

Patient Satisfaction Survey 10225 Grand Ave., Franklin Park January 2026

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 97% to 99%. The mean for all questions was 99% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

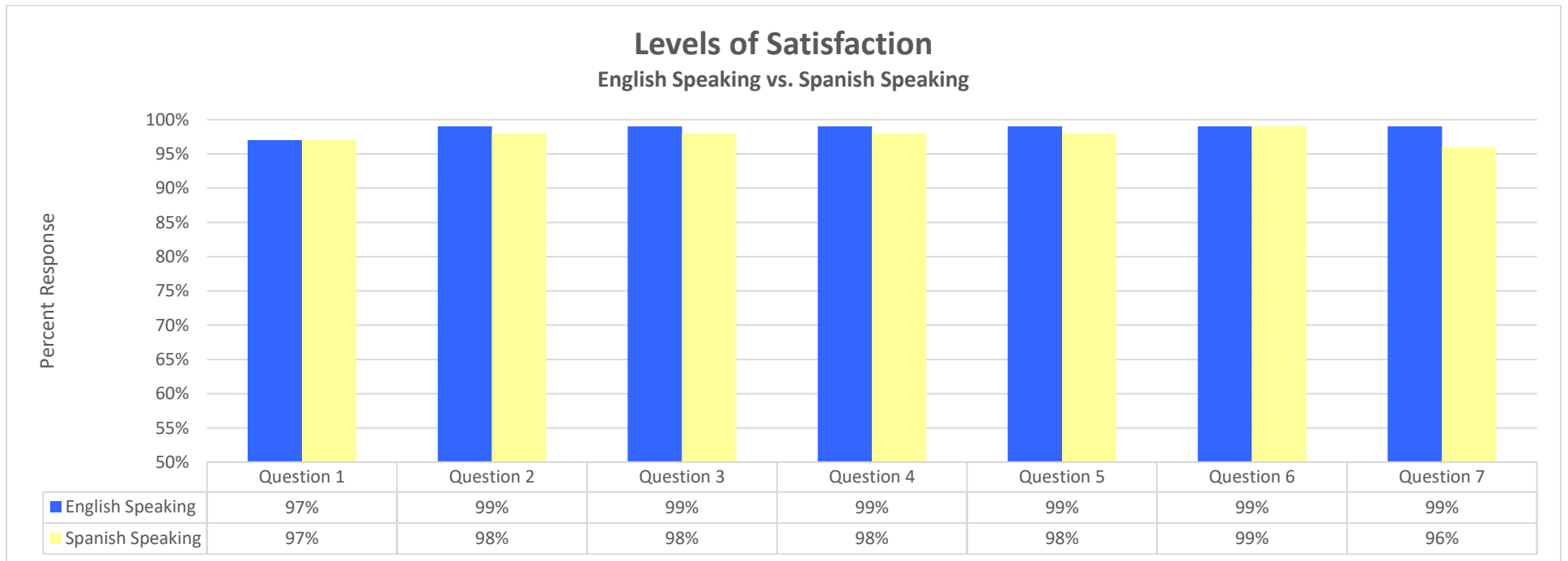
10225 Grand Ave., Franklin Park – Survey Questions	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	97%	95%	97%	95%
2. The reception staff	99%	99%	98%	97%
3. Receiving a timely appointment	99%	99%	98%	96%
4. Education and explanation of plan provided in a way that I can understand	99%	99%	98%	97%
5. The follow-up, coordination, and continuity of my care	99%	99%	98%	96%
6. The staff addressing my medical needs today	99%	99%	98%	96%
7. The time spent waiting	97%	99%	97%	94%
8. The respectfulness of staff	99%	99%	99%	97%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	99%	99%	98%	95%
10. The handling of my personal medical information in a private and confidential	99%	99%	98%	96%
11. Your medical assistant	99%	99%	98%	96%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	99%	99%	99%	97%
13. Overall, how satisfied are you with the Health Center?	99%	99%	99%	97%

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	94%	93%	93%	93%
2. The reception staff	95%	95%	94%	94%
3. Receiving a timely appointment	94%	93%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	95%	94%	94%	94%
5. The follow-up, coordination, and continuity of my care	95%	94%	94%	94%
6. The staff addressing my medical needs today	95%	95%	95%	94%
7. The time spent waiting	92%	92%	91%	91%
8. The respectfulness of staff	95%	95%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	94%	93%	93%	92%
10. The handling of my personal medical information in a private and confidential	95%	95%	94%	94%
11. Your medical assistant	95%	95%	95%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	95%	95%	95%
13. Overall, how satisfied are you with the Health Center?	95%	95%	95%	94%

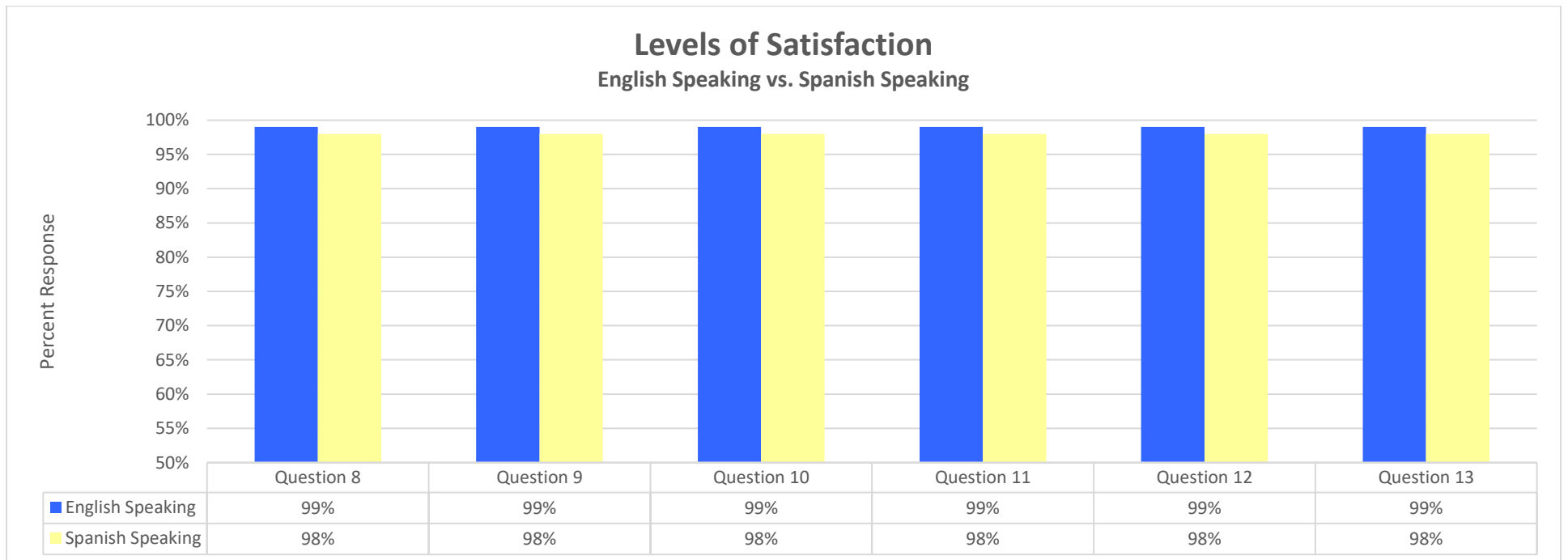
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	68 92%	55 89%	2 3%	4 7%	2 3%	3 5%	1 1%	0	1 1%	0
2. The reception staff	73 97%	58 94%	2 3%	2 3%	0	2 3%	0	0	0	0
3. Receiving a timely appointment	72 96%	57 92%	3 4%	3 5%	0	2 3%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	72 96%	56 90%	3 4%	5 8%	0	1 2%	0	0	0	0
5. The follow-up, coordination, and continuity of my care	72 96%	57 92%	3 4%	4 7%	0	1 2%	0	0	0	0
6. The staff addressing my medical needs today	74 99%	59 95%	1 1%	2 3%	0	1 2%	0	0	0	0
7. The time spent waiting	67 89%	54 87%	8 11%	4 7%	0	3 5%	0	1 2%	0	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	74 99%	57 92%	1 1%	4 7%	0	1 2%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	70 97%	54 93%	2 3%	3 5%	0	1 2%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	72 99%	56 92%	1 1%	4 7%	0	1 2%	0	0	0	0
11. Your medical assistant	74 99%	57 92%	1 1%	4 7%	0	1 2%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	72 99%	58 94%	1 1%	3 5%	0	1 2%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	74 99%	57 93%	1 1%	3 5%	0	1 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: 10

N/A: 5

YES: 3

Comments:

1. "Great service." (Headley)
2. "Very nice and helpful." (Benstein)
3. "Love the receptionist."
4. "Wonderful."

Spanish

NO: 5

N/A: 0

YES: 2

Comments:

1. "Very great attention." "Muy buena atencion."
2. "Receptionists are very helpful. They are all lovely." "Recepcionistas son mucha ayuda todas muy lindas."

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

English

1. "Everything was good."
2. "The nice and respectful service." (Jamison)
3. "Explaining every procedure done." (Benstein)
4. "People/staff."
5. "Everyone is nice."
6. "Staff super friendly." (Rajki)
7. "The reminder calls and text great."
8. "Fast appt." (Jamison)
9. "Staff is very friendly."
10. "Highly recommend." (Rajki)
11. "Nice facility." (2)
12. "The message reminders." (Headley)
13. "Nice."
14. "Just getting my annual checkup after a long while, fast and productive."
15. "All the information to keep healthy." (Jamison)
16. "Detailed explanation from my medical providers."
17. "I like that everyone is kind especially the medical assistants & my pcp they make me feel comfortable."

Spanish

1. "Very good service." "Muy bien servicio." (2)
2. "Great much." "Bien mucho." (Jamison)
3. "Everything prompt appointments." "Todo citas rapido."
4. "Availability." "Disponibilidad."
5. "With everything! The care for my health." "En todo! El cuidado de mi salud." (Jamison)
6. "It helps me lead a better quality of life." "Me ayuda a llevar una mejor calidad de vida."
7. "Primarily, with health and services are great." "Principalmente en la salud y el servicio son buenos." (Jamison)
8. "Everything is very good." "Todo esta muy bien." (Qian)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (Headley)
2. "None."
3. "Nothing." (3)
4. "Nice."
5. "Everything is great." (Jamison)
6. "Everything was good."
7. "Nothing to improve everything is good." (Benstein)

Spanish

1. "Everything is great." "Todo esta bien."
2. "Everything is very great." "Todo esta muy bien." (2)
3. "It is perfect the way it is." "Asi esta perfecto." (Jamison)
4. "It seems to me that they are perfectly qualified; there is no need to improve anything." "Me parece que se encuentran"

perfectamente capacitados no se necesita mejor nada.”

5. “That they would draw the blood without causing so much pain.” “Que sacaran la sangre sin lastimar tanto.”

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

English

- YES: 42
- NO: 0

Spanish

- YES: 30
- NO: 1

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

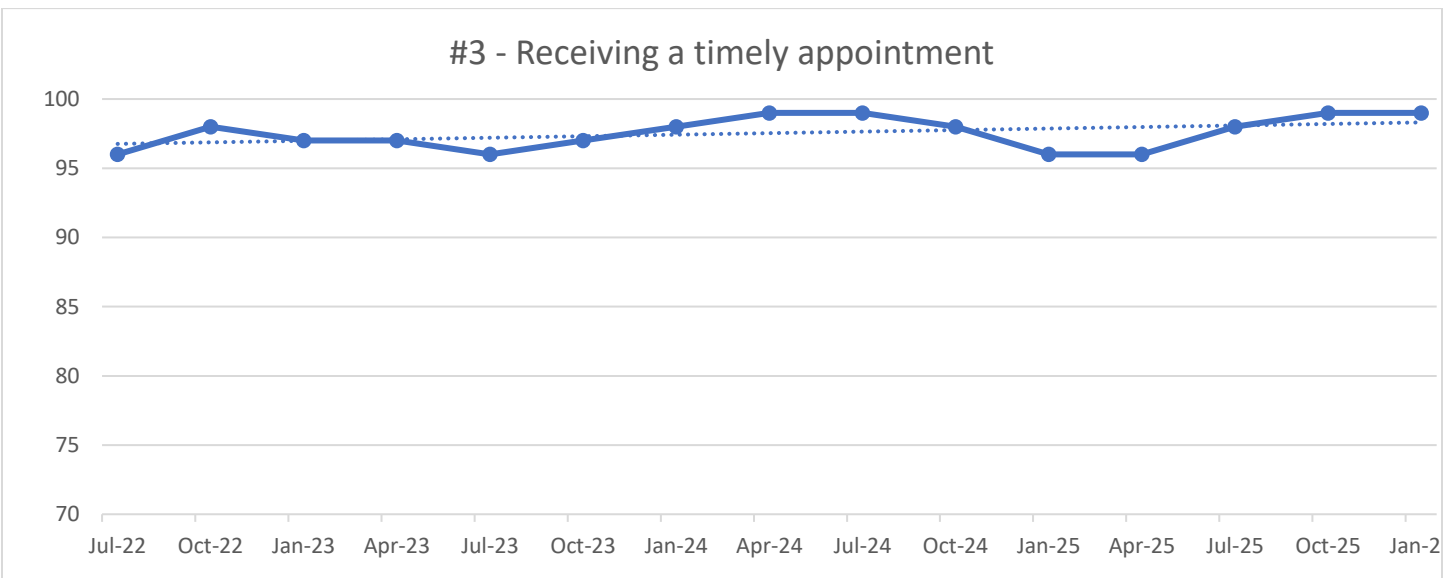
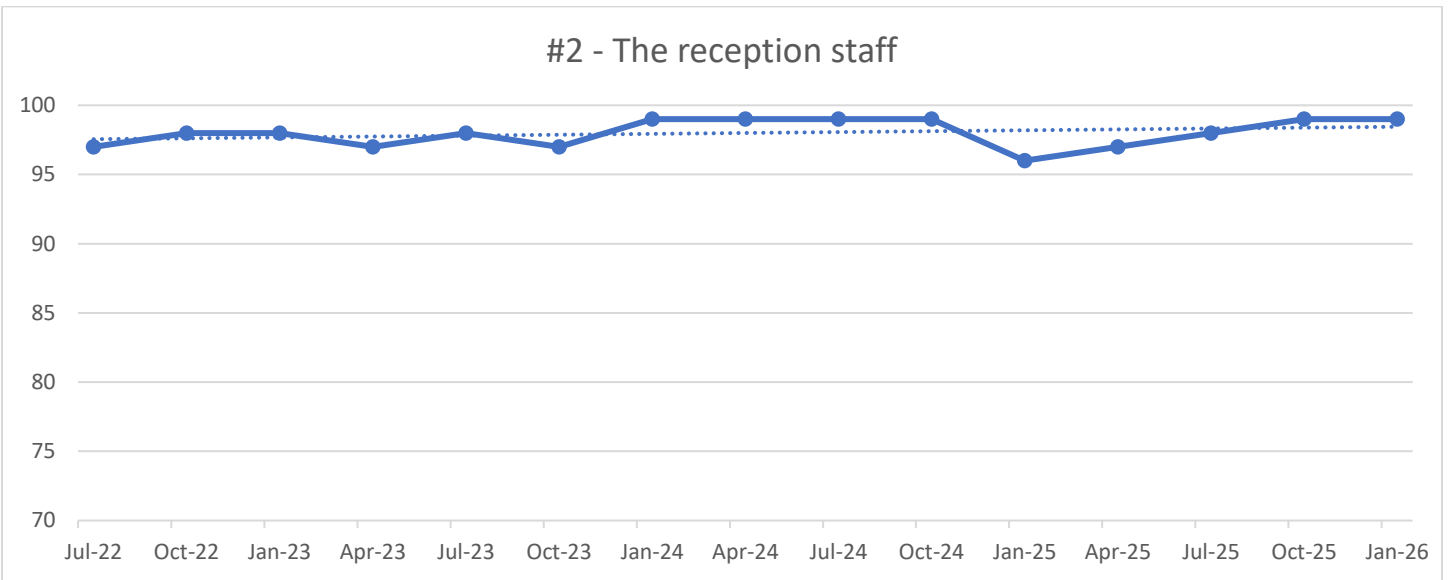
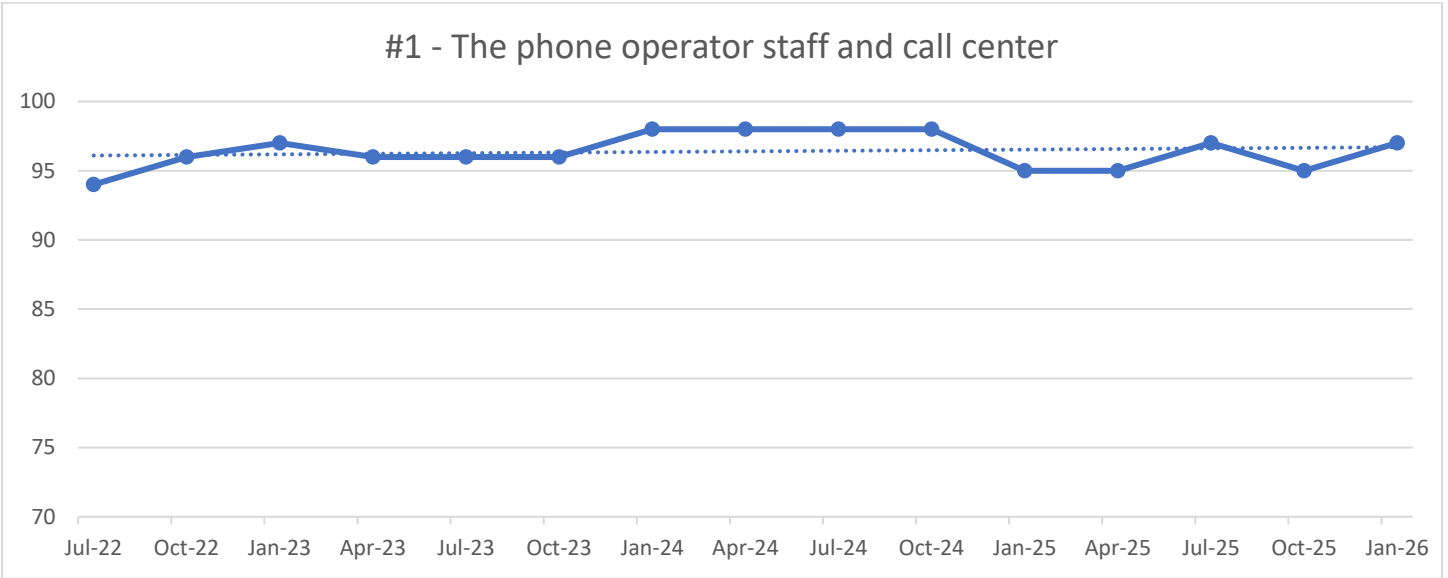
English

- Benstein: 3
- Headley: 3
- Jamison: 5
- Rajki: 6
- Sadik: 2

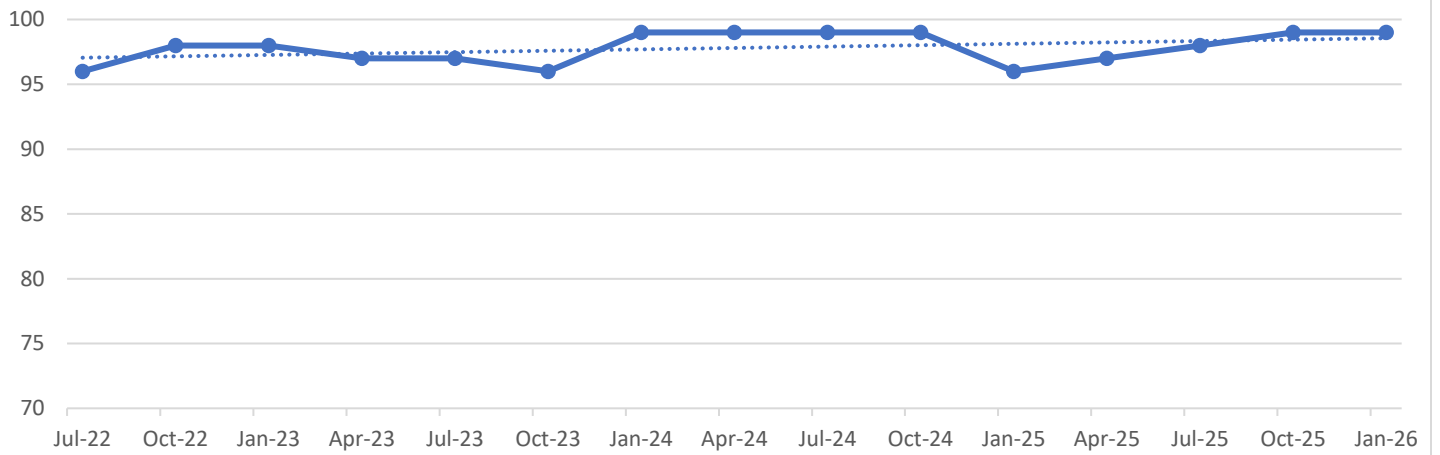
Spanish

- Benstein: 1
- Headley: 1
- Jamison: 6
- Qian: 2

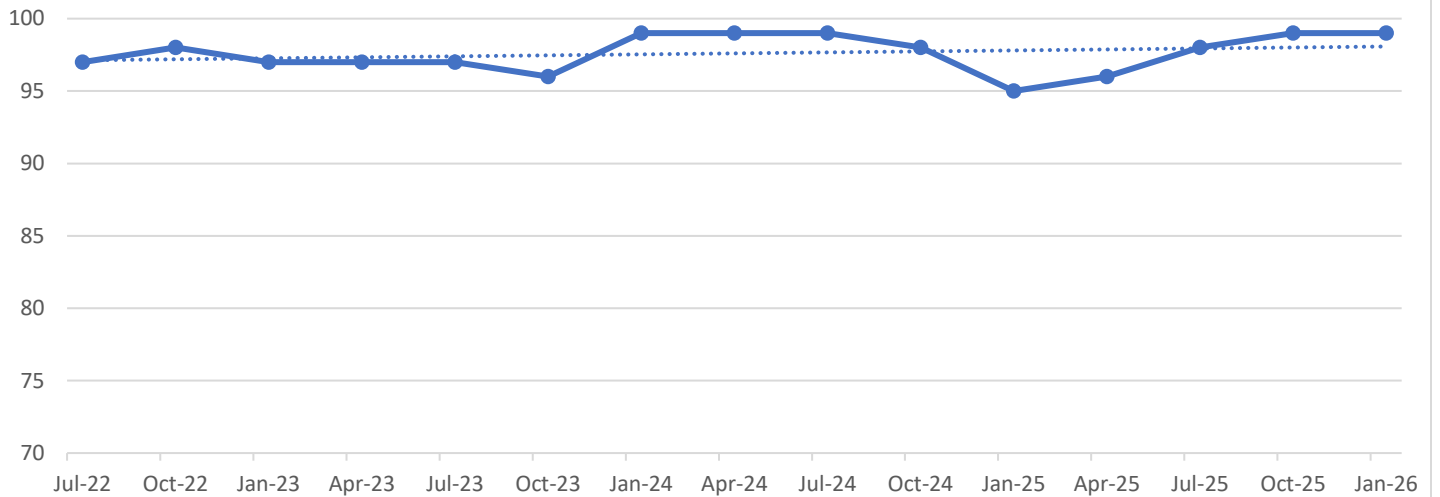
Individual Question Results with Trendlines



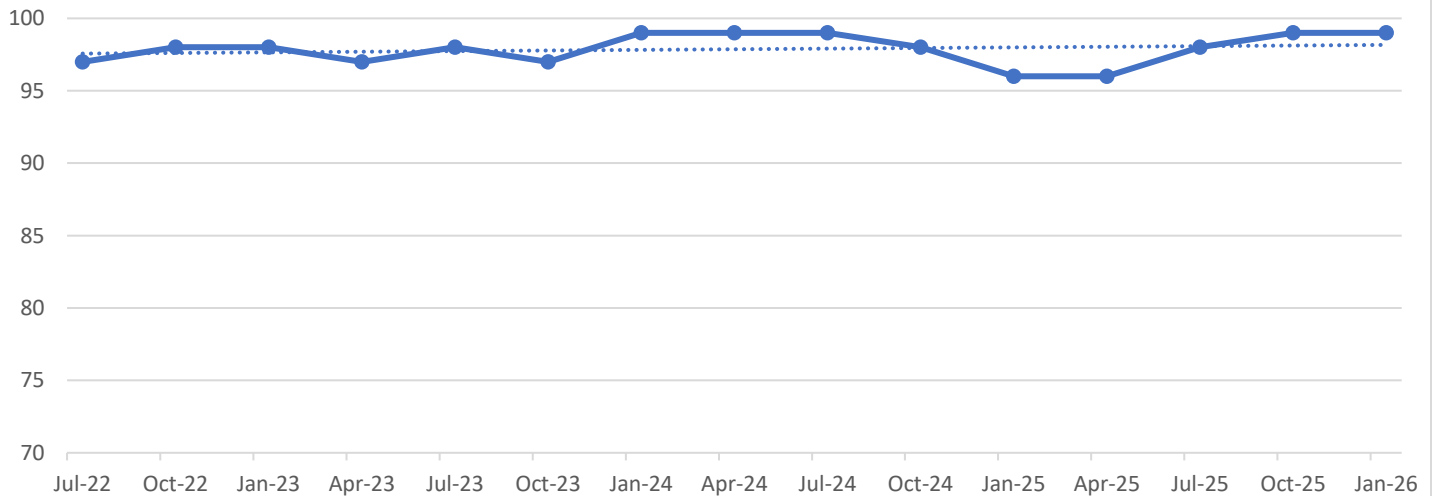
#4 - Education and explanation of plan provided in a way that I can understand

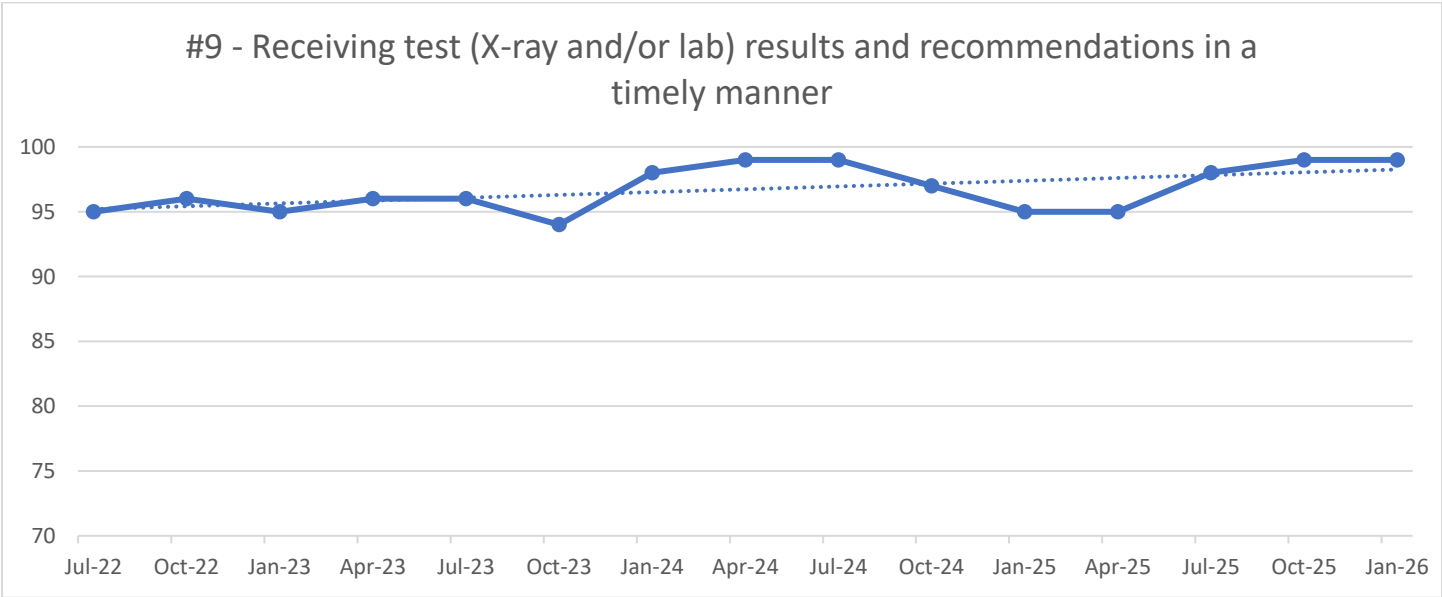
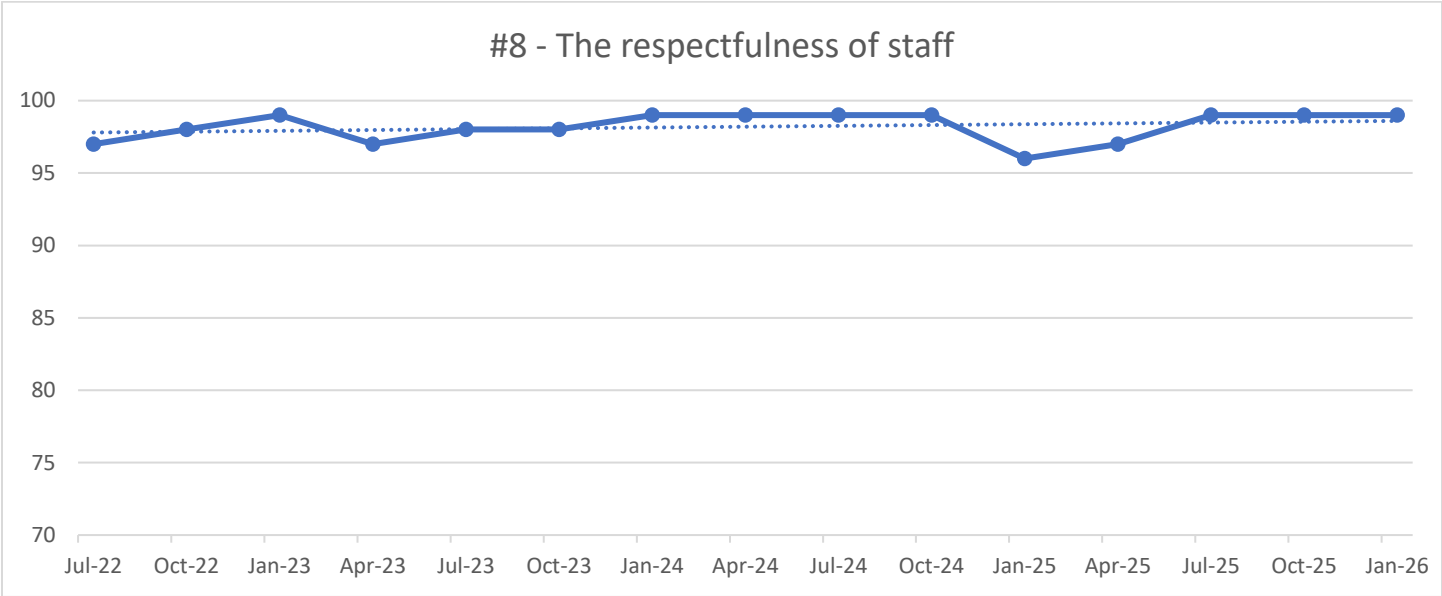
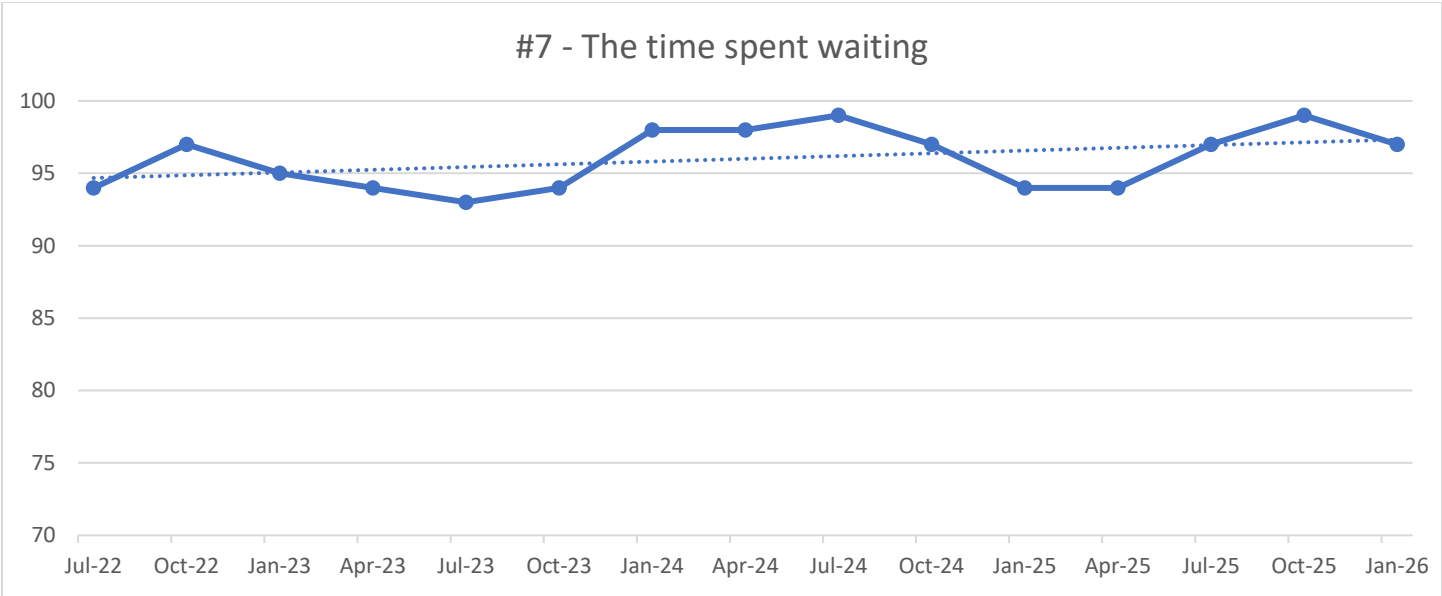


#5 - The follow-up, coordination, and continuity of my care

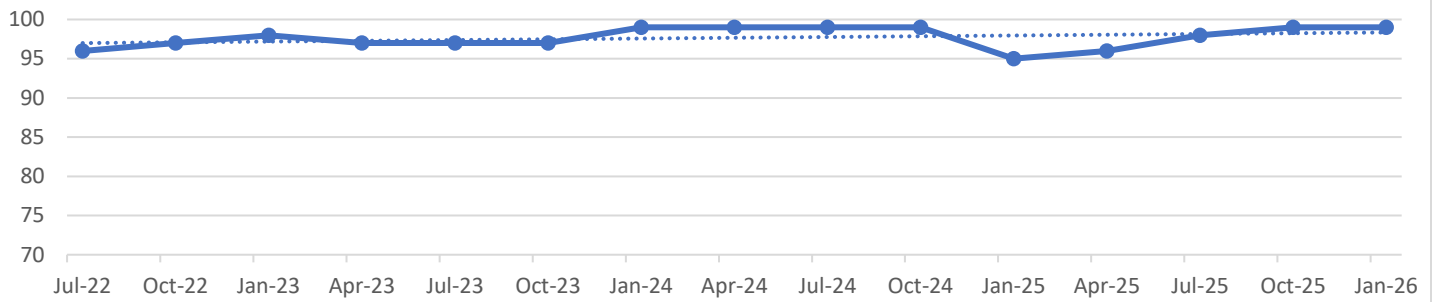


#6 - The staff addressing my medical needs today

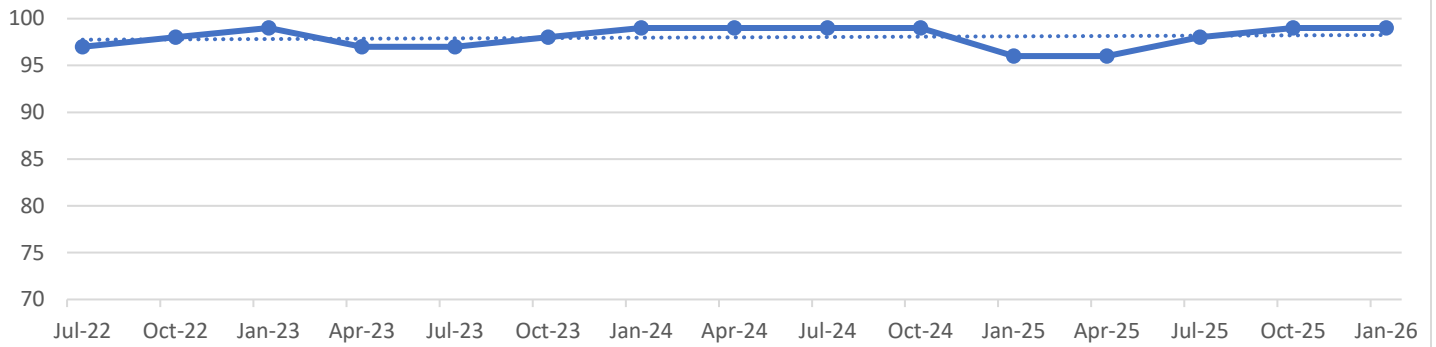




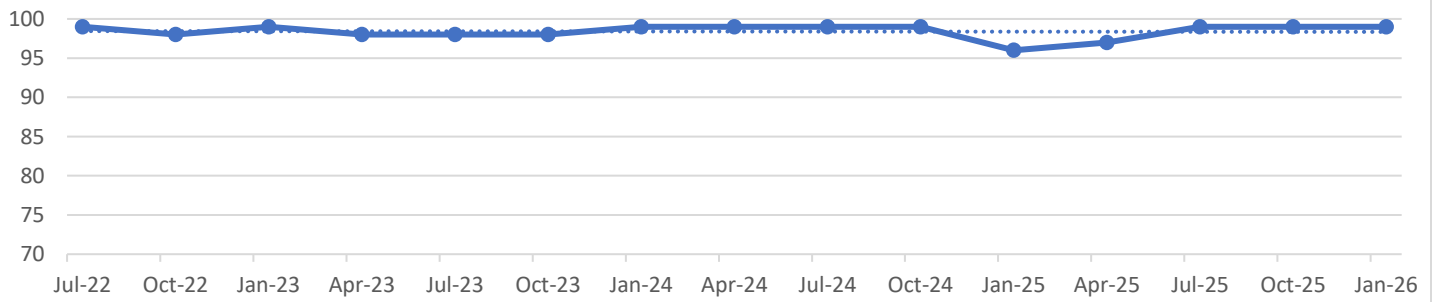
#10 - The handling of my personal medical information in a private and confidential manner



#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?

