

Patient Satisfaction Survey 10225 Grand Ave., Franklin Park April 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.

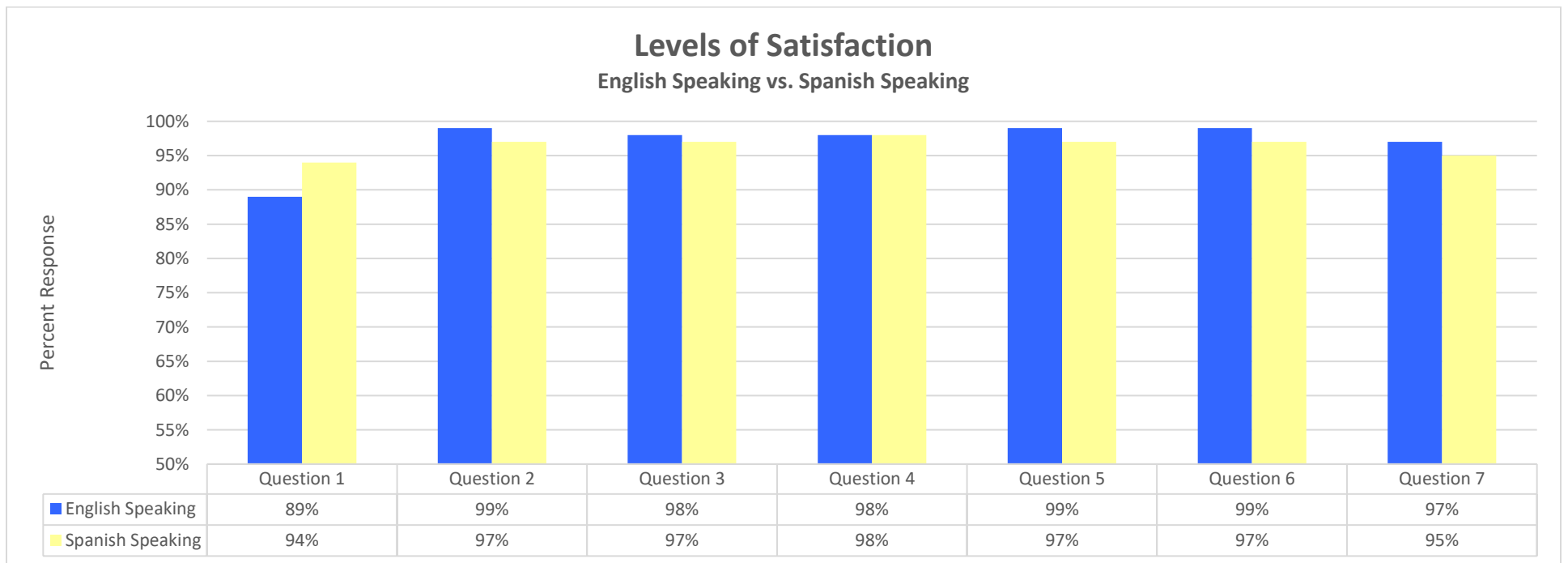
10225 Grand Ave., Franklin Park – Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	91%	97%	95%	97%
2. The reception staff	98%	99%	99%	98%
3. Receiving a timely appointment	97%	99%	99%	98%
4. Education and explanation of plan provided in a way that I can understand	98%	99%	99%	98%
5. The follow-up, coordination, and continuity of my care	99%	99%	99%	98%
6. The staff addressing my medical needs today	98%	99%	99%	98%
7. The time spent waiting	96%	97%	99%	97%
8. The respectfulness of staff	99%	99%	99%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	98%	99%	99%	98%
10. The handling of my personal medical information in a private and confidential	98%	99%	99%	98%
11. Your medical assistant	98%	99%	99%	98%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	98%	99%	99%	99%
13. Overall, how satisfied are you with the Health Center?	98%	99%	99%	99%

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

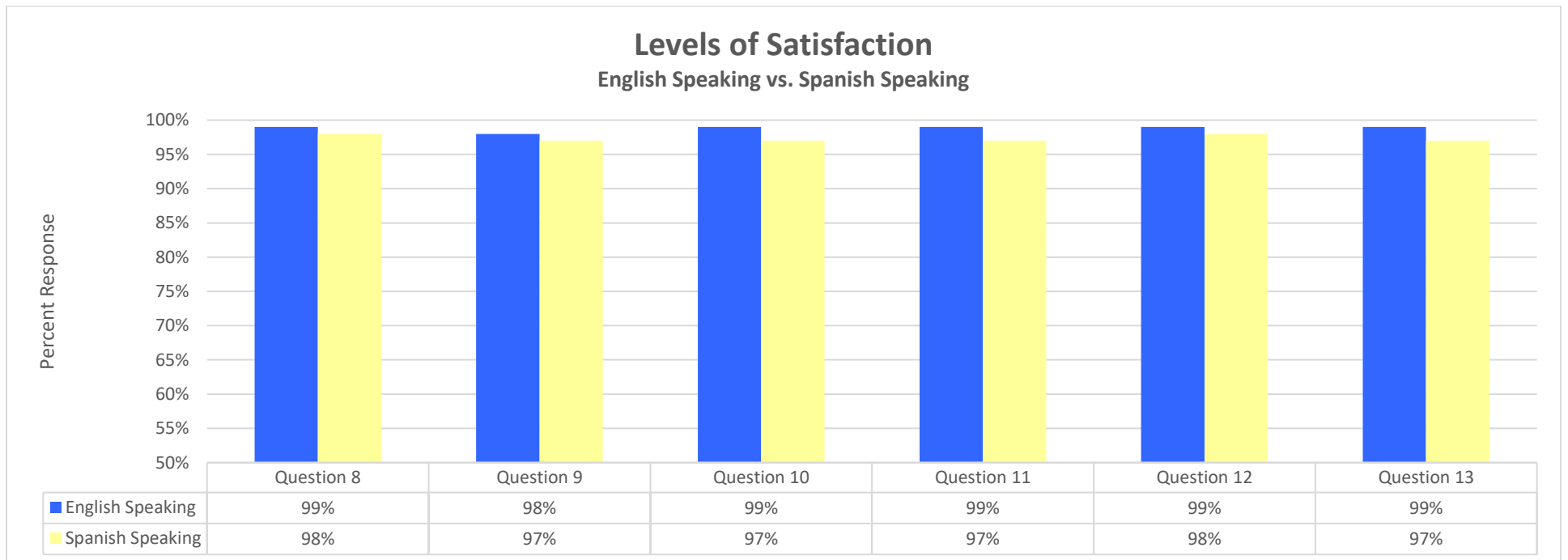
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	82 71%	69 80%	9 8%	7 8%	16 14%	9 11%	8 7%	1 1%	0	0
2. The reception staff	110 95%	77 90%	6 5%	6 7%	0	3 4%	0	0	0	0
3. Receiving a timely appointment	106 91%	77 91%	6 5%	4 5%	4 4%	4 5%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	108 94%	79 91%	5 4%	4 5%	2 2%	3 4%	0	0	0	0
5. The follow-up, coordination, and continuity of my care	112 97%	77 91%	4 3%	5 6%	0	3 4%	0	0	0	0
6. The staff addressing my medical needs today	110 95%	79 92%	6 5%	3 4%	0	3 4%	0	0	0	1 1%
7. The time spent waiting	106 91%	72 84%	5 4%	8 9%	4 3%	5 6%	0	0	1 1%	1 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	111 96%	79 92%	5 4%	4 5%	0	3 4%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	105 92%	72 87%	8 7%	8 10%	1 1%	3 4%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	110 95%	77 90%	5 4%	6 7%	1 1%	3 4%	0	0	0	0
11. Your medical assistant	110 95%	75 89%	5 4%	5 6%	1 1%	4 5%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	109 94%	80 93%	7 6%	3 4%	0	3 4%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	108 94%	77 92%	7 6%	3 4%	0	4 5%	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: 8
N/A: 12
YES: 5

Comments:

1. "Good." (Sadik)
2. "Yes, received a phone call next day." (Rajki)
3. "No, they are all great." (Benstein)
4. "As always it was a great experience." (Jamison)
5. "Yes, reception staff was very helpful with changing my pcp."
6. "Rapid call back after hours very satisfied." (Benstein)

Spanish

NO: 14
N/A: 1
YES: 4

Comments:

1. "I haven't left a message." "No he dejado msj." (Qian)
2. "Excellent thanks a million for your patience." "Excelente, mil gracias por la paciencia." (Qian)
3. "Excellent." "Excelente."
4. "Excellent, always kind." "Excelente, siempre gracias." (Qian)
5. "No, none." "No ninguno." (Rajki)

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

English

1. "N/A."
2. "Excellent." (Acevez)
3. "Nothing everything great!"
4. "Explanation of my condition."
5. "Respectful/helpful provider."
6. "The doctors, very nice and helpful." (Rajki)
7. "Quick apts."
8. "Doctor was very informative."
9. "Availability but drive long." (Benstein)
10. "The customer service."
11. "Staff, doctor." (Sadik)
12. "Communication."
13. "Location." (Acevez)
14. "The doctor." (Benstein)
15. "Getting appointments." (Sadik)
16. "Very professional." (Benstein)
17. "The staff." (Sadik)
18. "Staff." (Rajki)
19. "Communication." (Jamison)
20. "Love that you take walk in and we are seen quickly."
21. "It very helpful that you take walkins and we are seen pretty quickly."
22. "They are great at explaining everything." (Benstein)
23. "The service was awesome."
24. "Comfortable and close to home easily accessible." (Sadik)
25. "Genuine care and kindness for their patients." (Benstein)

Spanish

1. "N/A."
2. "Everything is good." "Todo bien."
3. "Attention." "Atencion." (Benstein)
4. "They instill confidence in the patient." "Ofrecen la confianza al paciente." (Benstein)
5. "Appointments are available soon." "Hay citas disponibles pronto." (Benstein)
6. "That it is nearby, has pediatricians and very friendly personnel." "Que esta cerca tiene pediatras y personal muy amable."
7. "That they tend to me very quickly and is very friendly." "Que me atiende muy rapido y muy amable."
8. "I like that they are always attentive and willing to help." "Me gusta que siempre esten atentos y dispuestos a ayudar."
9. "Immediate service at an affordable cost." "La atencion inmediata y aun costo accesible." (Sadik)
10. "The attention from the personnel." "La atencion del personal." (2)
11. "Everything is perfect. Thank you." "Todo esta perfecto gracias."
12. "They are very kind." "Son muy amables."
13. "They listen to my needs and offer encouragement." "Escuchan mis necesidades, animan." (Benstein)
14. "The information and care." "La informacion y Cuidado."

26. "Location, efficiency, and professionalism."
(Jamison)

15. "The service in general is satisfactory." "El servicio en general es satisfactorio." (Qian)
16. "The follow-up went very well." "El seguimiento muy bien."
17. "Consultation fee." "Costo de la consulta." (Sadik)
18. "Everything, I feel very well taken care of." "Todo, me siento muy bien como me atienden." (Qian)
19. "Efficiency and constant availability." "Lo eficaz y siempre disponibilidad." (Qian)
20. "Appointments are always available." "Siempre hay citas disponibles." (Qian)
21. "It seems to be given importance." "Se parece ponerle importancia." (Rajki)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (7)
2. "All good." (2)
3. "Nothing."
4. "Very satisfied."
5. "Everything is great." (Benstein)
6. "No notes." (Benstein)
7. "Nothing it was great."
8. "Everything is fine." (Jamison)
9. "Nothing more things for children."
10. "Love the time he spends." (Sadik)
11. "N/A everything was wonderful." (Rajki)
12. "The time but not something you can control 😊." (Benstein)
13. "Everything is perfect. Clean, cosy, atmosphere, fun option for kids, wc, clean portable water, etc." (Sadik)
14. "Wait time not super delayed, be advanced to time and what needed." (Jamison)

Spanish

1. "Nothing." "Nada." (3)
2. "N/A."
3. "It is fine." "Esta bien."
4. "Everything is very great, thank you." "Todo esta muy bien gracias."
5. "Everything is good." "Todo esta bien."
6. "It is great how it is." "Esta bien asi." (2)
7. "Everything is very great." "Todo esta muy bien." (Qian)
8. "Everything is good." "Todo bien."
9. "It is excellent." "Es exelente."
10. "Excellent attention." "Exelente atencion." (Sadik)
11. "It is very good. I am satisfied." "Es muy bueno estoy satisfecho."
12. "They do a good job, providing the best service and attention." "Lo hacen bien; dandole mejor servicio y atencion." (Benstein)
13. "I am satisfied with their services." "Estoy satisfecha con sus servicios."
14. "I think that there is nothing to improve." "Creo que no hay nada que mejorar." (Qian)

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

English

- YES: 76
- NO: 0

Spanish

- YES: 46
- NO: 0

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

English

- Acevez: 2
- Benstein: 10
- Headley: 1

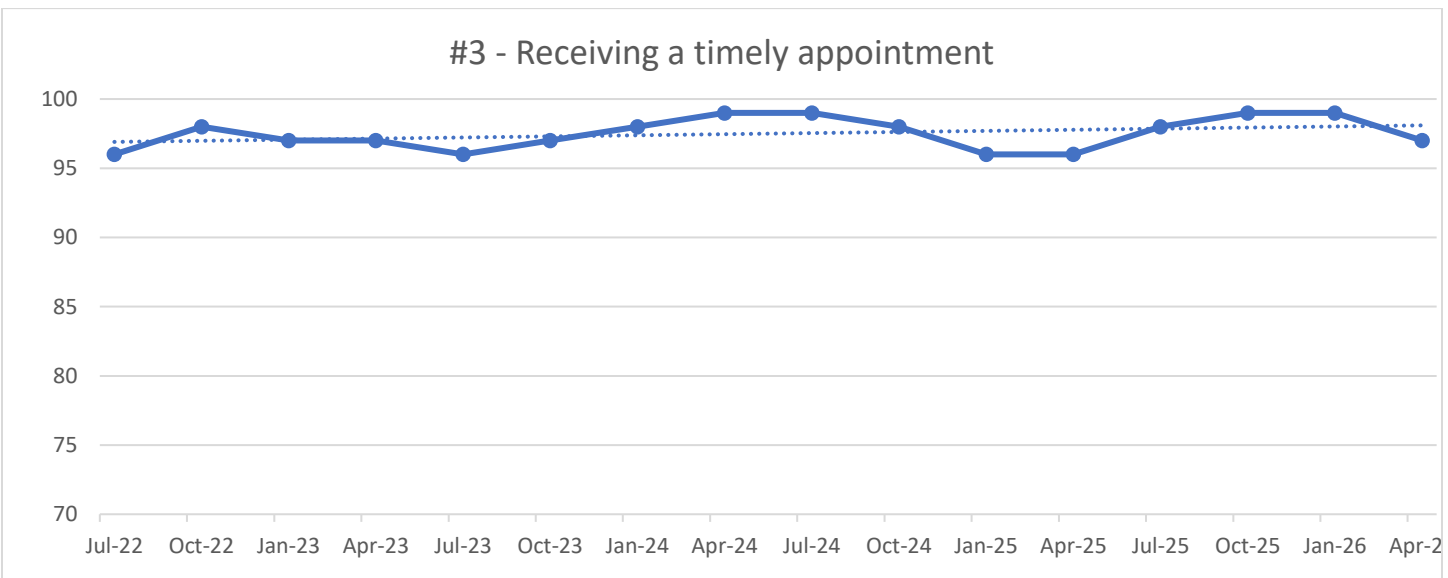
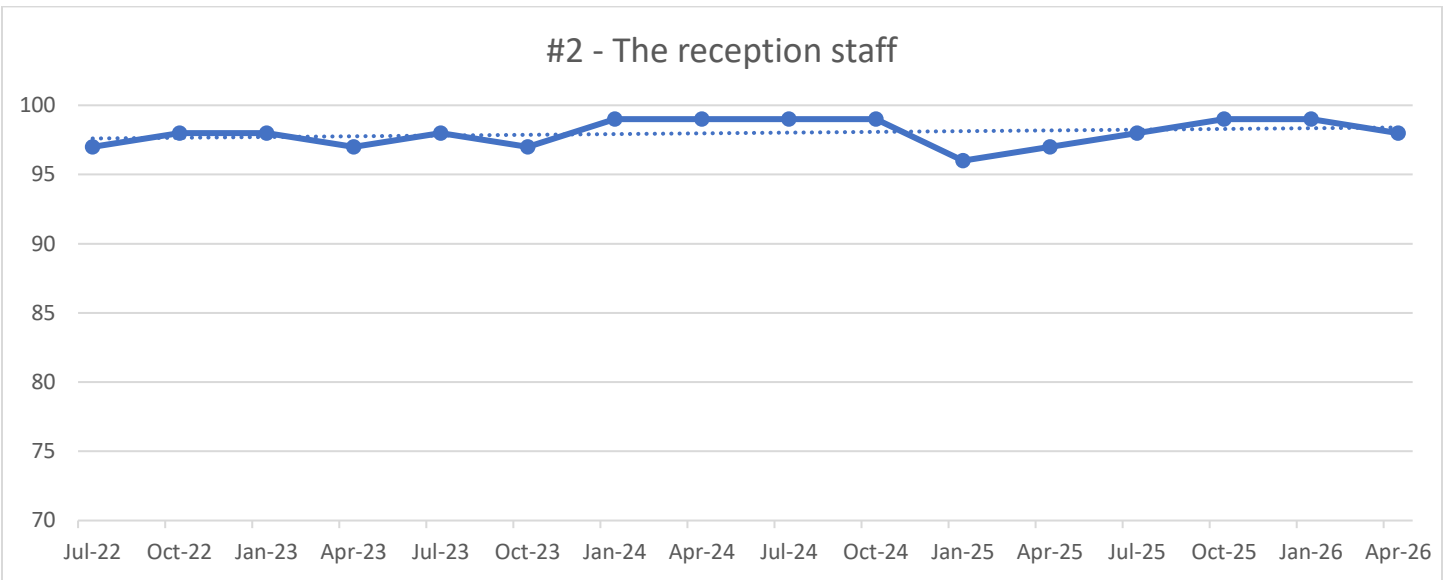
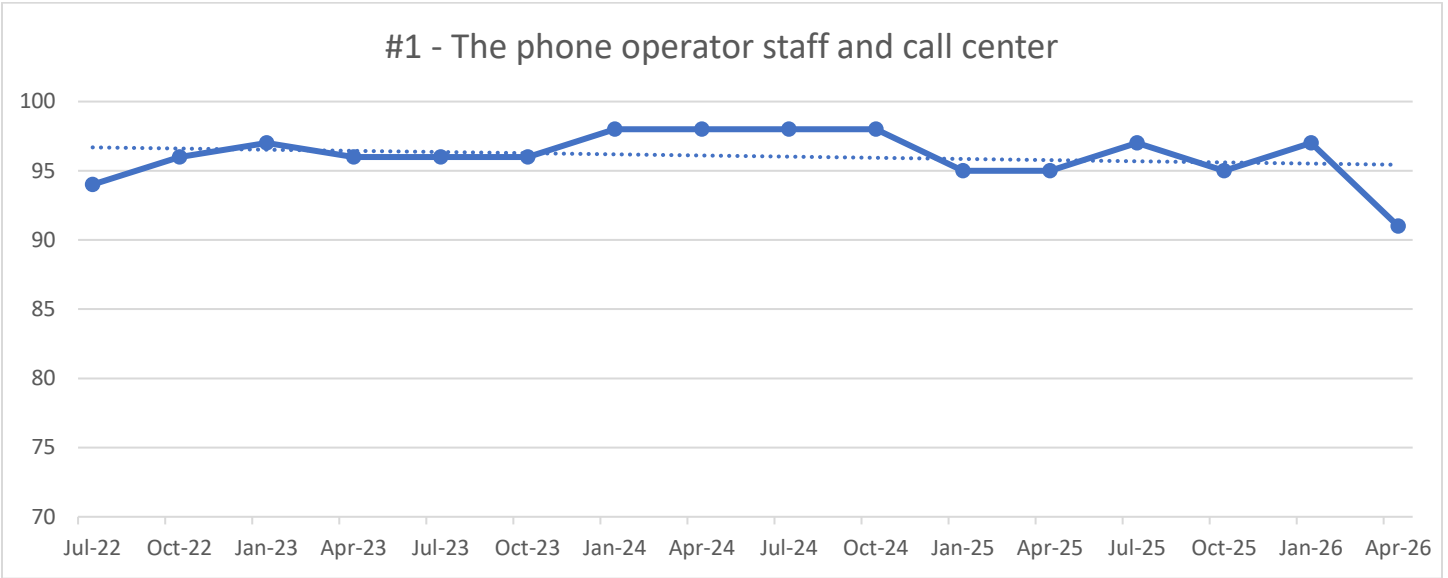
Spanish

- Benstein: 6
- Jamison: 1
- Qian: 7

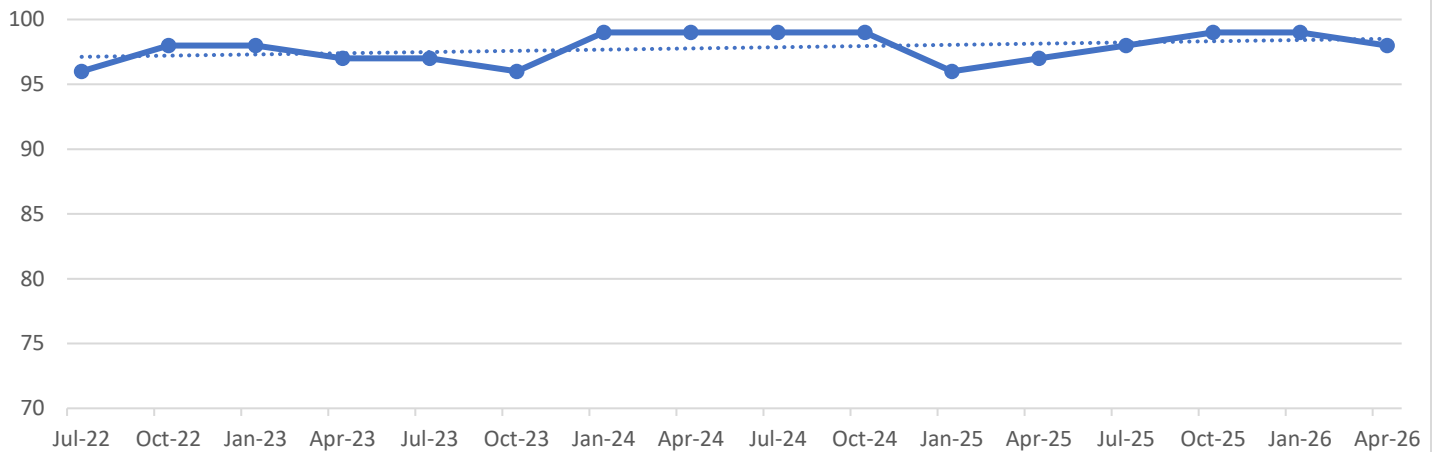
- Jamison: 7
- Qian: 2
- Rajki: 2
- Sadik: 12

- Rajki: 2
- Sadik: 11

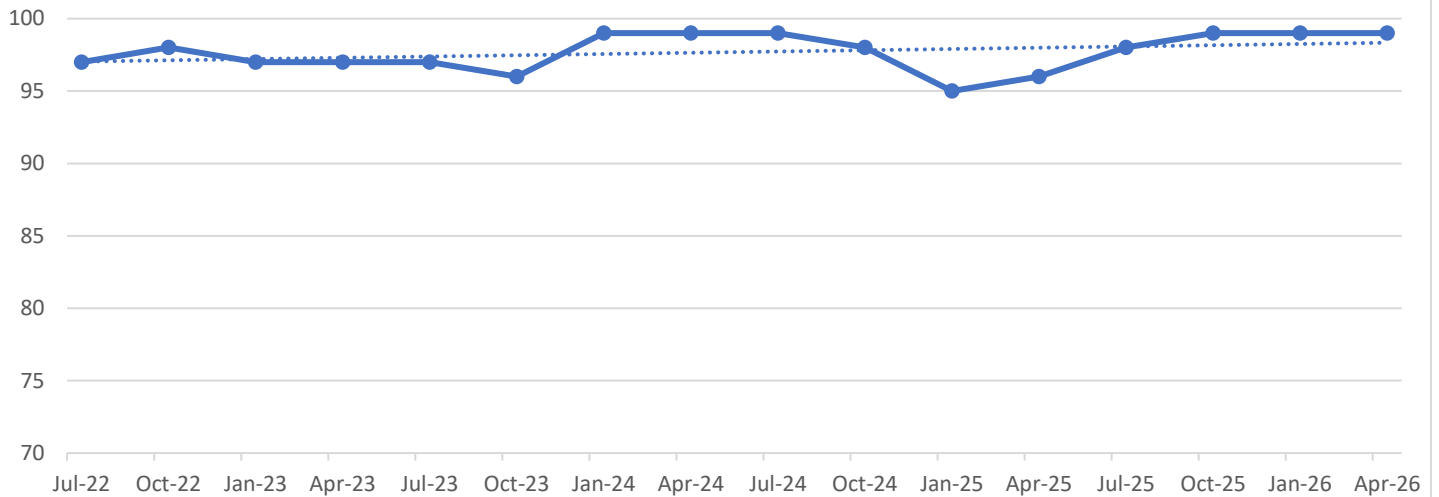
Individual Question Results with Trendlines



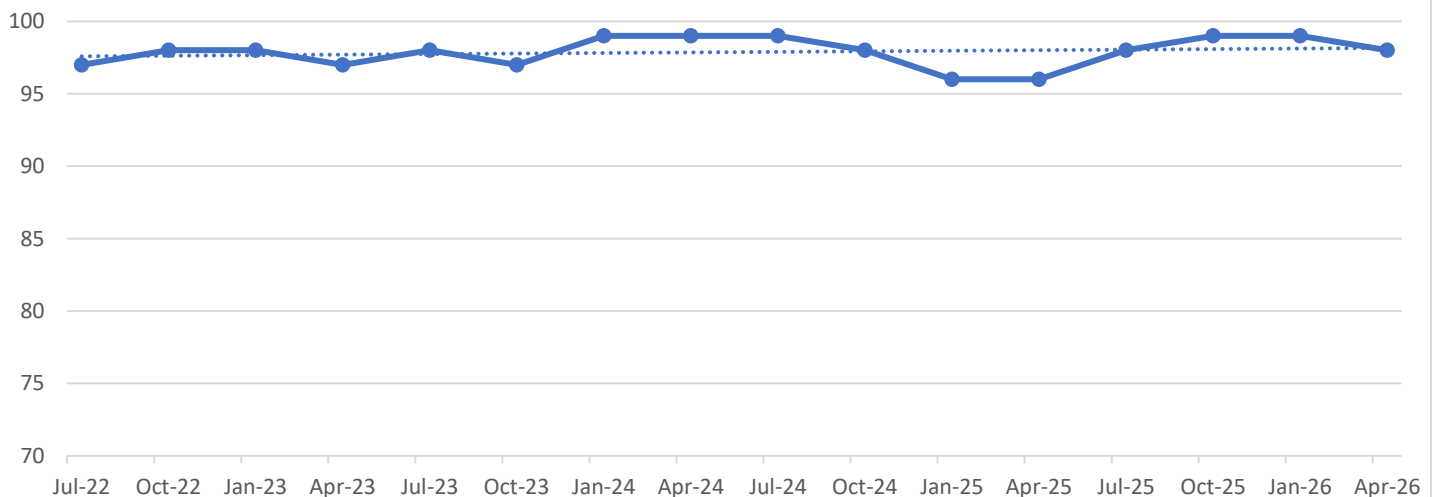
#4 - Education and explanation of plan provided in a way that I can understand

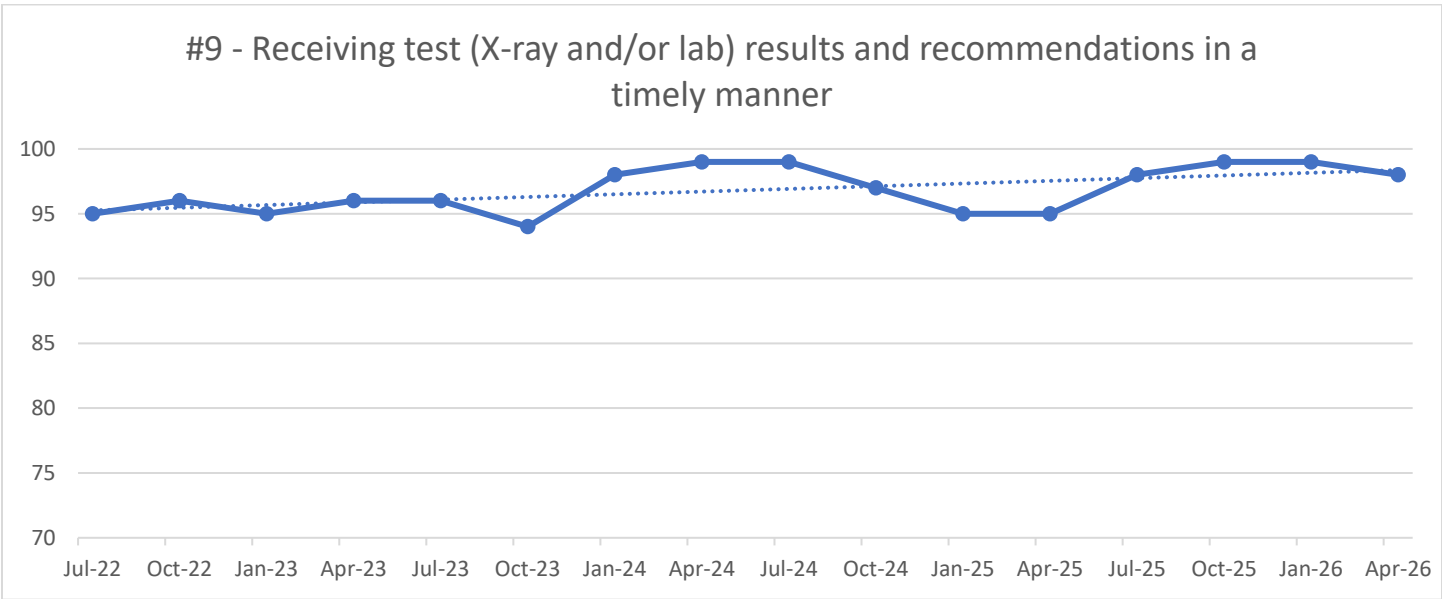
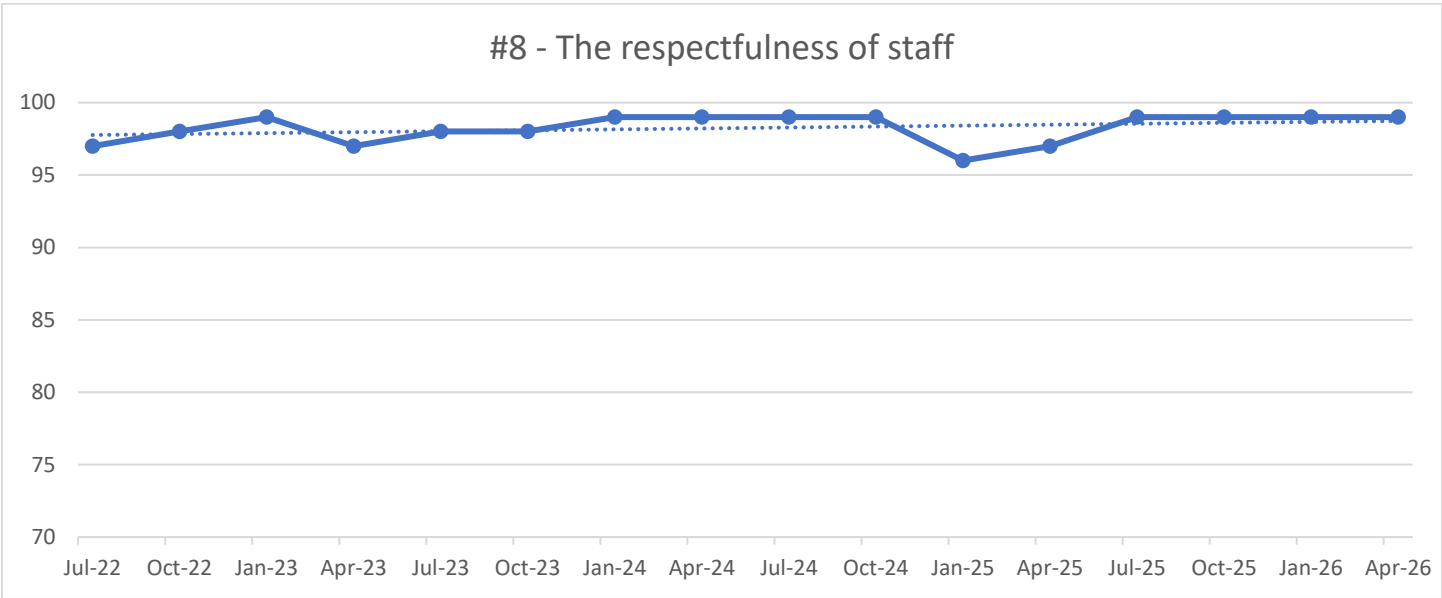
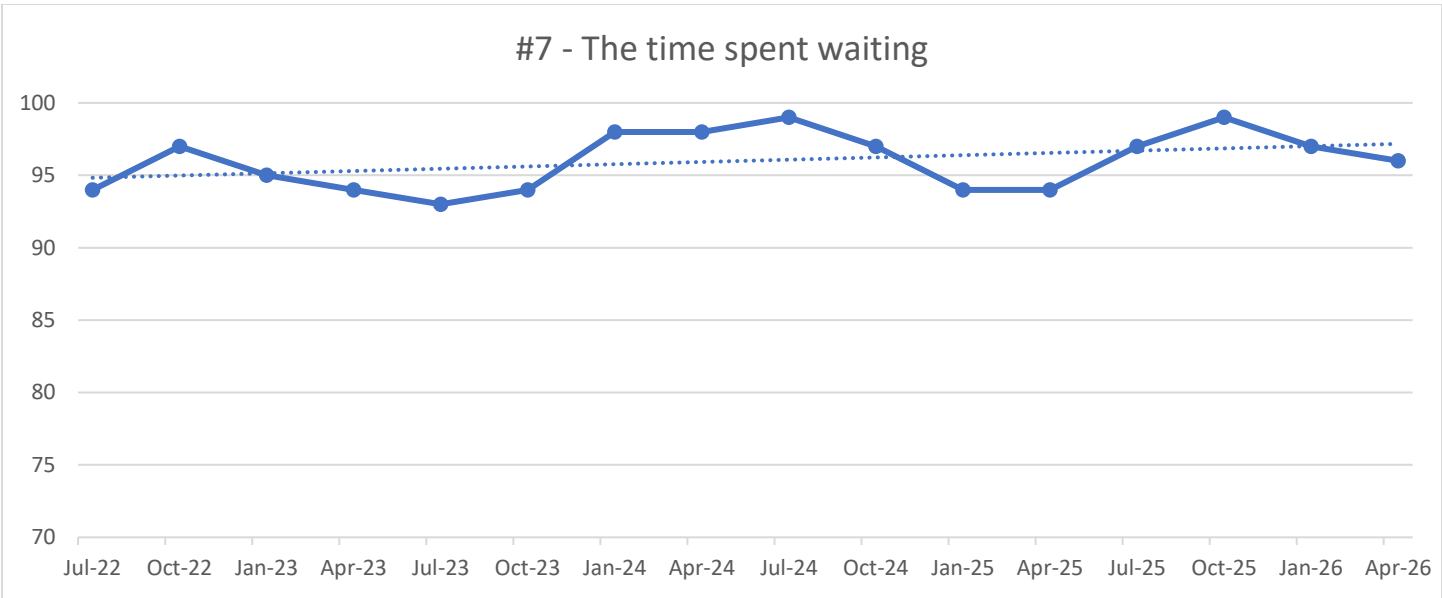


#5 - The follow-up, coordination, and continuity of my care

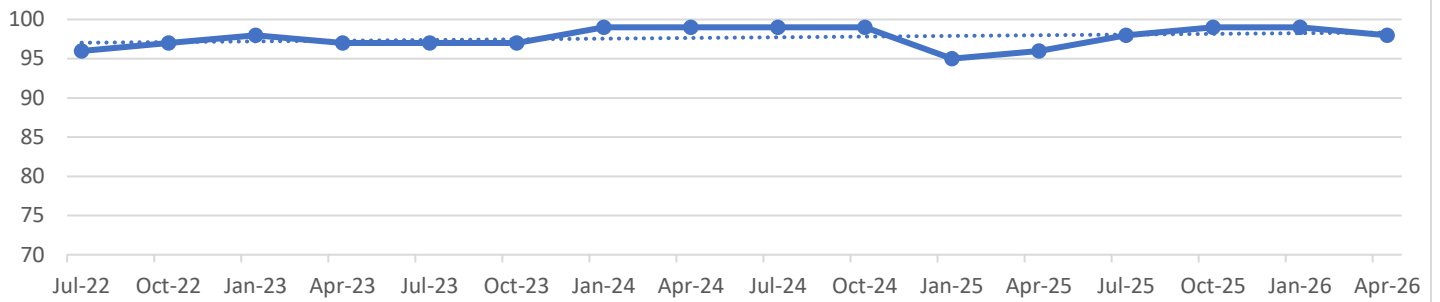


#6 - The staff addressing my medical needs today

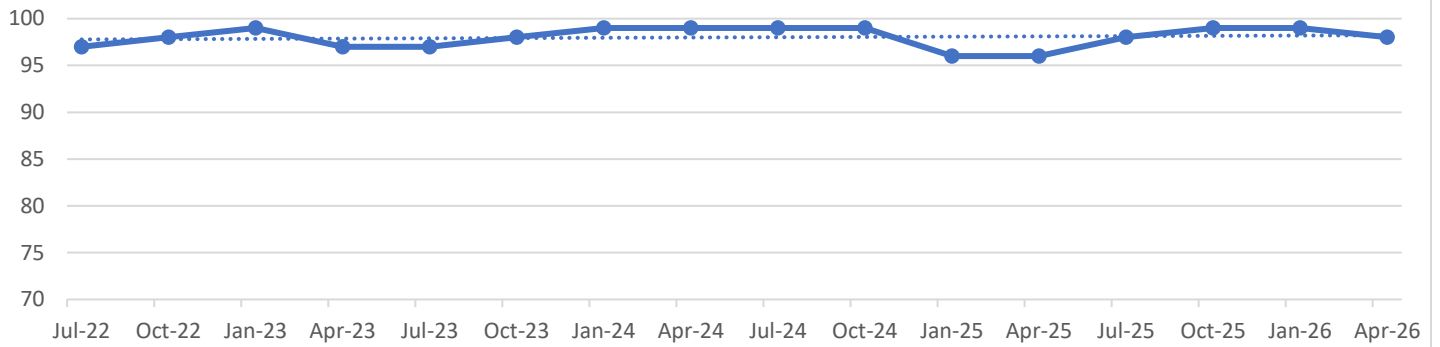




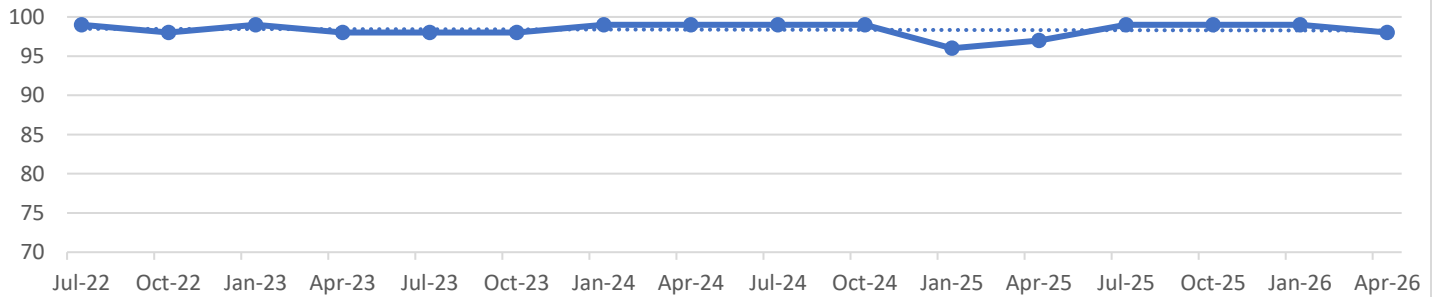
#10 - The handling of my personal medical information in a private and confidential manner



#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?

