

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

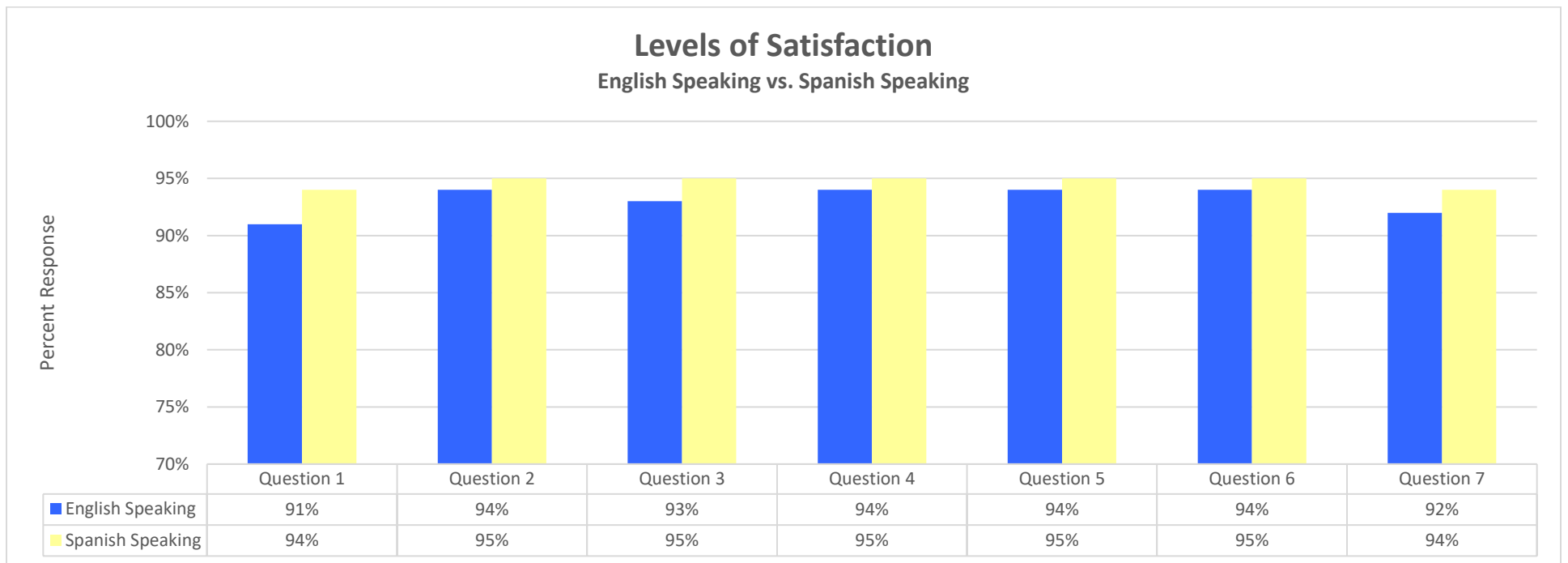
<b>165 E. Plank Rd., Sycamore – Survey Questions</b>	<b>Level of Satisfaction January 2026</b>	<b>Level of Satisfaction October 2025</b>	<b>Level of Satisfaction July 2025</b>	<b>Level of Satisfaction April 2025</b>
1. The phone operator staff and call center	92%	94%	92%	92%
2. The reception staff	95%	95%	94%	94%
3. Receiving a timely appointment	94%	93%	93%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	94%	95%
5. The follow-up, coordination, and continuity of my care	94%	94%	95%	94%
6. The staff addressing my medical needs today	95%	95%	95%	95%
7. The time spent waiting	93%	91%	91%	92%
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	94%	95%	95%	95%
11. Your medical assistant	94%	96%	95%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	96%	95%	95%
13. Overall, how satisfied are you with the Health Center?	95%	95%	95%	95%

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%

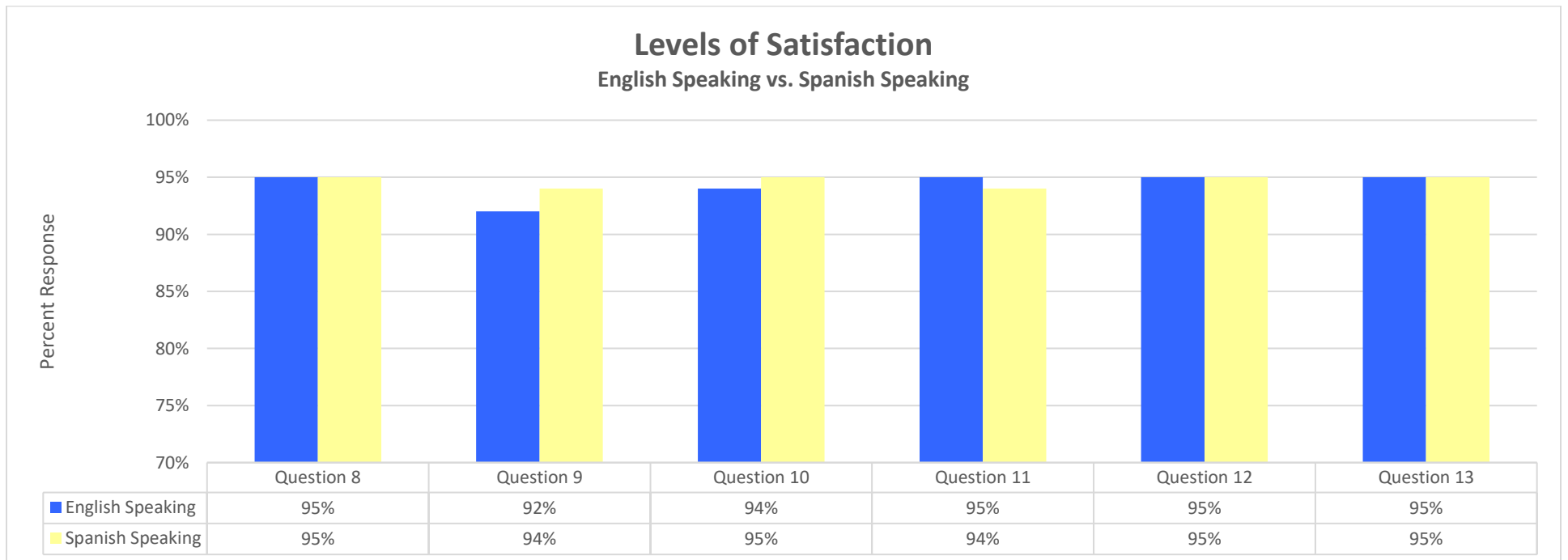
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	136 70%	78 76%	35 18%	22 21%	21 11%	2 2%	1 1%	0	1 1%	1 1%
2. The reception staff	153 79%	80 77%	28 15%	22 21%	11 6%	1 1%	0	0	1 1%	1 1%
3. Receiving a timely appointment	146 76%	81 78%	31 16%	18 17%	14 7%	5 5%	1 1%	0	1 1%	0
4. Education and explanation of plan provided in a way that I can understand	150 78%	79 77%	29 15%	21 20%	13 7%	3 3%	0	0	1 1%	0
5. The follow-up, coordination, and continuity of my care	153 79%	80 78%	26 14%	19 18%	13 7%	4 4%	0	0	1 1%	0
6. The staff addressing my medical needs today	153 79%	82 79%	26 13%	20 19%	14 7%	2 2%	0	0	1 1%	0
7. The time spent waiting	145 75%	74 72%	28 14%	25 24%	17 9%	4 4%	3 2%	0	1 1%	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	157 81%	82 79%	24 12%	19 18%	11 6%	3 3%	0	0	1 1%	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	133 73%	71 71%	27 15%	26 26%	20 11%	3 3%	1 1%	0	1 1%	0
10. The handling of personal medical info in a private and confidential manner	150 78%	80 79%	29 15%	18 18%	13 7%	3 3%	0	0	1 1%	0
11. Your medical assistant	157 82%	79 78%	22 12%	19 19%	11 6%	1 1%	1 1%	1 1%	1 1%	2 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	160 83%	83 81%	23 12%	16 16%	9 5%	4 4%	0	0	1 1%	0
13. Overall, how satisfied are you with the Health Center?	154 80%	80 78%	25 13%	21 20%	12 6%	2 2%	0	0	1 1%	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: 57

N/A: 27

YES: 5

#### **Comments:**

1. "Yes, I was told make an appointment- we don't do that."
2. "Yes, not that fast at replying."
3. "Yes, I left a message and its usually 24 hours to get a return call."
4. "Yes, they got my medicine and they ordered the next day."
5. "I haven't but everyone has been great and helpful making the process smoother and less scary than it has to be."
6. "Yes, prompt reply."
7. "Not over the phone, in person yes. I told my provider that I appreciated her, she gave me a large amount of valuable information that tied to my visit."
8. "They get to you as soon as same day or next day."

#### **Spanish**

NO: 14

N/A: 3

YES: 0

#### **Comments:**

1. "No but I want you to know that Amber Sayles was an excellent professional. She treated me with a lot of compassion and attention she listened to my medical concerns her service was 100/100." "No pero quiero que sepan que Amber Sayles fue una excelente profesional me trato con mucha compacion y atencion escucho mis preocupaciones medicas fue un 100/100."
2. "Good I received a call back." "Bueno recibi una llamada de regreso."
3. "It was a hard experience since the phone operators always put up barriers for anything that deviates from their script." "Fue una experiencia difícil ya que el personal de teléfonos siempre pone barreras para cualquier cosa que se sale del guion que tienen."

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

#### **English**

1. "Willingness to keep finding the problem." (Gaszak)
2. "The way we are treated with respect, it helps especially when going through our medical issues. I leave feeling better." (Sayles)
3. "Same day appointments." (Sayles)
4. "Great staff/convenience."
5. "Timely and professional." (Anderson)
6. "N/A." (5)
7. "The appointment reminder, fast staff." (Thompson)
8. "The staff communication." (Spencer)
9. "Ease of appt scheduling, smoothness of office flow." (Gaszak)
10. "Great friendly staff to ease my stress."
11. "That my doctor takes time and explains everything to me." (Gaszak)
12. "The staff." (2)
13. "Overall care." (Sofowora)
14. "The attitude and knowledge of everyone working here." (Anderson)

#### **Spanish**

1. "It is very economic, they help us." "Es muy economico y nos aydan." (Sofowora)
2. "They can help all of my family." "Pueden ayudar a toda mi familia." (Sofowora)
3. "Your attention and kidness." "Su atención y amabilidad."
4. "Almost alwaysI can get a fast appointment." "Casi siempre puedo programar una cita pronto." (Sofowora)
5. "The communication." "La comunicación." (Sayles)
6. "Knowing how my health is." "Saber como esta mi salud."
7. "It helps me that they have interpreters because I can express myself and explain good." "Me ayuda mucho que tienen interpretes me puedo expresar y explicar bien." (Sayles)
8. "It is close to home." "Esta cerca a casa." (Sayles)

15. "The care and assistance provided." (Anderson)
16. "Assistants and front desk are nice." (Sofowora)
17. "Having the best nurse practitioner Mrs. Williams. She always helps and explains everything." (Williams)
18. "The reminder calls." (Anderson)
19. "Very accommodating." (Sayles)
20. "Information." (Thompson)
21. "Available and competence." (Sayles)
22. "The staff is very kind." (Sayles)
23. "The nice care and treatment (nurse Jessica Adams is awesome and caring)." (Sofowora)
24. "Location." (Thompson)
25. "Distance schedule and got every doctor my family needs in one place."
26. "Convenience in getting in quickly." (Sayles)
27. "Timely appts." (Thompson)
28. "Same doctor." (Thompson)
29. "Connection, affordability." (Sayles)
30. "Close to home." (2)
31. "Good care and nice people." (Anderson)
32. "The welcoming and helpful staff."
33. "Agnes shes amazing." (Gaszak)
34. "The amount of effort the providers put into making our visits run smoothly." (Anderson)
35. "Helpful staff and easy access to book appointment." (Gaszak)
36. "They listen and they don't make you feel bad about your health." (Anderson)
37. "Staff truly heard me and properly explained the plan to me." (Anderson)
38. "Accommodations for patients." (Gaszak)
39. "The quick appt."
40. "The nurse practitioner is very helpful. She hears and understands me. I love that she explains things in a way I understand." (Gaszak)
41. "Convenience."
42. "The level of care and explanation."
43. "Access to resources."
44. "The people/staff." (Sofowora)
45. "The workers." (Anderson)
46. "Quick appointments."
47. "Caring staff while dealing with a lot of personal struggles." (Anderson)
48. "The friendly staff/medical providers are great with the patients and helpful." (Birkey)
49. "Amber and Maria are great." (Sayles)
50. "The staff being so friendly, and never have to wait a long period of time."
51. "Caring doctors, attentive staff." (Sayles)
52. "In depth explanations."
53. "The quickness to refill my inhalers."
54. "The help to better my health." (Gaszak)
9. "The attention and good communication." "La atención y buena comunicación."
10. "I don't have medical insurance and my payment is reasonable." "No tengo seguro medico y mis pagos son rasonables." (Gaszak)
11. "Maintain my health in good shape." "Mantener mi salud en buen estado." (Sayles)
12. "All the personnel is very kind." "Todo el personal es muy amable." (Anderson)
13. "They speak Spanish and they give me fast appointments." "Que hablan español y me dan citas rápidas." (Sayles)
14. "Everyone is very profesional." "Todos son muy profesionales." (Anderson)
15. "N/A." "N/A."

55. "Next day appointments." (Gaszak)
56. "They see me fast and I feel good when I leave." (Gaszak)
57. "The way doctor Gaszak cares for her patients and how she takes her time to explain things. She is one of the best doctors in the office! Couldn't have found anyone better."(Gaszak)
58. "Everyone is kind and courteous and appointments are always on time."
59. "Availability of appointments."
60. "Flexibility with appointments." (Sofowora)
61. "Kind, efficient, and prompt care." (Sofowora)
62. "How kind everyone is, definitely makes me want to return." (Gaszak)
63. "Medical Assistant and provider." (Anderson)
64. "N/A- not my physician, but thanks." (Anderson)

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

**English**

1. "Communication app." (Gaszak)
2. "Can't think of anything at the moment." (Sayles)
3. "N/A." (23)
4. "Being available for consult on short notice." (Thompson)
5. "By getting my chart."
6. "I really not had any problems." (Gaszak)
7. "Call center."
8. "Everything is fine the way it is."
9. "Dr. Sofowora rushes the visits doesn't seem to care." (Sofowora)
10. "Everything is good." (Williams)
11. "Everything was great." (Sofowora)
12. "No comment."
13. "Just don't give appointment away at the 15 min mark, because it is hard to get an appt."
14. "None." (2)
15. "There are problems with how faxes from pharmacies are handled."
16. "Keep doing amazing." (Gaszak)
17. "That 15 min that really should just be apt time."
18. "Continue keeping up the good work do not change." (Anderson)
19. "Late policy." (Sofowora)
20. "Keep doing what you are doing." (2)
21. "Nothing." (3)
22. "No complaints." (3)
23. "You're amazing."
24. "Being open later or even earlier."
25. "Ya'll are so nice and respectful. Thank you all so damn much!" (Anderson)

**Spanish**

1. "Having specialist here at Sycamore and DeKalb, dentist, ophthamologist is what is missing and for them to be economic." "Que haya mas especialistas en Sycamore y DeKald dentistas y oftalmologos que es lo que falta y que sean economicos." (Sofowora)
2. "Up until now good service and kindness." "Hasta ahora muy buen servicio y amables." (Sofowora)
3. "It is good, no complaints." "Esta bien no cejas." (Thompson)
4. "No comments." "No comentarios." (Sayles)
5. "Everything is good." "Todo esta bien." (6)
6. "Treat us even if we arrive after 15 min, but don't if we arrive more than one hour later after appointment." "Atendernos si llegamos despues de 15 minutos pero no si llegamos mas de una hora despues de la cita." (Gaszak)
7. "Stop and listen to the patient, stop rushing them." "Parar y escuchar al paciente dejar de estar a las carreras." (Anderson)
8. "Excellent service." "Servicio excelente." (Sayles)
9. "Answer the phone." "Contestar los telefonos."
10. "N/A." "N/A." (2)
11. "Good service." "Buen servicio." (Gaszak)
12. "Everything is normal." "Todo esta normal."

26. "By allowing patient be seen if they are here at their scheduled time or early not just deny them because they didn't get here 15 min before."
27. "Maybe a little bit more time with the psychiatrist for an appointment, especially there is a lot to talk about."
28. "Don't lie in your computer about calling patients and canceled when you haven't honor your appointments instead of cancelling w/o notice." (Sayles)
29. "Honestly no improvements needed." (Gaszak)
30. "It's great." (Sayles)
31. "Believe it is okay as is." (Gaszak)
32. "You guys do a great job overall. You guys are timely and professional."
33. "There has been multiple occasions where prescription sent to our pharmacy was incorrect or never sent." (Anderson)
34. "Continue with good customer service and communication skills."
35. "Access to notes, test results w/o having to schedule would be helpful." (Sofowora)
36. "Not sure." (Anderson)

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

**English**

- YES: 123
- NO: 3

**Spanish**

- YES: 48
- NO: 0

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

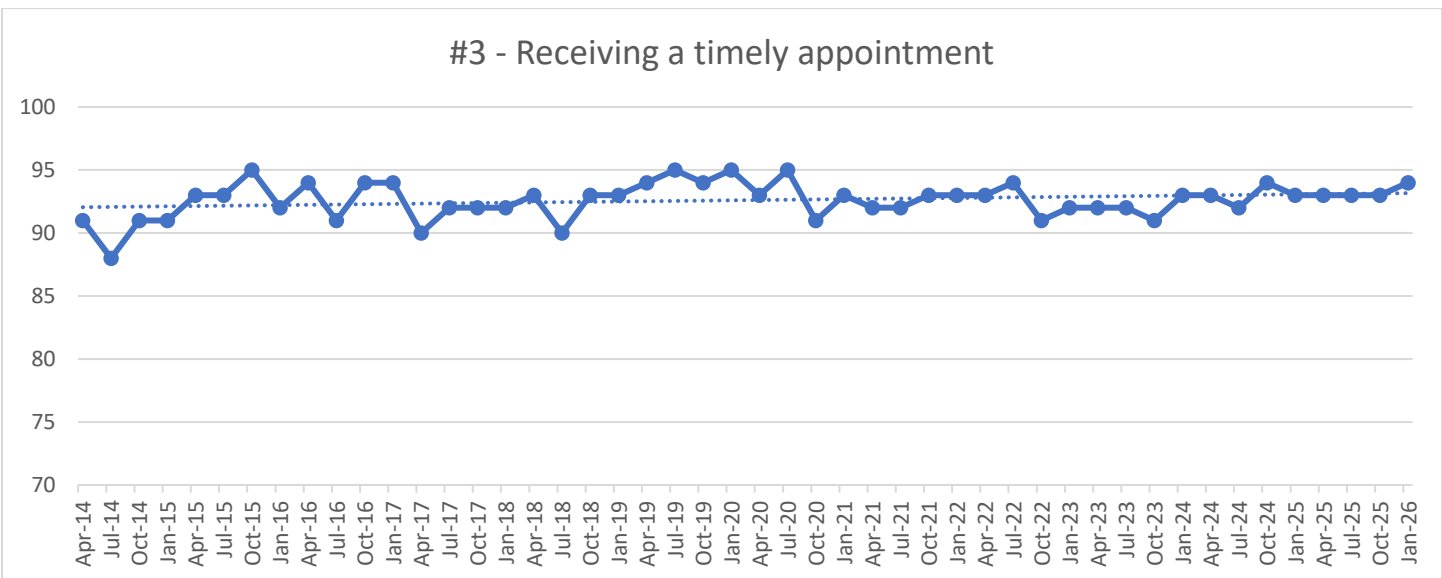
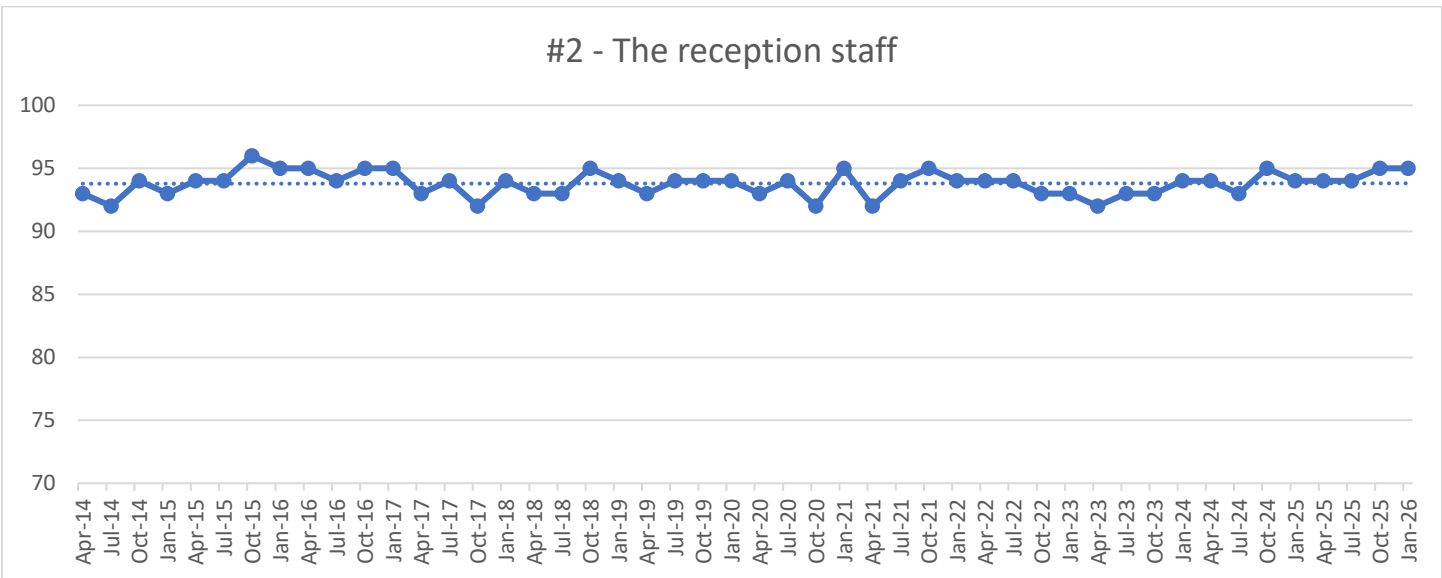
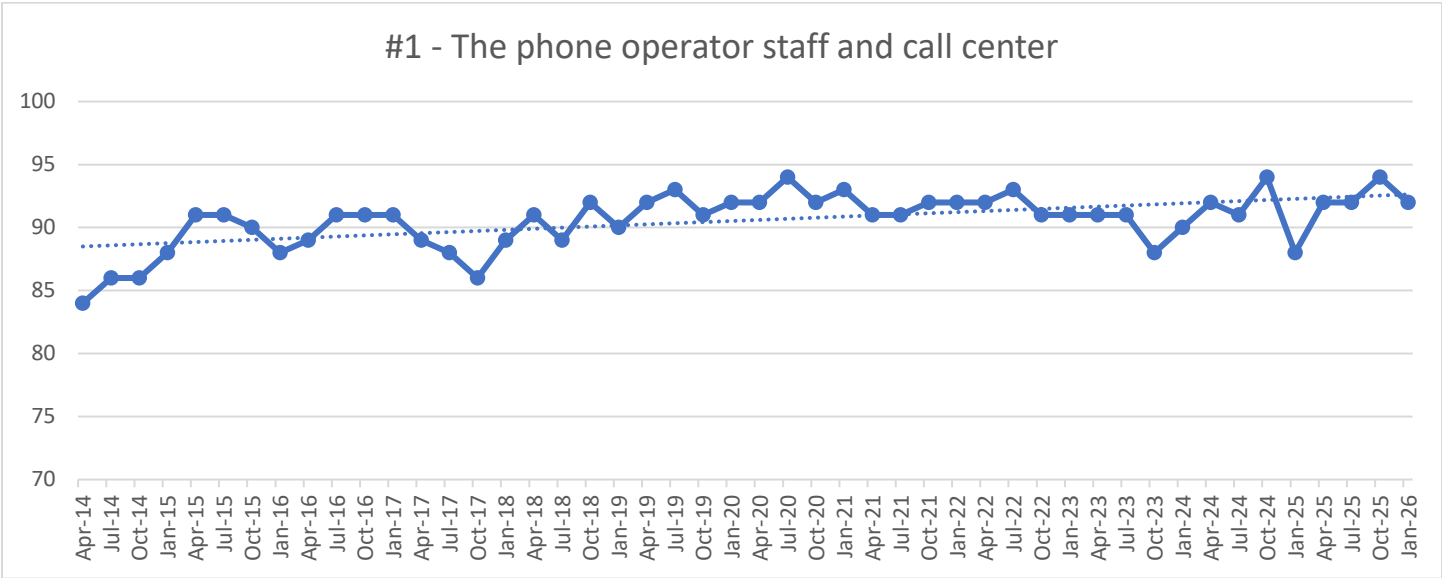
**English**

- Anderson: 34
- Birkey: 4
- Gaszak: 36
- Sayles: 35
- Sofowora: 36
- Spencer: 5
- Thompson: 24
- Williams: 6

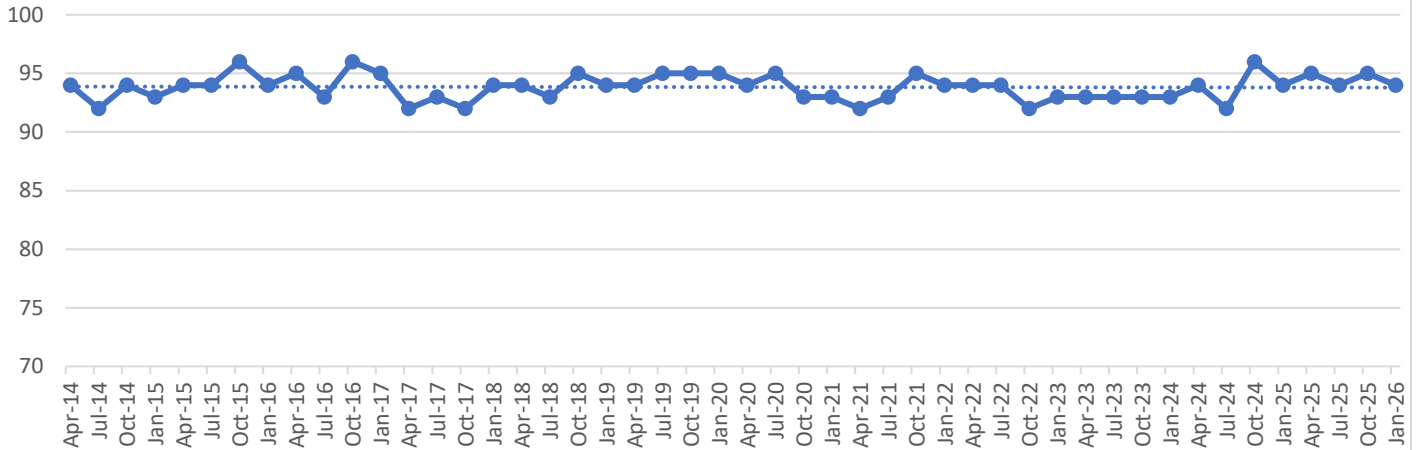
**Spanish**

- Anderson: 18
- Gaszak: 12
- Sayles: 35
- Sofowora: 19
- Thompson: 9
- Williams: 1

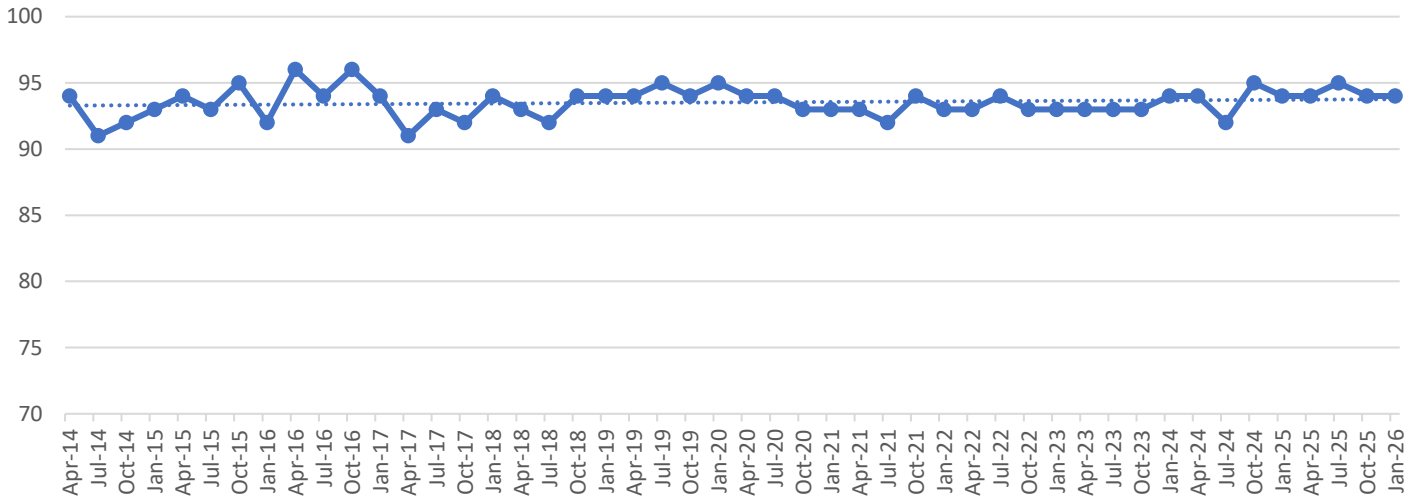
# Individual Question Results with Trendlines



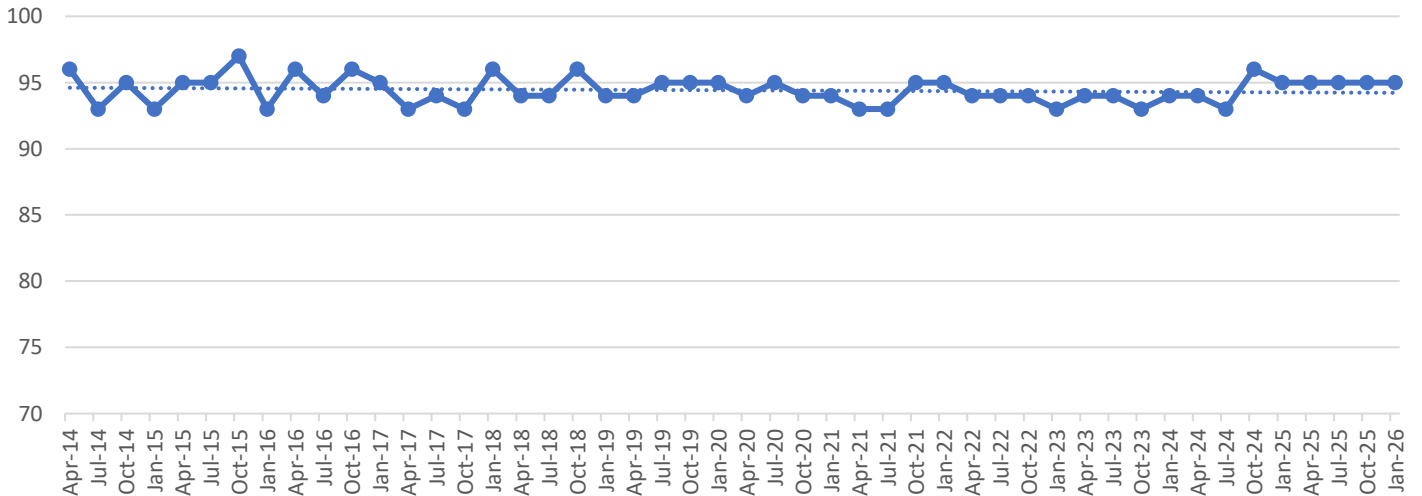
#### #4 - Education and explanation of plan provided in a way that I can understand



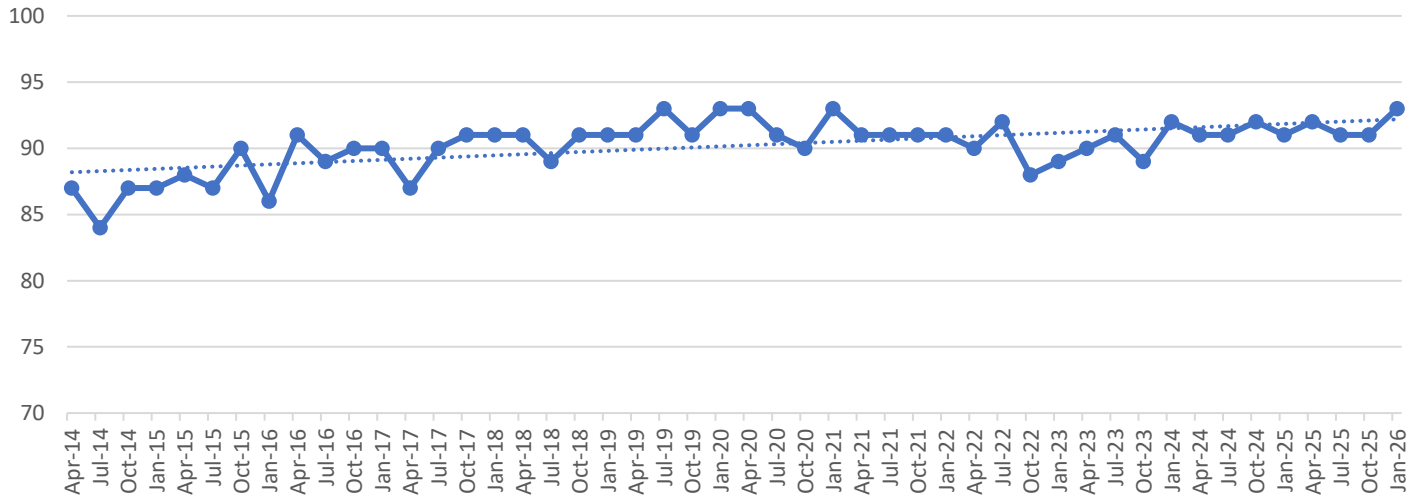
#### #5 - The follow-up, coordination, and continuity of my care



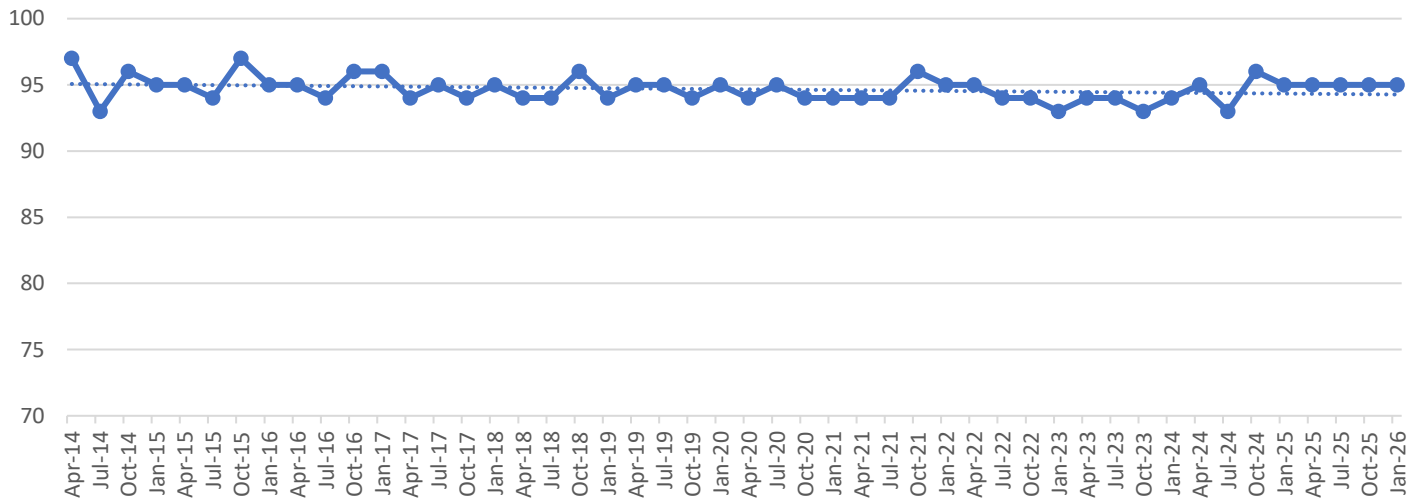
#### #6 - The staff addressing my medical needs today



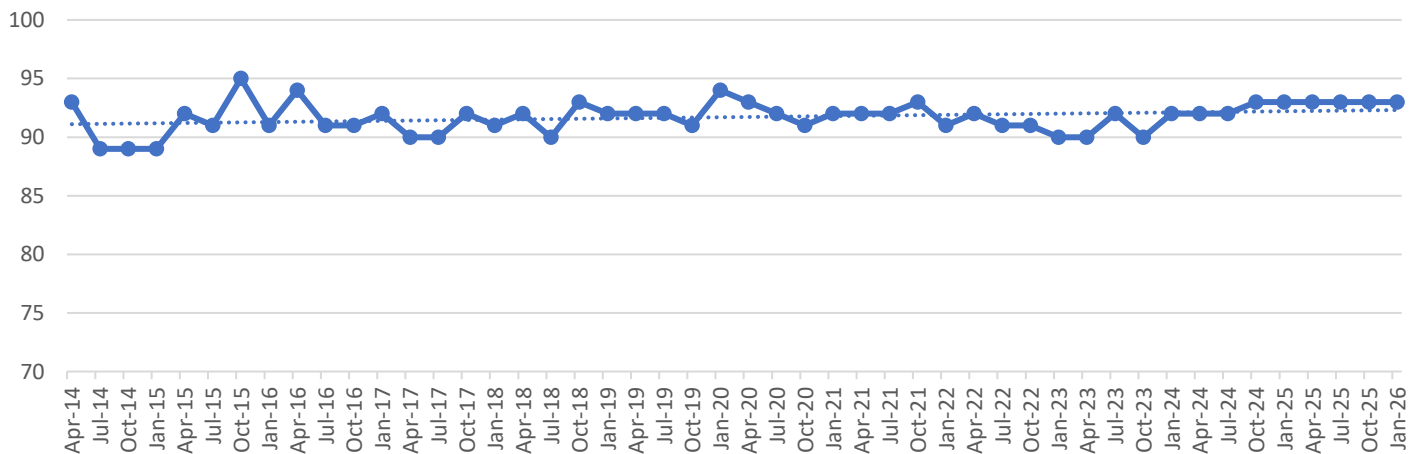
### #7 - The time spent waiting



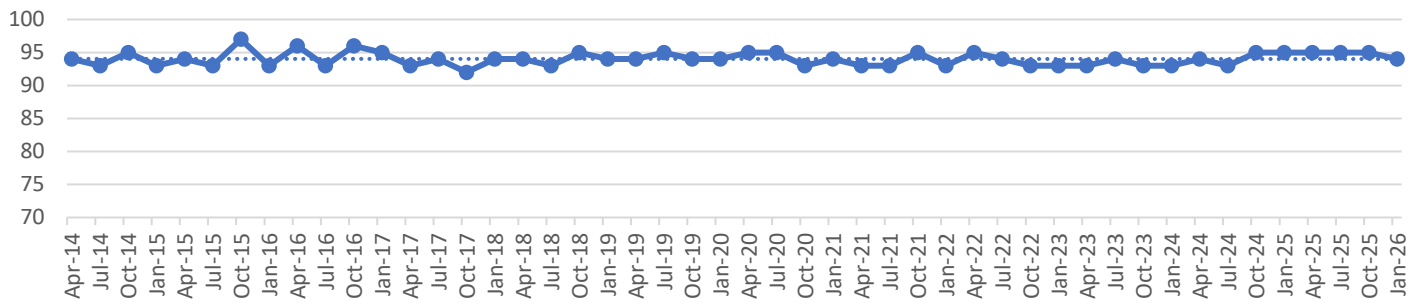
### #8 - The respectfulness of staff



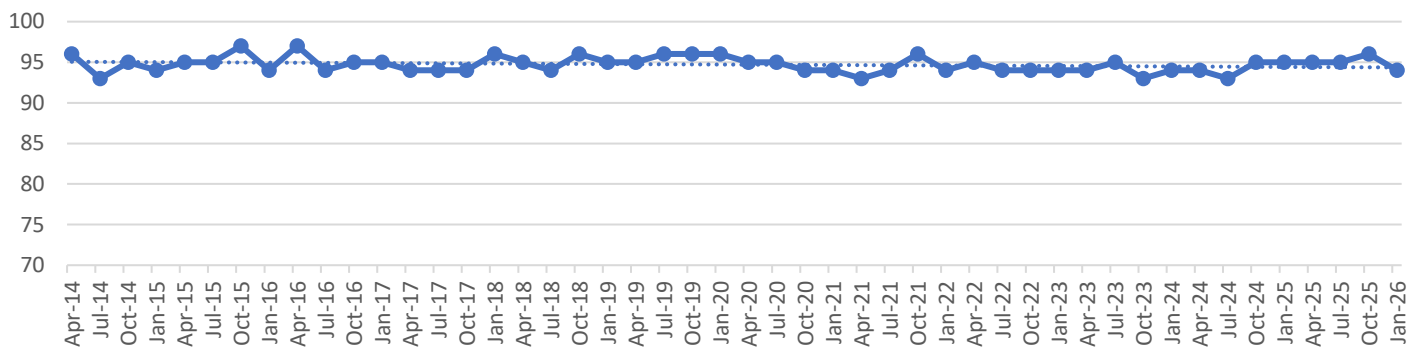
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



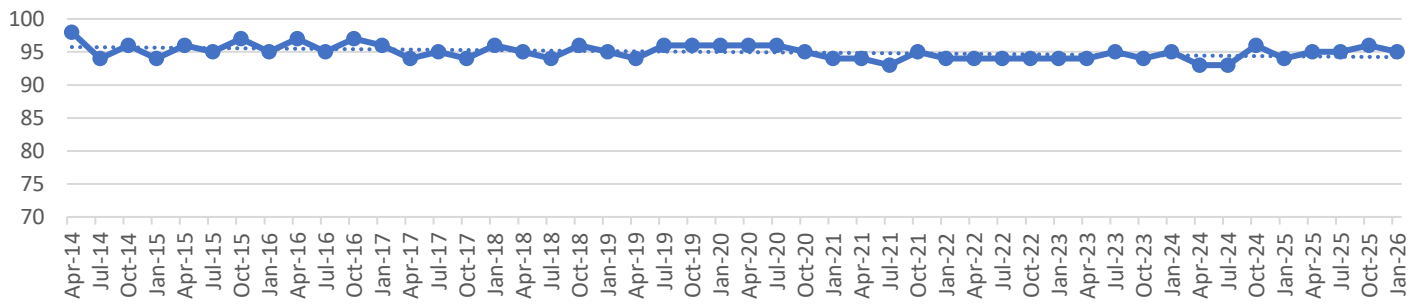
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

