

Patient Satisfaction Survey 450 Dundee Ave., Elgin - Lower Level (Pediatrics) October 2025

I. Summary & Comments

Research on satisfaction surveys shows 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 92% 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.

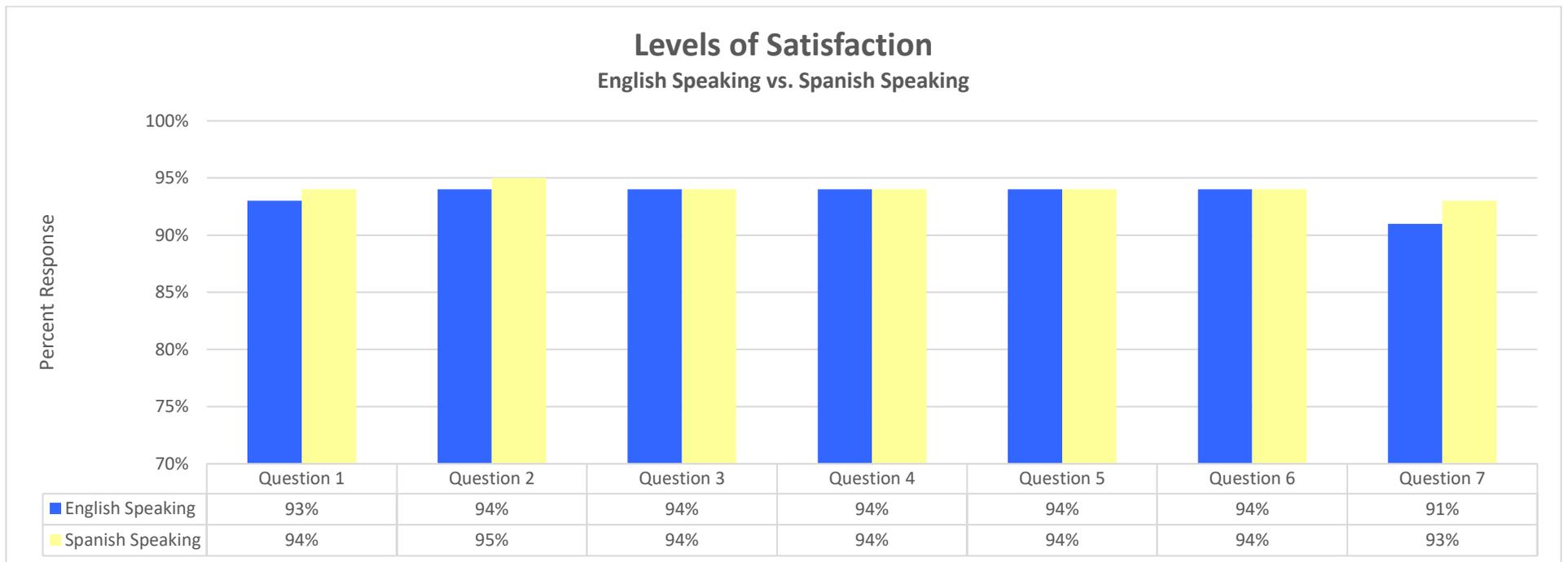
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025
1. The phone operator staff and call center	94%	95%	92%	95%
2. The reception staff	95%	96%	94%	96%
3. Receiving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

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%

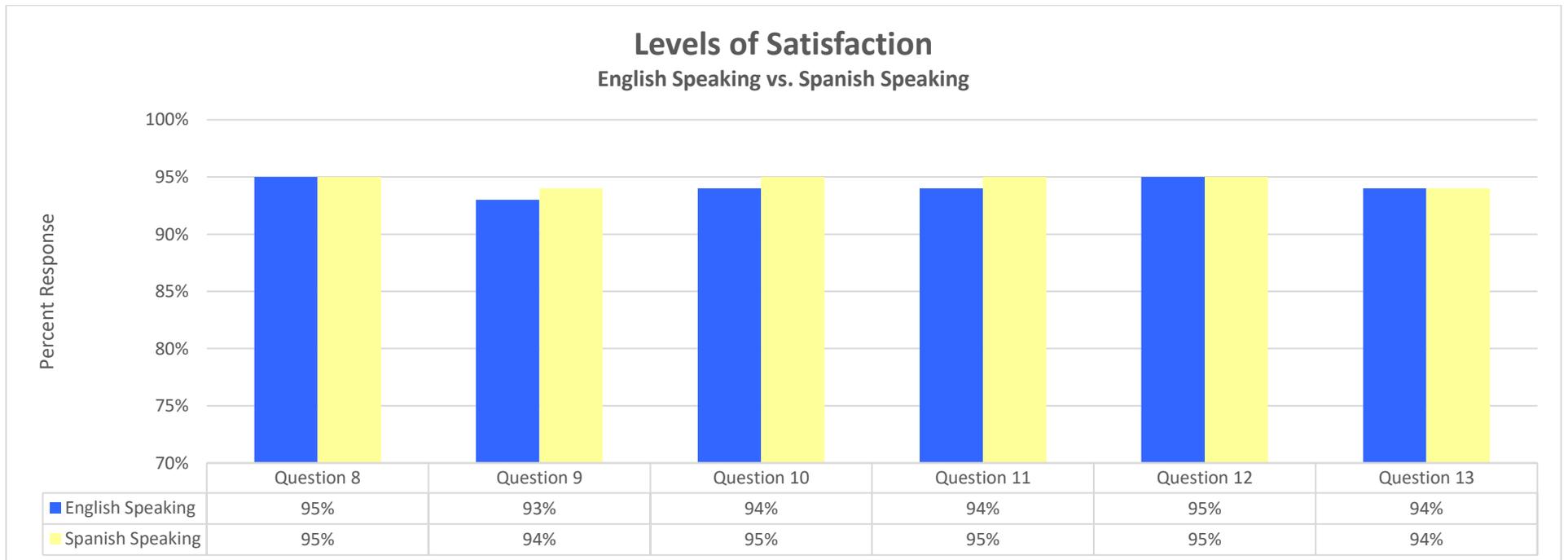
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	127 69%	151 73%	54 29%	51 25%	3 2%	4 2%	0	0	1 1%	0
2. The reception staff	133 72%	156 76%	51 27%	46 22%	2 1%	3 2%	0	0	0	0
3. Receiving a timely appointment	130 70%	145 71%	50 27%	54 27%	5 3%	4 2%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	133 72%	152 74%	49 27%	49 24%	3 2%	4 2%	0	0	0	0
5. The follow-up, coordination, and continuity of my care	133 72%	151 73%	48 26%	52 25%	5 3%	3 2%	0	0	0	0
6. The staff addressing my medical needs today	133 72%	151 74%	50 27%	51 25%	2 1%	3 2%	0	0	0	0
7. The time spent waiting	117 63%	143 70%	57 31%	55 27%	10 5%	4 2%	2 1%	2 1%	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	135 73%	154 75%	49 27%	48 23%	1 1%	3 2%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	122 68%	136 71%	50 28%	52 27%	7 4%	4 2%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	134 72%	154 76%	50 27%	46 23%	1 1%	3 2%	0	0	0	0
11. Your medical assistant	136 73%	154 76%	48 26%	46 23%	2 1%	3 2%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	138 75%	151 75%	45 24%	48 24%	2 1%	3 2%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	134 73%	147 73%	46 25%	51 25%	4 2%	3 2%	0	0	0	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: 32

N/A: 21

YES: 5

Comments:

1. "Amazing."
2. "Great." (Davies)
3. "Very polite + patient."
4. "Good." (Davies)
5. "Experience is good."

Spanish

NO: 19

N/A: 2

YES: 3

Comments:

1. "Nothing." "Ninguno." (Davies)
2. "One thousand times thank you for your attention." "Mil gracias por su atención."
3. "Very great." "Muy bien." (3)
4. "Yes, for my child's medication and everything is great. The personnel." "Si el medicamento de mi hijo y todo bien. El personal." (Triner)
5. "No, they have not returned my call." "No me regresaron la llamada."
6. "No, nothing." "No, ninguno."

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

English

1. "N/A." (9)
2. "Staff." (Davies)
3. "The staff." (Marepalli)
4. "Reminder calls." (Triner)
5. "Communication." (Davies)
6. "Different locations." (Triner)
7. "Timely appointments." (Piekarz)
8. "Doctors."
9. "Making quick appointments." (Triner)
10. "Able to see me when my child is sick." (Newbrander)
11. "Staff is very helpful and polite." (Piekarz)
12. "Being kind and patient."
13. "Great care." (Triner)
14. "Follow-up questions!"
15. "Her doctor, she is so helpful."
16. "The clinic helps very well with everything."
17. "Phone reminders for upcoming appointments."
18. "The info for his shots." (Miller)
19. "Yes, always helping with my timing."
20. "Dr. Weaver is amazing." (Weaver)
21. "Staff & kindness of Dr. Weaver." (Weaver)
22. "Flexibility in schedule."
23. "Everything."
24. "Appointments quick."
25. "The time it takes to get an appointment."
26. "Great staff."

Spanish

1. "Nothing." "Ninguno." (Davies)
2. "Everything." "Todo." (2)
3. "Everything is great." "Todo bien."
4. "The kindness." "La amabilidad." (Dodis)
5. "Attention." "Atencion."
6. "That there are always appointments." "Que siempre hay citas." (Dodis)
7. "They are very attentive." "Son muy atentos." (Dodis)
8. "It is close to my home." "Son cercanos a mi casa."
9. "With the attention that they provide." "En la atencion que me brindan." (Piekarz)
10. "Medical attention regarding doubts and vaccines." "La atencion medica sobre dudas y vacunas." (Piekarz)
11. "The ease of being able to communicate." "La facilidad de poder comunicarme."
12. "Very great service." "Muy buen servicio." (Newbrander)
13. "The attention." "La atención." (Newbrander)
14. "The great service." "Buen servicio."
15. "To have my children current in their health." "A tener mis hijos al corriente de su salud." (Miller)
16. "Being able to remain calm knowing that my children are fine." "Para estar tranquila de que mis hijos están bien." (Marepalli)

27. "They follow up to remind me of appointments."
28. "Provider answered and cleared my worries."
29. "Kindness and very thorough."
30. "The friendly staff and their recommendations." (Triner)
31. "Convenience of booking an appt."
32. "Staff is always nice." (Triner)
33. "Great service."
34. "Getting appointments." (Marepalli)
35. "You guys are understanding and respectful."
36. "The staff is very receptive, patient, and answers questions." (Davies)
37. "Availability (specially Saturday) & long hours really helpful."
38. "Reminder." (Triner)
39. "Good!"
40. "They are very nice & gives information."
41. "Same day appointments + multiple facilities." (Triner)
17. "Being able to be given a timely appointment." "Poder darme lo mas cerca una cita." (Davies)
18. "Because they provide same day appointments." "Porque dan citas el mismo día." (Triner)
19. "Kind and very quick when tending to." "Amables y muy rapidos para atender."
20. "Maintaining my daughter's health under care." "Mantener la salud de mi hija bajo cuidado." (Marepalli)
21. "That the personnel speaks Spanish." "El que el personal hable Espanol."
22. "Having my appointments on time and at the hours that I prefer." "Tener mis citas a tiempo y en el horario que yo quiero."
23. "The follow-up, kindness, and trust." "El seguimiento, amabilidad, y confianza."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (16)
2. "No 😊." (Davies)
3. "Nope!"
4. "Unsure."
5. "Staff/ appointment reminders."
6. "Nothing at this time." (Triner)
7. "Already great." (Newbrander)
8. "Better phone reception to speak to providers." (Piekarz)
9. "Stay awesome." (Marepalli)
10. "Everything ok." (Davies)
11. "Everything is good."
12. "Nothing already great." (Weaver)
13. "Only get a conf for my oldest would like both." (Weaver)
14. "Nothing."
15. "None."
16. "All is good."
17. "All good."
18. "You are great already."
19. "We had a lovely experience so no comments." (Triner)
20. "You're great, nothing comes to mind." (Triner)
21. "Nothing you guys are doing good."
22. "Not require arriving 15 min early." (Davies)
23. "Please better understand your patients' problems. Sometimes it's really hard to get appointment when your kid is sick."

Spanish

1. "Nothing." "Ninguno." (Davies)
2. "Everything is in order." "Todo en orden." (Triner)
3. "It is great how it is." "A si esta bien." (Miller)
4. "I think that it is fine how it is." "Creo asi esta bien." (Marepalli)
5. "For me everything is great." "Para mi todo esta bien." (Triner)
6. "Continue working." "Seguir trabajando."
7. "For now, everything is very great." "Por ahora todo esta muy bien."
8. "Everything is very great." "Todo es muy bien." (Piekarz)
9. "Everything is great." "Todo esta bien."
10. "Everything is great." "Todo bien." (2)
11. "Everything is perfect." "Todo perfecto." (Dodis)
12. "Maintaining their great service." "Manteniendo su gran servicio."

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

English

- YES: 98
- NO: 0

Spanish

- YES: 74
- NO: 0

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

English

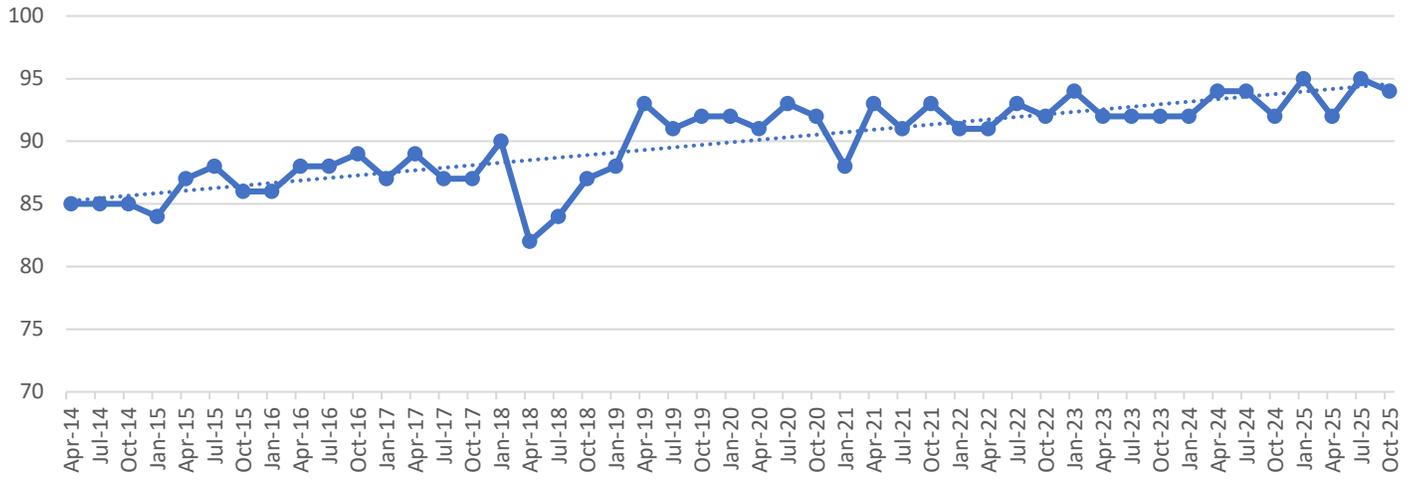
- Davies: 13
- Dodis: 3
- Marepalli: 8
- Miller: 9
- Newbrander: 4
- Piekarz: 15
- Triner: 13
- Weaver: 4

Spanish

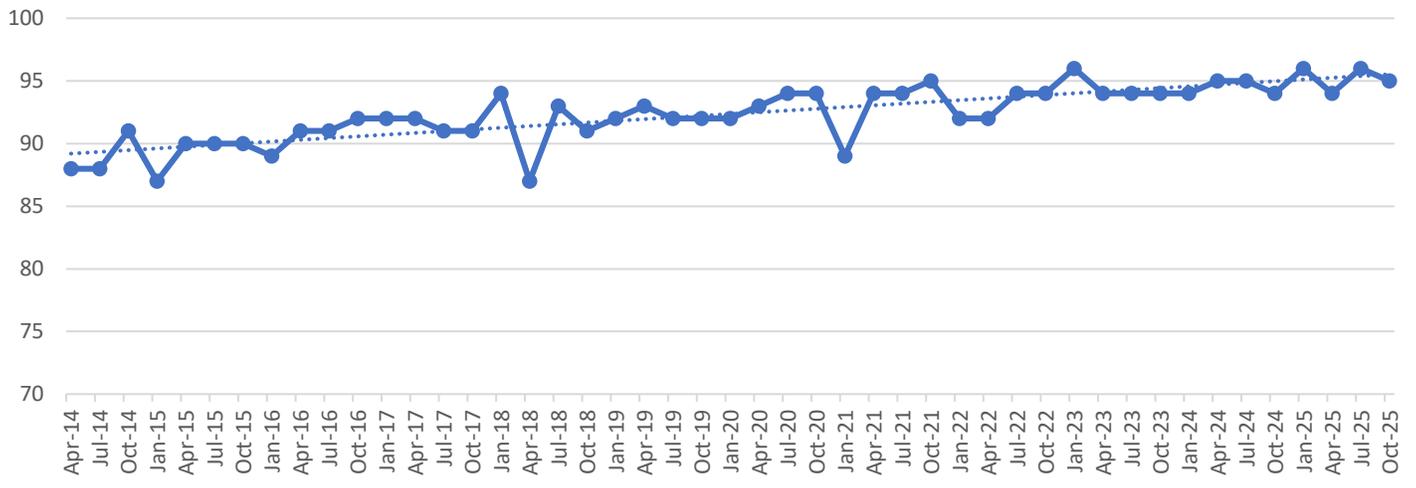
- Davies: 8
- Dodis: 6
- Marepalli: 6
- Miller: 1
- Newbrander: 6
- Piekarz: 13
- Triner: 16
- Weaver: 1

Individual Question Results with Trendlines

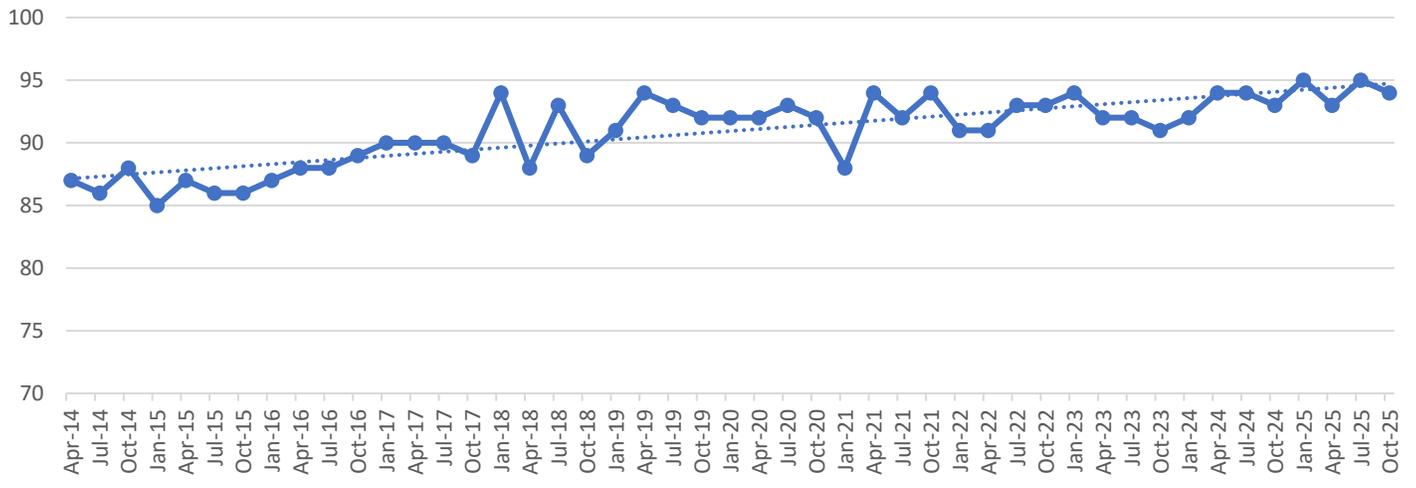
#1 - The phone operator staff and call center



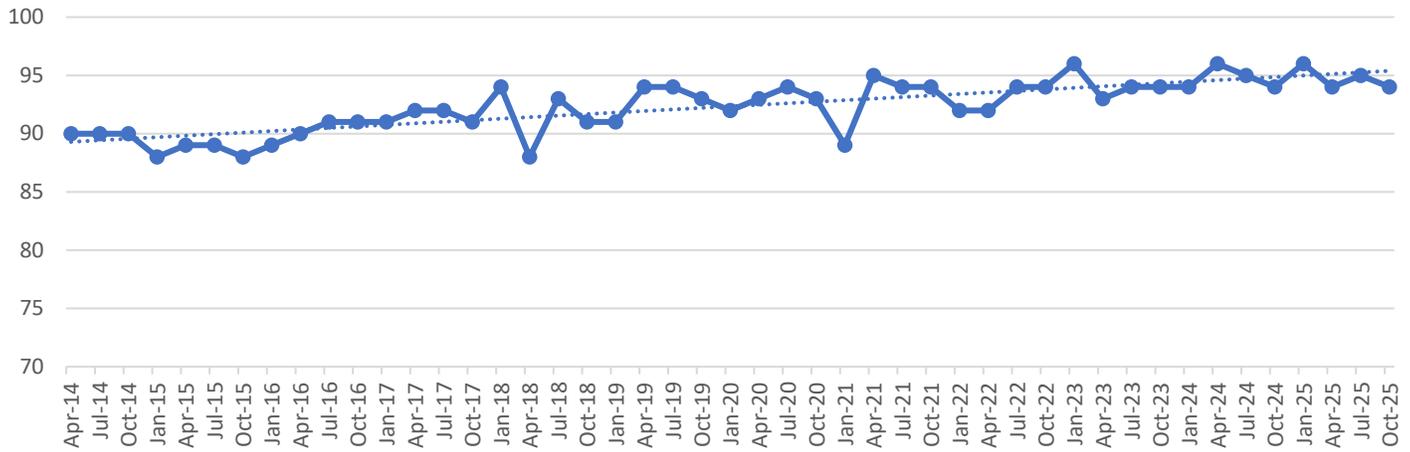
#2 - The reception staff



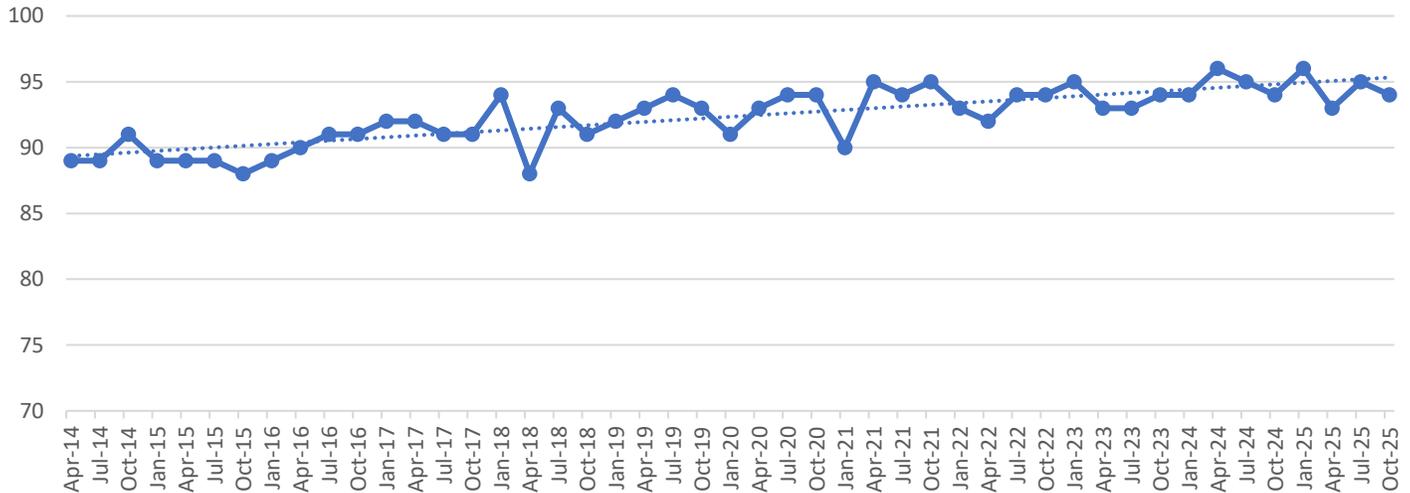
#3 - Receiving a timely appointment



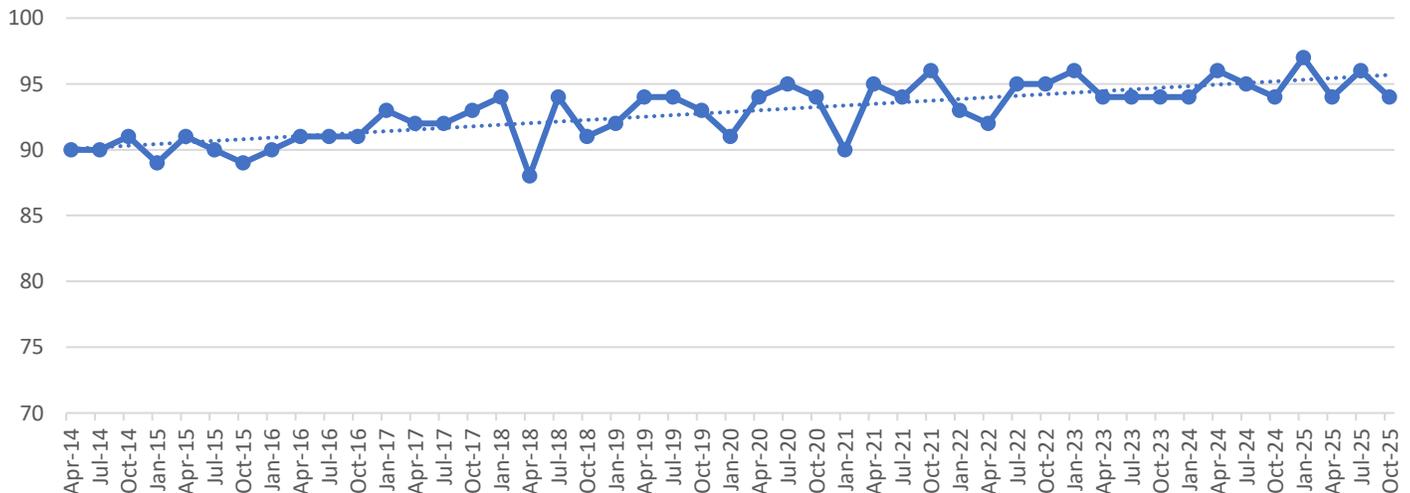
#4 - Education and explanation of plan provided in a way that I can understand



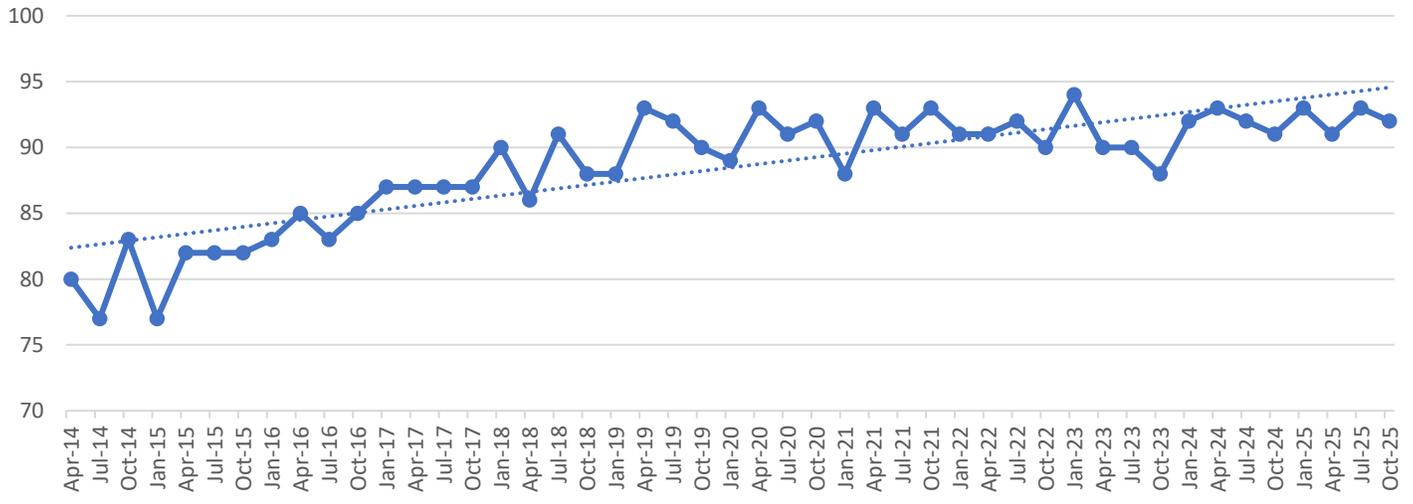
#5 - The follow-up, coordination, and continuity of my care



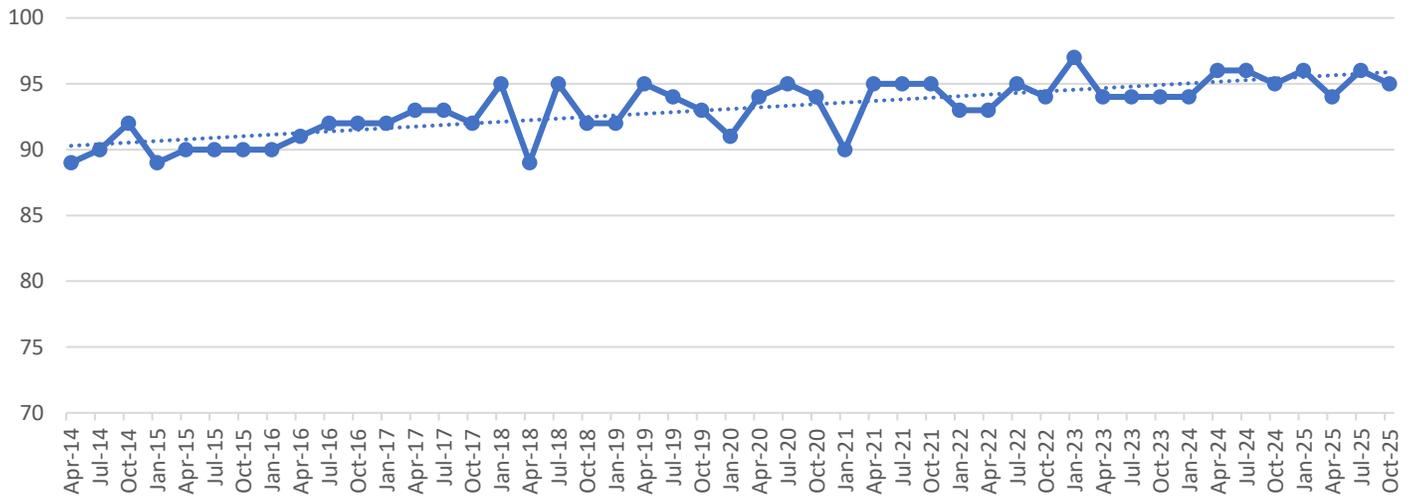
#6 - The staff addressing my medical needs today



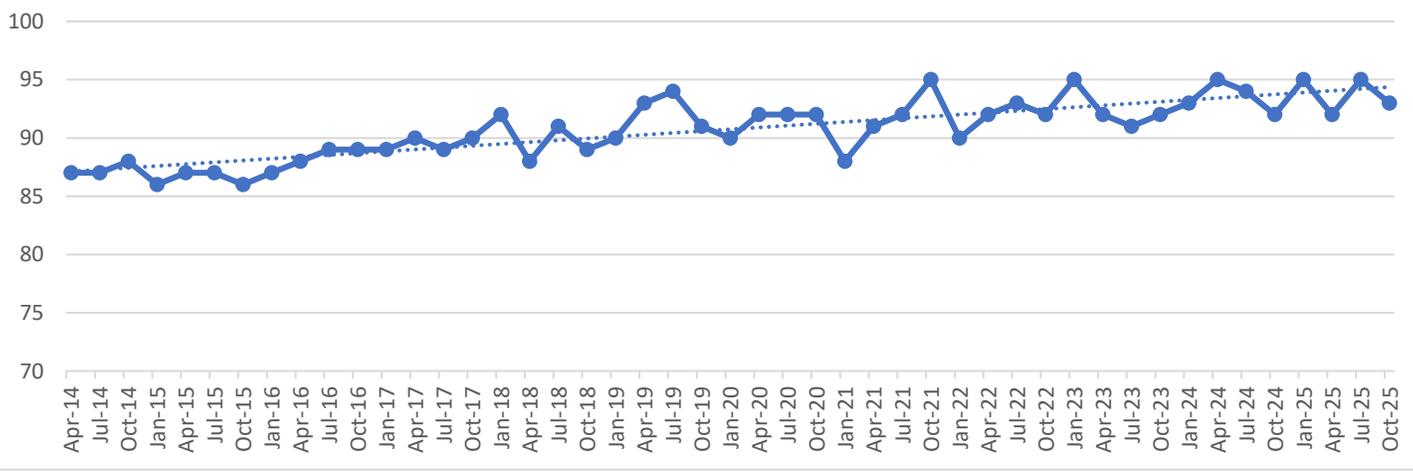
#7 - The time spent waiting



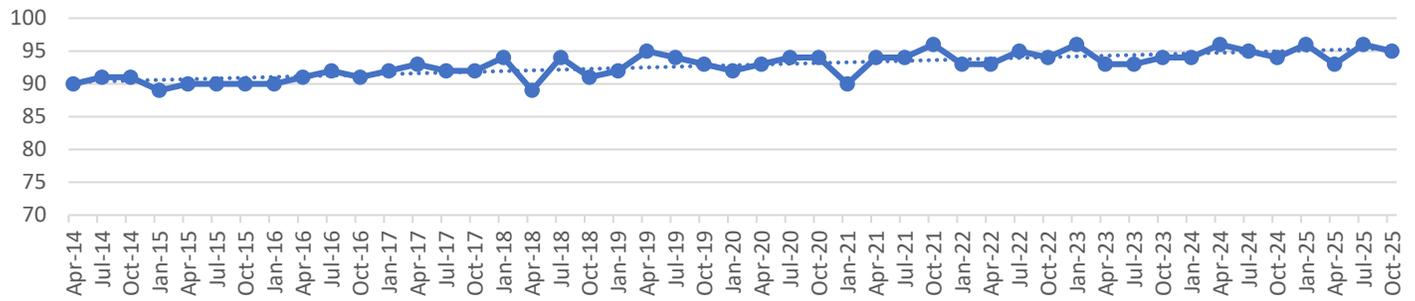
#8 - The respectfulness of staff



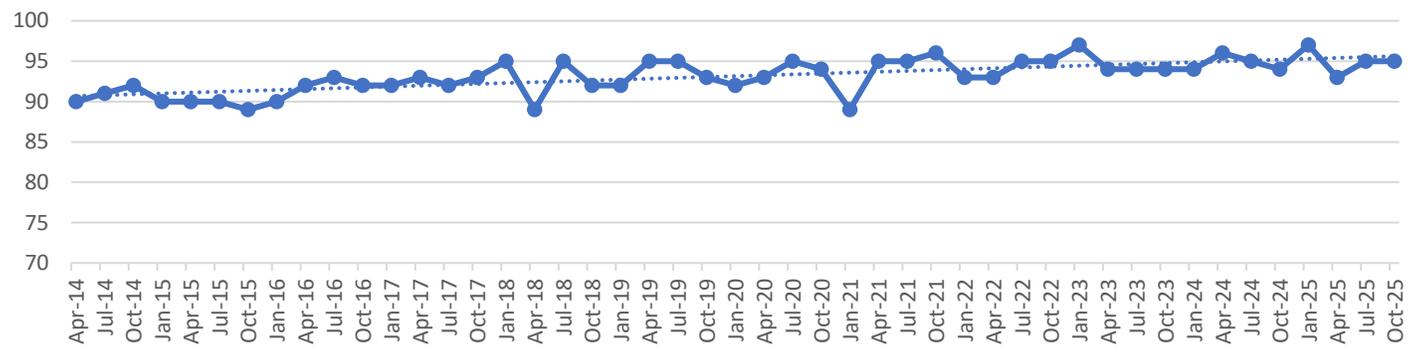
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



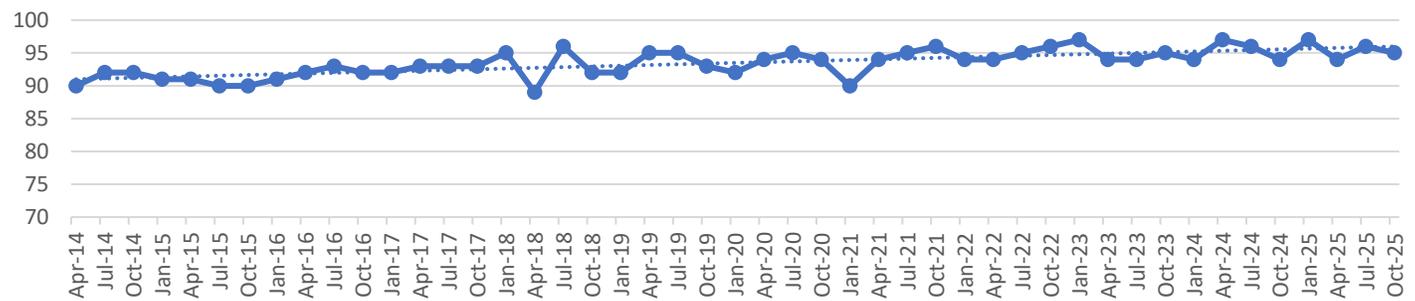
#10 - The handling of my personal medical information in a private and confidential manner



#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?

