

Patient Satisfaction Survey 450 Dundee Ave., Elgin - Lower Level (Pediatrics) January 2026

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 93% to 95%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

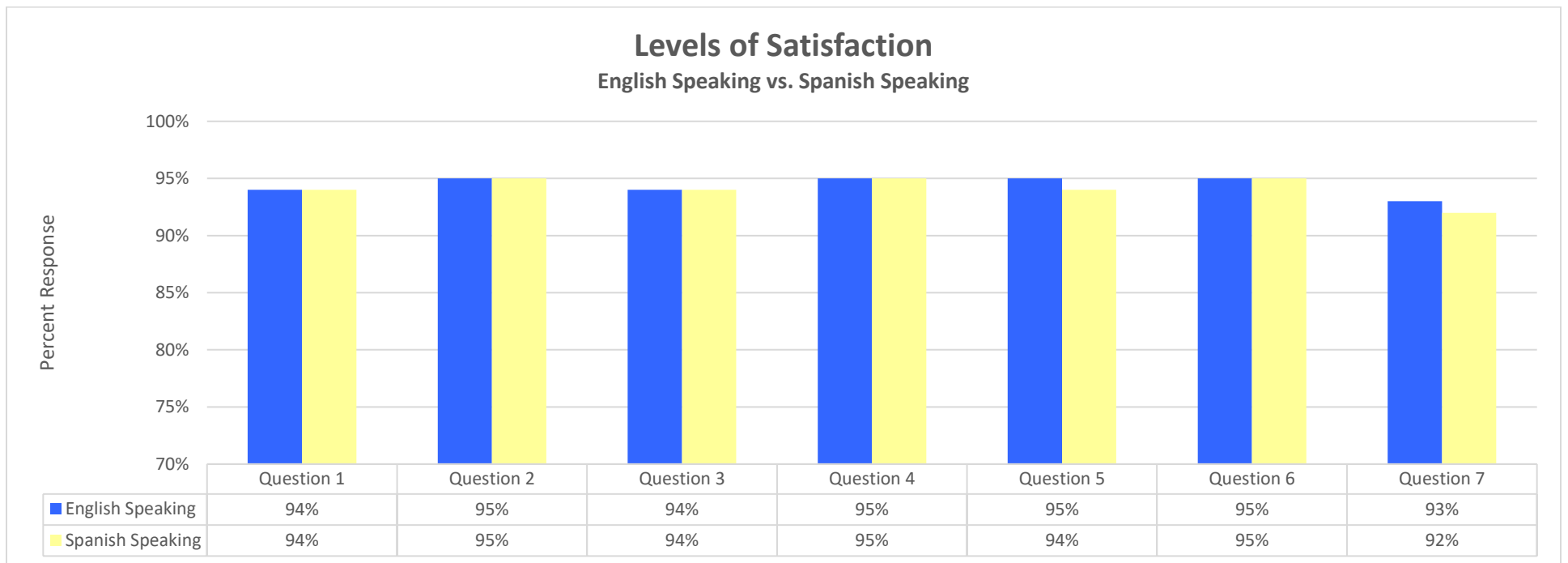
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	94%	94%	95%	92%
2. The reception staff	95%	95%	96%	94%
3. Receiving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

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%

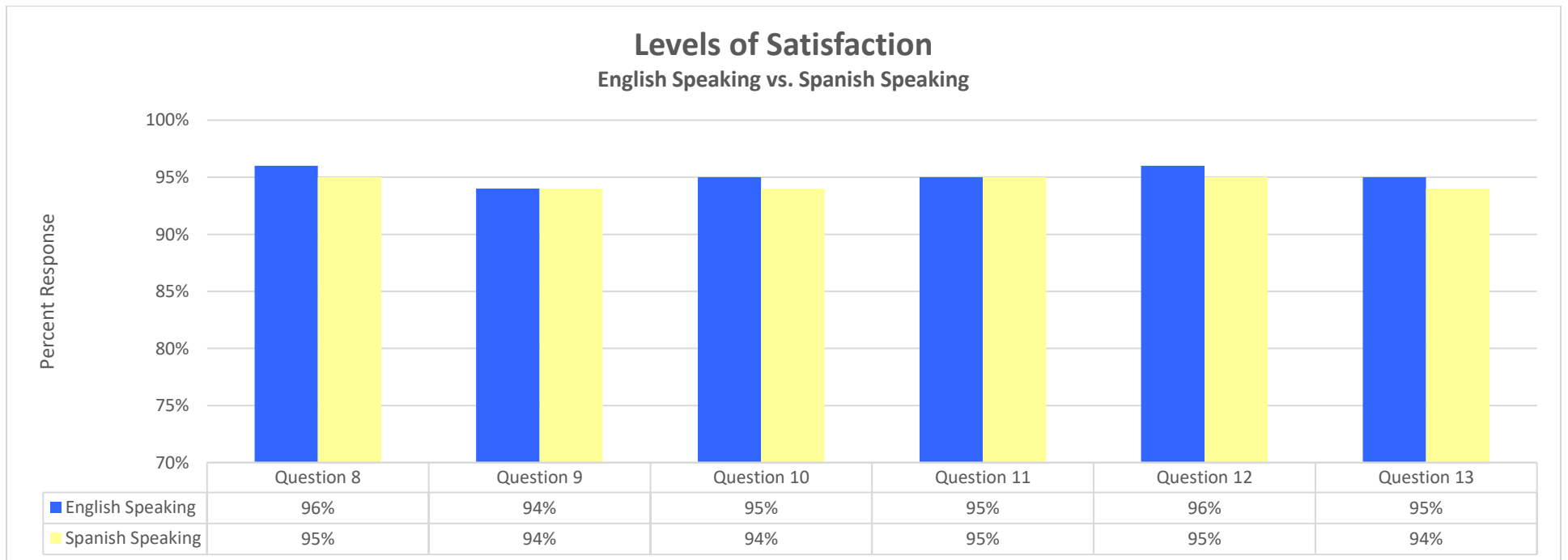
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	106 76%	156 73%	31 22%	49 23%	2 1%	6 3%	0	0	1 1%	2 1%
2. The reception staff	108 77%	162 76%	30 21%	47 22%	2 1%	1 1%	0	0	0	2 1%
3. Receiving a timely appointment	105 76%	162 76%	26 19%	44 21%	5 4%	4 2%	2 1%	0	0	3 1%
4. Education and explanation of plan provided in a way that I can understand	109 78%	163 77%	29 21%	46 22%	2 1%	2 1%	0	0	0	2 1%
5. The follow-up, coordination, and continuity of my care	109 78%	161 76%	29 21%	47 22%	2 1%	3 1%	0	0	0	2 1%
6. The staff addressing my medical needs today	110 79%	166 78%	28 20%	45 21%	2 1%	1 1%	0	0	0	2 1%
7. The time spent waiting	102 73%	153 72%	27 19%	49 23%	10 7%	7 3%	0	2 1%	1 1%	3 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	112 80%	164 78%	25 18%	42 20%	3 2%	3 1%	0	0	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	103 75%	155 74%	29 21%	44 21%	6 4%	8 4%	0	0	0	2 1%
10. The handling of personal medical info in a private and confidential manner	109 78%	161 76%	29 21%	45 21%	2 1%	3 1%	0	0	0	2 1%
11. Your medical assistant	110 79%	165 77%	26 19%	45 21%	3 2%	2 1%	0	0	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	111 79%	167 78%	27 19%	41 19%	2 1%	3 1%	0	0	0	2 1%
13. Overall, how satisfied are you with the Health Center?	108 77%	160 77%	30 21%	44 21%	2 1%	3 1%	0	0	0	2 1%



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: 22

N/A: 15

YES: 0

Comments:

Spanish

NO: 20

N/A: 4

YES: 4

Comments:

1. "Mrs. Miller is the best!" (English response on a Spanish survey)
2. "Yes, great." "Si, buena."
3. "Perfect." (English response on a Spanish survey)
4. "Very satisfied." "Muy satisfecha." (Piekarz)
5. "Great." "Bien." (Piekarz)
6. "They do not answer. Referral specialist." "No contesta. Especialista en referidos." (Marepalli)

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

English

1. "Availability." (Triner)
2. "N/A." (5)
3. "The staff." (Triner)
4. "No comments." (Piekarz)
5. "Schedule flexibility, staff + communication." (Newbrander)
6. "Everything, especially the WIC department."
7. "Timely care."
8. "Staff friendly." (Triner)
9. "Staff is very friendly." (Marepalli)
10. "Doctor explaining baby symptoms."
11. "This location is the best, organize, friendly." (Triner)
12. "Being able to contact doc and send messages and they return them quickly." (Weaver)
13. "Everyone greeted me with a smile. Also asked if I understand everything." (Marepalli)
14. "Very flexible, caring." (Davies)
15. "Scheduling flexibility." (Triner)
16. "How nice staff is and eager to answer all my questions." (Piekarz)
17. "Getting the help and care we need fast." (Marepalli)
18. "Respectful nurses." (Davies)
19. "Reminder calls" (Davies)
20. "The availability of the appointments." (Dodis)
21. "Everyone was very helpful." (Davies)

Spanish

1. "With everything." "En todo."
2. "Everything." "Todo."
3. "Excellent attention." "Exelente atención." (Triner)
4. "Appointments." "Citas." (Marepalli)
5. "With my daughter's health." "En la salud de mis hijas." (Piekarz)
6. "That they speak my language." "Que Ablan mi idioma." (Piekarz)
7. "In every aspect." "En todo los aspectos."
8. "Their great referrals." "Sus buenas referencias." (Newbrander)
9. "The great medical attention." "La buena atención medica."
10. "Their attention to detail towards every patient." "Su atencion a los detalles de cada paciente." (Piekarz)
11. "They always tend to my children well." "Siempre atienden a mis hijos bien."
12. "My children's health." "Salud de mi hijo."
13. "The appointments the hours." "Las citas los horarios."
14. "Convenience." "Convenencia." (Marepalli)
15. "They have same-day appointments." "Tienen citas el mismo día."
16. "In the care for my children's health." "En el Cuidado de la salud de mis hijos." (Miller)

22. "Same day appointments." (Marepalli)
 23. "Quick and friendly staff helps a lot."
(Marepalli)
 24. "All staff." (Piekarz)
 25. "Phone scheduling." (Piekarz)
 26. "Having options." (Piekarz)
 27. "Doctors very helpful." (Piekarz)
 28. "The information the providers give."
17. "With the appointments on time." "En las citas a tiempo." (Marepalli)
 18. "The attention from the personnel." "La atencion del personal." (Miller)
 19. "The care for me and my family." "El Cuidado de mi y ha mi familia." (Marepalli)
 20. "Brief explanation and exact." "Explicacion breve y exacta." (Triner)
 21. "With everything relating to the consultations." "En todo relacionado en las consultas." (Triner)
 22. "The attention is very great." "La atencion es muy buena." (Triner)
 23. "Always willing to help." "Siempre dispuestos ha ayudar." (Triner)
 24. "They assist me with forms and explanations." "Me ayudan con los formularios y explicaciones." (Piekarz)
 25. "Their way of informing." "Su manera de informar." (Davies)
 26. "Appointment availability." "Disponibilidad para las citas."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (13)
2. "No comments." (Piekarz)
3. "None."
4. "Been coming here for years, I'm satisfied. Thank you." (Newbrander)
5. "Everything was perfect. Just continue and keep up the good service."
6. "Your doing great." (Weaver)
7. "More appointment." (Triner)
8. "Keep doing what you're doing!"
9. "N/A it's great." (Triner)
10. "I think everything is great." (Davies)
11. "Continue being respectful + simplify patient, medical needs." (Marepalli)
12. "Everything is great." (Davies)
13. "Everything is great." (Davies)
14. "Yall are great." (Piekarz)
15. "Less wait time." (Piekarz)

Spanish

1. "Everything is great." "Todo bien."
2. "Everything is great." "Todo esta bien."
(Piekarz)
3. "Everything was great." "Todo estuvo bien."
(Marepalli)
4. "N/A." (Marepalli)
5. "The time spent waiting for the services." "El tiempo en espera para el servicio."
6. "Additional bilingual personnel." "Mas personas bilingües."
7. "Everything is very great." "Todo esta muy bien." (Miller)
8. "Everything seems well to me." "Me parece muy bien todo." (2)
9. "Nothing, continue this way! 😊." "Ninguna, sigan asi! 😊." (Triner)
10. "Personally, everything seems fine at the moment." "Todo esta muy bien en lo personal asta el momento." (Triner)
11. "They seem excellent." "Me parecen excelentes." (Piekarz)
12. "Continue your work like you have." "Seguir asiendo su trabajo asta como ahora." (Davies)
13. "Everything seems to be of great service." "Todo me parece buen servicio."

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

English

- YES: 65
- NO: 0

Spanish

- YES: 82
- NO: 0

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

English

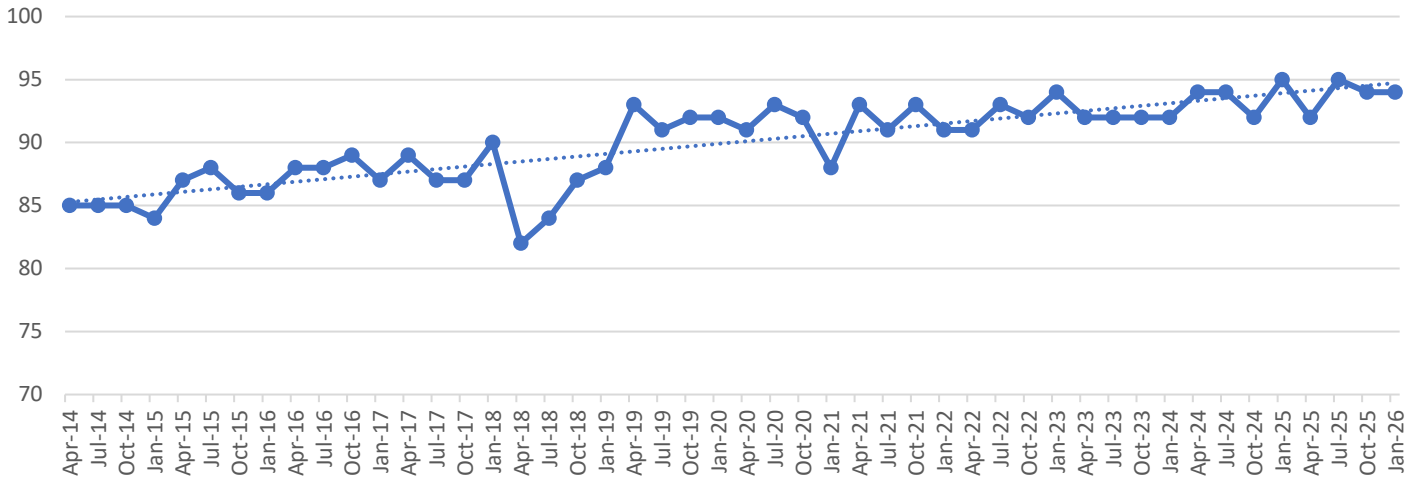
- Davies: 14
- Dodis: 7
- Marepalli: 32
- Miller: 3
- Newbrander: 3
- Piekarz: 23
- Triner: 13
- Weaver: 2

Spanish

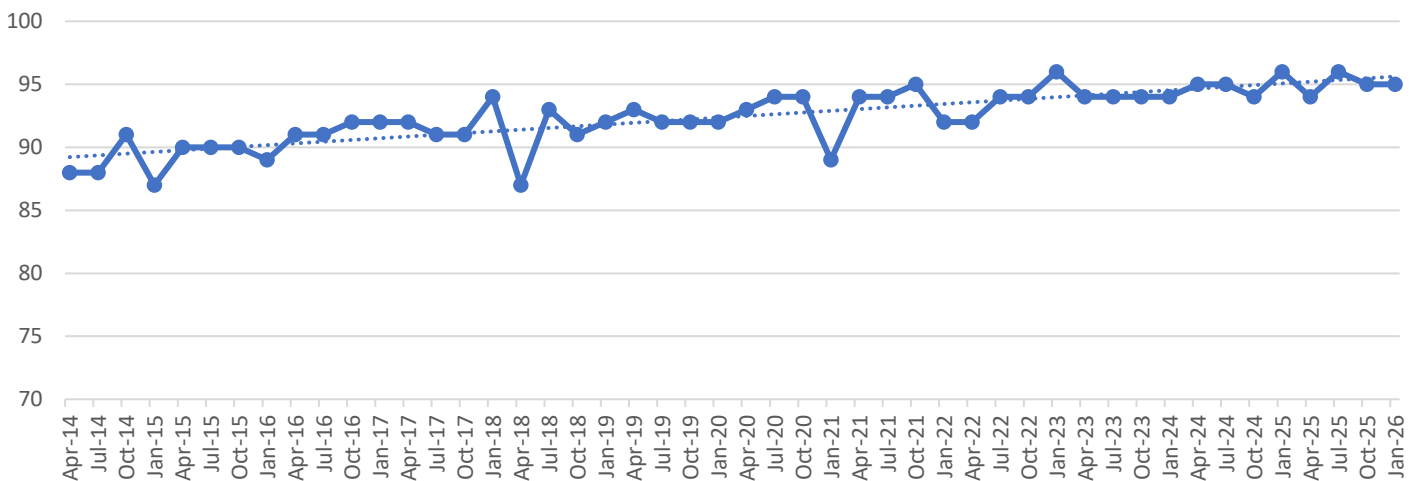
- Davies: 14
- Dodis: 13
- Marepalli: 44
- Miller: 4
- Newbrander: 2
- Piekarz: 19
- Triner: 25
- Weaver: 1

Individual Question Results with Trendlines

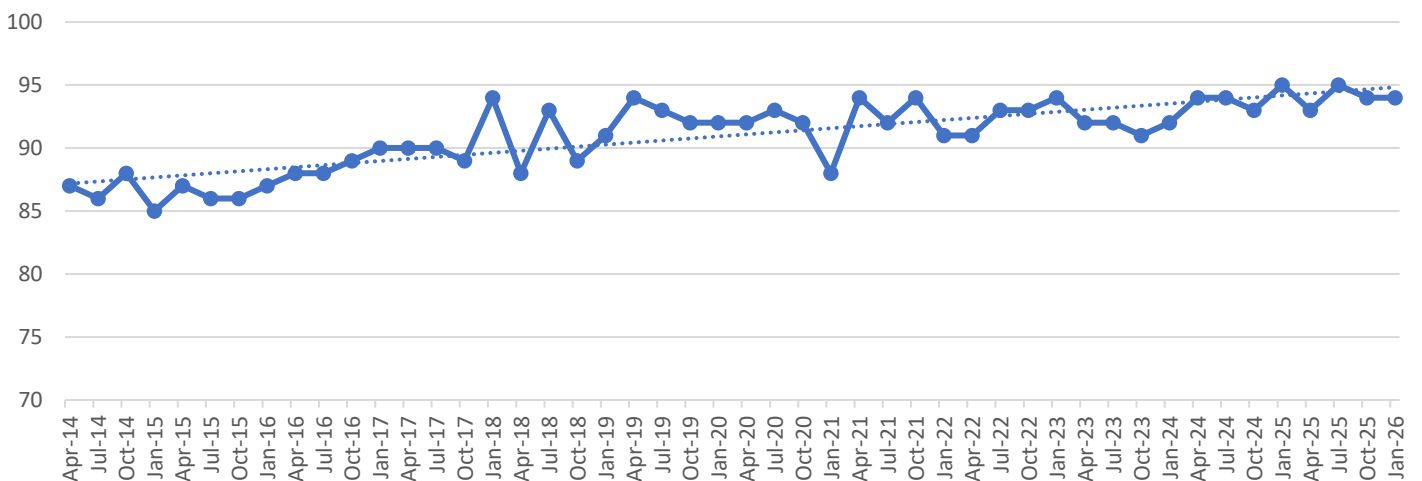
#1 - The phone operator staff and call center



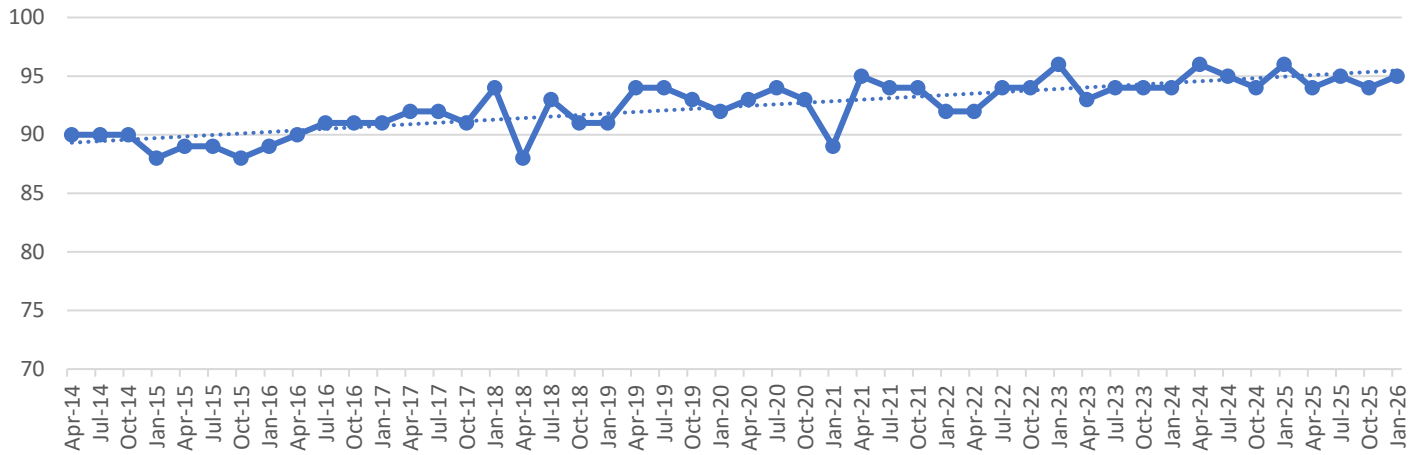
#2 - The reception staff



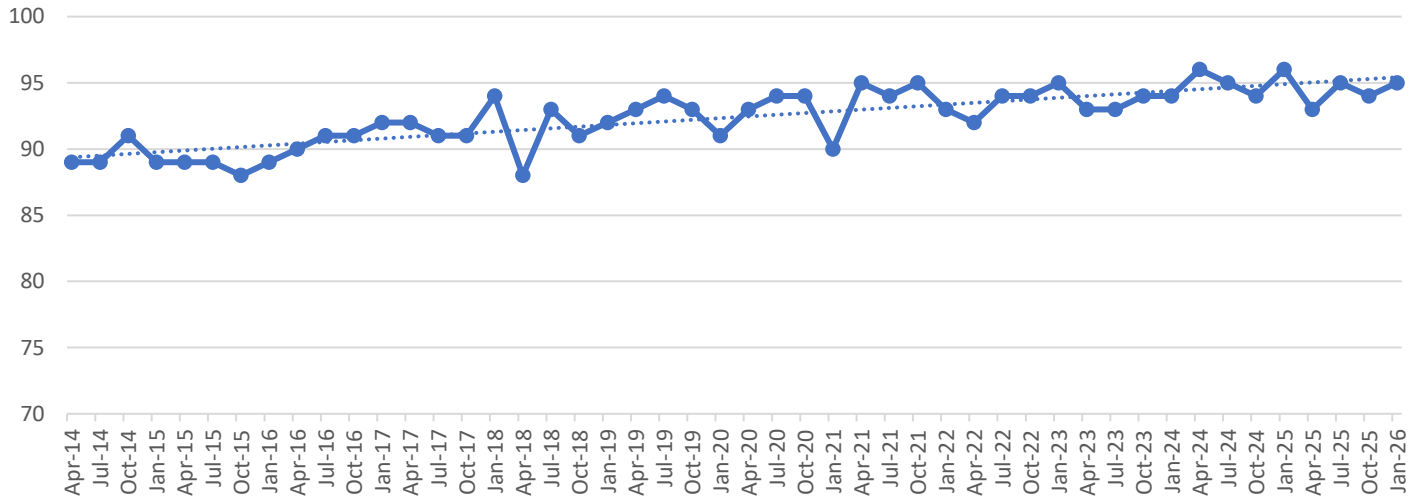
#3 - Receiving a timely appointment



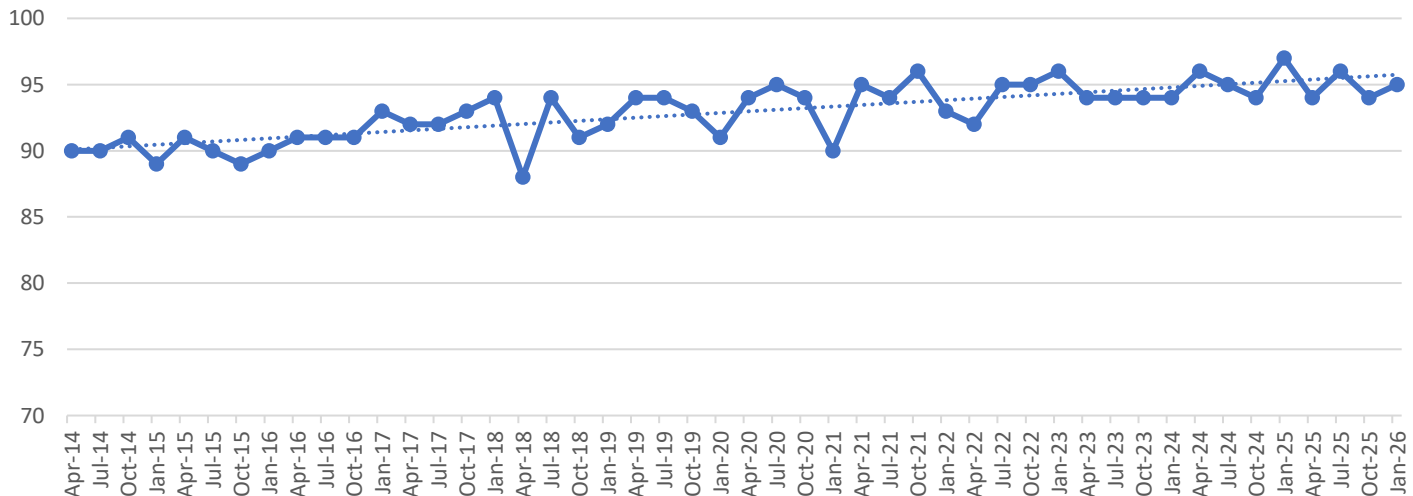
#4 - Education and explanation of plan provided in a way that I can understand



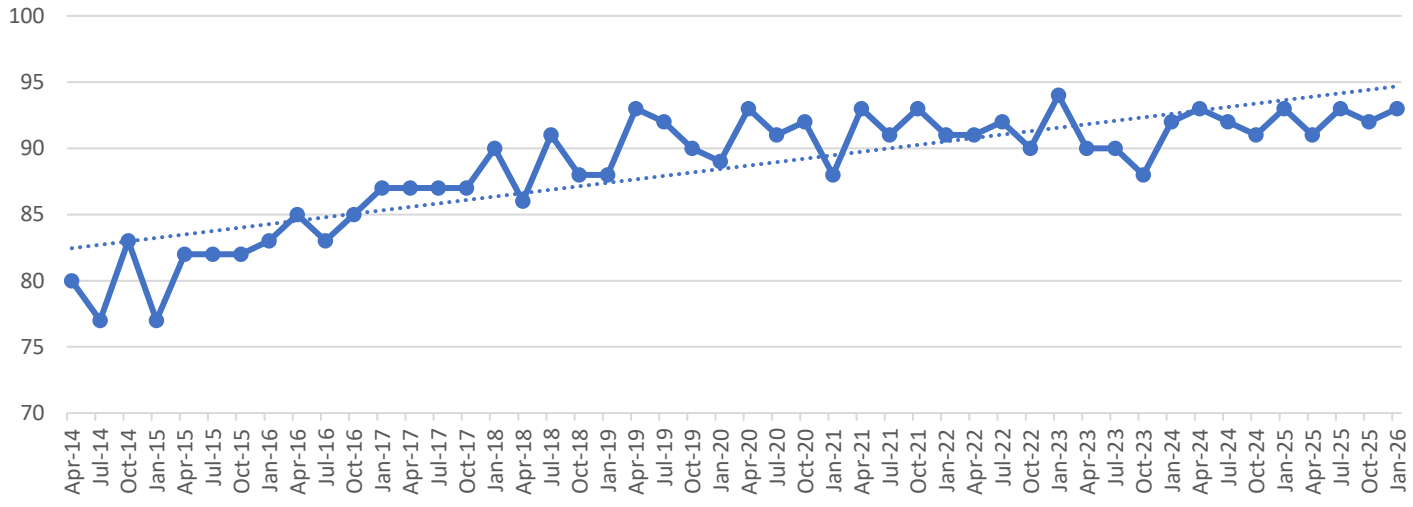
#5 - The follow-up, coordination, and continuity of my care



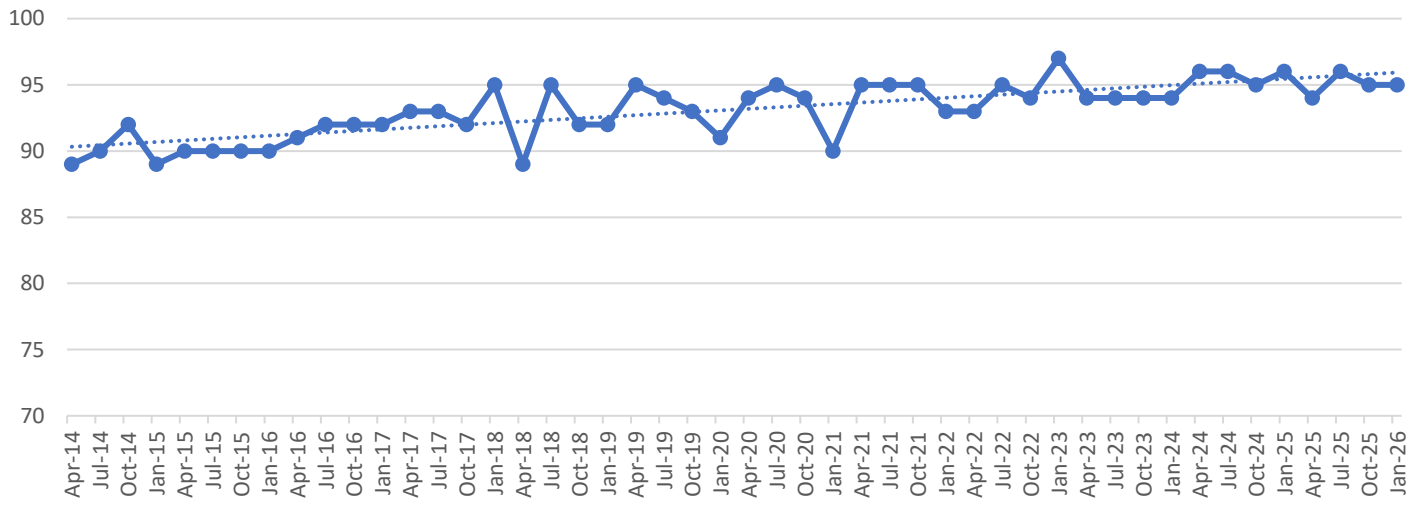
#6 - The staff addressing my medical needs today



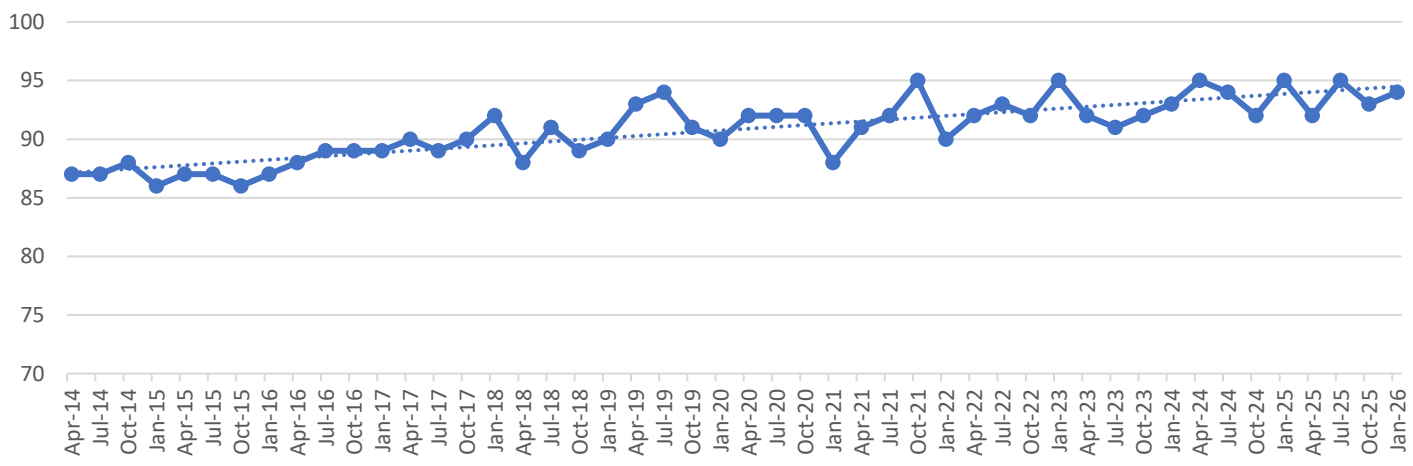
#7 - The time spent waiting



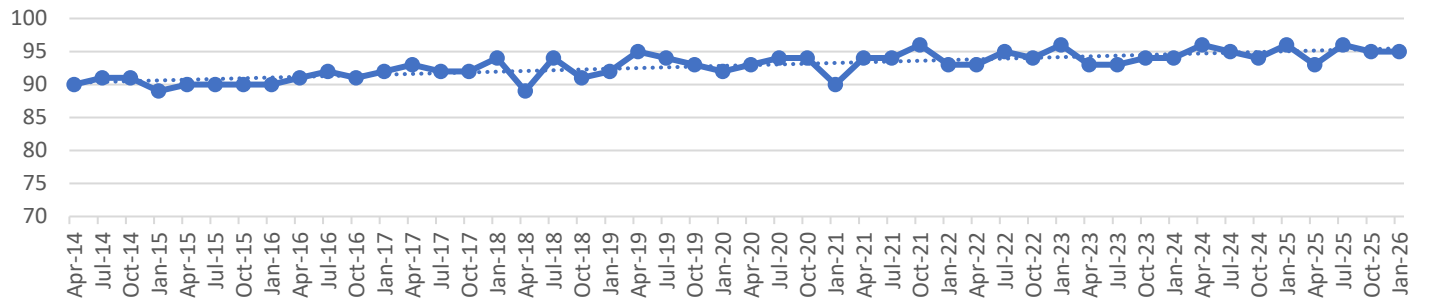
#8 - The respectfulness of staff



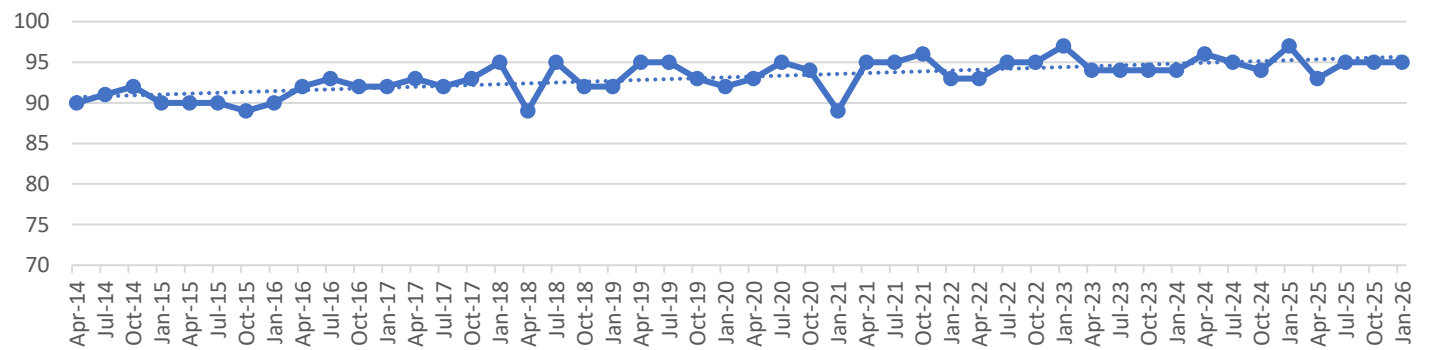
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



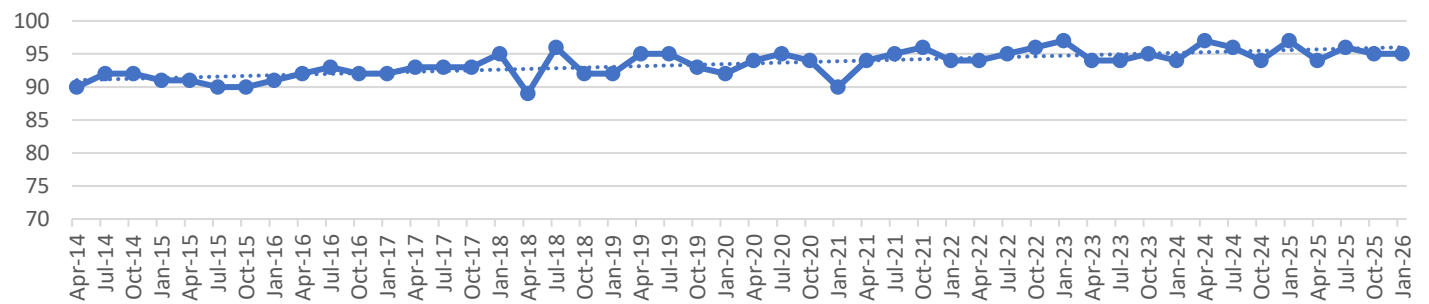
#10 - The handling of my personal medical information in a private and confidential manner



#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?

