

Patient Satisfaction Survey 373 Summit St., Elgin 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 90% to 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

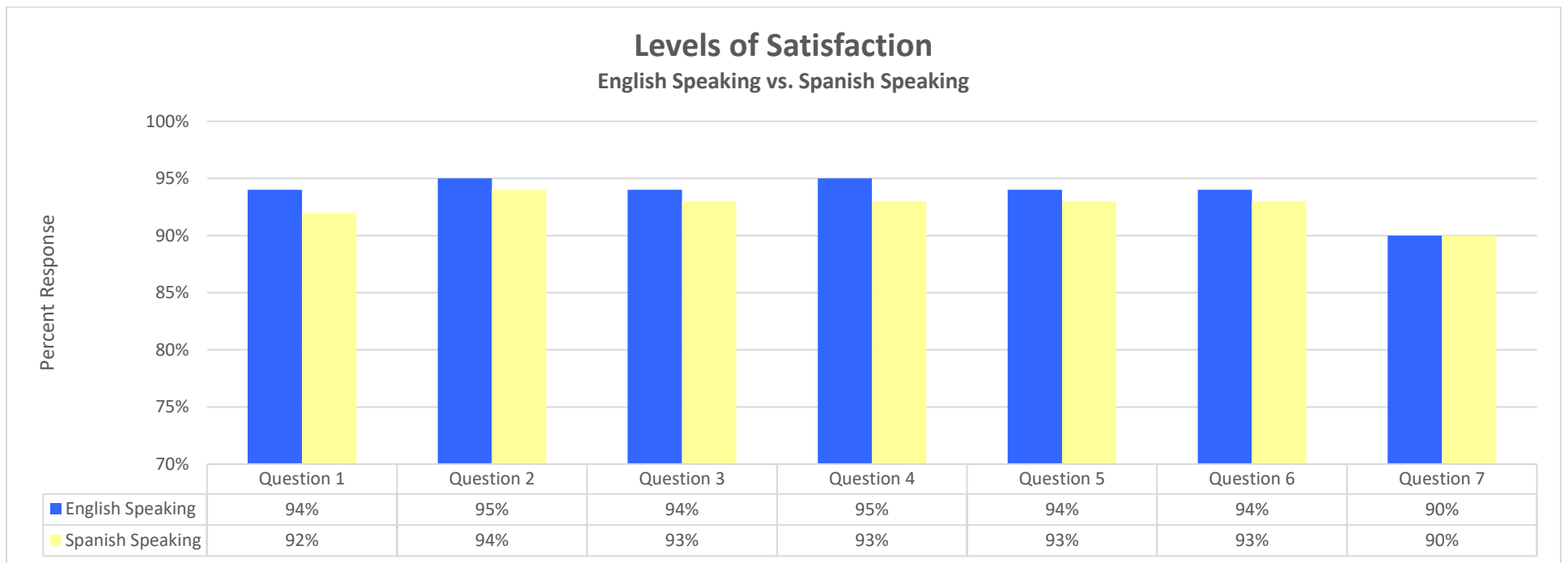
373 Summit St., Elgin – Survey Questions	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	93%	92%	93%	91%
2. The reception staff	94%	93%	94%	92%
3. Receiving a timely appointment	93%	92%	93%	91%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	94%	93%
5. The follow-up, coordination, and continuity of my care	93%	93%	94%	92%
6. The staff addressing my medical needs today	94%	93%	94%	93%
7. The time spent waiting	90%	90%	90%	89%
8. The respectfulness of staff	94%	93%	94%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	92%	92%	91%
10. The handling of my personal medical information in a private and confidential	94%	93%	93%	93%
11. Your medical assistant	94%	94%	94%	93%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	94%	94%	94%	94%
13. Overall, how satisfied are you with the Health Center?	94%	93%	93%	93%

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%

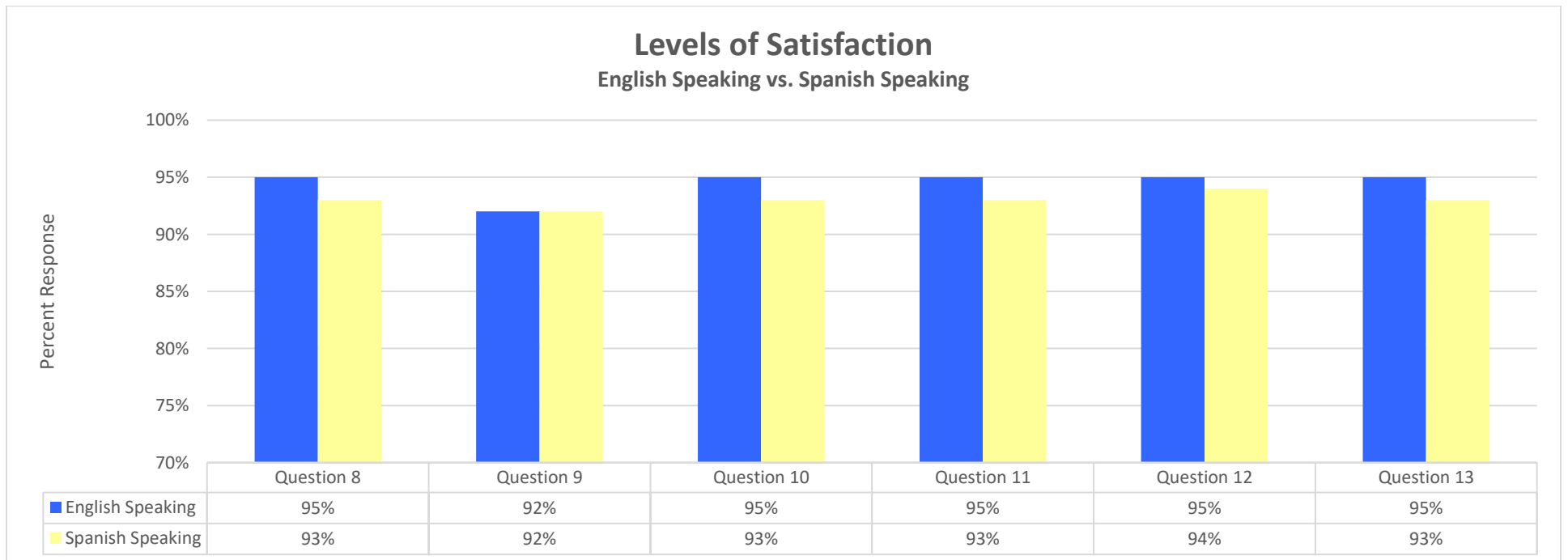
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	245 76%	304 73%	61 19%	91 22%	13 4%	10 2%	0	2 1%	2 1%	12 3%
2. The reception staff	251 78%	325 77%	64 20%	78 19%	5 2%	6 2%	1 1%	1 1%	1 1%	10 2%
3. Receiving a timely appointment	246 76%	313 74%	66 20%	82 20%	7 2%	15 4%	3 1%	2 1%	1 1%	9 2%
4. Education and explanation of plan provided in a way that I can understand	253 79%	319 76%	60 19%	76 18%	6 2%	12 3%	1 3%	3 1%	1 1%	10 2%
5. The follow-up, coordination, and continuity of my care	241 75%	316 75%	73 23%	86 20%	8 3%	11 3%	0	0	1 1%	11 3%
6. The staff addressing my medical needs today	244 75%	320 76%	70 22%	84 20%	7 2%	7 2%	1 1%	2 1%	2 1%	11 3%
7. The time spent waiting	218 67%	285 67%	73 23%	99 23%	20 6%	20 5%	8 3%	8 2%	5 2%	12 3%



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	259 80%	320 76%	56 17%	79 19%	6 2%	8 2%	1 1%	1 1%	1 1%	11 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	216 71%	286 70%	57 19%	94 23%	26 9%	17 4%	2 1%	0	2 1%	11 3%
10. The handling of personal medical info in a private and confidential manner	250 78%	314 74%	60 19%	85 20%	8 3%	11 3%	1 1%	1 1%	1 1%	11 3%
11. Your medical assistant	255 79%	320 76%	60 19%	80 19%	5 2%	8 2%	2 1%	1 1%	1 1%	11 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	258 80%	327 78%	51 16%	77 18%	11 3%	5 1%	1 1%	1 1%	1 1%	10 2%
13. Overall, how satisfied are you with the Health Center?	254 78%	326 77%	60 19%	74 18%	8 3%	12 3%	1 1%	1 1%	1 1%	10 2%



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: 82

N/A: 47

YES: 5

Comments:

1. "Very friendly always." (Reller-Anderson)
2. "I left a message yesterday and spoke with someone over the phone this morning. I'm currently awaiting a call back." (Birkey)
3. "Satisfied." (Reller-Anderson)
4. "Yes, left a message about FMLA paperwork, came and got in the morning (They didn't know where it was but it was found) got a new VM that they would mail it."
5. "Very satisfied with everything."
6. "It was great. Responded back quick."
7. "Yes, great."
8. "Not recently but have in the past and handled quickly."
9. "Yes, was answer in adequate time." (Newbrander)
10. "The staff was very nice and friendly."
11. "Yes, no return call."
12. "Yes, never got a response so ended up coming in."

Spanish

NO: 99

N/A: 8

YES: 2

Comments:

1. "They treat people very good." "Que atienden bien a las personas." (Zhu)
2. "Very good." "Muy bien."
3. "Yes, but I never received an answer." "Si, pero nunca recibo una respuesta."
4. "Thank you, the doctor was very nice." "Muchas gracias la doctora fue muy amable."

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

1. "Friendly, compassionate and understanding care." (Birkey)
2. "Everyone is helpful and professional." (Hedberg)
3. "Staff." (5)
4. "Weekend hours." (Hedberg)
5. "How fast everything is." (Patel, A)
6. "Being able to see my psych monthly." (Birkey)
7. "Communication updates." (Westel)
8. "N/A." (14)
9. "Always appointments available." (Hedberg)
10. "Making appointments."
11. "Labs/Doctors."
12. "You all be on time and get in and out."
13. "Being able to have access to a usual doctor."
14. "The doctor." (Westel)
15. "The way they explain everything for me." (Westel)
16. "Accessible care." (Zhu)
17. "Good hospitality." (Hedrich)
18. "Quick appointments." (Luettke)
19. "Provider." (Westel)
20. "Everything." (3)
21. "Behavioral Health." (Birkey)
22. "The staff is fast."
23. "Service." (Patel, A)
24. "Dr. was amazing."
25. "Polite & timely & affordable."
26. "Health check-up."
27. "The communication."
28. "They always have openings for me whenever I call." (Zhu)
29. "Everyone is friendly & knowledgeable."
30. "Online portal." (Altenburg)
31. "My provider always listens to my concerns great bedside." (Reller-Anderson)
32. "Service."
33. "Keeping appointments." (Hedberg)
34. "Staff friendly." (Reller-Anderson)
35. "Appointment availability." (2)
36. "Talking with staff." (Newbrander)
37. "None." (2)
38. "It is a good place to get your medical needs." (Altenburg)
39. "Health." (Reller-Anderson)
40. "The reminders over text." (Patel, A)
41. "The print up after each visit." (Hedrich)
42. "Everything." (Le)
43. "I've been here before, new staff is very helpful." (Reller-Anderson)
44. "Location and cost." (Patel, A)
45. "Kind service." (Altenburg)

Spanish

1. "Everything helps me." "Todo me ayuda." (2)
2. "With my health." "Con mi salud." (Westel)
3. "Everything is good." "Todo esta bien." (4)
4. "Fast attention." "Atencion pronta." (Zhu)
5. "They have helped us with our health problems satisfactory." (English response on a Spanish survey)
6. "The bilingual personnel." "El personal bilingue." (Zhu)
7. "They accepted me without insurance." "Me aceptaron sin aseguranza." (Patel, A)
8. "The service from the doctors is good." "El servicio bueno de doctores." (Hedberg)
9. "The good attention." "La Buena atencion." (Westel)
10. "Everything specially because they are bilingual." "Todo especialmente son bilingues."
11. "Close to home." "Esta cerca de casa." (2)
12. "Very good." "Muy bien."
13. "N/A." "N/A." (3)
14. "With the payments." "Con los pagos."
15. "In everything." "En todo."
16. "I think I have a little more tolerance at the time of registration." "Creo tener un poco mas de tolerancia en el tiempo de registrate." (Westel)
17. "The economic and the service." "Lo economico y el servicio."
18. "They ordered studies." "Ordenaron estudios." (Zhu)
19. "Good attention." "Buena atencion." (Zhu)
20. "The discounts." "Los descuentos." (Hedberg)
21. "My health." "Mi salud." (2)
22. "The language." "El idioma." (Westel)
23. "All the explanation from the provider and the helper." "Toda la explicacion de la doctora y la ayudante." (Altenburg)
24. "The personnel speaks Spanish." "El personal habla Espanol." "The personnel speaks Spanish." (Le)
25. "They treat you good." "Te tratan bien." (Newbrander)
26. "To me it is very good." "Para mi esta bien."
27. "Cost of the consult." "Costo de la consulta." (Altenburg)
28. "The medical attention." "La atencion medica." (2)
29. "They are very kind and excellent service." "Son muy amables y excelente servicio." (Hedrich)

46. "Timeliness." (Reller-Anderson)
47. "Lab on site." (Patel, A)
48. "Location." (Patel, A)
49. "Good."
50. "Time."
51. "They helped me with all my medical needs." (Dodis)
52. "Satisfied with all the staff."
53. "Availability there is always appointments available for patients." (Dodis)
54. "Good communication." (Dodis)
55. "Clear instructions." (Westel)
56. "All great."
57. "Everything has been great, I do not have a complaint." (Herdrich)
58. "That I have been here a long time they always take care of me! I love it." (Patel, A)
59. "Timely appointments." (Dodis)
60. "They provide great service." (Le)
61. "A knowledgeable provider who listens and cares." (Luettke)
62. "Good care for very affordable price." (Hedberg)
63. "Help when needed."
64. "Easy appointment system."
65. "Affordable." (Le)
66. "Availability of providers." (Weaver)
67. "Psych." (Weaver)
68. "Paperwork after each visit." (Weaver)
69. "Help in a timely manner."
70. "Friendliness of the staff." (Weaver)
71. "Doctor addressing health concerns." (Newbrander)
72. "Receiving doctor care." (Newbrander)
73. "They do the job fast and good." (Zhu)
74. "Had great energy and was very polite." (Altenburg)
75. "Same day appointment." (Altenburg)
76. "No comments."
77. "Staff helping w/ medical needs."
78. "The dr. was friendly." (Zhu)
79. "Everything was as expected." (Altenburg)
80. "Fast."
81. "Appointments."
82. "Checking our health." (Hedberg)
83. "None."
84. "Timely appointments."
85. "It was helpful that the clinic was accommodating as a walk-in without an appointment."
86. "The help."
87. "Everything labs doctor and staff." (Castro)
88. "They are super helpful."
89. "Convenience, speed." (Altenburg)
30. "Good communication, reasonable hours." "Buena comunicacion, horarios rasonables." (Reller-Anderson)
31. "Closer appointments." "Citas mas pronto." (2)
32. "The distance." "La distancia." (2)
33. "The translators." "Las traductoras." (Zhu)
34. "Flexible hours." "Horas flexibles." (Patel, A)
35. "It is close to home and they speak Spanish." "Esta cerca de casa y hablan Espanol." (Westel)
36. "The attention." "La atencion." (5)
37. "The referrals and the yearly checkups." "Los referidos y los chequeos anuales." (Castro)
38. "They are bilingual and excellent service." "Son bilingues y servicio rapido." (Dodis)
39. "It helps me that they speak Spanish the communication is important." "Me ayuda que hablan Espanol la comunicacion es importante." (Westel)
40. "The flexibility." "La flexibilidad." (Luettke)
41. "Nothing." "Nada." (Hedberg)
42. "They are very kind and they do a good job." "Que son muy amables y hacen buen trabajo."
43. "In general all their services." "En general todos los servicios."
44. "Maintain my health and confidence knowing I have I have a health center where I can go." "A mantenerme saludable y confianda que tengo un centro de salud a cual acudir." (Patel, A)
45. "They are attentive." "Son atentos."
46. "With my mental health." "Con mi salud mental."
47. "The kindness of the personnel." "La amabilidad del personal."
48. "My appointments are scheduled at a time that is convenient for me." "Mis citas me las hacen en el horario que es conveniente para mi." (Newbrander)
49. "That they meet our needs." "Que cumplen nuestras nesesidades." (Hedberg)
50. "The follow up." "El seguimiento."
51. "All the help and explanations from my doctor." "Toda la ayuda y explicaciones por mi doctor."
52. "Effective assistance, human care." "Asistencia efectiva, trato humano." (Zhu)
53. "The service is excellent." "El servicio es excelente."
54. "Reminder calls." "Recordatorios de citas."
55. "Close to home and they speak Spanish." "Esta cerca de mi casa y hablan Espanol." (Westel)

Question 16: How can we improve Greater Family Health?

English

1. "Flexibility with allowing virtual appointments from home as opposed to having to come to a center in person." (Birkey)
2. "N/A." (39)
3. "Good." (Reller-Anderson)
4. "Communication."
5. "Wait time."
6. "Nothing." (3)
7. "Keep up with how you work."
8. "No comments." (2)
9. "So far so good." (Herdrich)
10. "Faster referral procedure." (Luettke)
11. "Keep up the good work." (Hedberg)
12. "Except new patients for behavioral health."
13. "Calling day of." (Hedberg)
14. "More specialist and bigger lab studies." (Newbrander)
15. "Wait time under 45 min." (Patel, A)
16. "Nothing much." (Newbrander)
17. "All is well."
18. "You guys are great." (Herdrich)
19. "Good." (Altenburg)
20. "Everything is great." (Dodis)
21. "Online portal." (Dodis)
22. "Nothing you are great."
23. "Stay the way you are keep growing." (Patel, A)
24. "It is good to me."
25. "Let me touch up paint and repair sinks falling off." (Castro)
26. "Keep up the good work." (Luettke)
27. "None for now." (Luettke)
28. "Return calls and have a front desk attend customer service classes."
29. "Telehealth for psych, online portal for doctors to communicate with patient." (Weaver)
30. "Instead of calling patients back up to register, they should register us when we first check in." (Weaver)
31. "Theres always room for improvement, but right now I'm satisfied."
32. "Nothing."
33. "Not requiring separate appts." (Newbrander)
34. "Coffee machine."
35. "Let people into the building before 10:30, I spent 20 min in the cold before you opened." (Westel)
36. "Return phone calls." (Westel)
37. "Perfect."
38. "Everything has been great."
39. "Everything is fine." (Altenburg)

Spanish

1. "Everything is good." "Todo esta bien." (32)
2. "Everything seems very good." "Todo me parece muy bien." (Westel)
3. "Treat better." "Atender mejor." (Patel, A)
4. "No comment, I am satisfied." (Westel)
5. "The referrals for specialists." "Los referidos para especialistas." (Westel)
6. "The wait time has improved." "El tiempo de espera no a mejorado." (Luettke)
7. "The people who receive the people be kinder." "Las que reciben a las personas que sean mas amables." (Hedberg)
8. "Nothing." "Nada." (5)
9. "The times of appointments." "El tiempo de citas." (Westel)
10. "N/A." "N/A." (4)
11. "More punctual." "Mas puntual." (Hedberg)
12. "No comments." "No comentarios." (2)
13. "Up until now everything is good." "Hasta el momento todo esta bien." (Le)
14. "Everything is perfect." "Todo esta perfecto." (5)
15. "We are satisfied, thank you." "Estamos satisfechos gracias." (Reller-Anderson)
16. "No comments." "No comentarios." (2)
17. "The service is excellent/ just the bathrooms need maintenance, they smell like urine." "El servicio es excelente/solo los banos necesitan mantenimiento, huelen mucho a orina."
18. "Nothing everything is perfect." "Nada todo esta perfecto."
19. "It is excellent." "Es excelente." (2)
20. "Reduce the wait time." "Reducir el tiempo de espera."
21. "More security, there are violent patients." "Mas seguridad hay pacientes violentos." (Weaver)
22. "Treat patients at the time of their appointment." "Atender a los pacientes a la hora de la cita." (Castro)
23. "Thank you, good service." "Gracias, buen servicio."
24. "Be more tolerable because if we arrive one minute late they won't serve us, that will help us a lot." "Que fueran mas tolerables porque a un minuto que llegue tarde ya no lo atienden creo que eso ayudaría mucho." (Westel)
25. "Profesional Medical attention." "Atencion medica profesional." (Zhu)

- 40. "None."
- 41. "It is ok."
- 42. "Don't need no improvement." (Castro)
- 43. "Less wait time, if a minute late it turns into walk-in."

- 26. "The service is good, continue the same."
"El servicio es bueno, continúe así." (2)
- 27. "Give lab results over the phone." "Que den los resultados de laboratorios por teléfono."
(Westel)

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

English

- YES: 294
- NO: 4

Spanish

- YES: 351
- NO: 0

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

English

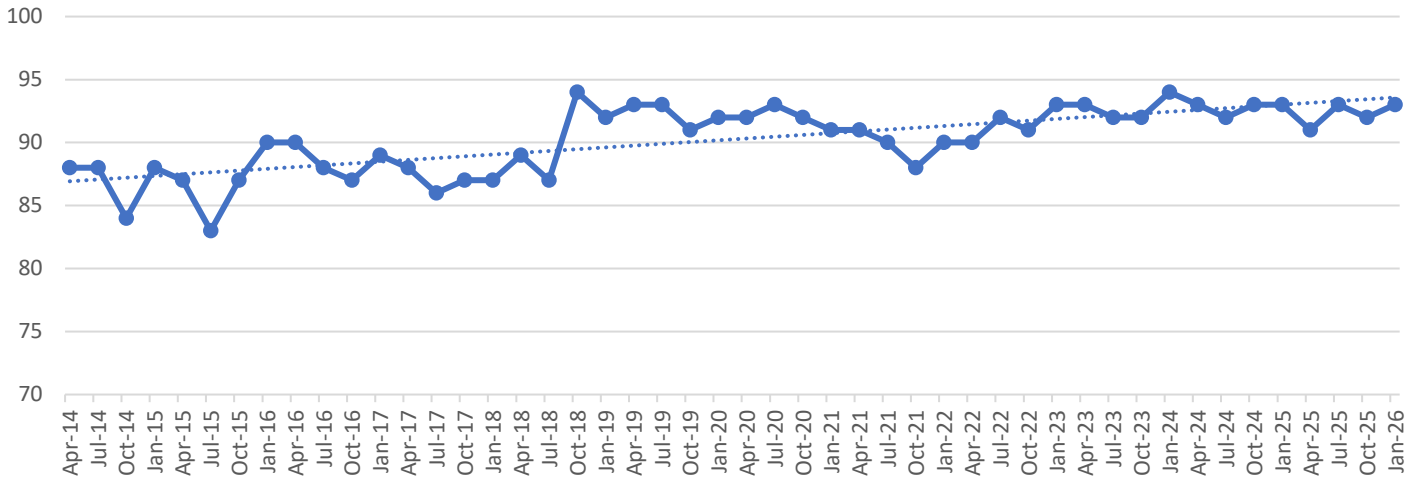
- Altenburg: 43
- Birkey: 5
- Blasinski: 2
- Castro: 17
- Dodis: 16
- Hedberg: 29
- Herdrich: 26
- Le: 16
- Luettker: 27
- Newbrander: 19
- Patel, A: 39
- Reller-Anderson: 29
- Spencer: 5
- Van Brunt: 7
- Weaver: 9
- Westel: 24
- Zhu: 30

Spanish

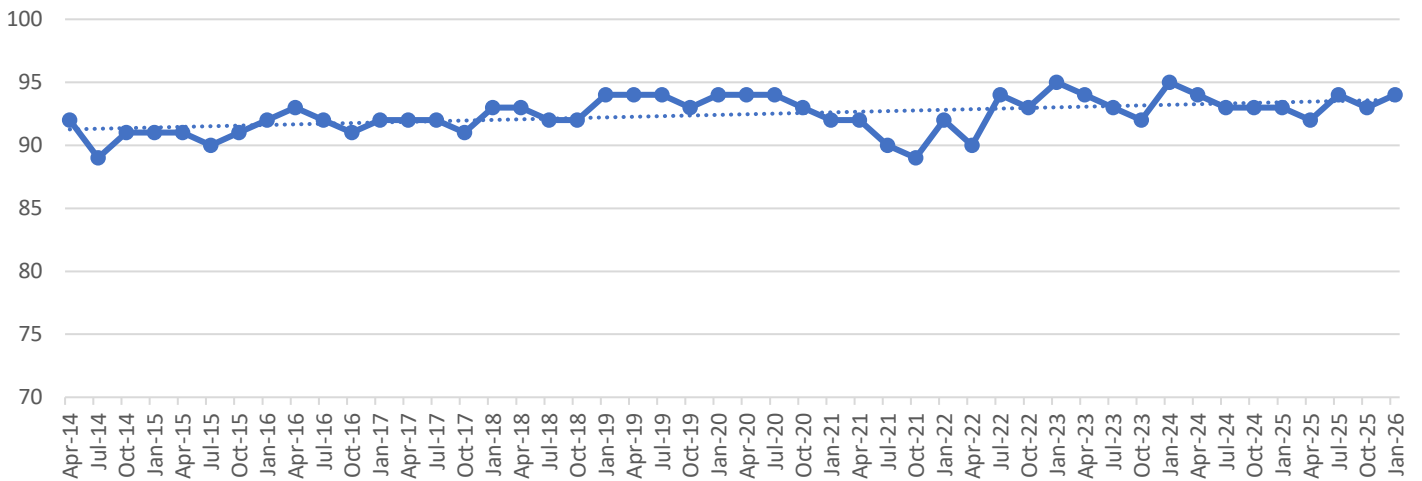
- Altenburg: 36
- Birkey: 1
- Castro: 42
- Dodis: 5
- Hedberg: 39
- Herdrich: 18
- Le: 16
- Luettker: 33
- Newbrander: 29
- Patel, A: 30
- Reller-Anderson: 34
- Spenser: 5
- Van Brunt: 14
- Weaver: 2
- Westel: 71
- Zhu: 45

Individual Question Results with Trendlines

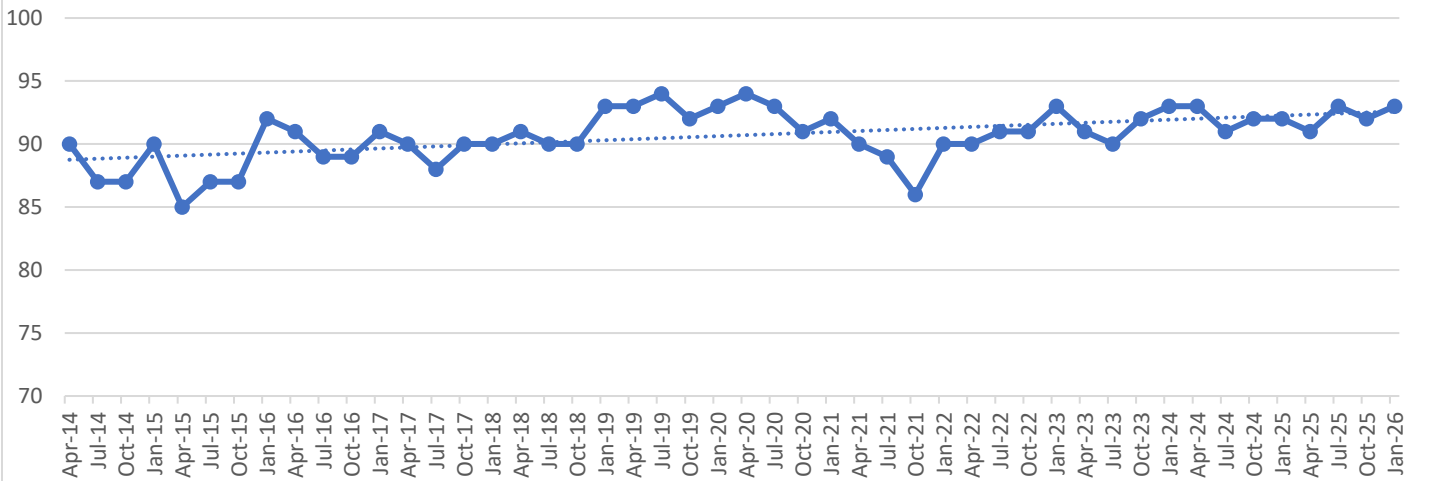
#1 - The phone operator staff and call center



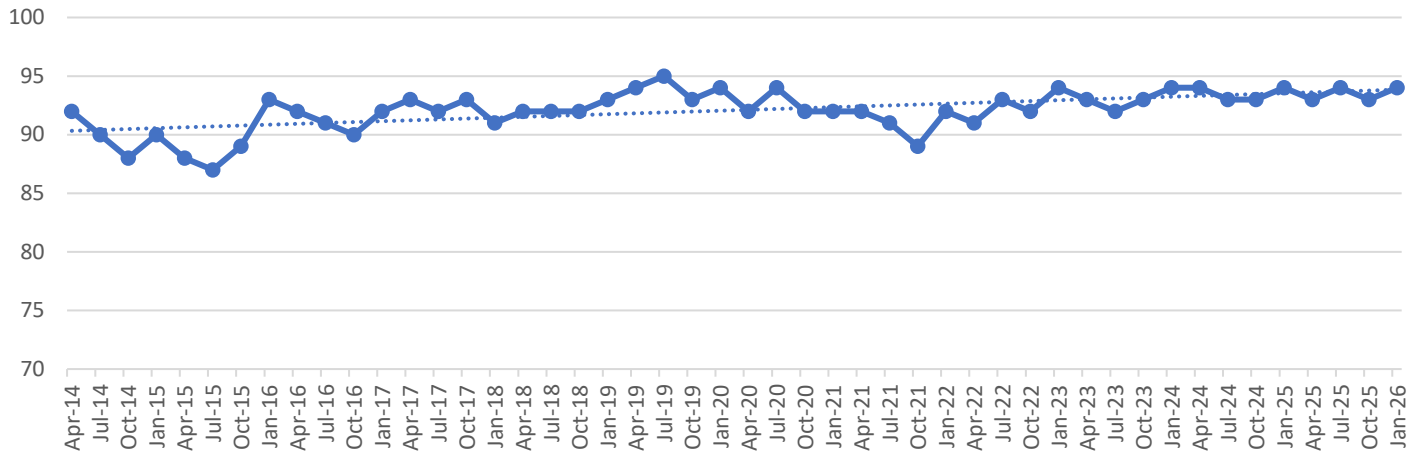
#2 - The reception staff



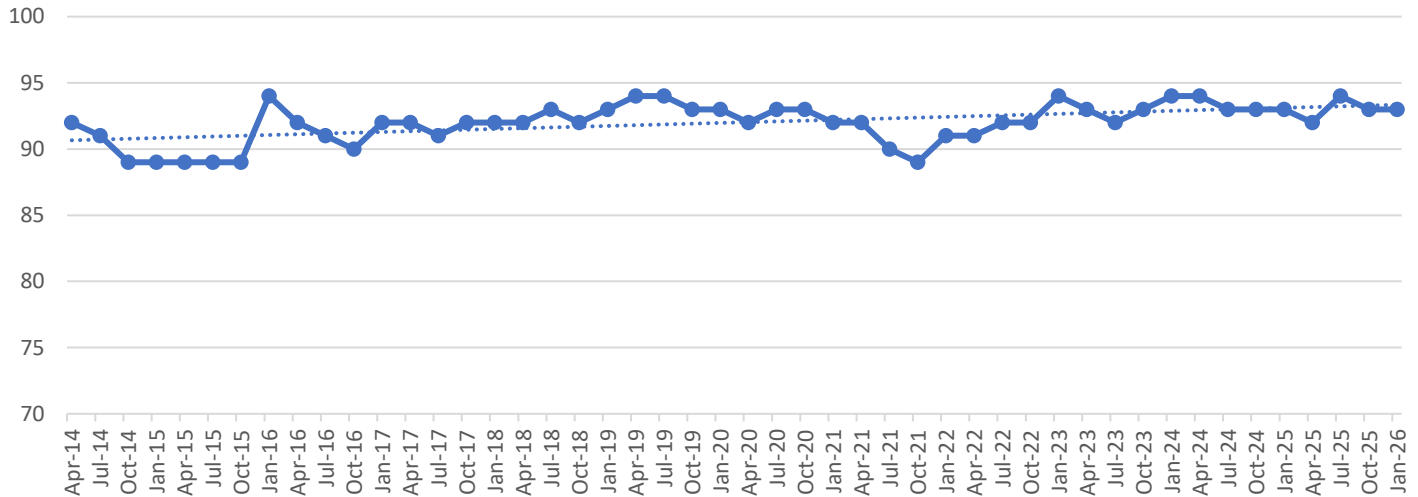
#3 - Receiving a timely appointment



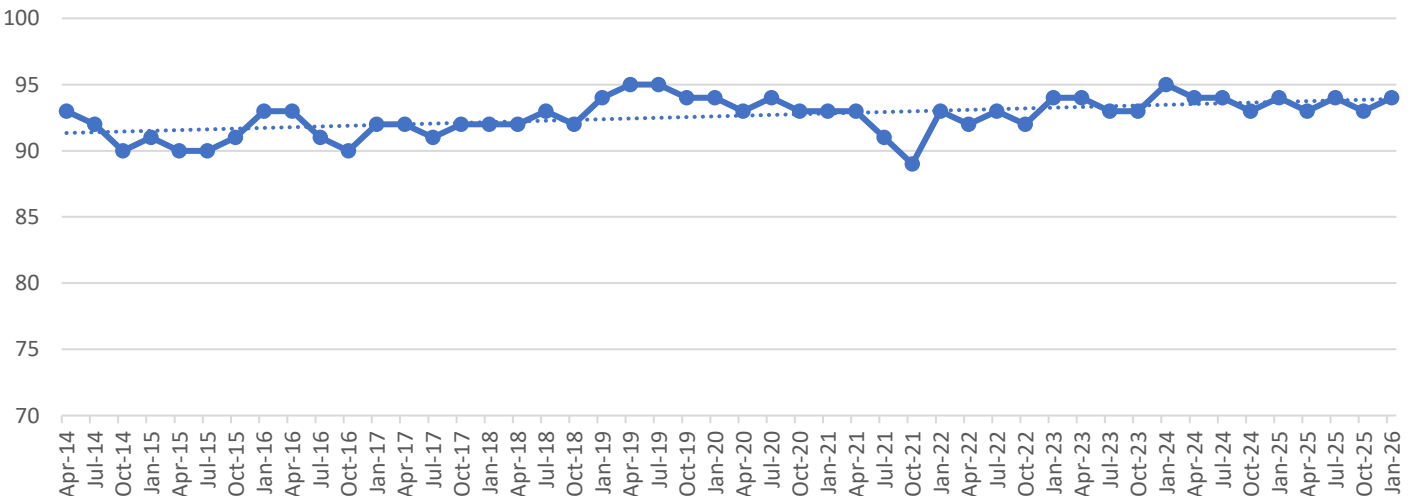
#4 - Education and explanation of plan provided in a way that I can understand



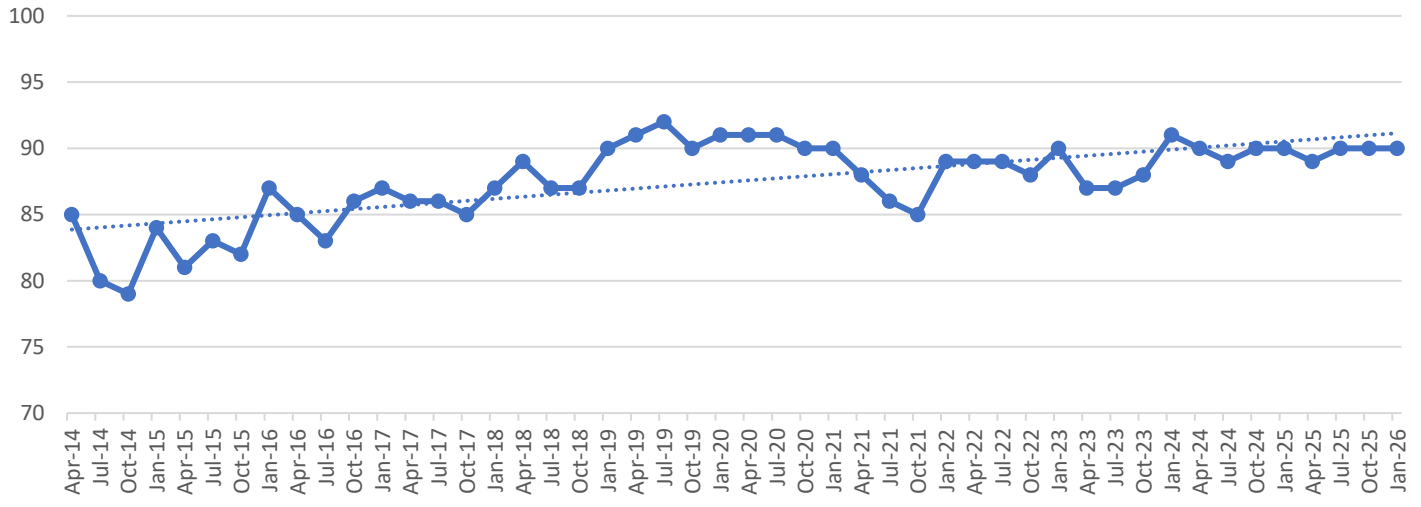
#5 - The follow-up, coordination, and continuity of my care



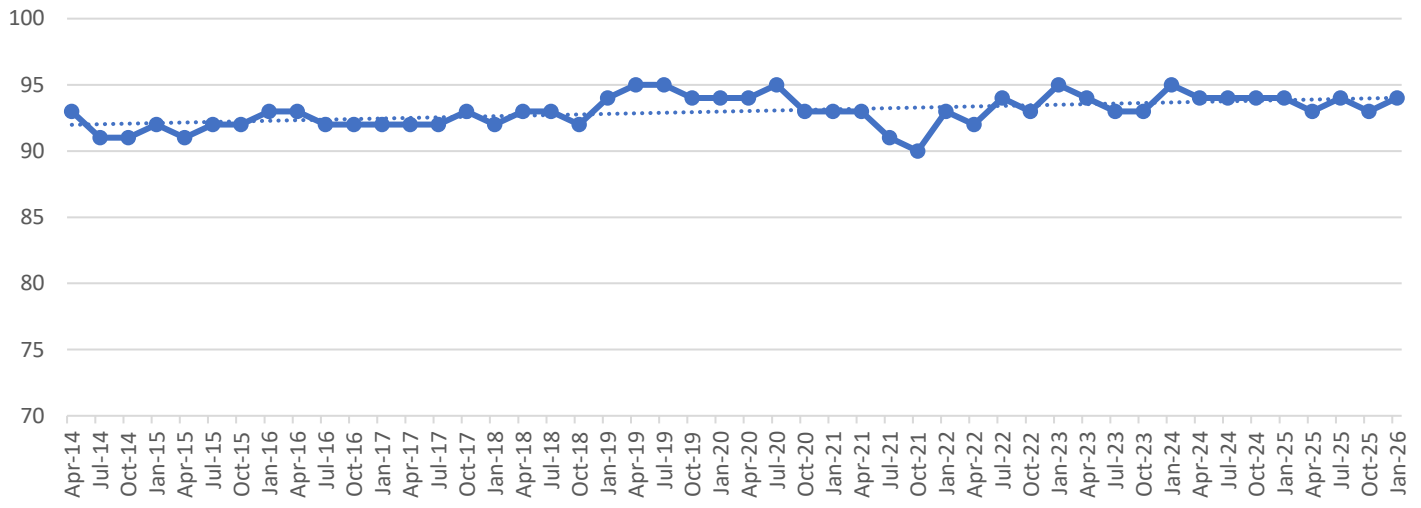
#6 - The staff addressing my medical needs today



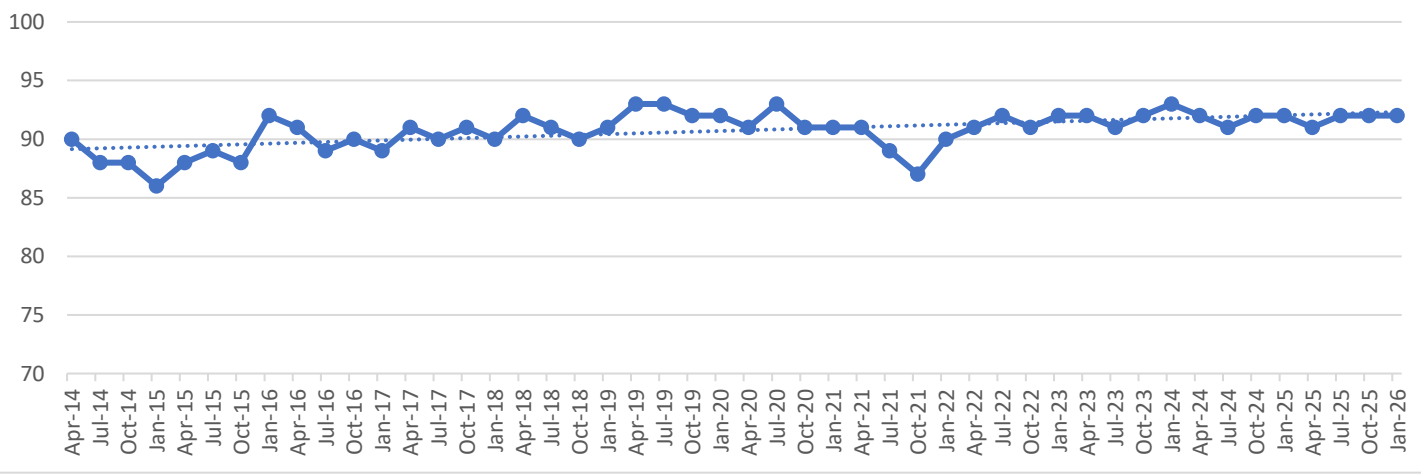
#7 - The time spent waiting



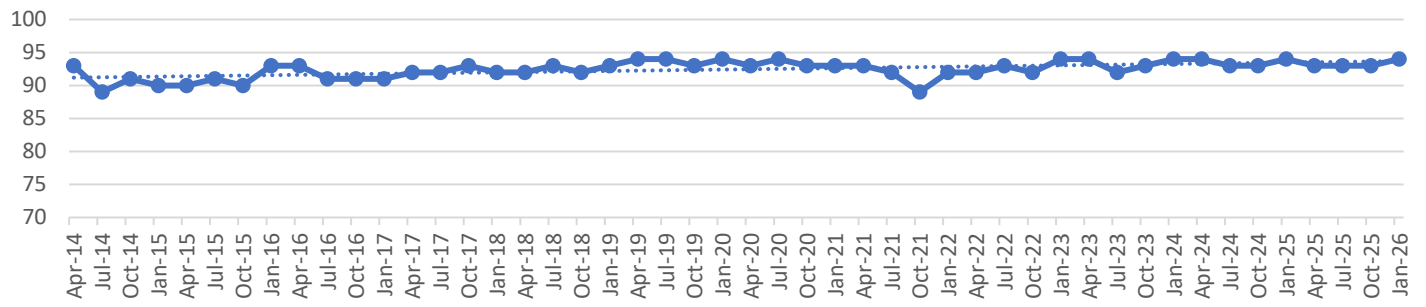
#8 - The respectfulness of staff



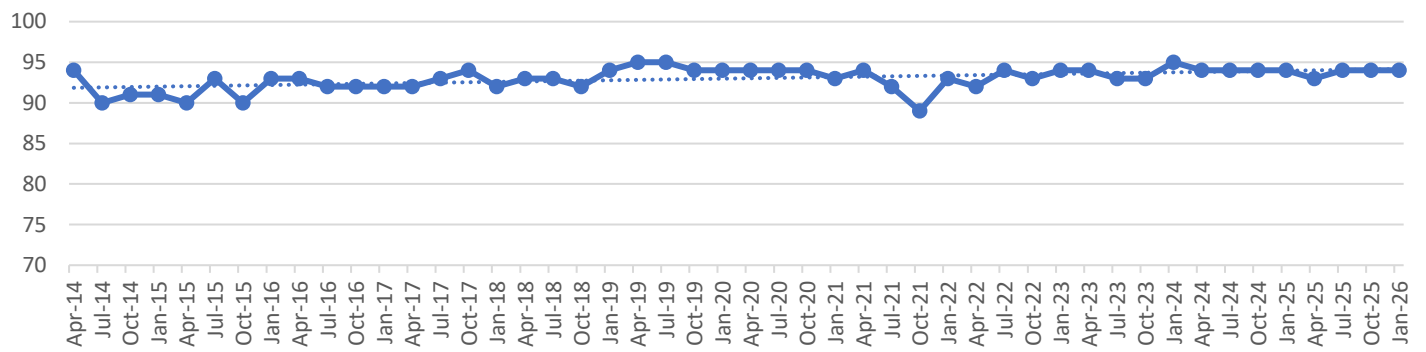
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



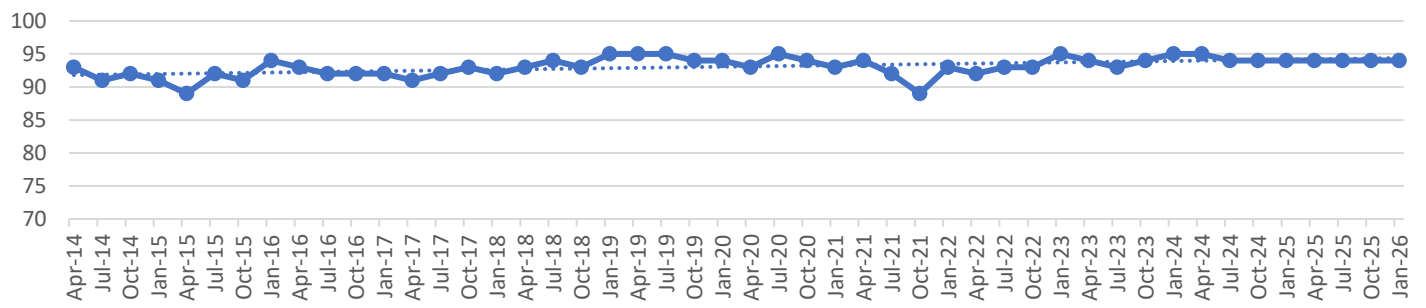
#10 - The handling of my personal medical information in a private and confidential manner



#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?

