Greater Family Health SM

Patient Satisfaction Survey
165 E. Plank Rd., Sycamore
October 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.

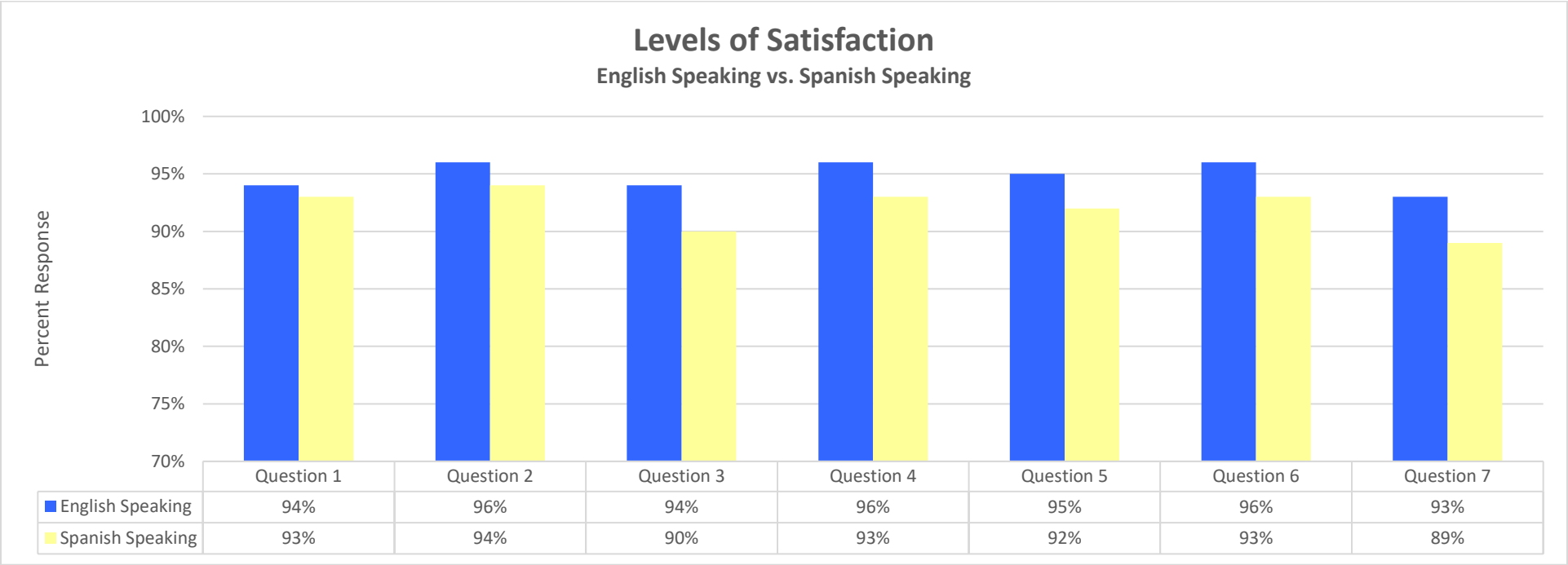
For the grading scale questions (1-13), the Level of Satisfaction (LOS) ranged from 91% to 96%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

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

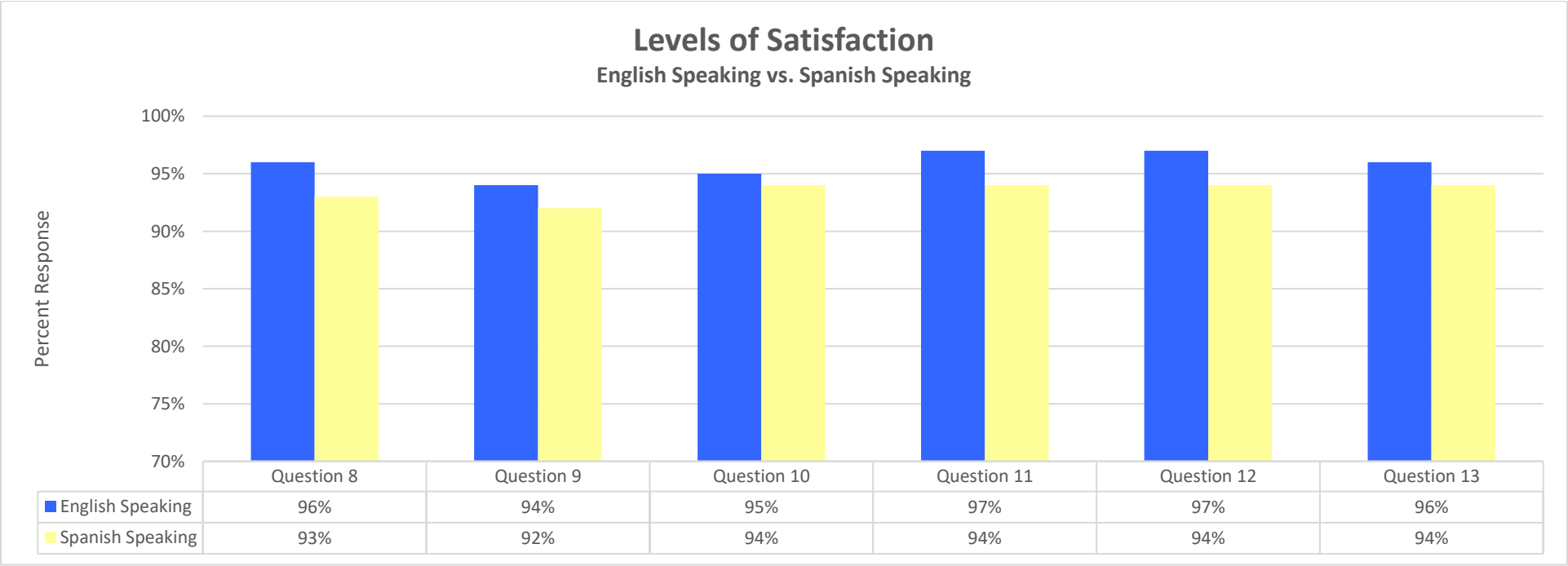
Total Greater Family Health Survey Question Responses	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025
1. The phone operator staff and call center	93%	93%	93%	93%
2. The reception staff	95%	94%	94%	94%
3. Receiving a timely appointment	93%	93%	92%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	94%	94%
5. The follow-up, coordination, and continuity of my care	94%	94%	94%	94%
6. The staff addressing my medical needs today	95%	95%	94%	95%
7. The time spent waiting	92%	91%	91%	92%
8. The respectfulness of staff	95%	95%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	93%	93%	92%	93%
10. The handling of my personal medical information in a private and confidential	95%	94%	94%	94%
11. Your medical assistant	95%	95%	94%	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%	95%	94%	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	154 76%	78 73%	41 20%	24 22%	5 3%	3 3%	0	1 1%	3 2%	1 1%
2. The reception staff	165 81%	84 79%	35 17%	17 16%	3 2%	3 3%	0	1 1%	1 1%	1 1%
3. Receiving a timely appointment	154 76%	67 63%	44 22%	30 28%	4 2%	7 7%	1 1%	1 1%	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	168 83%	74 71%	32 16%	27 26%	2 1%	2 2%	0	1 1%	1 1%	1 1%
5. The follow-up, coordination, and continuity of my care	163 80%	73 69%	37 18%	28 26%	2 1%	3 3%	0	1 1%	2 1%	1 1%
6. The staff addressing my medical needs today	173 85%	76 72%	27 13%	25 24%	3 2%	3 3%	0	1 1%	1 1%	1 1%
7. The time spent waiting	144 71%	67 63%	47 23%	28 26%	11 5%	8 8%	1 1%	2 2%	1 1%	2 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	171 84%	78 73%	31 15%	24 22%	1 1%	3 3%	0	1 1%	1 1%	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	152 76%	70 67%	33 17%	29 28%	13 7%	3 3%	0	1 1%	1 1%	1 1%
10. The handling of personal medical info in a private and confidential manner	164 81%	82 77%	32 16%	19 18%	5 3%	3 3%	0	1 1%	1 1%	1 1%
11. Your medical assistant	172 85%	81 76%	30 15%	21 20%	0	3 3%	0	1 1%	1 1%	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	172 85%	83 78%	30 15%	20 19%	0	2 2%	0	1 1%	1 1%	1 1%
13. Overall, how satisfied are you with the Health Center?	170 83%	81 76%	31 15%	22 21%	2 1%	2 2%	0	1 1%	1 1%	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: 66
N/A: 28
YES: 4

Comments:

1. "No, but when I do they always call me back."
2. "Responded and left a message within an appointment time."
3. "Yes, poor."
4. "Today- returned in a timely matter very pleased."
5. "Yes, very respectful and fast."
6. "You guys are awesome thank you for all that you do."
7. "Yes, for a possible emergency and I didn't get a call back for 24 hours not the best experience."
8. "Call center needs training." (2)
9. "Yeah, I had requested an appointment online and never had a response. Until I called in."

Spanish

NO: 21
N/A: 3
YES: 0

Comments:

1. "They do answer all my questions." "Si me contestan todas mis preguntas."

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

English

1. "That they are very nice." (Sayles)
2. "Friendly staff." (Thompson)
3. "The provider and MA."
4. "Everything and everyone."
5. "Very thorough." (Anderson)
6. "Care teams communication."
7. "Nurse and doctor explanation & referrals for children needs." (Anderson)
8. "N/A." (8)
9. "Communication."
10. "Everything is good." (Sayles)
11. "Same day appointment." (Anderson)
12. "Its great here."
13. "Helpful and fast." (Sayles)
14. "Nice people!" (Spencer)
15. "Everyone helpful polite."
16. "Provider."
17. "Having appointments that fit work schedule." (Sofowora)
18. "The ease and speed." (Thompson)
19. "I feel cared for." (Spencer)
20. "Being able to take care of child's needs."
21. "Timed appointment."

Spanish

1. "N/A." "N/A."
2. "Maintain a good health." "Mantener mi salud bien." (Thompson)
3. "With low-cost support to check my health." "Con el apoyo de bajo costo para revisar mi salud."
4. "They treat me adequately." "Me atienden adecuadamente." (Sayles)
5. "Thank You." "Gracias." (Sofowora)
6. "It is close to where I live." "Esta cerca de donde vivo."
7. "With the service." "Con el servicio."
8. "To treat my health." "Para tratar mi salud." (Sofowora)
9. "The attention and care." "Con la atencion y Cuidado." (Sayles)
10. "They have appointments the same day they call you, they have good doctors." "Que tienen citas el dia que te llaman y que tienen buenos doctores."
11. "Everything is good." "Todo esta bien."

22. “I like how helpful and fast the doctors are with giving information about my concerns.” (Sofowora)
23. “Doctors who are willing to work with you to address your health.”
24. “Calls before appt.”
25. “All staff are respectful and listen.” (Gaszak)
26. “I don’t know.”
27. “Very kind and smart.” (Thompson)
28. “Very good staff.” (Sayles0
29. “Staff was kind and helpful.” (Sayles)
30. “Everything was fine.”
31. “Timely appointment times.” (Sofowora)
32. “Fast appointments.” (Sofowora)
33. “We love to see this Dr.”
34. “Ms. Amber was very nice & the medical assistant Maria was very helpful and sweet.” (Sayles)
35. “Nurses and doctor’s explanations and referrals for children’s needs.” (Anderson)
36. “A Dr. that respects my vaccine wishes.”
37. “Information.” (Sofowora)
38. “Getting the services I needed completed.” (Sayles)
39. “Feeling comfortable and able to express my true concerns.” (Anderson)
40. “Entire service.” (Thompson)
41. “Location and availability.” (Sayles)
42. “Variety of services/care.” (2)
43. “The staff is always kind, respectful and polite.” (Williams)
44. “The people.”
45. “Everyone was helpful.”
46. “Been here for a long time.” (Gaszak)
47. “The staff.”
48. “Everyone was helpful.”
49. “Getting meds needed.” (Anderson)
50. “You guys being there to help me.” (Gaszak)
51. “MD always listens well and treats appropriately.” (Sofowora)
52. “The staff are always helpful thank you!” (Gaszak)
53. “Getting seen quickly and understood.” (Thompson)
54. “Agnus is the best.” (Gaszak)
55. “Convenient close.” (Gaszak)
56. “The ability to talk and get along with my provider and that she listens to me.” (Gaszak)
57. “The attention that the staff gives you. My needs are met every time.” (Sayles)
58. “All is great all my health talks are great, and the doctor is so helpful with everything.”
59. “The kindness and professionalism.”
60. “Jessica Anderson and reception staff.” (Anderson)

12. “The attention and care they provide is good.” “La atencion y Cuidado que brindan al paciente es bueno.” (Thompson)
13. “The service and the people speak Spanish.” “El servicio y hablan Espanol.” (Anderson)
14. “They have interpreters, to me it is very good.” “Que tienen interpretes y para mi es muy bien.”
15. “They have good, kind and respectful doctors.” “Que tienen buenas doctores, amables y respectuosos.” (Anderson)
16. “The interpreters.” “Los interpretes.” (Williams)
17. “Attention and quality of the people.” “Atencion y Calidad de las personas.”
18. “Medical attention, the language.” “Atencion medica y el idioma.”
19. “Help on everything.” “Ayuda en todo.”
20. “They speak Spanish.” “Hablan Espanol.” (Gaszak)
21. “Very kind.” “Muy amables.”
22. “The excellent attention and the organization for the consults.” “Su excelente atencion, y su organizacion para las consultas.”
23. “I can always get an appointment on time.” “Siempre puedo recibir una cita a tiempo.” (Sayles)
24. “Same day appointments.” “Citas el mismo dia.” (Sayles)
25. “The medical attention.” “El atencion medica.” (5)
26. “They are kind and they explain everything.” “Son amables y explican todo.”
27. “They have late hours, and they work on Saturdays.” “Tienen horarios en la tarde y trabajan los sabados.”
28. “It is economic.” “Es economico.” (3)
29. “The kindness.” “La amabilidad.”
30. “They have helped me in everything I need.” “Me han ayudado en todo lo que nesesito.” (Gaszak)
31. “Personnel speaks Spanish.” “El personal habla Espanol.” (Sayles)
32. “The medical assistant and the bilingual service.” “La asistente medica y el servicio Bilingue.”
33. “Everything related to my health.” “Todo relacionado con mi salud.”

61. “Being organized and explaining everything well.”
62. “Always available.” (Sayles)
63. “Answering all my questions.”
64. “Easy to make appointment, friendliness of staff, great follow up.” (Anderson)
65. “Reminder appt follow up.” (Williams)
66. “Very good and good place to come in.”
67. “Work with my schedule.” (Sofowora)
68. “The prompt phone calls for reminder of the current appts.” (Anderson)
69. “Everyone was nice.”
70. “Therapy.”

Question 16: How can we improve Greater Family Health?

English

1. “You guys are great.” (Anderson)
2. “Just keep doing what you are doing.” (Sayles)
3. “I don’t know, I love my dr.”
4. “None.” (4)
5. “All good.”
6. “Shorter IPAD prompts.” (Sayles)
7. “Everything is good.” (4)
8. “Nothing.” (4)
9. “Schedule father out than 2 months, my providers wants to see every 3 months and it is hard for me to make an appointment when schedule only offers 2 months out.” (Thompson)
10. “If you are a little late with the 15 minutes before your appt you have to reschedule which can be annoying.”
11. “N/A.” (17)
12. “Communicate better.”
13. “You guys are great.” (2)
14. “More doctors.” (Anderson)
15. “More appointment times.”
16. “Nothing you guys are amazing.”
17. “Reception has attitude- 15-minute rule should be reconsidered.”
18. “I don’t know.” (2)
19. “Not sure.” (Sayles)
20. “Nothing everything was great.”
21. “Nothing everything is great in Sycamore.”
22. “I have no complaints.”
23. “I believe you guys are helpful.” (Anderson)
24. “Keep it going is great.” (Gaszak)
25. “Free pizza?”
26. “You all are doing such a great job keep up the good work.”
27. “Satisfied.” (Sofowora)
28. “Nothing, cause you guys respect everyone.”
29. “No improvement.” (2)
30. “15 min earlier is a little stretch.” (Gaszak)

Spanish

1. “Continue the same.” “Continue igual.”
2. “N/A.” “N/A.” (3)
3. “Try to have more available appointments.” “Tratar de tener mas citas disponibles.” (Sayles)
4. “Everything is good.” “Todo esta bien.” (8)
5. “Nothing.”
6. “Please if someone makes an appointment and they arrive 5 min late please leave them the appointment.” “Porfavor si alguien hace una cita y llega 5 min tarde porfavor nos dejen la cita.” (Anderson)
7. “Treat us on time.” “Atendiendonos a tiempo.”
8. “Nothing, they are excellent.” “Nada son excelente.” (Anderson)
9. “The service is excelente.” “El servicio es excelente.” (Thompson)
10. “Recommended.” “Recomendado.” (Sayles)
11. “For now it is good.” “Por ahora esta bien.” (Sofowora)
12. “I think it is good how it is now.” “Creo que esta bien hazi como esta.”
13. “I am satisfied.” “Estoy muy satisfecha.”
14. “Nothing to improve everything is good.” “Nada que mejorar todo bien.”
15. “Having nurses that speak Spanish and English.” “Tener enfermaras que hablen Espanol e Ingles.” (Gaszak)
16. “I think you are the best.” “Creo que son los mejores.”
17. “I am very happy.” “Estoy muy contenta.”
18. “Received results over the phone.” “Recibir resultados por telefono.” (Sayles)
19. “Wait time.” “Tiempo de espera.” (Sofowora)

31. “Lesser 15 min to 5 min before appt.” (Williams)
32. “Stop turning people away that is still within their appt time.”
33. “I love my visit today.” (Anderson)
34. “For online, they could check the request for appointment more often so that no one is feeling unseen. Blessings.” (Sayles)
35. “Call center needs new staff because they are rude.” (2)
36. “Call back times.”

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

English

- YES: 137
- NO: 2

Spanish

- YES: 65
- NO: 1

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

English

- Anderson: 20
- Gaszak: 23
- Sayles: 21
- Sofowora: 13
- Spencer: 4
- Thompson: 12
- Williams: 6

Spanish

- Anderson: 5
- Gaszak: 9
- Sayles: 13
- Sofowora: 4
- Thompson: 5
- Williams: 4

Individual Question Results with Trendlines