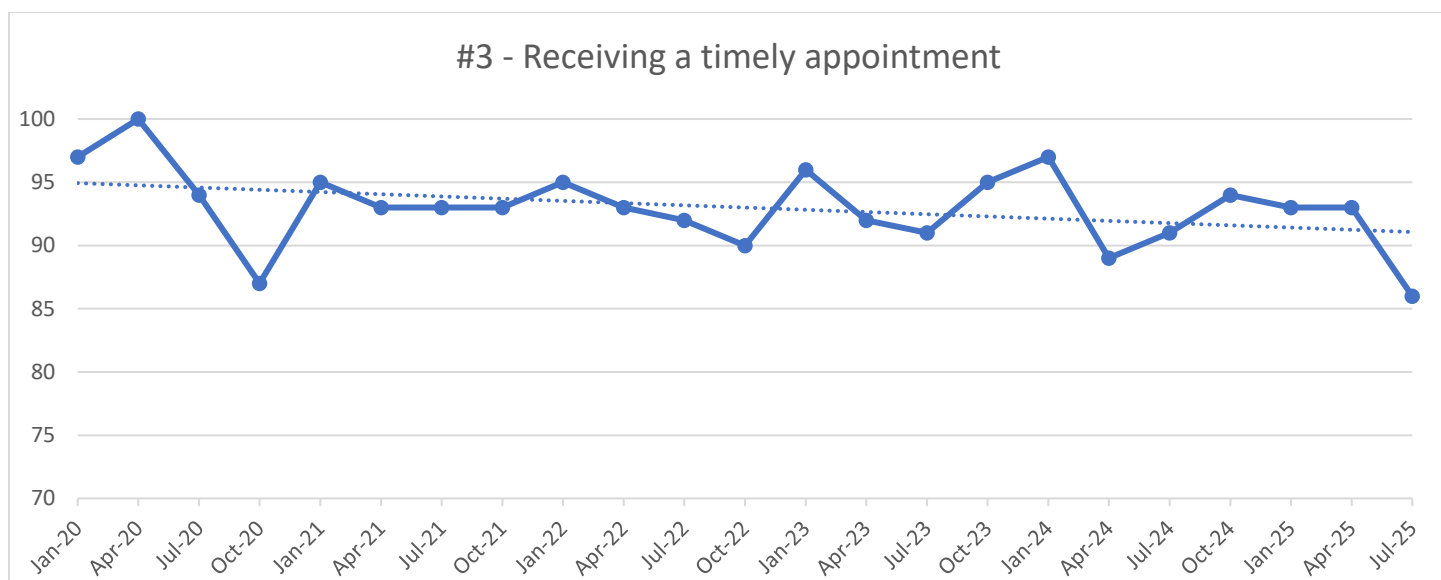
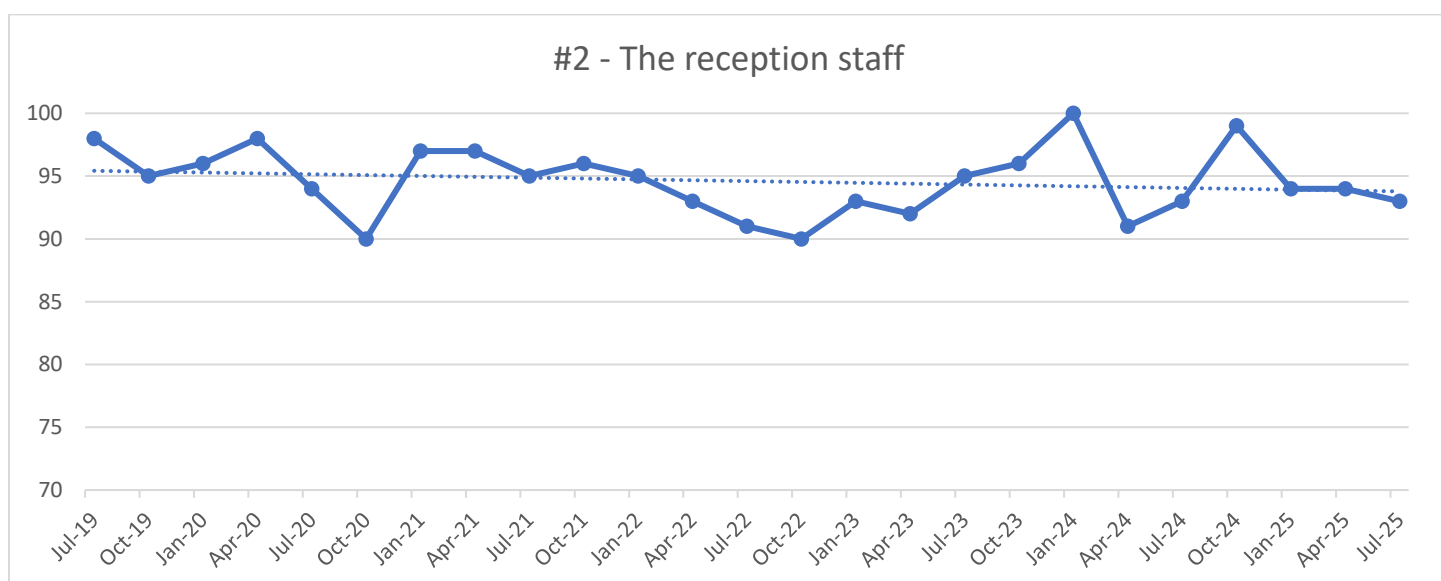
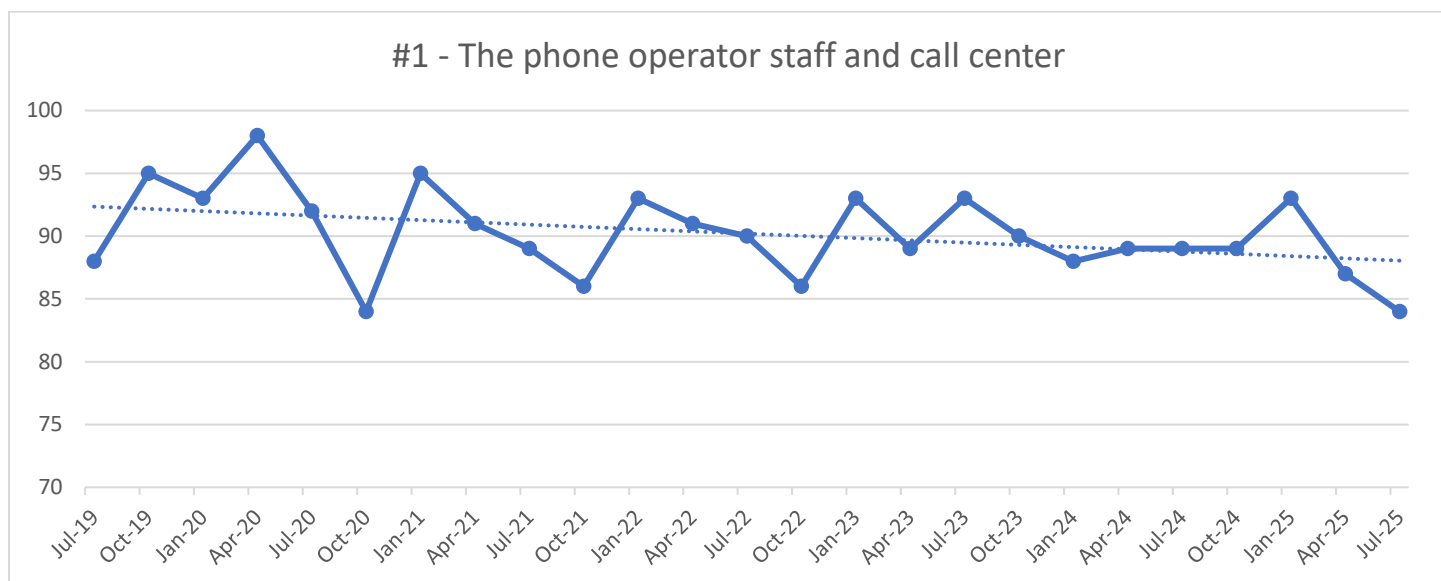
English

- Anderson: 5
- Williams: 19

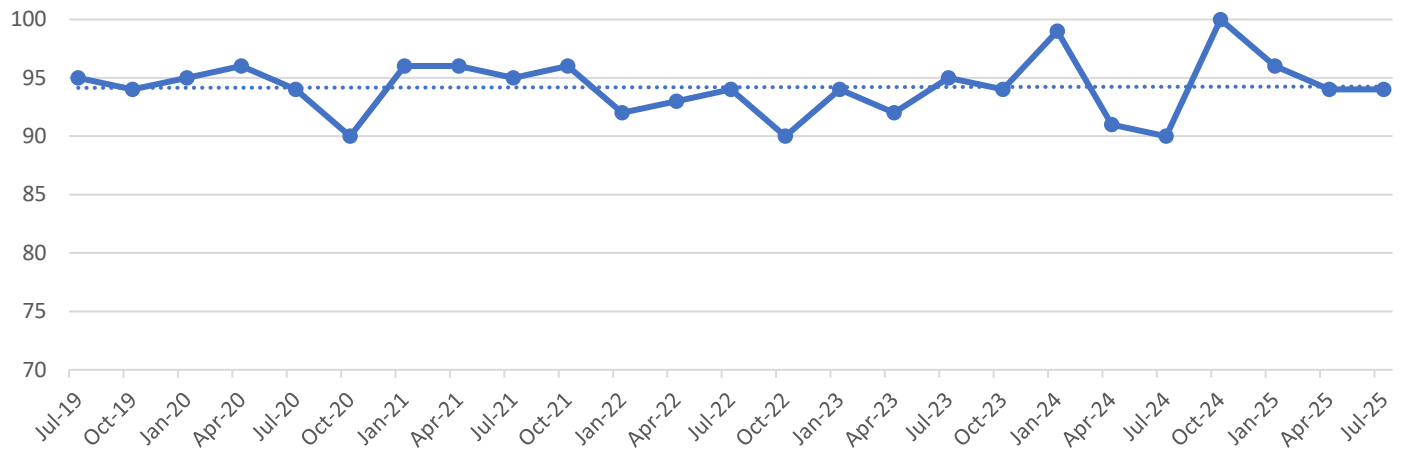
Spanish

- Anderson: 1
- Williams: 4

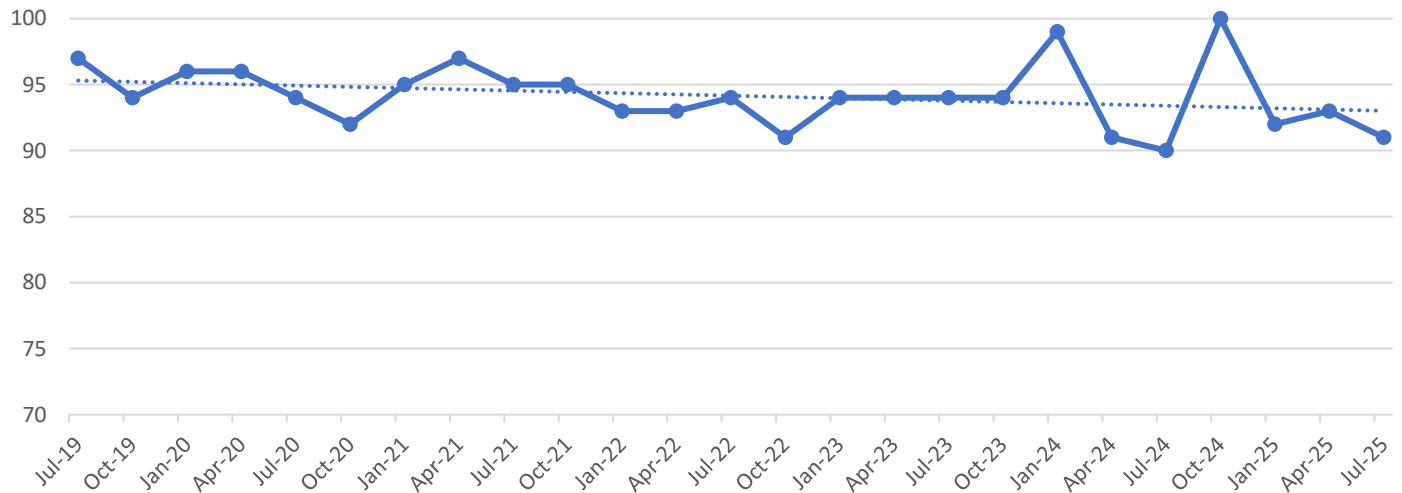
Individual Question Results with Trendlines



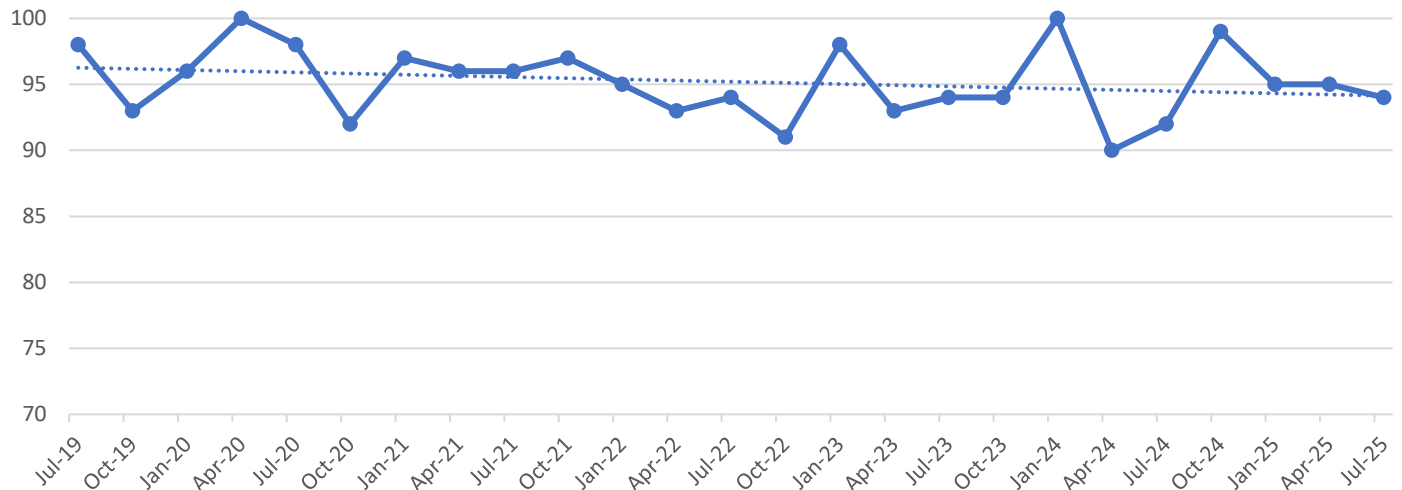
#4 - Education and explanation of plan provided in a way that I can understand



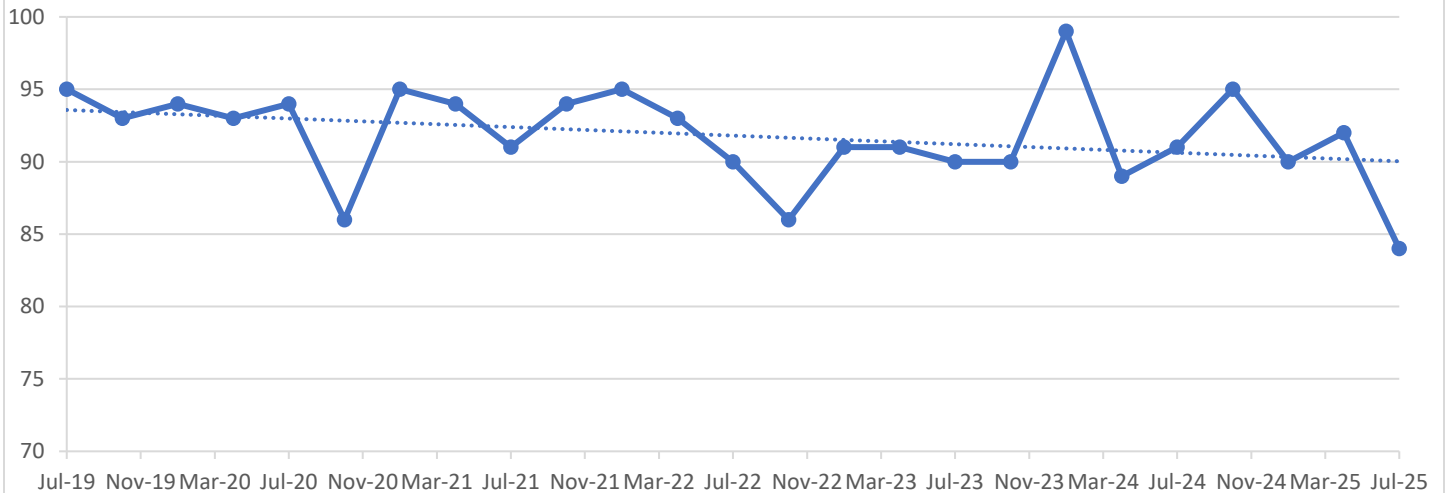
#5 - The follow-up and coordination of my care



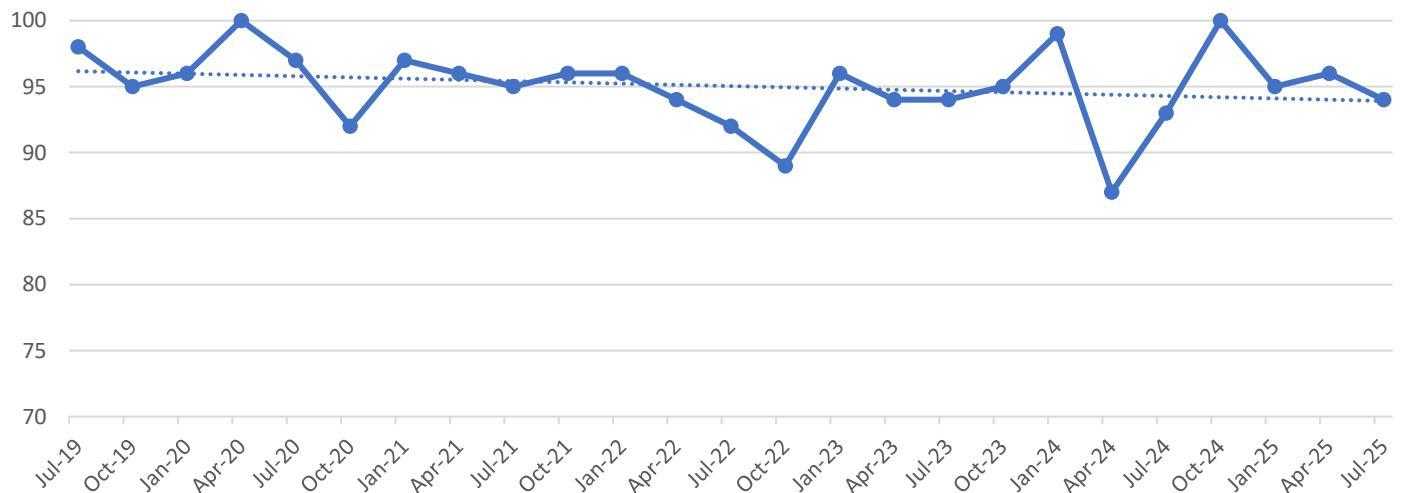
#6 - The staff addressing my medical needs today



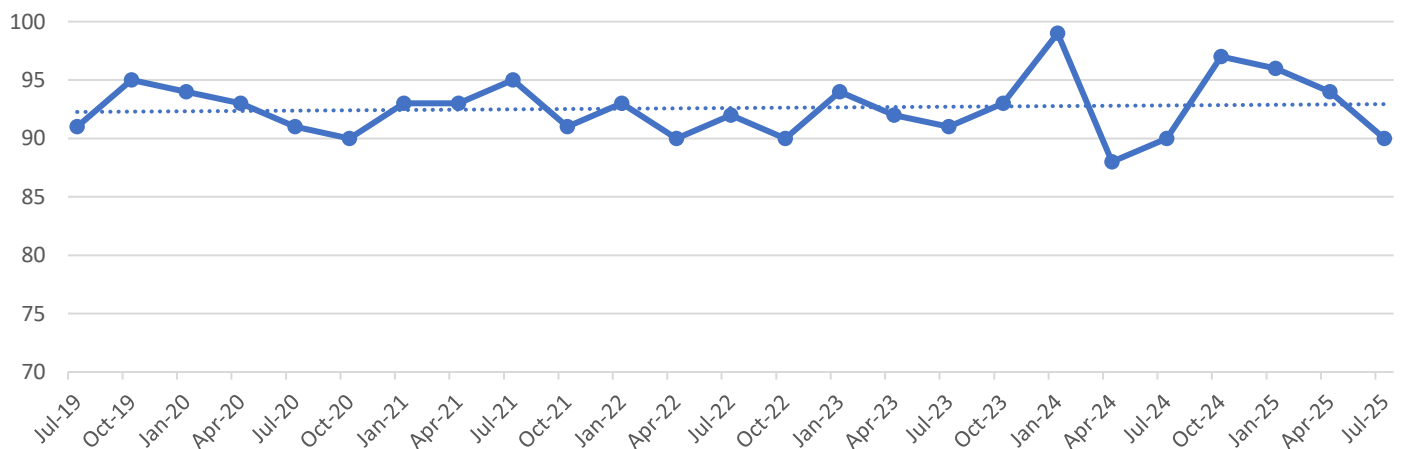
#7 - The time spent waiting



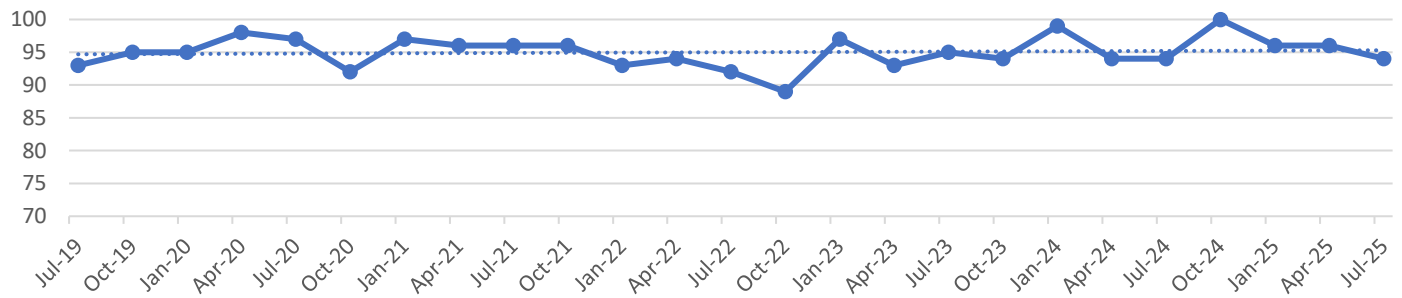
#8 - The respectfulness of staff



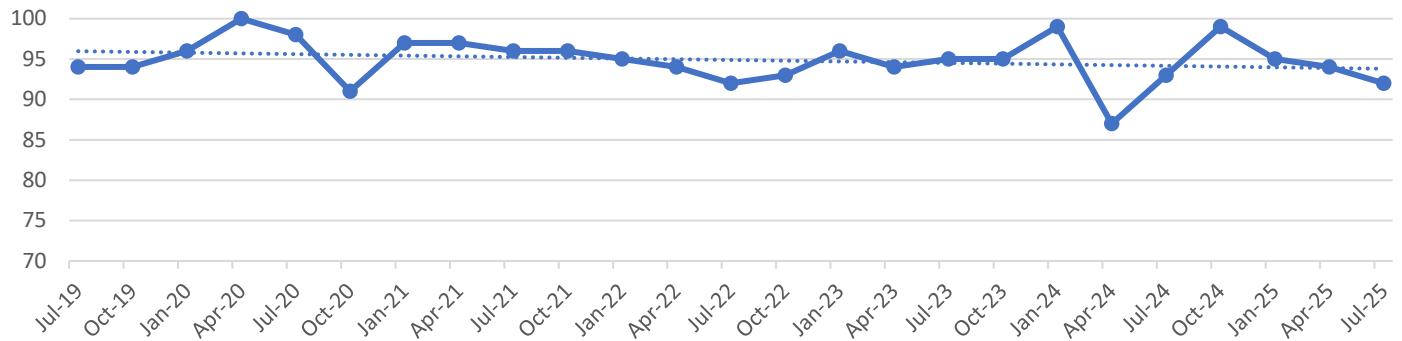
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



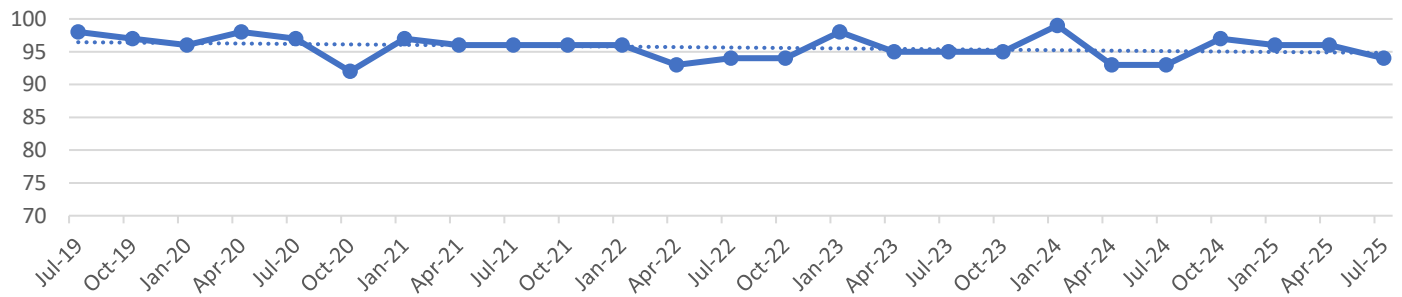
#10 - The handling of my personal medical information in a private and confidential manner



#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?

