

**Patient Satisfaction Survey**  
**450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental)**  
**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 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.

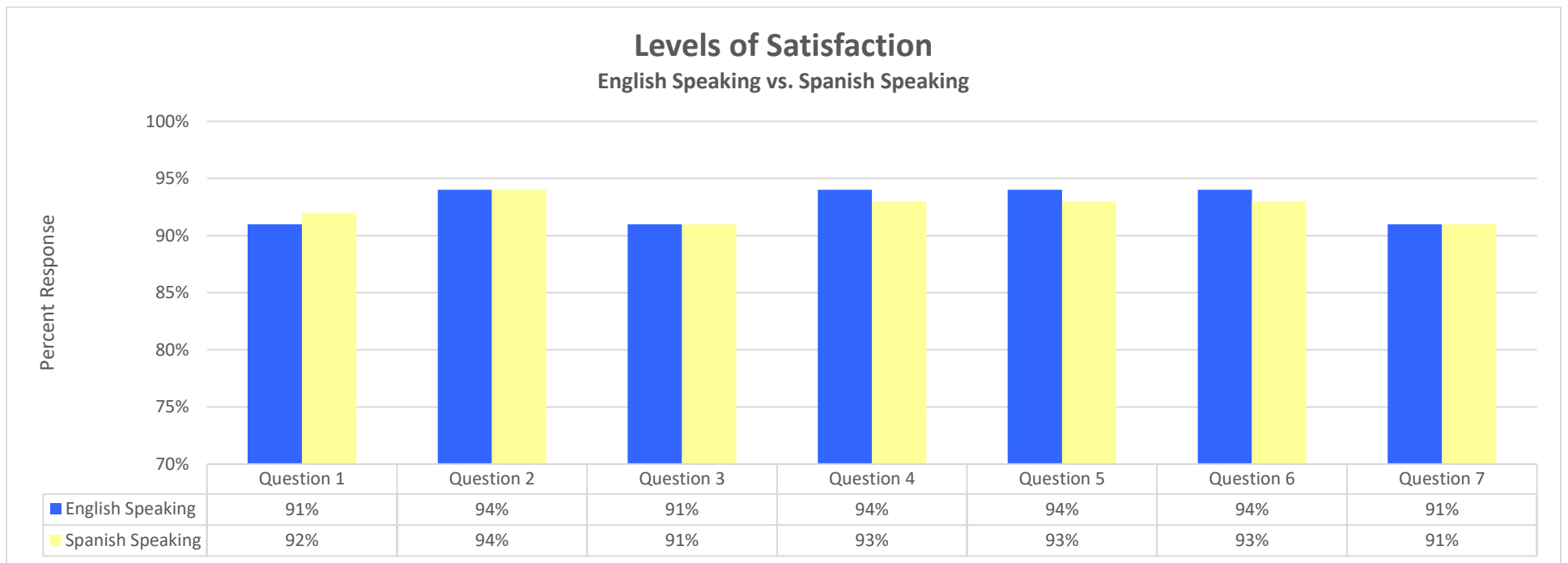
<b>450 Dundee Ave., Elgin - Upper Level – Survey Questions</b>	<b>Level of Satisfaction July 2025</b>	<b>Level of Satisfaction April 2025</b>	<b>Level of Satisfaction January 2025</b>	<b>Level of Satisfaction October 2024</b>
1. The phone operator staff and call center	92%	94%	93%	94%
2. The reception staff	94%	95%	95%	96%
3. Receiving a timely appointment	91%	93%	89%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	92%	95%
5. The follow up and coordination of my care	93%	94%	94%	94%
6. The staff addressing my medical needs today	94%	94%	94%	95%
7. The time spent waiting	91%	91%	89%	92%
8. The respectfulness of staff	94%	94%	95%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	94%	90%	94%
10. The handling of my personal medical information in a private and confidential	94%	95%	94%	95%
11. Your medical/dental assistant	93%	93%	94%	94%
12. Your health/dental provider (MD/DO, midwife, nurse practitioner, PA, DDS/DMD, RDH)	93%	94%	94%	95%
13. Overall, how satisfied are you with the Health Center?	94%	95%	94%	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%

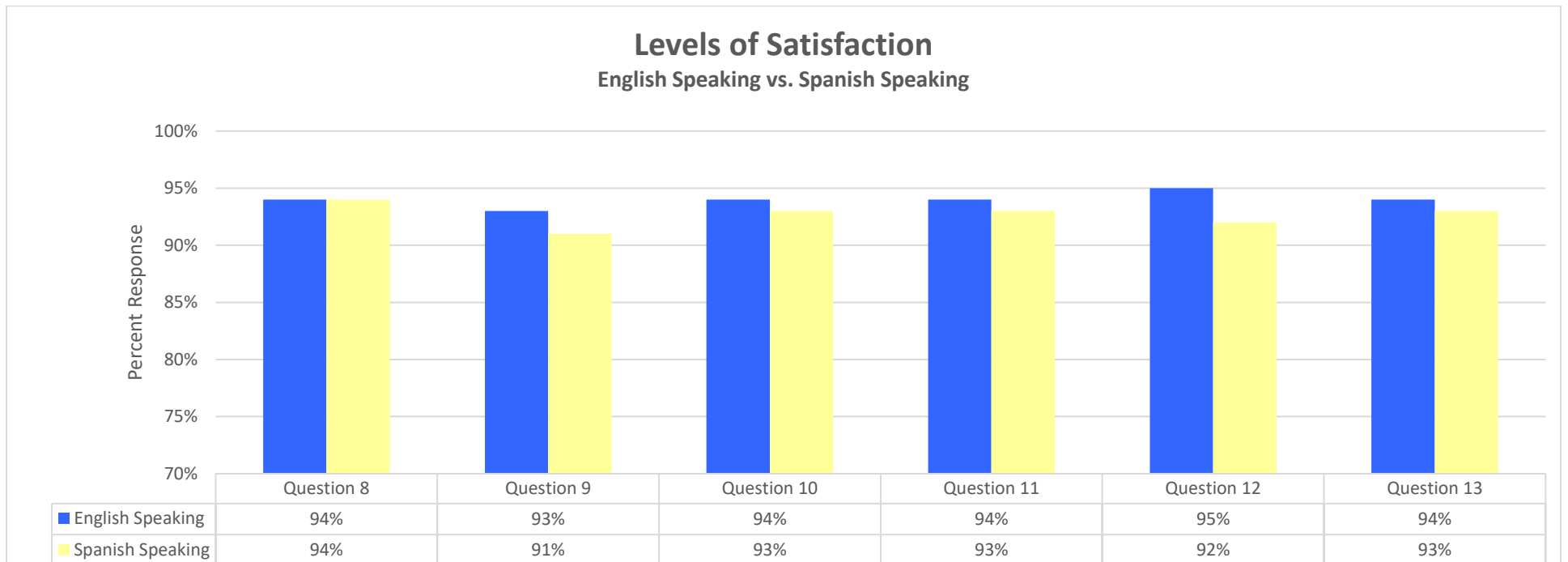
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	110 66%	158 70%	45 27%	59 26%	8 5%	6 3%	4 2%	1 1%	0	3 1%
2. The reception staff	121 72%	169 75%	43 25%	53 24%	4 2%	1 1%	1 1%	1 1%	0	2 1%
3. Receiving a timely appointment	112 67%	152 68%	44 26%	58 26%	4 2%	8 4%	5 3%	4 2%	3 1%	3 1%
4. Education and explanation of plan provided in a way that I can understand	125 74%	156 68%	39 23%	68 30%	4 2%	3 1%	0	0	0	2 1%
5. The follow-up and coordination of my care	125 74%	155 68%	38 23%	66 29%	5 3%	3 1%	0	1 1%	0	2 1%
6. The staff addressing my medical needs today	124 73%	162 71%	42 25%	61 27%	3 2%	2 1%	0	0	0	3 1%
7. The time spent waiting	112 66%	146 64%	42 25%	67 29%	9 5%	11 5%	4 2%	1 1%	2 1%	3 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	125 74%	161 71%	40 24%	60 27%	4 2%	3 1%	0	0	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	112 69%	136 61%	43 26%	75 34%	8 5%	7 3%	0	2 1%	0	2 1%
10. The handling of personal medical info in a private and confidential manner	125 74%	156 68%	39 23%	67 29%	4 2%	2 1%	0	1 1%	0	2 1%
11. Your medical assistant	121 73%	153 69%	41 25%	62 28%	5 3%	5 2%	0	1 1%	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	128 77%	147 67%	36 22%	66 30%	3 2%	4 2%	0	2 1%	0	2 1%
13. Overall, how satisfied are you with the Health Center?	127 76%	161 71%	35 21%	59 26%	6 4%	4 2%	0	2 1%	0	2 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: 35

N/A: 13

YES: 3

#### **Comments:**

1. "No, I didn't leave one but all the time I come have, it's really great. Very nice staff they care a lot. Thank you so much." (Akroush)
2. "No, receptionists are kind, helpful. All the staff is fast & amazing." (Piper)
3. "I have not left any message." (Piper)
4. "Yes- great!" (Guzman)
5. "This is the best staff ever we met." (Stern)
6. "Satisfied with it. They reverted my v.m." (Lamond)

#### **Spanish**

NO: 43

N/A: 4

YES: 8

#### **Comments:**

1. "Very great." "Muy bien." (2)
2. "Very kind." "Muy amables." (George)
3. "Great." "Bueno."
4. "Satisfied." "Satisfecho." (Safavinejad)
5. "Everyone is very kind 😊." "Todos muy amables 😊." (Akroush)
6. "Very kind and respectful." "Muy amables y respetuosos." (Akroush)

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

#### **English**

1. "Everything." (Quesea)
2. "N/A." (5)
3. "None." (Akroush)
4. "Convenience." (Guzman)
5. "Close by." (Guzman)
6. "The staff." (4)
7. "Prices."
8. "Very professional." (Safavinejad)
9. "The communication." (Stern)
10. "Timely." (Piper)
11. "Anna Stern." (Stern)
12. "Resources." (Stern)
13. "Kind, knowledgeable staff." (Lamond)
14. "Dr. Heather is always welcoming & answering questions." (Piper)
15. "The great communication and how caring everyone is." (Piper)
16. "The service." (Safavinejad)
17. "Everyone is very helpful." (Guzman)
18. "It's very efficient and well organized. Staff are always so kind." (Akroush)
19. "Keep in touch." (Guzman)
20. "Answered all my questions." (Piper)
21. "The staff is so helpful, they always call to remind us of appointments, they always check on us. I mean they always follow-up. We really grateful. Be blessed." (Akroush)
22. "Easy commute. Quick." (Akroush)

#### **Spanish**

1. "In general, everything is great." "En general, todo bien." (Piper)
2. "N/A." (2)
3. "Everything." "Todo."
4. "Time." "Tiempo." (Stern)
5. "The language." "El idioma." (2)
6. "Dentist." "Dentista." (Safavinejad)
7. "The medical appointments, dentist." "Las citas medicas, dentista." (Lamond)
8. "The great service." "Su buen servicio." (George)
9. "They help me with the language. They are kind and I do not have to wait a long time." "Me ayudan en mi idioma. Son amables y no tengo que esperar mucho tiempo." (Piper)
10. "To feel tranquil in respect to the attention from the personnel." "A sentirme tranquila con respect a toda la atencion del personal." (Piper)
11. "In all of my medical follow-up." "En todo mi seguimiento medico." (Lamond)
12. "Great service." "Buen servicio." (Akroush)
13. "With everything." "En todo." (Safavinejad)
14. "The pediatrician." "El pediatra." (Akroush)
15. "Their economical appointments." "Sus sita economicas." (George)
16. "With health." "Con la salud." (Piper)
17. "The attention is very great." "Muy buena atencion."

23. "Having appts available at all times." (Guzman)
24. "How they explained everything in terms I understood & talked me through everything." (Piper)
25. "Having lab and wic and pediatrics & ob all at the same place!" (Piper)
26. "My doctor I see all the time." (Piper)
27. "The staff- everyone is so helpful." (Guzman)
28. "Doing my visit with the ob." (Piper)
29. "Explanation on my next appointment and what I need to get done at the hospital." (Lamond)
30. "How helpful and reassuring the doctor is." (Piper)
31. "Very convenient always available + close to my residence." (George)
32. "The reminders for the appointment." (Lamond)
33. "Staff and overall its satisfactory." (Lamond)
34. "Front desk, assistant, doctor." (Akroush)
35. "The patient portal is nice."
36. "Interpreter used." (Piper)
37. "Great staff good attitude." (Safavinejad)
38. "The explanations." (Akroush)
39. "Overall experience and care." (Akroush)
40. "Nice friendly staff here." (Safavinejad)
18. "How close it is." (English response on a Spanish survey)
19. "That they speak Spanish." "Que hablan Espanol." (Piper)
20. "To have great health and to provide the corresponding follow-up." "A tener una buena salud y dar el l seguimiento correspondiente." (Akroush)
21. "That they provide me with appointments that I need." "Que me dan mis citas que necesito." (Akroush)
22. "The attention they provide." "La atencion que nos dan." (Piper)
23. "That they help me with the health of my pregnancy and that they provide information." "Que me ayudan con la salud de mi embarazo y me dan información." (Piper)
24. "My children's health." "La salud de los niños." (2)
25. "With everything medical and low cost." "En todo lo medico y bajo costo." (George)
26. "That any time that I call in the morning for a same-day appointment, they always tend to me well and they provide the appointment." "Que siempre cuando llamo en la mañana para alguna cita el mismo día siempre me atienden bien y me dan la cita." (Safavinejad)
27. "Very great attention and the kindness (help)." "Muy buena atencion y amabilidad (ayuda)."
28. "I like the attention to the patient and that they speak Spanish or there is a translator." "Me gusta la atencion al paciente y que hablan español o hay un traductor." (Safavinejad)
29. "Dental care and family practitioner." "Cuidado dental y medico de mi familia." (Quesea)
30. "That they tend to me well in a reasonable time." "Que me atienden muy bien en un tiempo razonable." (Akroush)
31. "To have personnel that speak Spanish." "Que Tengan personal que hablan español." (Quesea)
32. "The attention from the gynecologist Piper is excellent." "La atencion de la ginecóloga Piper es excelente." (Piper)
33. "All of my problems and doubts." "Todas mis preguntas y dudas." (Guzman)
34. "How economical it is." "Lo economico que es." (Piper)
35. "The ease in which they explain things and the great treatment." "La facilidad con la que explican las cosas y el bien trato." (Piper)

36. "That they call to confirm the appointments at times." "Que llaman a confirmar la cita algunas veces." (Guzman)
37. "That they speak Spanish." "Que hablan Espanol." (George)
38. "Having great medical services." "Tener un buen servicio medico." (Stern)
39. "With everything." "En todo." (Stern)
40. "Everything seems great to me." "Todo me parece bien." (Lamond)
41. "How they tend to their patients." "Como atienden a sus pacientes." (Lamond)
42. "The dentist and pediatrician." "En dentista y pediastra." (George)
43. "Their excellent service." "Su excelente servicio." (Quesea)
44. "The services that they offer." "Los servicio que ofrecen." (Quesea)
45. "The entire personnel is great." "Todo el personal es bueno." (Lamond)
46. "With everything medical assistance." "En todo Asistencia medica." (Stern)
47. "To look after my family's health." "Llevar la salud de mi familia." (George)
48. "That they always tend to with kindness and also that they provide my appointments to me when I need them." "Que siempre me atienden con amabilidad y que tambien me dan mis citas cuando las necesito." (Lamond)
49. "That they are very on top of their patients." "Que estan muy pendientes de los pacientes."
50. "With the medical attention." "En la atencion medica." (Akroush0)
51. "How good they are." "Los buenos que son."
52. "the availability in times." "Hay disponibilidad de tiempo." (Akroush)
53. "The location is close to my home. They speak Spanish!" "La ubicacion cerca de mi casa. Hablan Espanol!" (Stern)
54. "They allow us to be at our appointments at the times that we need it (options-times)." "Nos ayudan a estar en la cita en el tiempo que necesitamos (opciones-tiempo)." (Akroush)

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

**English**

1. "N/A." (17)
2. "None." (3)
3. "Super." (Stern)
4. "Nothing." (2)
5. "Wait times." (Piper)

**Spanish**

1. "You are perfect." "Estan perfectos." (Akroush)
2. "N/A."
3. "Nothing." "Nada."
4. "More appointments." "Mas citas." (Quesea)
5. "Perhaps, timely appointments." "Tal vez citas mas pronto." (George)

6. "Appointments times are very spread out. Would be better if could schedule more frequently." (Quesea)
7. "Less waiting time and less calls to reschedule bc doctor is not in." (Akroush)
8. "For now, I don't see it." (Akroush)
9. "Less waiting." (Guzman)
10. "Nothing much." (Piper)
11. "Keep being kind and helpful." (Guzman)
12. "All is well." (Stern)
13. "N/A the best 😊." (Stern)
14. "Some providers can be polite, smiley towards patients." (Lamond)
15. "Sooner appointments." (Akroush)
16. "Wait times, more appts?" (Piper)
17. "More appointments for fillings to be available." (Safavinejad)
18. "Start doing cleanings in first dental appt." (Safavinejad)
19. "More appointments for treatment need to be available sooner." (Akroush)
20. "Appointments are so far out." (Safavinejad)
21. "N/A (Keep doing well)." (Akroush)
6. "Everything is excellent!" "Todo excelente!" (Akroush)
7. "It is great." "Esta bien." (Piper)
8. "Everything is very good." "Esta todo muy bien." (Lamond)
9. "Everything is great." "Todo bien." (Piper)
10. "Everything is very good." "Todo bien." (Piper)
11. "Everything is very good." "Todo esta muy bien." (Piper)
12. "Everything is perfect." "Todo esta perfecto." (Akroush)
13. "Everything is great." "Todo esta bien." (2)
14. "For me, everything is great." "Para mi todo es bueno." (Quesea)
15. "Nothing everything is perfect." "Nada todo esta perfecto." (Akroush)
16. "It appears to me that everything is fine." "Me parece que esta bien." (Quesea)
17. "Everything seems very great to me." "Todo me parece muy bien." (Lamond)
18. "Everything seems great to me." "Todo me parece bien." (Stern)
19. "Everything is great everyone is very kind." "Todo esta bien todos muy amables." (George)
20. "I am content with the entirety of the service." "Estoy contenta con todo el servicio." (Lamond)
21. "Nothing everything is an excellent service." "Nada todo es excelente servicio." (George)
22. "They have tended to me very well." "Ami me an atendido muy bien." (Lamond)
23. "There is nothing to improve it is excellent." "No hay nada que mejorar es excelente." (George)
24. "They do an excellent job." "Asen un exelente trabajo." (George)
25. "Arriving on time. (Time of arrival)." "Llegando a tiempo. (Hora de llegado." (Piper)
26. "Don't have any comments the service is good." (English response on a Spanish survey)
27. "Great, in my opinion it is great." "Bueno yo en mi opinion esta bien." (Akroush)
28. "I feel great with the service that is provided." "Estoy bien con el servicio que me dan." (Piper)
29. "More timely appointments." "Las citas a mas corto tiempo." (George)
30. "For now, I have not had any problems, they have always tended to me great." "Hasta ahora no he tenido ningun problema, siempre me han atendido muy bien." (Safavinejad)



31. "Less time spent waiting, more dental clinics."  
"Menos tiempo de espera, mas clínica dentales."
32. "Providing more timely appointments for proximal appointments but everything is perfect." "Citas mas cercanas para proximas citas pero todo esta perfecto." (Quesea)
33. "The time spent waiting for the appointment."  
"En tiempo de espera para la cita." (Piper)
34. "But it is too far." "Pero esta muy lejos."
35. "Coverage in opportune times, when a provider is unable to attend for a reason."  
"Cubri de manera oportuna cuando un proveedor no pueda atender por algún motivo." (Lamond)
36. "Referrals should be mailed out sooner."  
"Referridos ser enviados mas pronto." (Akroush)
37. "Less time spent waiting for OB appointments." "Menos tiempo de espera para citas ob." (Stern)
38. "Everything is great. Sometimes the time spent waiting could improve." "Todo bien. Algunas veces tiempo de espera podria mejorar." (Stern)

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

**English**

- YES: 165
- NO: 0

**Spanish**

- YES: 218
- NO: 2

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

**English**

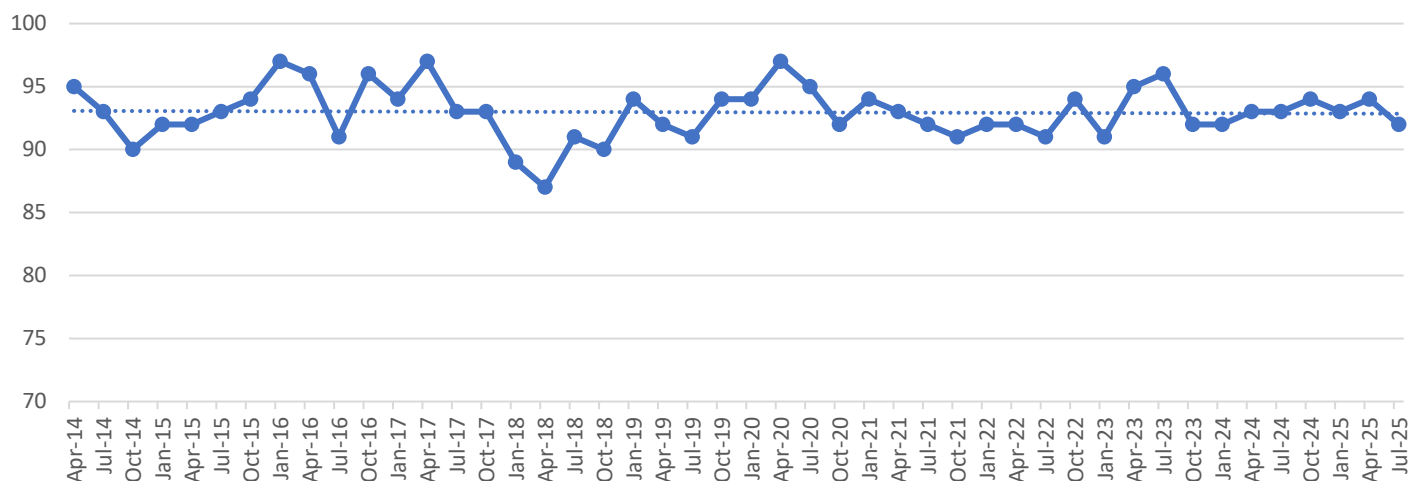
- Akroush: 36
- George: 17
- Guzman: 10
- Lamond: 27
- Piper: 34
- Quesea: 12
- Safavinejad: 17
- Stern: 13

**Spanish**

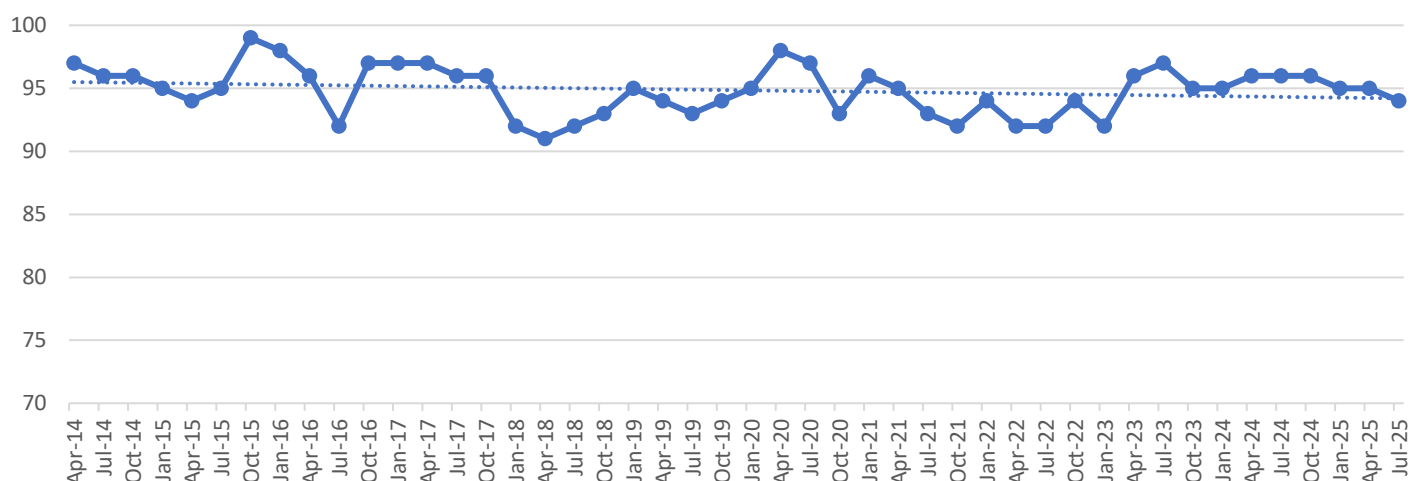
- Akroush: 30
- George: 42
- Guzman: 13
- Lamond: 23
- Piper: 40
- Quesea: 27
- Safavinejad: 20
- Stern: 23

## Individual Question Results with Trendlines

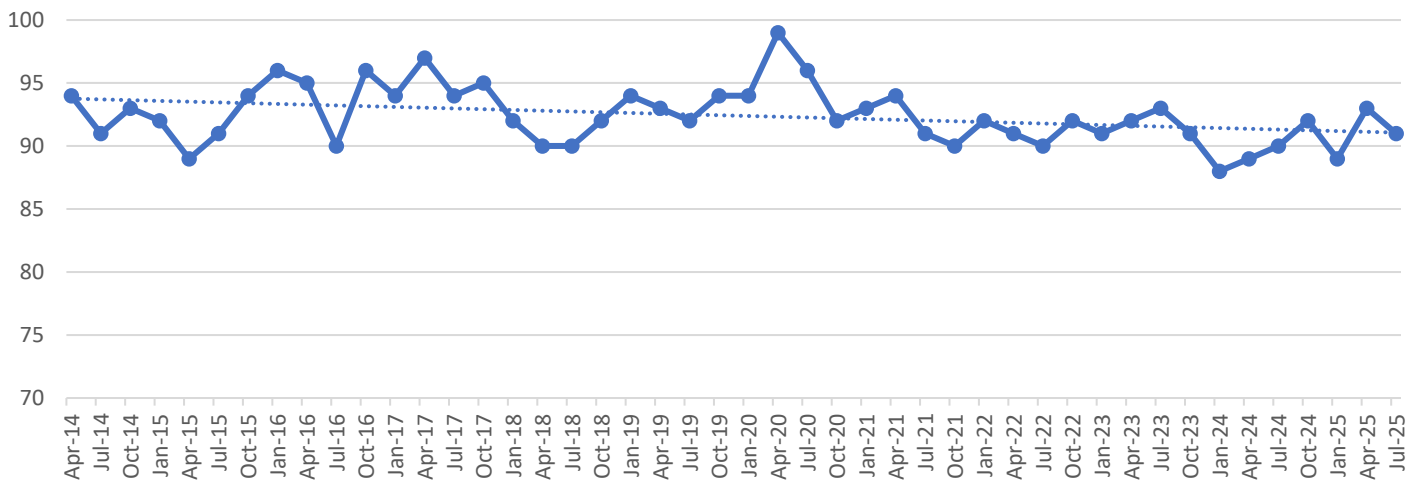
### #1 - The phone operator staff and call center



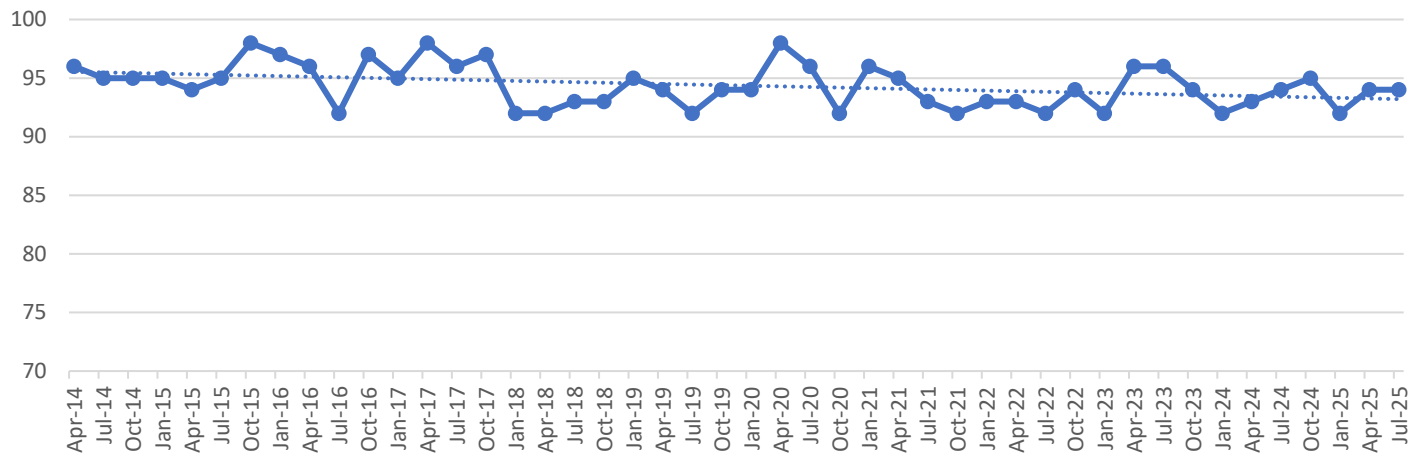
### #2 - The reception staff



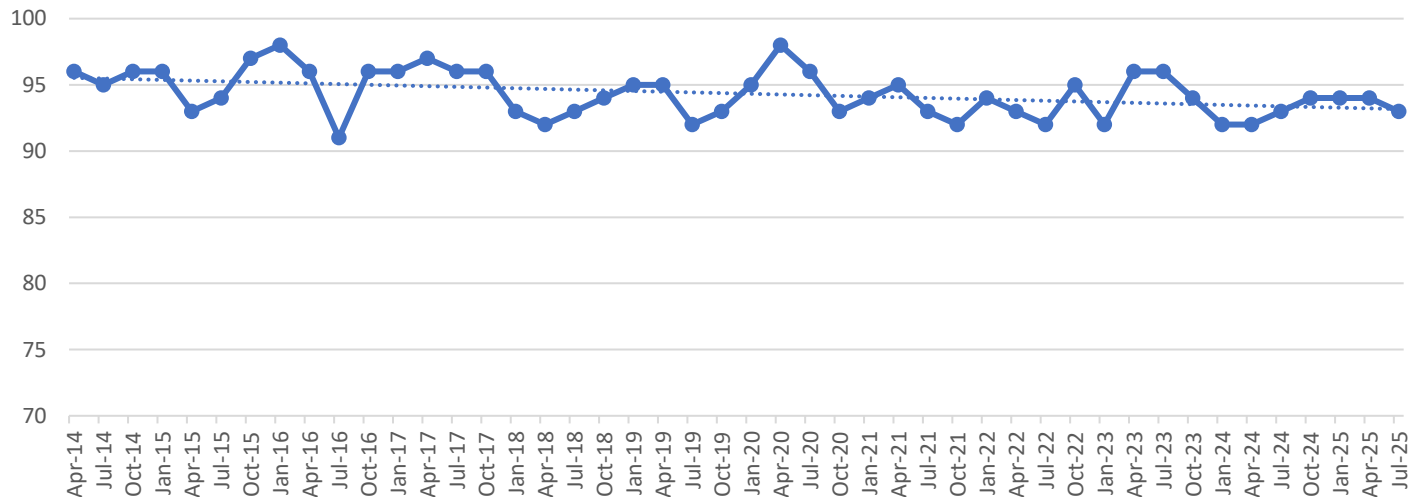
### #3 - Receiving a timely appointment



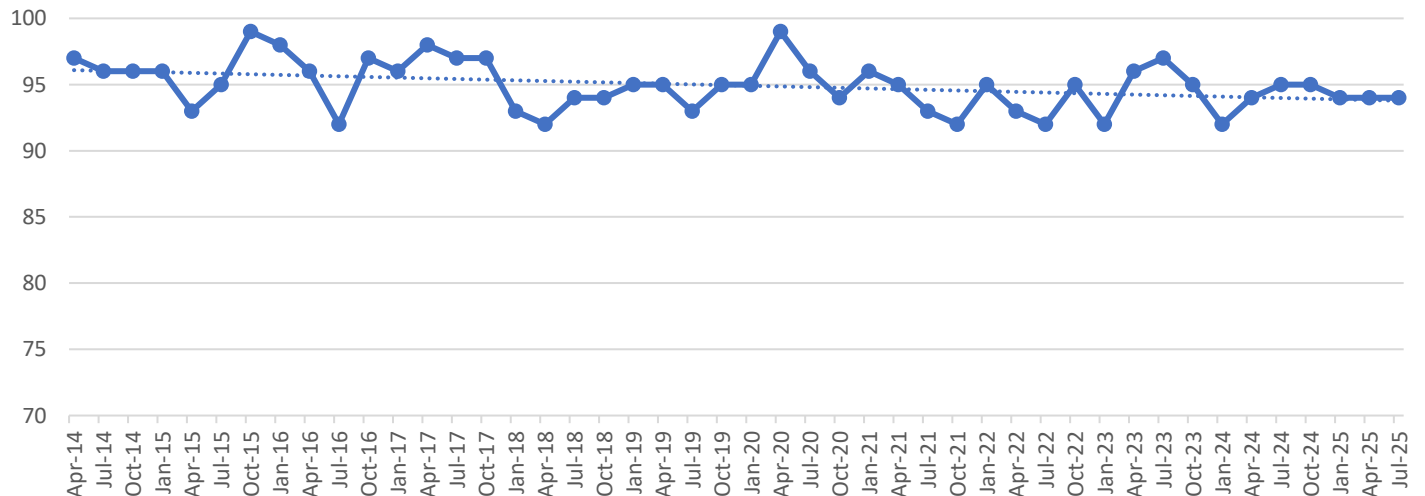
#### #4 - Education and explanation of plan provided in a way that I can understand



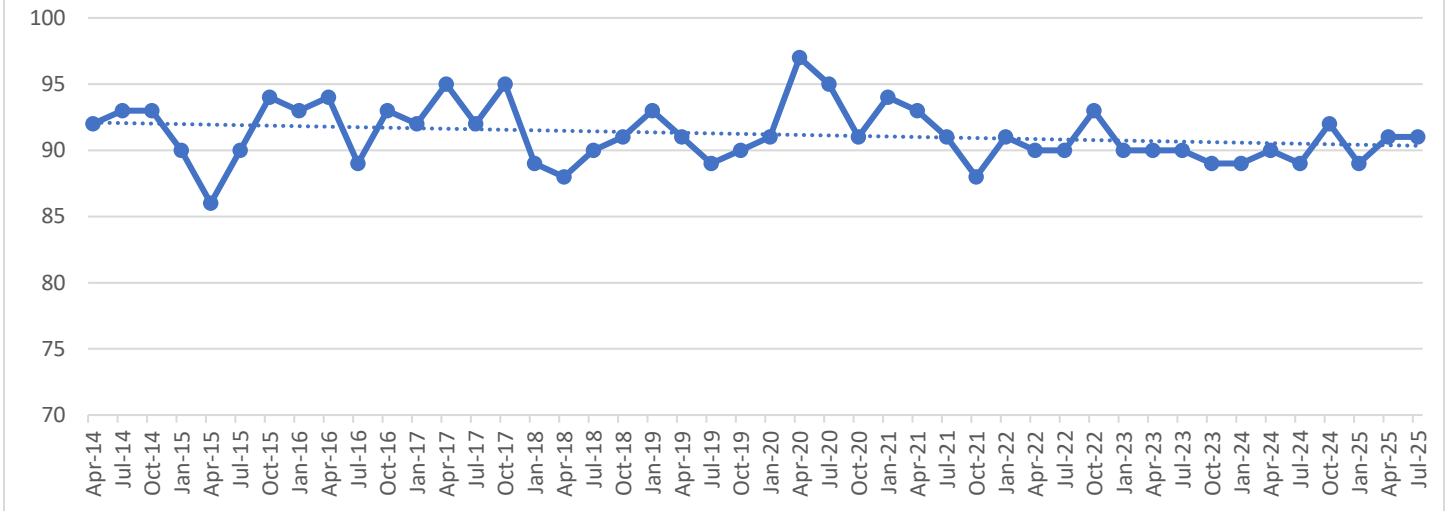
#### #5 - The follow-up and coordination of my care



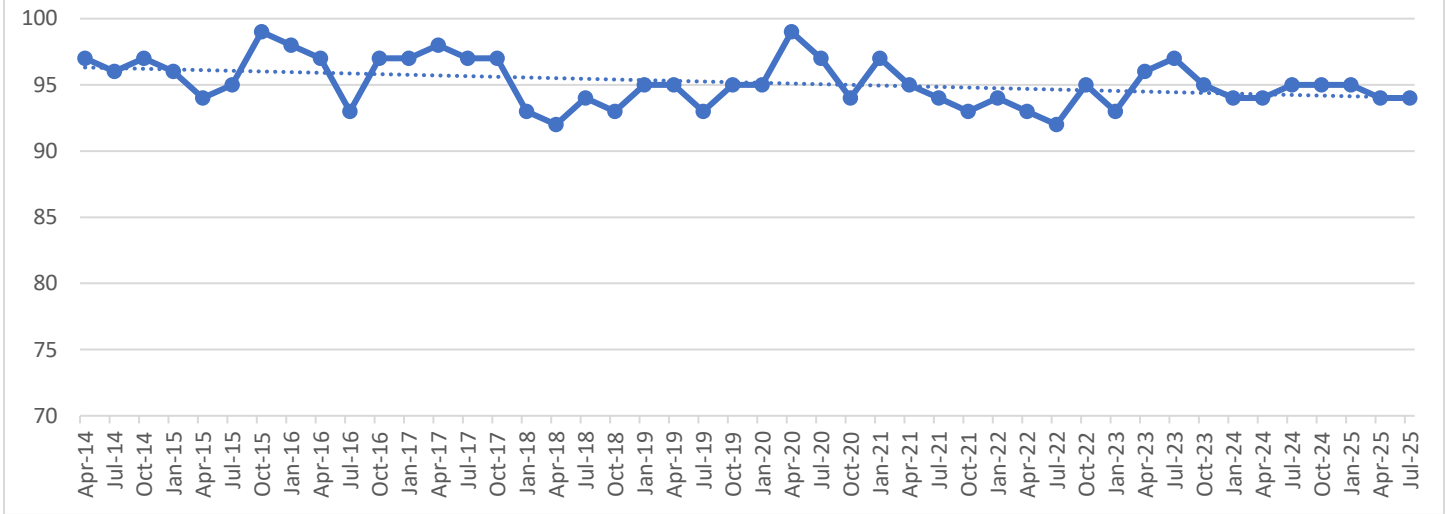
#### #6 - The staff addressing my medical needs today



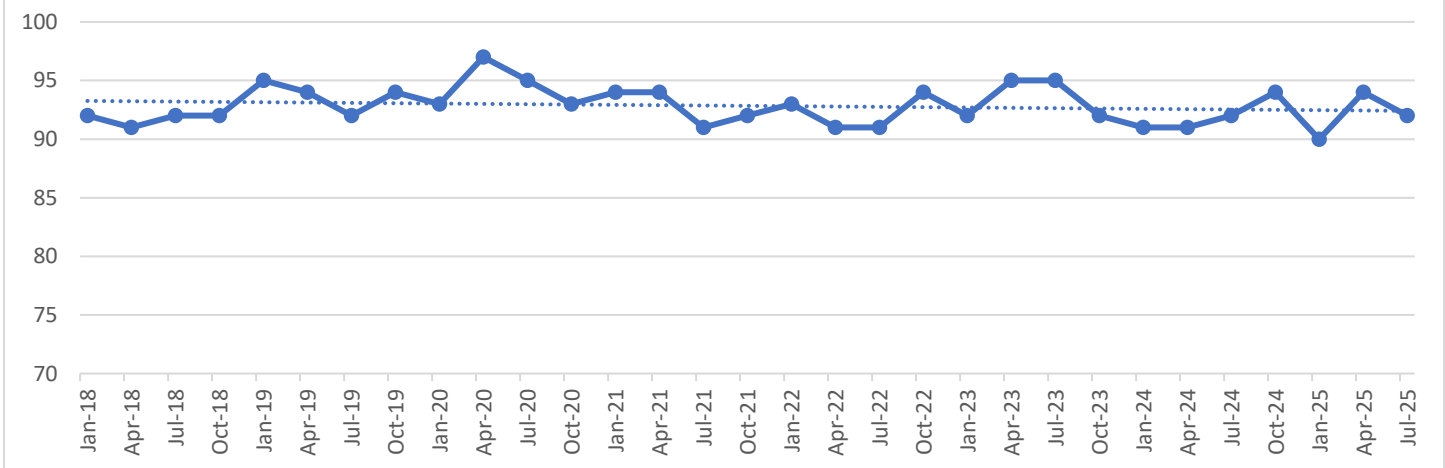
### #7 - The time spent waiting



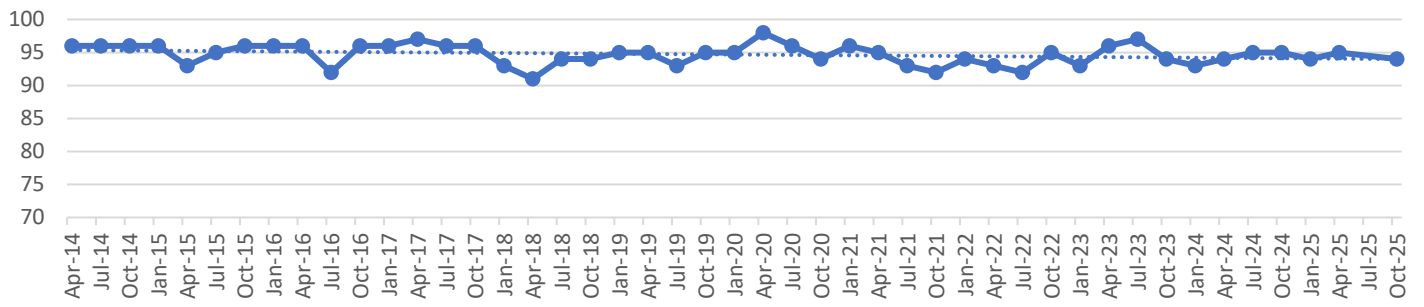
### #8 - The respectfulness of staff



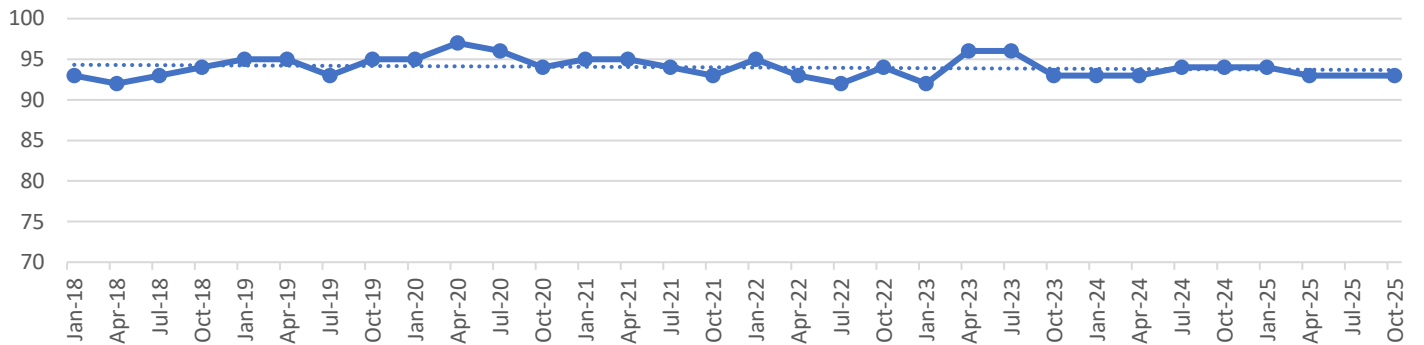
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



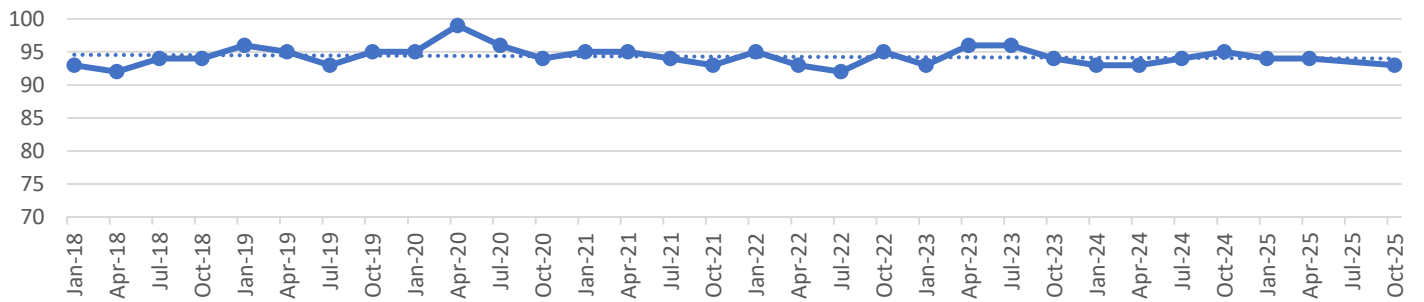
## #10 - The handling of my personal medical information in a private and confidential manner



## #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?

