

## Patient Satisfaction Survey 1515 E. Lake St., Suite 202, Hanover 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 91% to 99%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

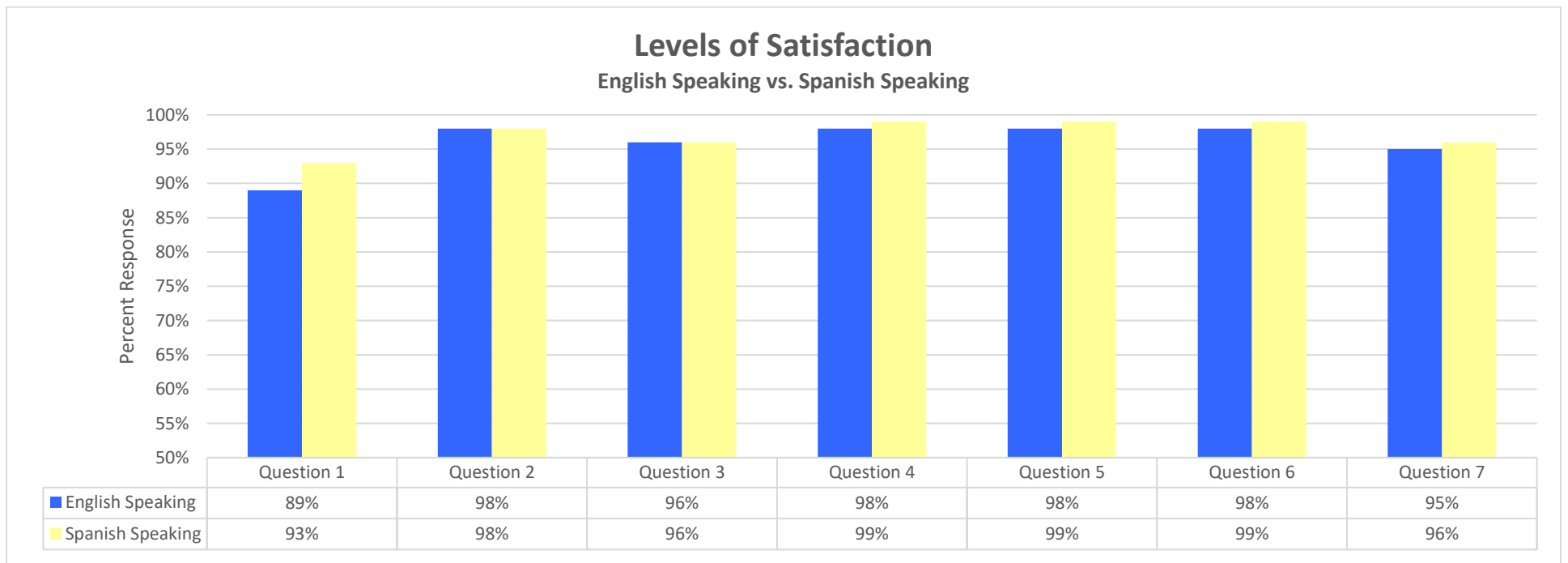
<b>1515 E. Lake St., Suite 202, Hanover Park- Survey Questions</b>	<b>Level of Satisfaction January 2026</b>	<b>Level of Satisfaction October 2025</b>	<b>Level of Satisfaction July 2025</b>	<b>Level of Satisfaction April 2025</b>
1. The phone operator staff and call center	91%	93%	87%	96%
2. The reception staff	98%	97%	96%	96%
3. Receiving a timely appointment	96%	96%	93%	96%
4. Education and explanation of plan provided in a way that I can understand	99%	97%	97%	97%
5. The follow-up, coordination, and continuity of my care	98%	97%	96%	97%
6. The staff addressing my medical needs today	99%	97%	96%	97%
7. The time spent waiting	96%	94%	92%	96%
8. The respectfulness of staff	98%	98%	97%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	98%	95%	93%	95%
10. The handling of my personal medical information in a private and confidential	98%	98%	96%	96%
11. Your medical assistant	98%	98%	97%	96%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	99%	98%	96%	97%
13. Overall, how satisfied are you with the Health Center?	99%	98%	96%	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%

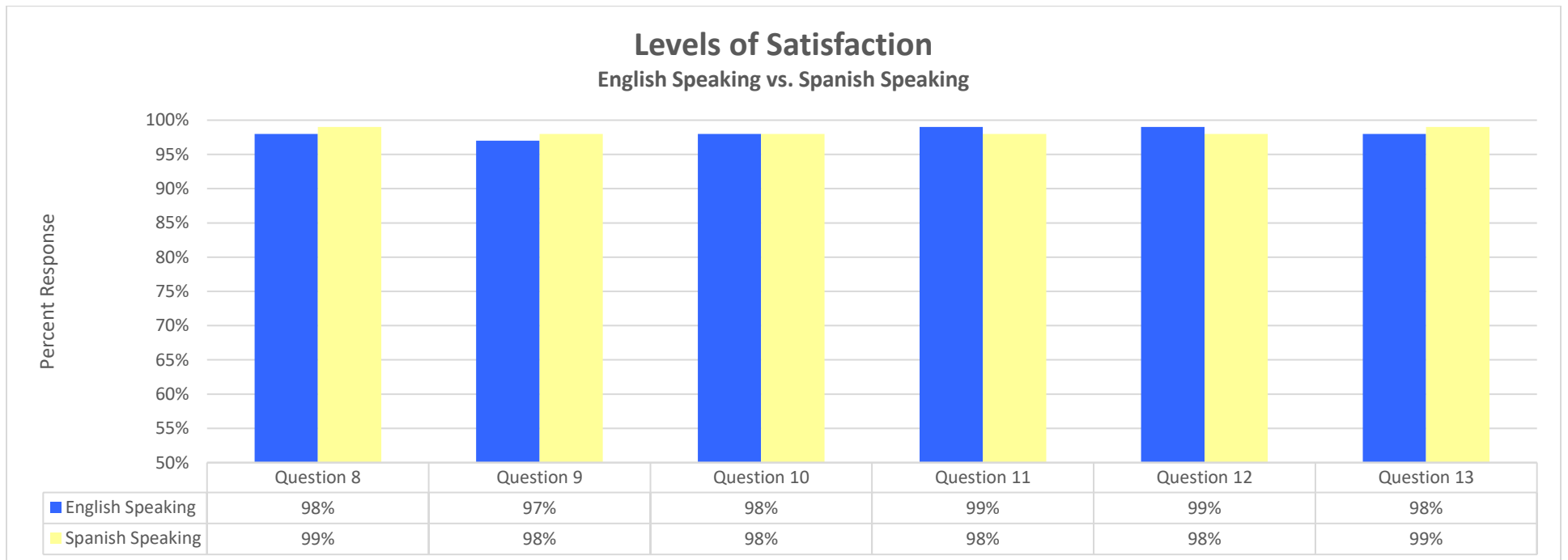
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	51 71%	43 78%	9 13%	6 11%	9 13%	4 7%	1 1%	2 3%	2 3%	0
2. The reception staff	66 92%	50 91%	4 6%	5 9%	2 3%	0	0	0	0	0
3. Receiving a timely appointment	61 86%	47 87%	5 7%	5 9%	4 6%	1 2%	1 1%	1 2%	0	0
4. Education and explanation of plan provided in a way that I can understand	66 93%	53 96%	3 4%	2 4%	2 3%	0	0	0	0	0
5. The follow-up, coordination, and continuity of my care	65 90%	53 96%	5 7%	2 4%	2 3%	0	0	0	0	0
6. The staff addressing my medical needs today	67 93%	53 96%	3 4%	2 4%	2 3%	0	0	0	0	0
7. The time spent waiting	59 82%	49 89%	9 13%	2 4%	4 6%	4 7%	0	0	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	65 90%	51 94%	6 8%	3 6%	1 1%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	62 90%	49 94%	5 7%	1 2%	2 3%	3 4%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	67 93%	50 91%	3 4%	5 9%	2 3%	0	0	0	0	0
11. Your medical assistant	68 94%	51 93%	3 4%	3 6%	1 1%	1 2%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	69 96%	50 93%	2 3%	3 6%	1 1%	1 2%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	67 93%	50 94%	4 6%	3 6%	1 1%	0	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: 11

N/A: 4

YES: 2

#### **Comments:**

1. "Staff are always amazing!" (Patel)
2. "Yes, returned call." (Patel, N)

#### **Spanish**

NO: 7

N/A: 1

YES: 1

#### **Comments:**

1. "No, only the management of my medical record and it was not sent." "No, solo manejar creo de mi record medico y no fue enviado." (Layton)
2. "My experience was very great during my visit." "Fue muy buena la experenica en mi visita." (Ali)

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

#### **English**

1. "The amazing staff." (Patel, N)
2. "N/A."
3. "Great nurse, great customer service (front desk)." (Layton)
4. "Convenience with availability." (Carlton)
5. "Everything." (Layton)
6. "Helpful staff." (Patel)
7. "Support staff." (Carlton)
8. "Education, resources, support." (Patel, N)
9. "Everything is explained to me." (Patel, N)
10. "Alexis the therapist." (Finnander)
11. "Appt times." (Patel, N)
12. "Neelam talked my daughter threw everything." (Patel, N)
13. "Connecting me + engaged and interested caregivers." (Finnander)
14. "The doctor are so helpful and take time to listen to you." (Patel, N)
15. "Great staff and great doctor." (Layton)
16. "Receiving the reminder calls." (Patel, N)

#### **Spanish**

1. "The service." "El servicio." (Layton)
2. "N/A." (Patel, N)
3. "Great service." "Buen servicio." (Patel, N)
4. "That they have interpreters." "Que tienen interpretes." (Layton)
5. "The people in the front." "La gente de enfrente." (Aragones)
6. "To know about my health." "Ha sabe sobre mi salud." (Ali)
7. "That they are bilingual." "Que son bilingues." (Layton)
8. "My medical necessities." "Mis necesidades medicas." (Layton)
9. "The doctor and nurses and the entire personnel are very kind and professional." "El doctor y enfermeras y todo el personal son muy amables y profesionales." (Ali)
10. "Great practitioners, laboratories are very great and the service from the personnel is excellent." "Buenos medicos, laboratorios muy buenos y el servicio del personal es excelente."
11. "To clear up any doubts about any symptoms I may be experiencing." "A salir de dudas de cualquier sintoma que sienta." (Carlton)
12. "Super nice staff." (English response on a Spanish survey)

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

#### **English**

1. "N/A." (2)

#### **Spanish**

1. "Nothing." "Nada." (Layton)

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>2. "Everything was great! Very helpful." (Patel, N)</li> <li>3. "Everything is good to me." (Layton)</li> <li>4. "Nothing, everything is great." (Layton)</li> <li>5. "Give out free snacks while waiting." (Carlton)</li> <li>6. "Telehealth." (Patel, N)</li> <li>7. "Everything is fine overall." (Finnander)</li> <li>8. "Keep up the good work." (Patel, N)</li> <li>9. "You are already the best." (Patel, N)</li> <li>10. "It's ok as it is." (Layton)</li> <li>11. "Meeting my counselor in a medical exam room does not contribute to my comfort." (Finnander)</li> <li>12. "It would be nice for text reminders as well." (Patel, N)</li> </ol> | <ol style="list-style-type: none"> <li>2. "Everything is great." "Todo esta bien." (2)</li> <li>3. "Everything is very great." "Todo esta muy bien." (Ali)</li> <li>4. "I think that they are the best of the best." "Yo creo que esta en lo mejor de lo mejor." (Ali)</li> <li>5. "With the handling of my information when sending to the other medics (it was not set on time)." "Con el manejo de la informacion a enviar a otro médicos (no fue enviado a tiempo)." (Layton)</li> <li>6. "To provide a direct line to the Health Center." "Que Tengan una llamada directa a la clínica." (Patel, N)</li> </ol> |
|--|---|

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

**English**

- YES: 37
- NO: 0

**Spanish**

- YES: 23
- NO: 0

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

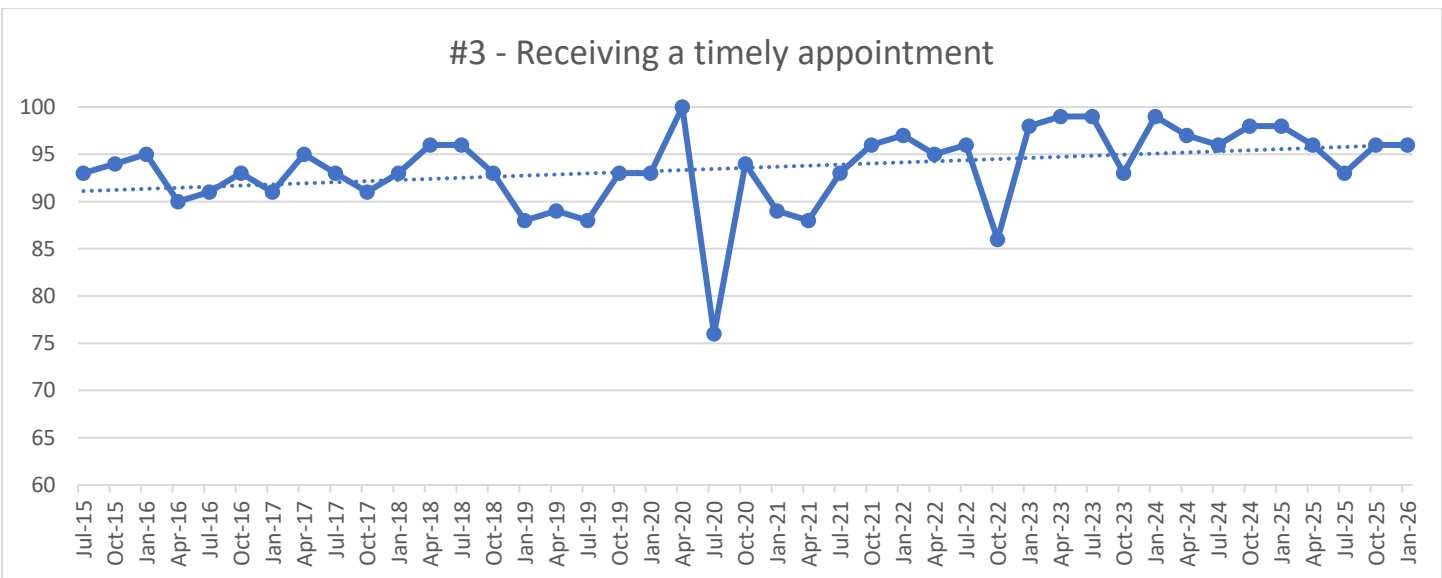
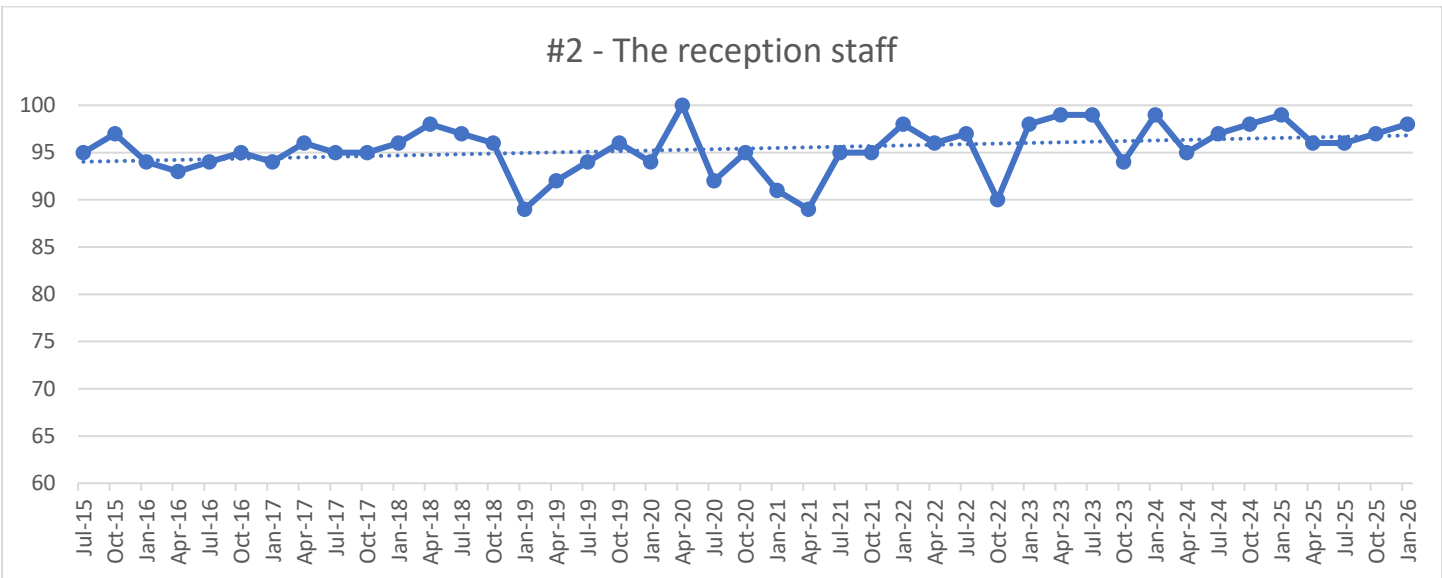
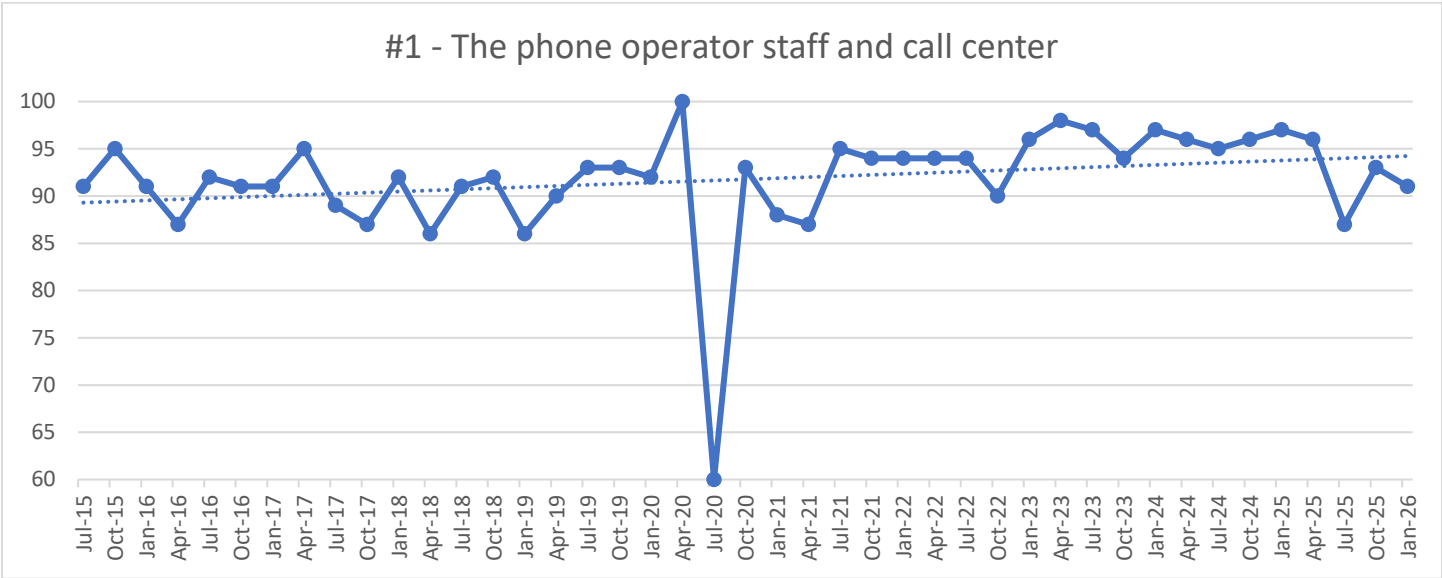
**English:**

- Ali: 4
- Aragonés: 3
- Carlton: 5
- Finnander: 9
- Layton: 19
- Patel, N: 29

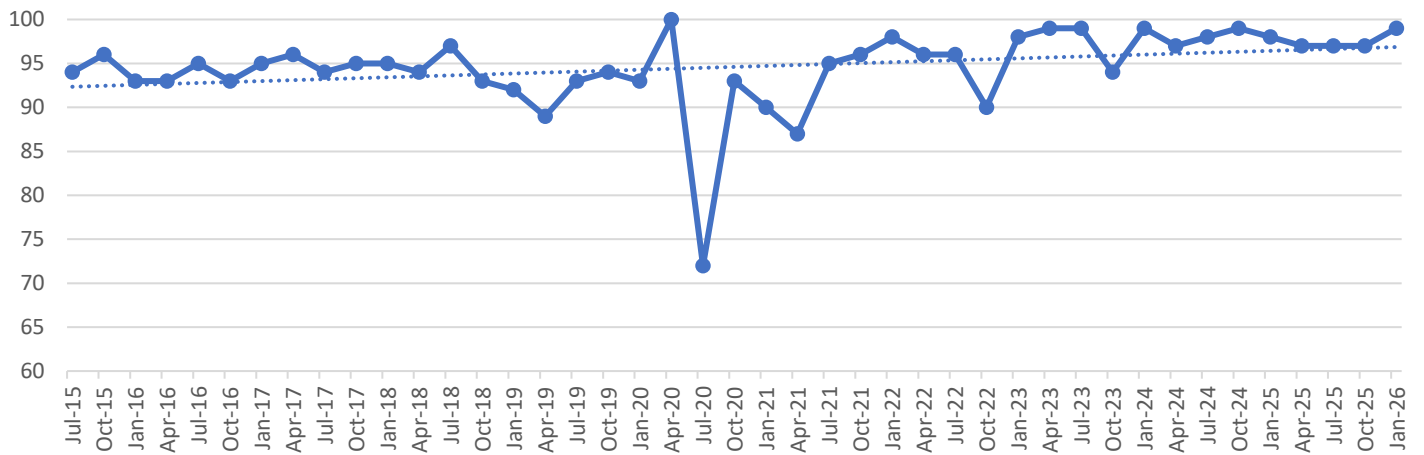
**Spanish**

- Ali: 5
- Aragonés: 11
- Carlton: 2
- Finnander: 3
- Layton: 17
- Patel, N: 14

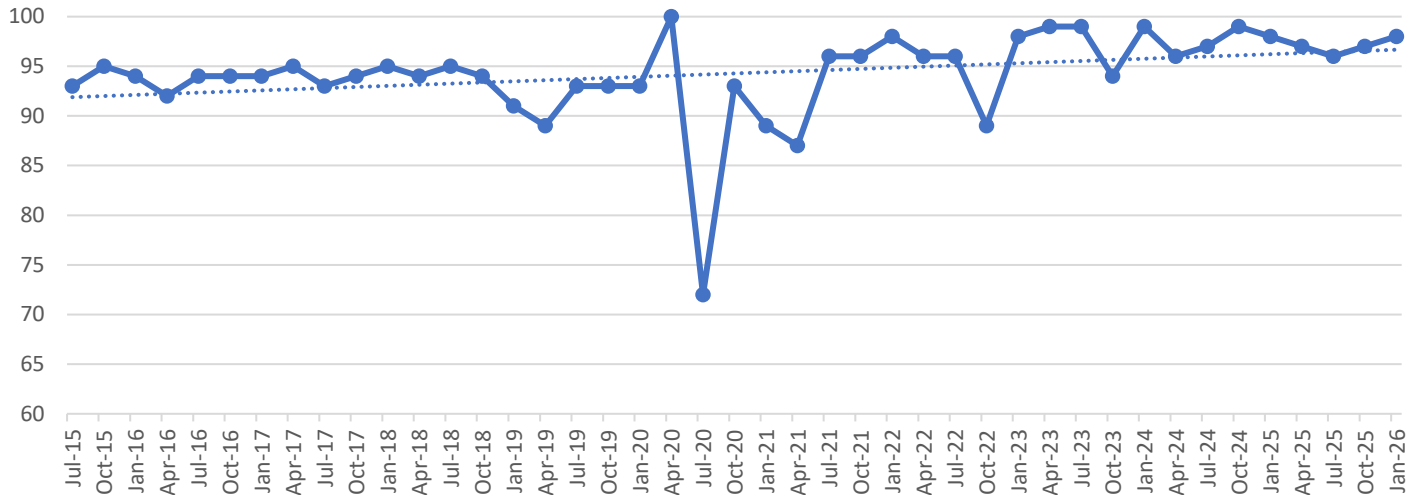
# Individual Question Results with Trendlines



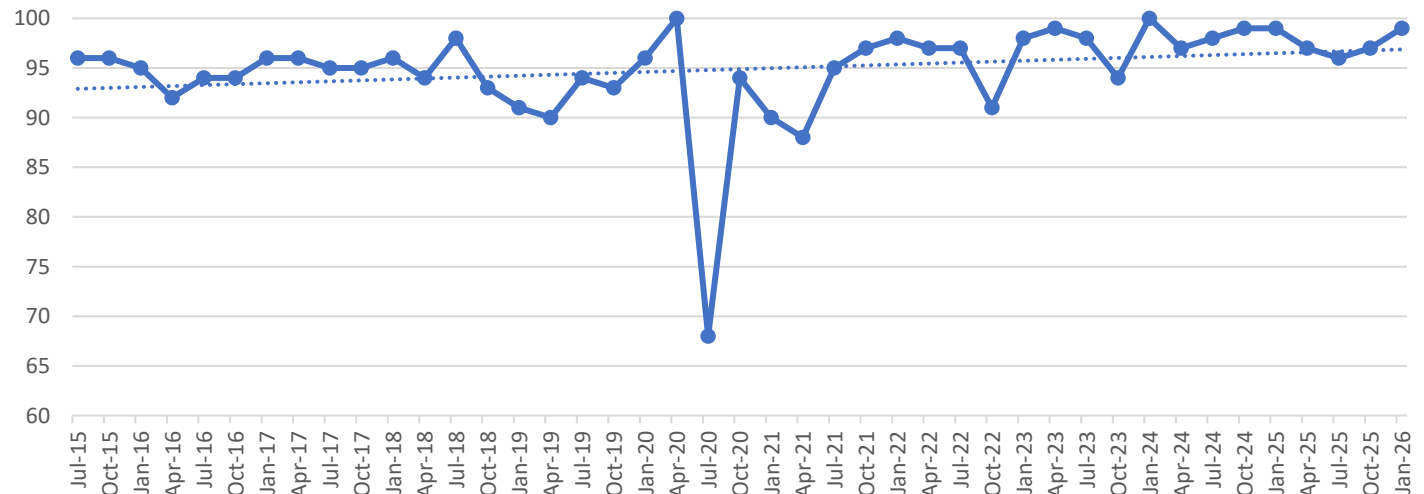
#### #4 - Education and explanation of plan provided in a way that I can understand



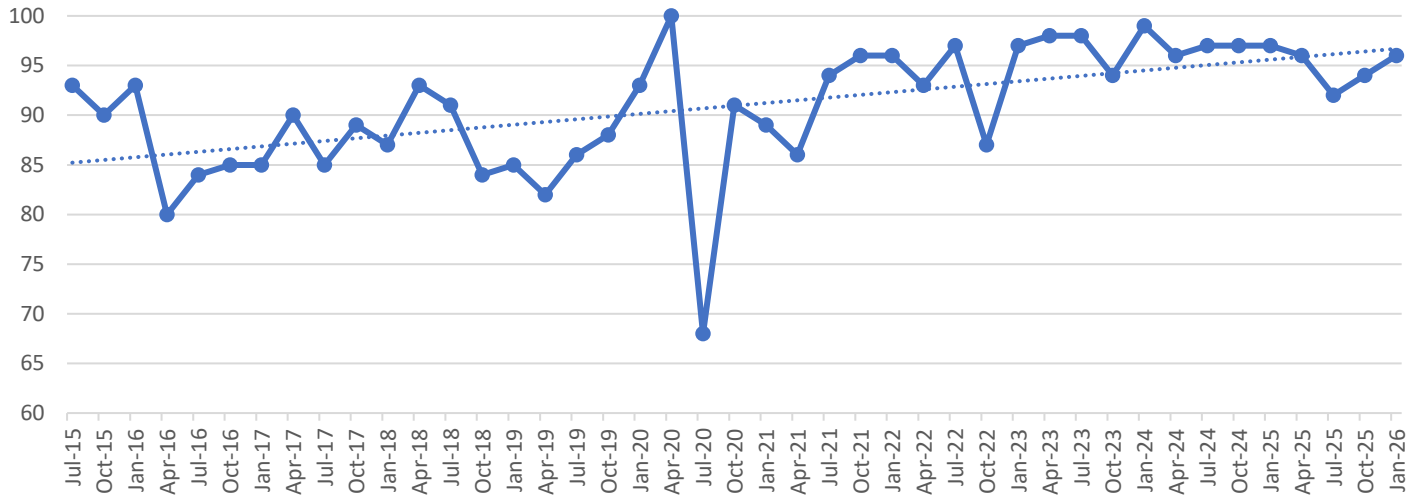
#### #5 - The follow-up, coordination, and continuity of my care



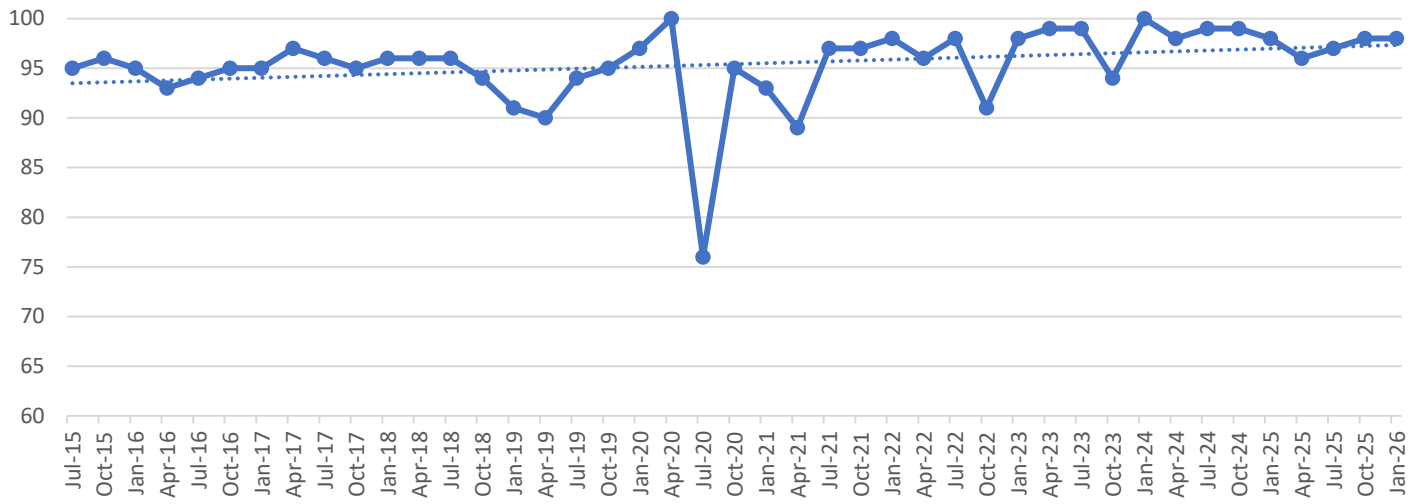
#### #6 - The staff addressing my medical needs today



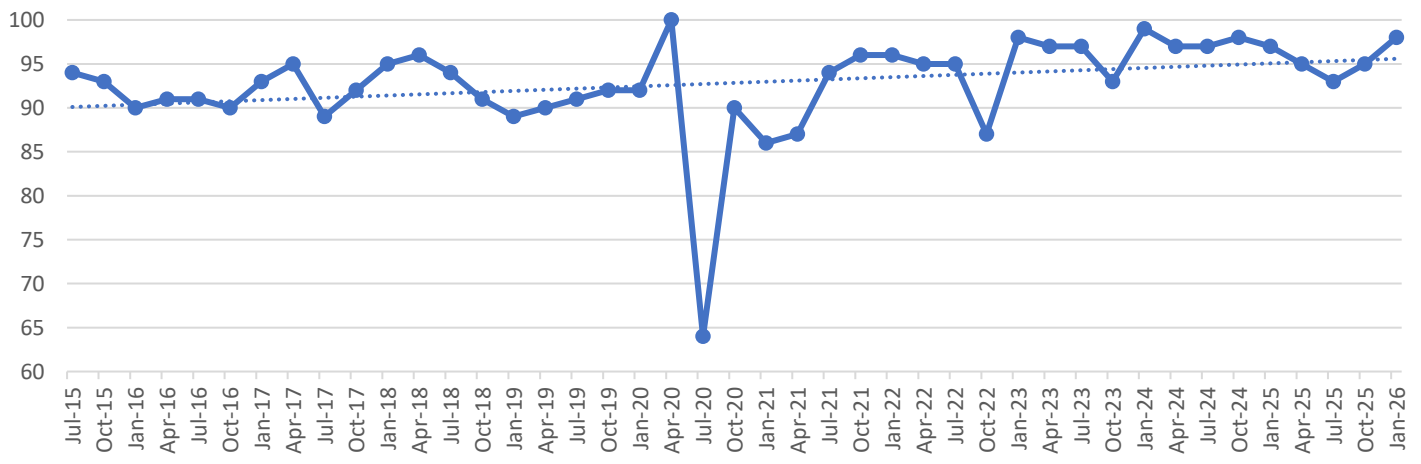
#7 - The time spent waiting



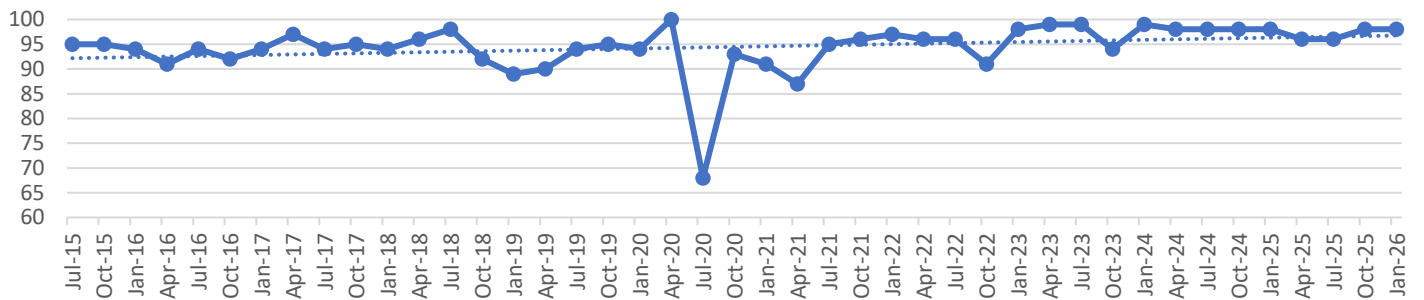
#8 - The respectfulness of staff



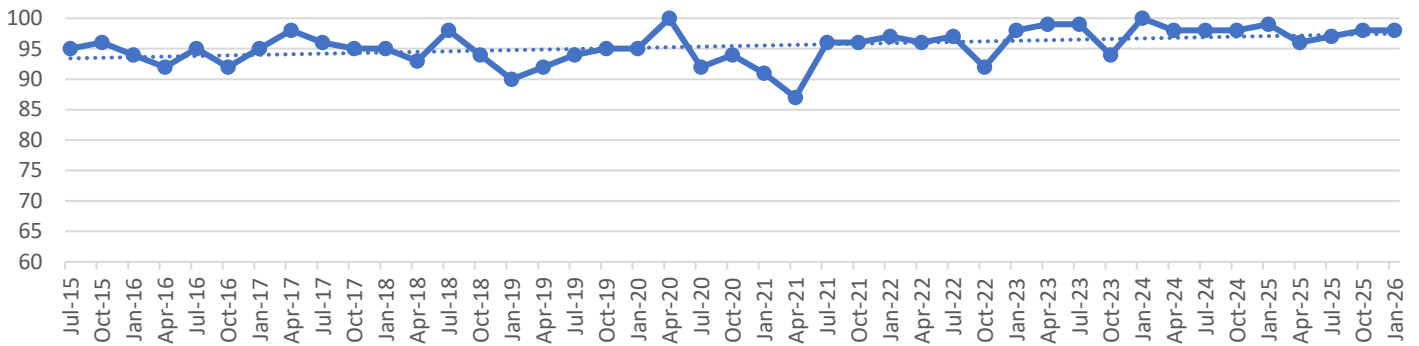
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



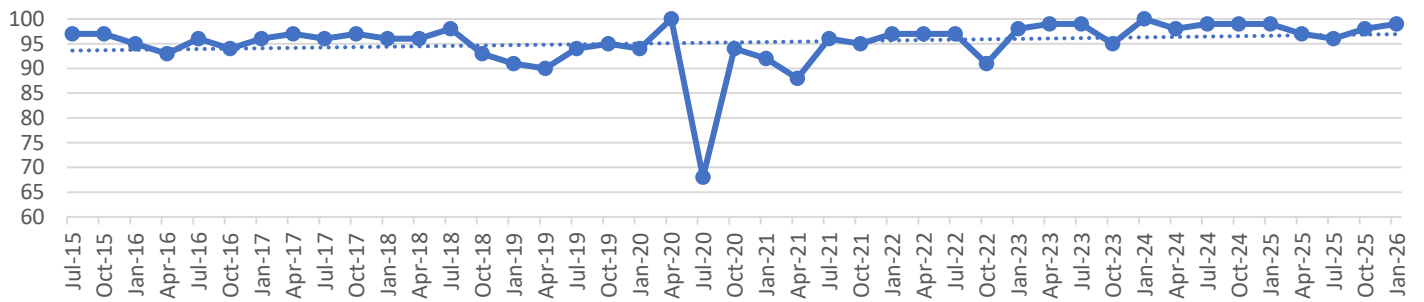
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

