

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Lower Level (Pediatrics)
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 93% to 96%. 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.

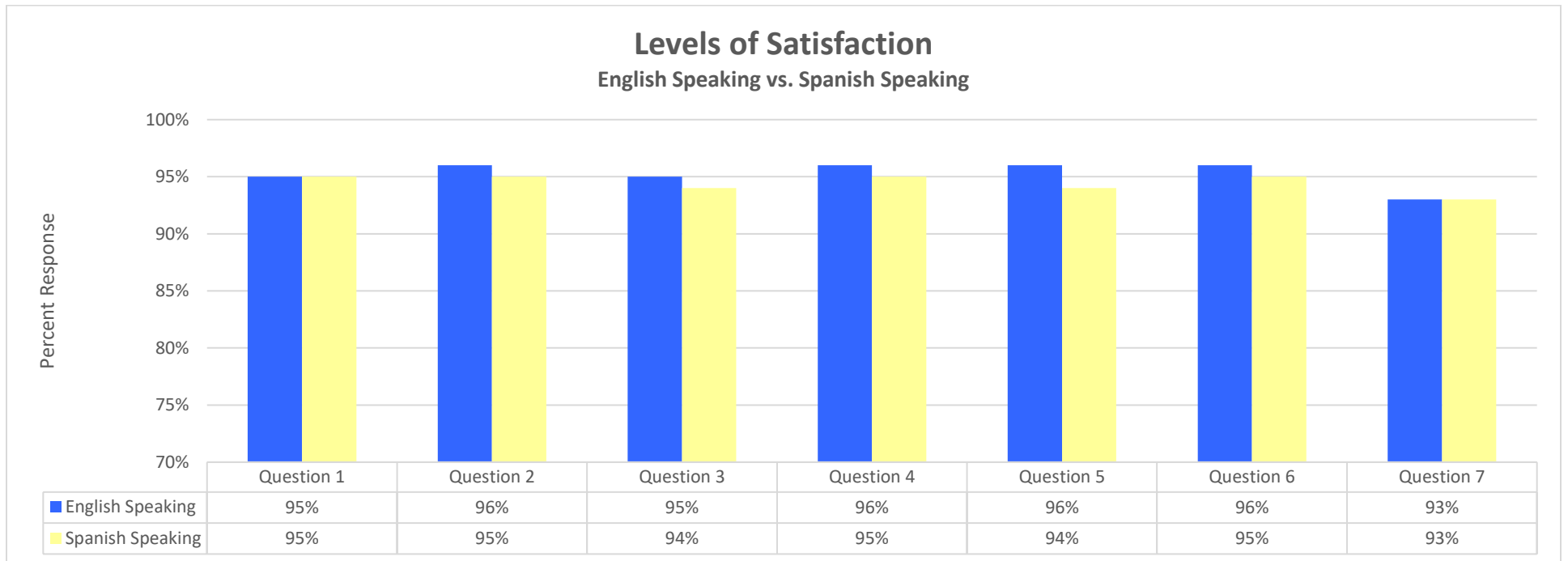
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024
1. The phone operator staff and call center	95%	92%	95%	92%
2. The reception staff	96%	94%	96%	94%
3. Receiving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

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%

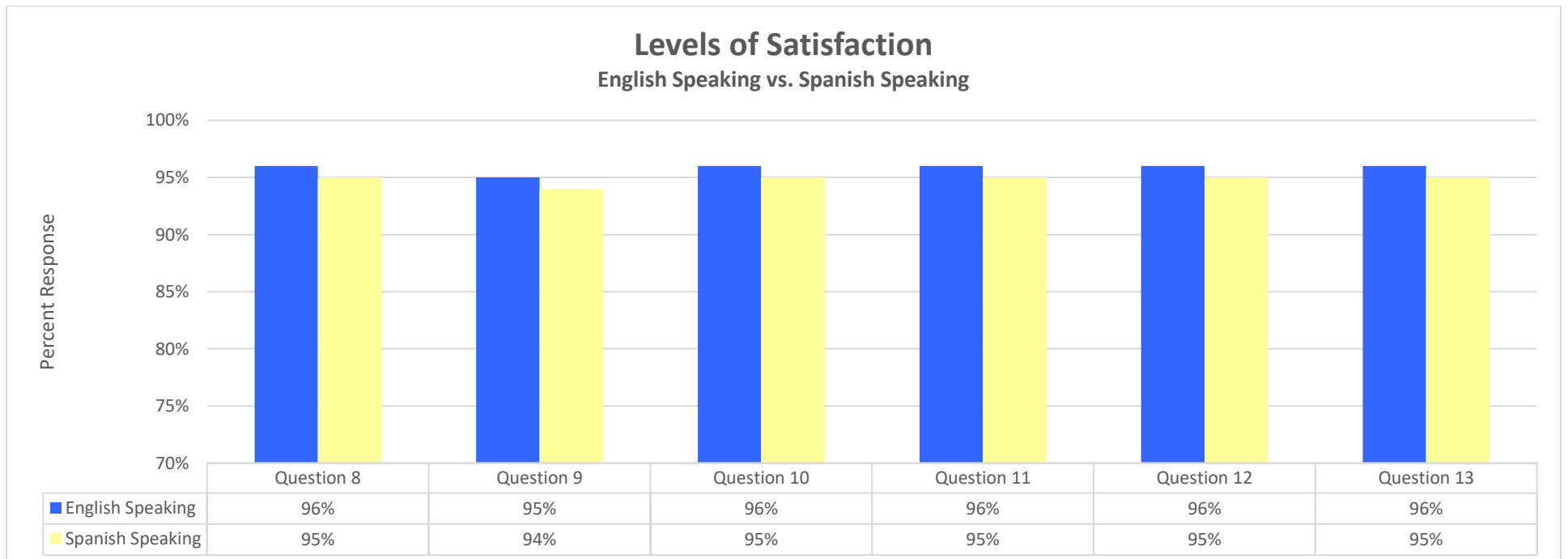
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	134 82%	158 81%	26 16%	30 15%	2 1%	4 2%	0	0	2 1%	4 2%
2. The reception staff	136 83%	163 83%	25 15%	28 14%	1 1%	1 1%	0	0	2 1%	4 2%
3. Receiving a timely appointment	133 81%	154 79%	27 17%	32 17%	2 1%	3 2%	0	1 1%	2 1%	4 2%
4. Education and explanation of plan provided in a way that I can understand	135 82%	158 81%	25 15%	32 16%	2 1%	2 1%	0	0	2 1%	4 2%
5. The follow-up and coordination of my care	137 84%	157 80%	24 15%	33 17%	1 1%	0	0	2 1%	2 1%	4 2%
6. The staff addressing my medical needs today	139 85%	165 84%	23 14%	25 13%	0	2 1%	0	0	2 1%	4 2%
7. The time spent waiting	127 77%	145 74%	26 16%	38 20%	7 4%	7 4%	2 1%	1 1%	2 1%	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	139 85%	160 83%	23 14%	29 15%	0	1 1%	0	0 %	2 1%	4 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	129 82%	146 79%	23 15%	34 18%	4 3%	3 2%	0	0 %	2 1%	3 2%
10. The handling of personal medical info in a private and confidential manner	140 85%	157 81%	22 13%	31 16%	0	1 1%	0	0 %	2 1%	4 2%
11. Your medical assistant	137 84%	162 83%	24 15%	29 15%	0	0	1 1%	1 1%	2 1%	4 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	140 85%	162 83%	22 13%	29 15%	0	0	0	1 1%	2 1%	4 2%
13. Overall, how satisfied are you with the Health Center?	138 84%	160 83%	23 14%	27 14%	1 1%	2 1%	0	0	2 1%	4 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: 25

N/A: 15

YES: 1

Comments:

1. "Amazing service."
2. "It was returned in a timely manner."
3. "Love how you guys was with son." (Miller)
4. "Call returned promptly." (Dodis)

Spanish

NO: 20

N/A: 1

YES: 2

Comments:

1. "Yes, satisfied." "Si satisfecho." (Triner)
2. "They promptly returned my call." "Me regresaron pronto la llamada." (Triner)
3. "Dr. Miller is awesome!" (English response on a Spanish survey)
4. "Very great." "Muy bien."
5. "They did not return my call." "No me regresaron la llamada."

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

English

1. "Information & questions answered." (Davies)
2. "N/A."
3. "Everything is healthful." (Triner)
4. "They are available."
5. "Efficient."
6. "Everything." (Dodis)
7. "The staff." (3)
8. "Receptionist."
9. "All the info provided to us." (Triner)
10. "Dr. & front desk." (Piekarz)
11. "Text reminders." (Weaver)
12. "Friendly staff, kids doctor's appointment and close to home."
13. "The convenience & help given." (Marepalli)
14. "Clair is always so informative and kind." (Triner)
15. "Staff & doctors always answer our questions."
16. "When the staff send a reminder to phone over appointment." (Miller)
17. "The staff and doctor." (Miller)
18. "Front desk, staff and doctor." (Miller)
19. "Availability of appointments."
20. "Close to home."
21. "Always respectful with everyone and they always help me with everything."
22. "Timely app." (Davies)
23. "Staff is really great and helpful."
24. "The services provided, and they take my sons insurance." (Davies)

Spanish

1. "Caring for my children's health." "A cuidar la salud de mi hijo." (Triner)
2. "Everything." "Todo."
3. "With everything." "En todo."
4. "The medical attention for my baby." "La atencion medica para mi bebe."
5. "The availability of the wait list." "Su disponibilidad de lista de espera." (Dodis)
6. "Quick appointments and personnel is very kind."
7. "To feel better." "A estar mejor." (Triner)
8. "They have helped me with what I have needed." "Me ayudado muy en lo que he necesitado." (Triner)
9. "With my daughter's health." "Con la salud de mi hija." (Triner)
10. "With my family's health." "La salud de mi familia." (Piekarz)
11. "I like how they tend to me." "Me gusta como me atienden."
12. "Scheduling appointments quickly and in good time." "Agendar citas rapido y en un buen tiempo." (Triner)
13. "Everything." "Todo." (4)
14. "Opportune attention." "Atencion oportuna." (Davies)
15. "Closeness." "Cercania."
16. "That they are always readily available to help." "Estan siempre dispuestos para ayudar."
17. "Very great attention." "Muy buena atencion."

18. "Everything in general very good attention." "Todo en general muy buena atencion."
19. "They provide appointments on time, and they give me options." "Me dan las citas a tiempo y me dan opciones." (Marepalli)
20. "With my daughter's health." "La salud de mi hija." (Piekarz)
21. "That they speak Spanish and they are always kind and they accommodate my appointments." "Que hablan Espanol y siempre estan amables y acomodan mi citas." (Piekarz)
22. "That it is close to where I live." "Queda cerca de donde vivo." (Marepalli)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (5)
2. "No." (Davies)
3. "Nothing everything fine." (Triner)
4. "Nothing." (2)
5. "Communication." (2)
6. "Your doing great."
7. "Everything is fine for me." (Marepalli)
8. "Nothing much to be honest, love the staff." (Miller)
9. "You guys are doing amazing."
10. "No improvements needed atm." (Davies)
11. "The waiting time."
12. "Nothing everything is great." (Davies)
13. "It's good." (Dodis)

Spanish

1. "Everything is great." "Todo bien."
2. "Everything is great." "Todo esta bien." (2)
3. "Everything is very great." "Todo esta muy bien." (2)
4. "It seems great to me." "Me parece muy bien." (Triner)
5. "For me, it is great how it is." "Para mi esta vien así."
6. "To be punctual to receive just as we are told to arrive on time for the appointment." "Que sean puntuales para recibir asi como nos acen llegar en tiempo a la cita."
7. "As of today, everything is very great." "Hasta hoy en dia todo muy bien."
8. "Everything is excellent better continue." "Todo excelente mejora continua." (Piekarz)

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

English

- YES: 96
- NO: 0

Spanish

- YES: 80
- NO: 0

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

English

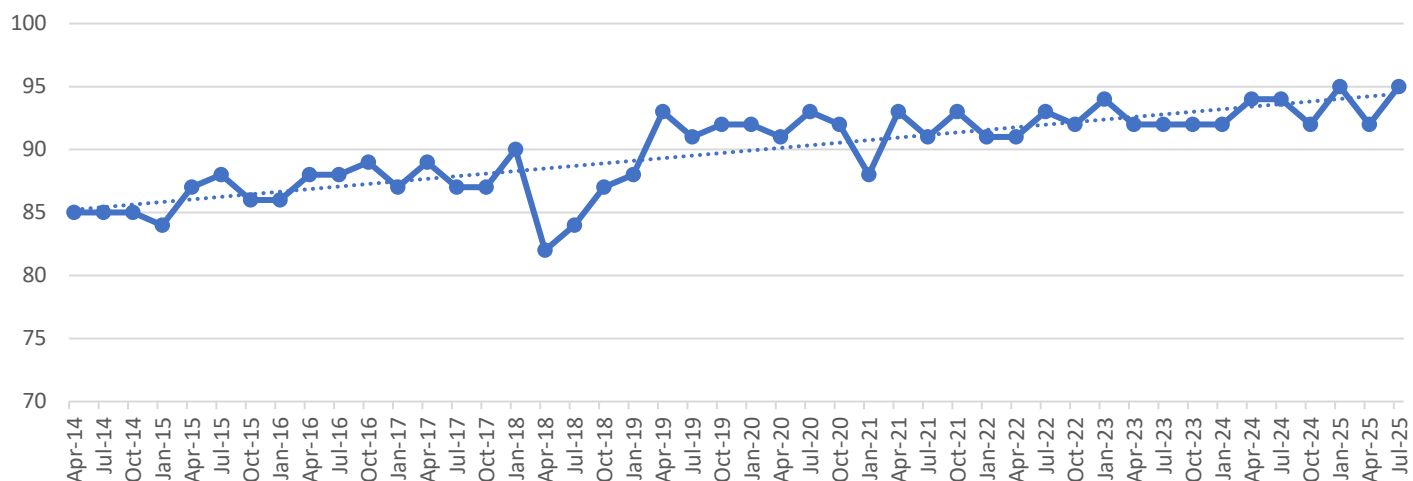
- Davies: 18
- Dodis: 8
- Marepalli: 15
- Miller: 6
- Piekarz: 11
- Triner: 11
- Weaver: 4

Spanish

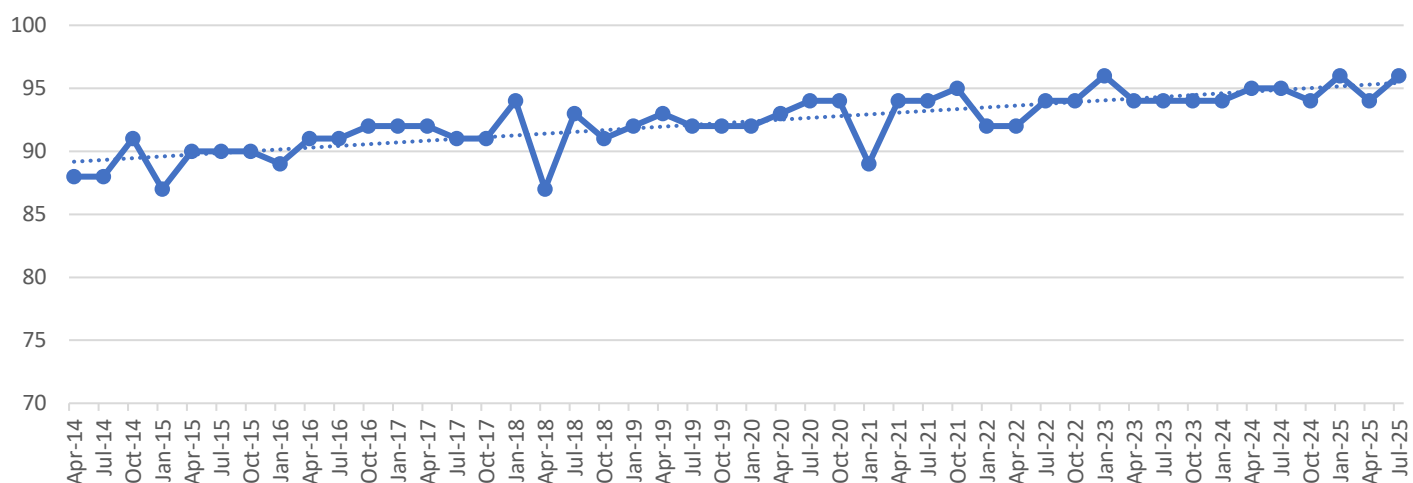
- Davies: 11
- Dodis: 9
- Marepalli: 24
- Miller: 9
- Piekarz: 15
- Triner: 15

Individual Question Results with Trendlines

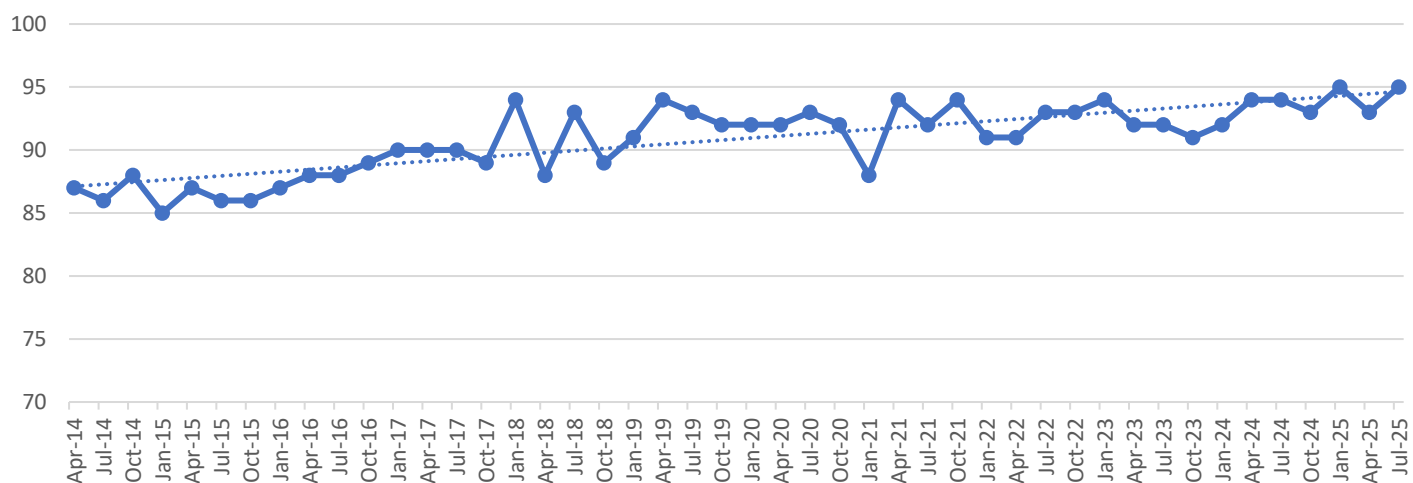
#1 - The phone operator staff and call center



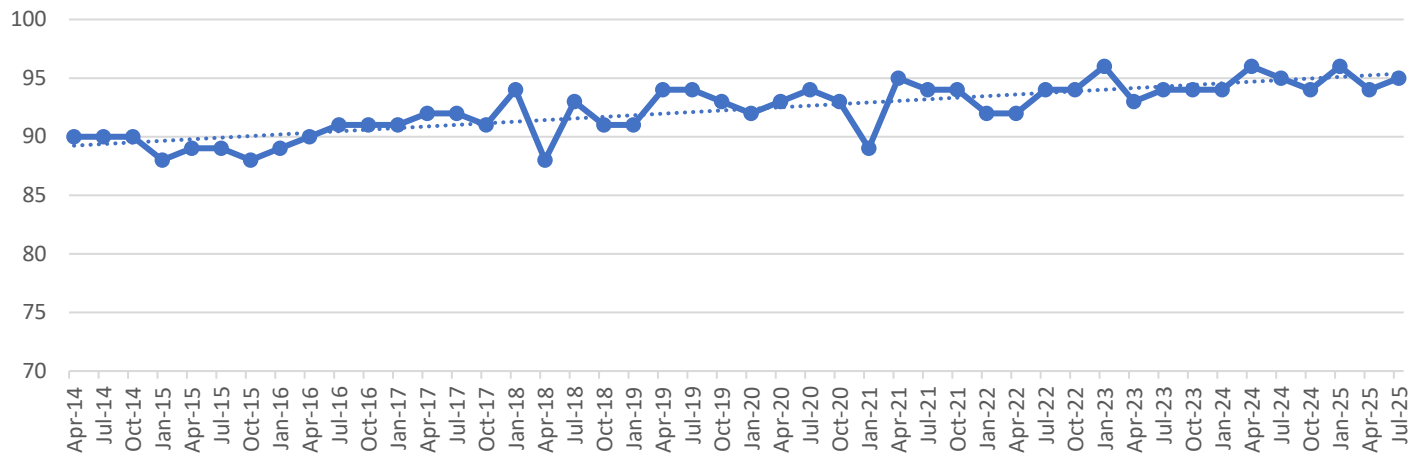
#2 - The reception staff



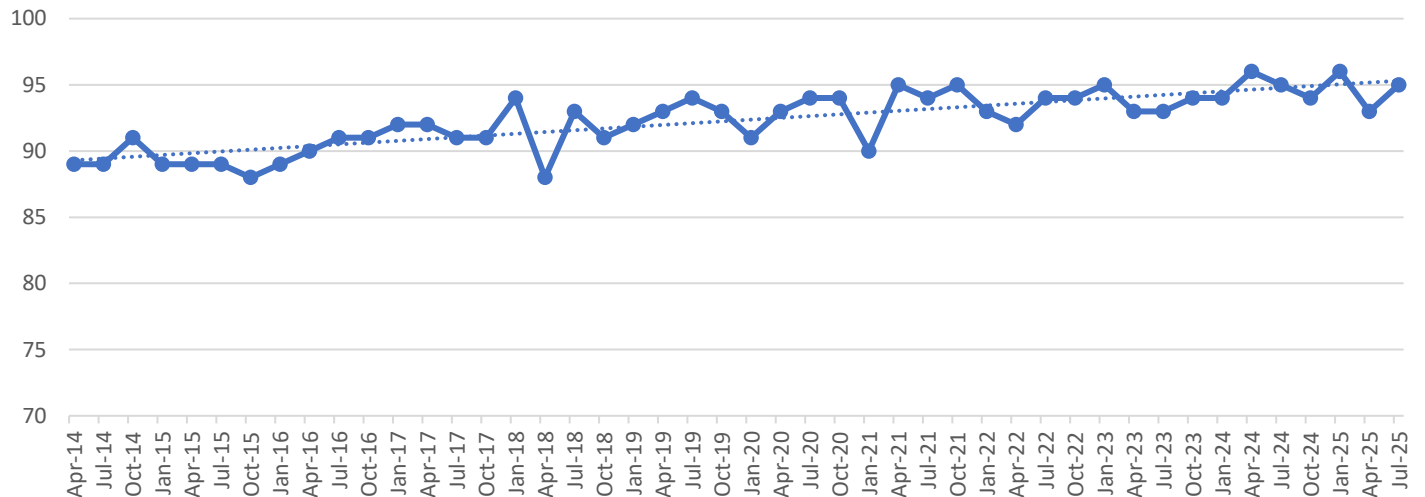
#3 - Receiving a timely appointment



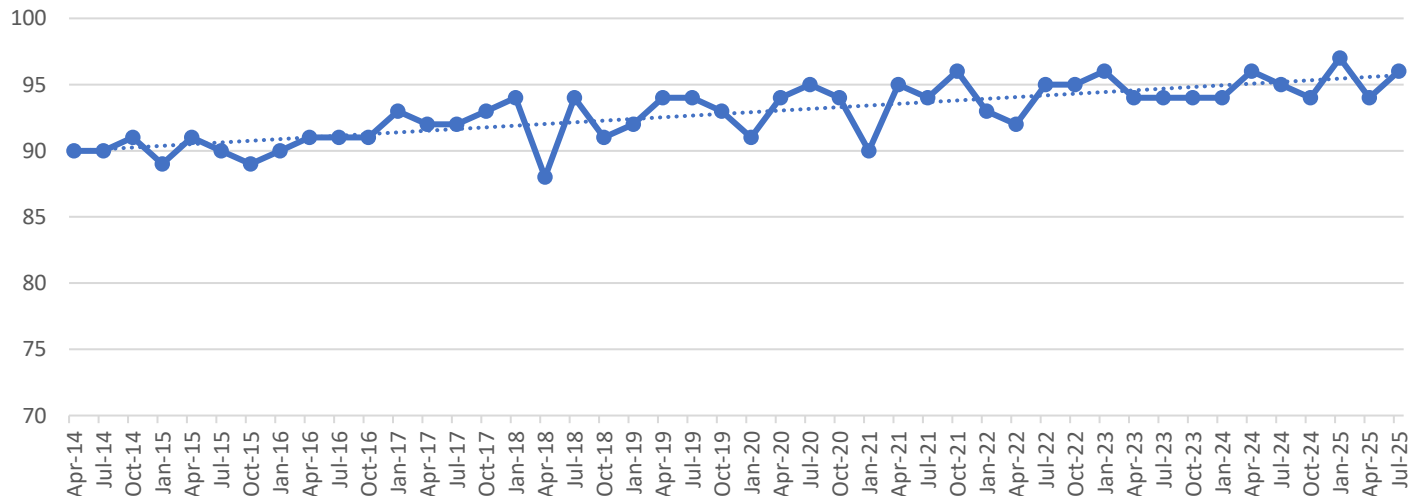
#4 - Education and explanation of plan provided in a way that I can understand



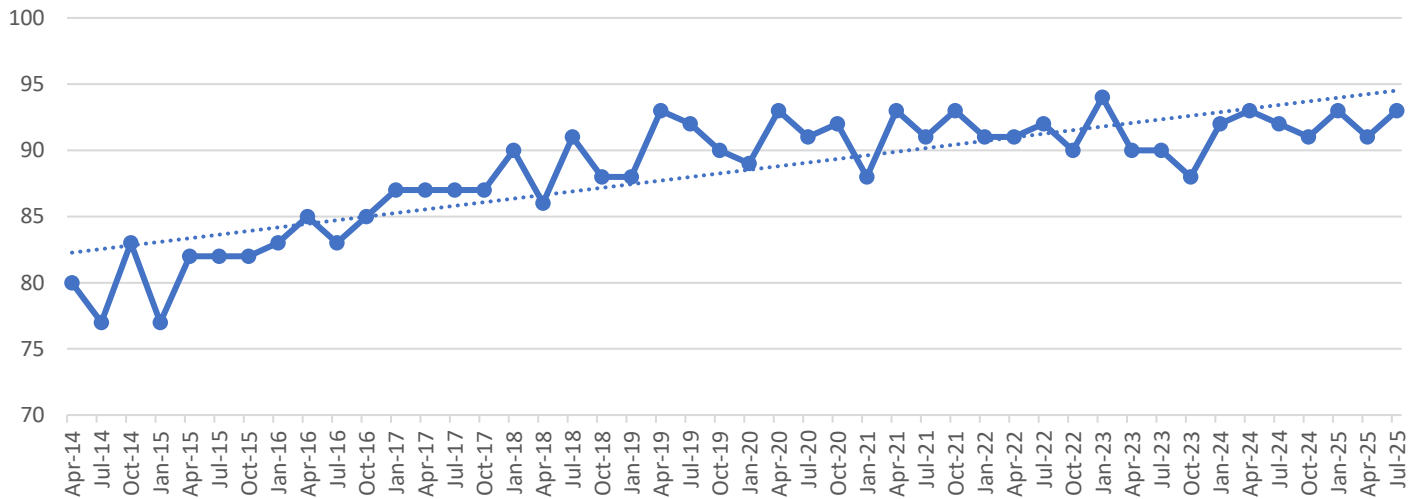
#5 - The follow-up and coordination of my care



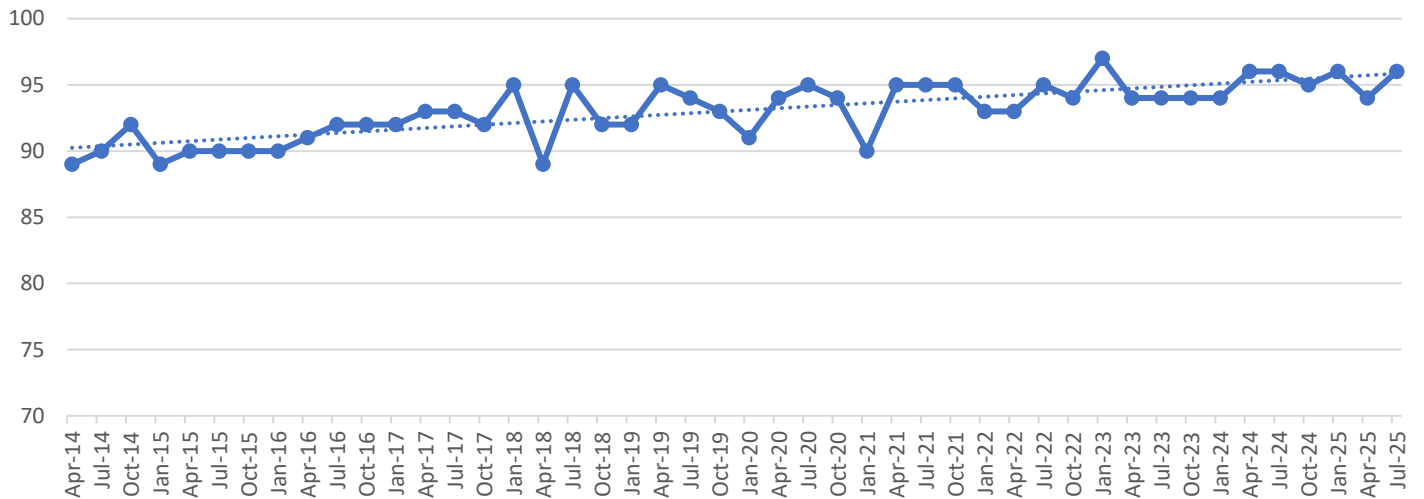
#6 - The staff addressing my medical needs today



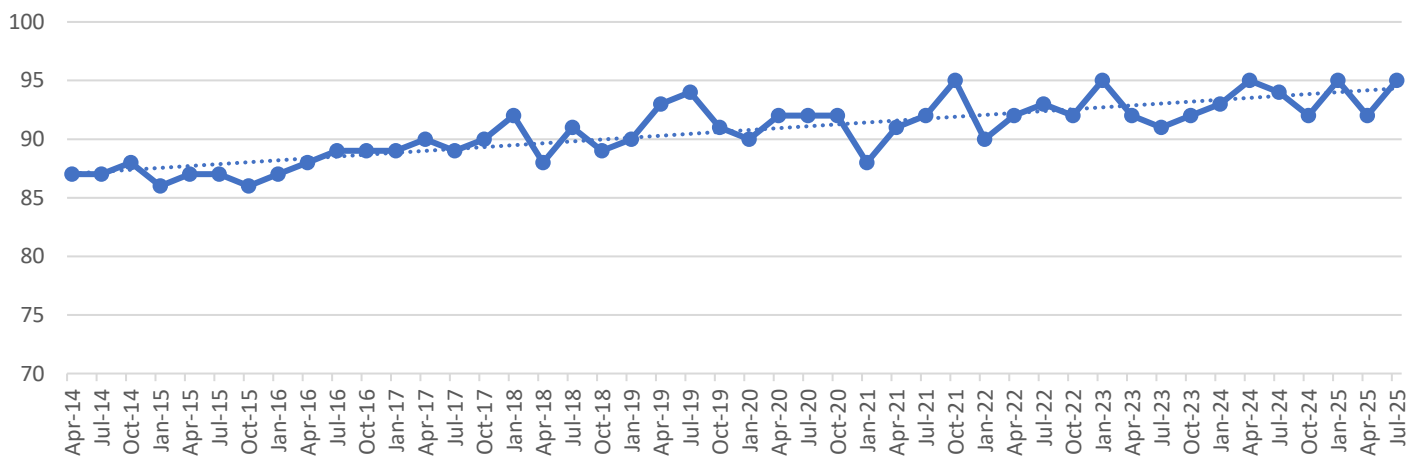
#7 - The time spent waiting



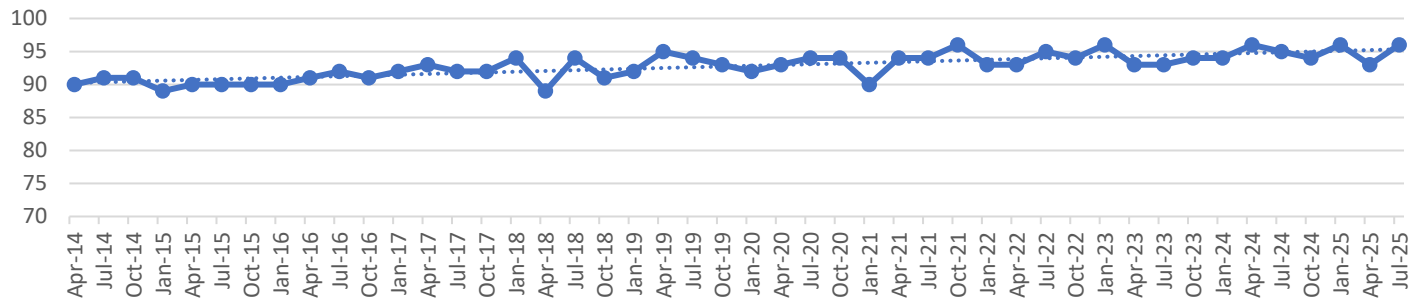
#8 - The respectfulness of staff



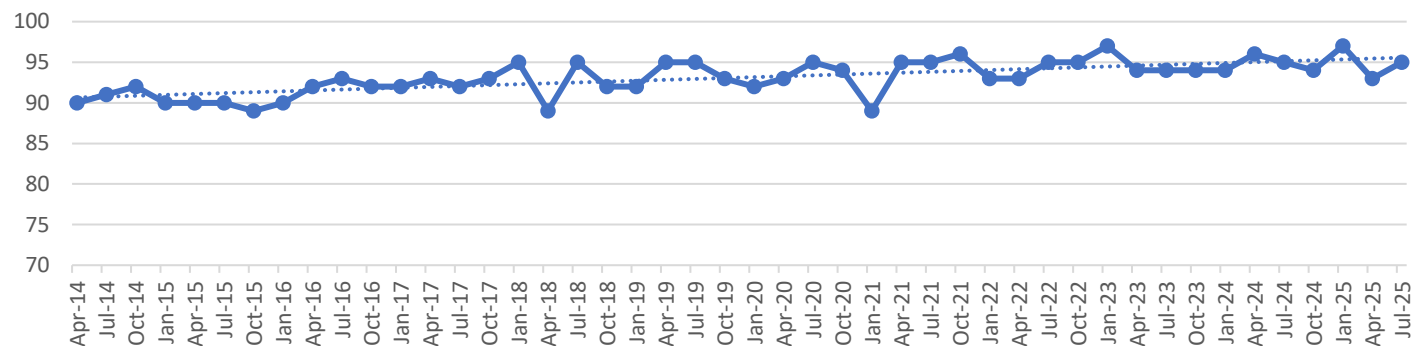
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



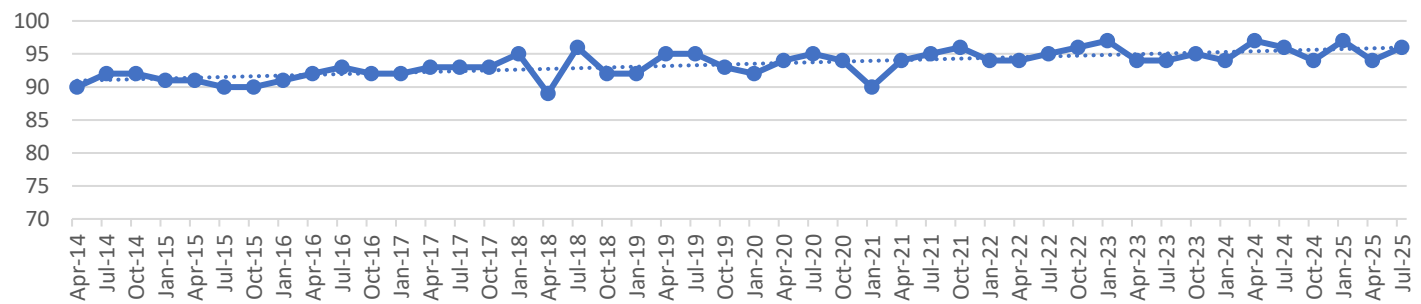
#10 - The handling of my personal medical information in a private and confidential manner



#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?

