

Patient Satisfaction Survey 1515 Lee St, Des Plaines 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 70% to 99%. 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.

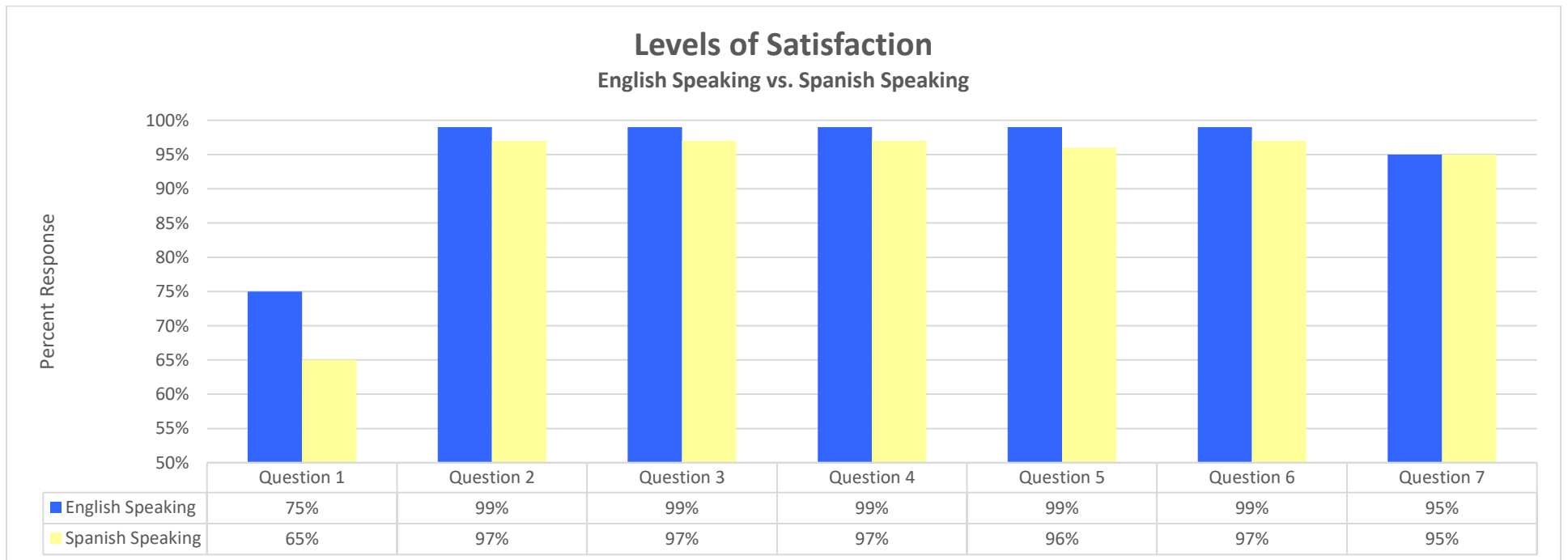
1515 Lee St, Des Plaines – Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	70%	90%	96%	
2. The reception staff	98%	97%	97%	
3. Receiving a timely appointment	98%	97%	96%	
4. Education and explanation of plan provided in a way that I can understand	98%	98%	98%	
5. The follow-up, coordination, and continuity of my care	98%	98%	97%	
6. The staff addressing my medical needs today	98%	98%	97%	
7. The time spent waiting	95%	97%	97%	
8. The respectfulness of staff	99%	98%	98%	
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	98%	97%	96%	
10. The handling of my personal medical information in a private and confidential	98%	98%	97%	
11. Your medical assistant	79%	98%	98%	
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	98%	98%	98%	
13. Overall, how satisfied are you with the Health Center?	97%	98%	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%

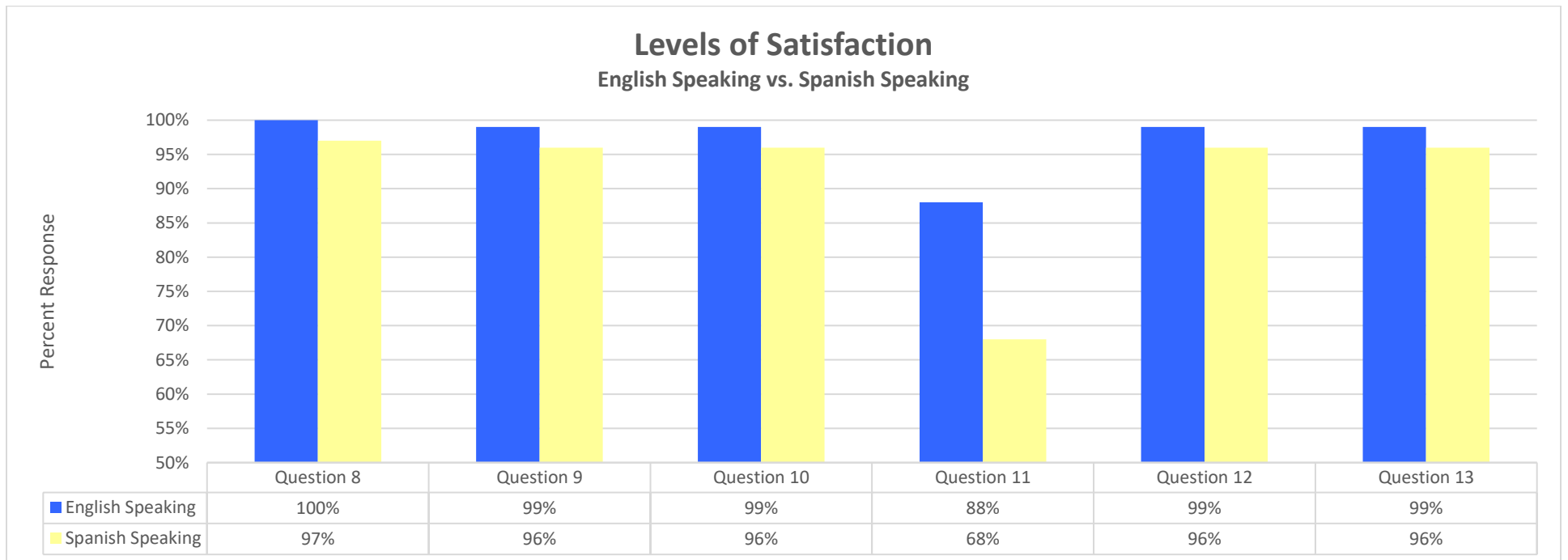
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	23 40%	16 31%	8 14%	3 6%	17 29%	11 22%	9 16%	19 37%	1 2%	2 4%
2. The reception staff	55 95%	48 94%	3 5%	1 2%	0	1 2%	0	0	0	1 2%
3. Receiving a timely appointment	54 93%	46 90%	4 7%	3 6%	0	1 2%	0	0	0	1 2%
4. Education and explanation of plan provided in a way that I can understand	55 95%	47 92%	2 3%	2 4%	1 2%	1 2%	0	0	0	1 2%
5. The follow-up, coordination, and continuity of my care	55 95%	45 90%	3 5%	3 6%	0	1 2%	0	0	0	1 2%
6. The staff addressing my medical needs today	55 95%	48 94%	3 5%	1 2%	0	1 2%	0	0	0	1 2%
7. The time spent waiting	49 85%	44 86%	5 9%	4 8%	1 2%	2 4%	3 5%	0	0	1 2%



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	57 98%	48 94%	1 2%	1 2%	0	1 2%	0	0	1 2%	%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	55 95%	45 90%	2 3%	3 6%	1 2%	1 2%	0	0	1 2%	%
10. The handling of personal medical info in a private and confidential manner	56 97%	44 88%	1 2%	4 8%	1 2%	1 2%	0	0	1 2%	%
11. Your medical assistant	39 67%	18 36%	5 9%	4 8%	13 22%	11 22%	1 2%	15 30%	2 4%	%
12. Your health provider (MD/DO, NP, Midwife, or PA)	55 95%	45 90%	2 3%	3 6%	1 2%	1 2%	0	0	1 2%	%
13. Overall, how satisfied are you with the Health Center?	50 93%	42 89%	4 7%	3 6%	0	1 2%	0	0	1 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: 8

N/A: 2

YES: 1

Comments:

Spanish

NO: 4

N/A: 0

YES: 0

Comments:

1. "Everything good." "Todo bien."

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

English

1. "Location access."
2. "All questions answered."
3. "Quick response."
4. "Ability to get appointments when needed."
(Martinez)
5. "Staff." (Patel, C)
6. "Open on Saturdays."
7. "Easy appointments. Urgent appts are accommodated quickly." (Martinez)
8. "Great staff." (2)
9. "Good communication."
10. "My doctor." (Le)
11. "Location & options." (Patel, C)
12. "Everything & everyone is helpful & organized." (Lomotan)

Spanish

1. "Complete service." "Servicio completo."
2. "Excellent." "Excelente."
3. "Close to home." "Cerca a casa."
4. "Good." "Bien."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (2)
2. "Everything was great."
3. "No."
4. "It is ok."
5. "Keep up the good work." (Martinez)
6. "Nothing."

Spanish

1. "Everything is good." "Todo bien." (3)
2. "Satisfied for now." "Satisfecha por ahora."

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

English

- YES: 48
- NO: 0

Spanish

- YES: 38
- NO: 0

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

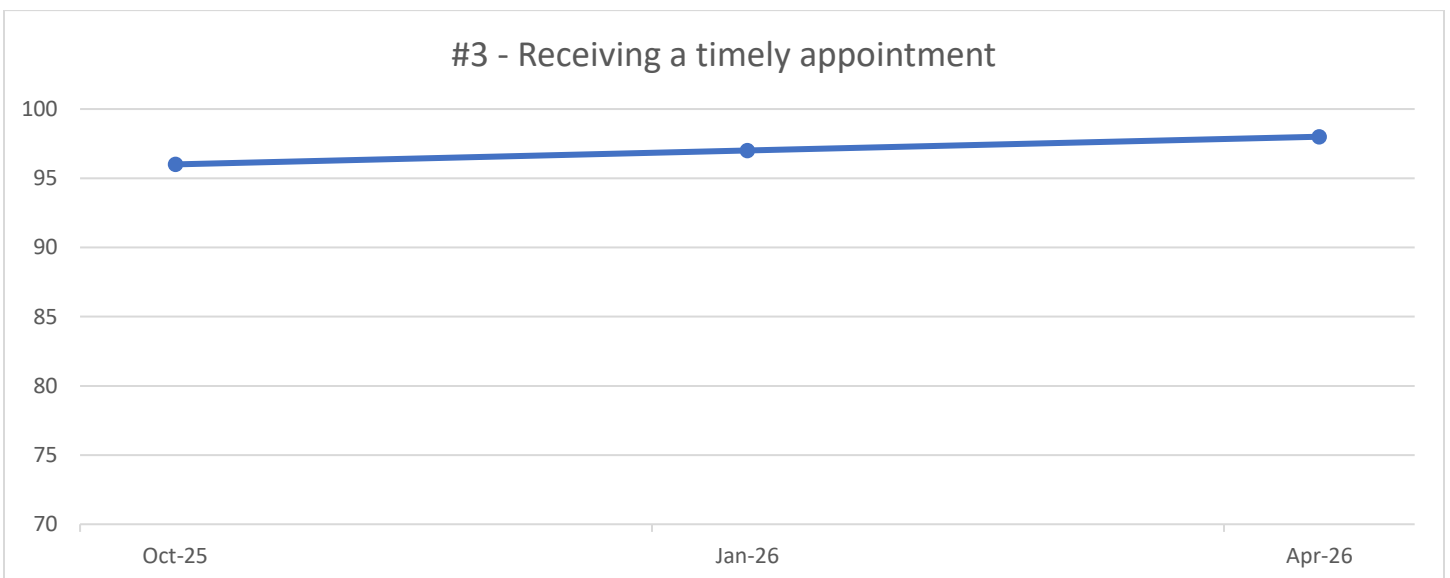
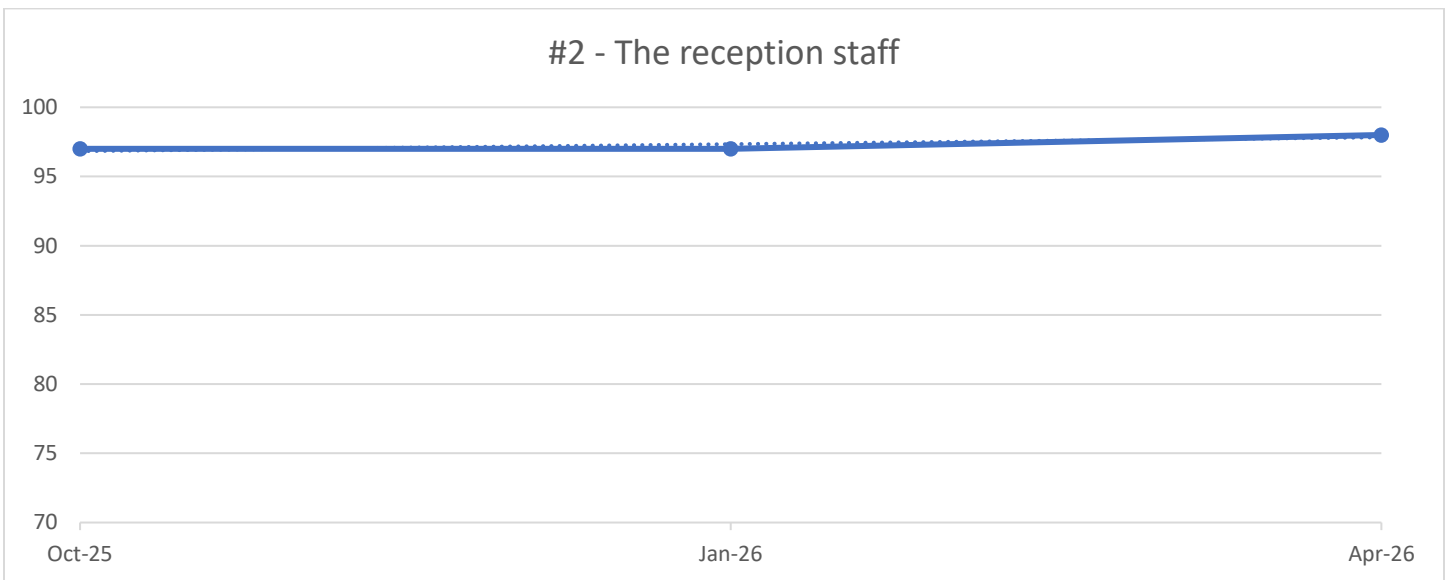
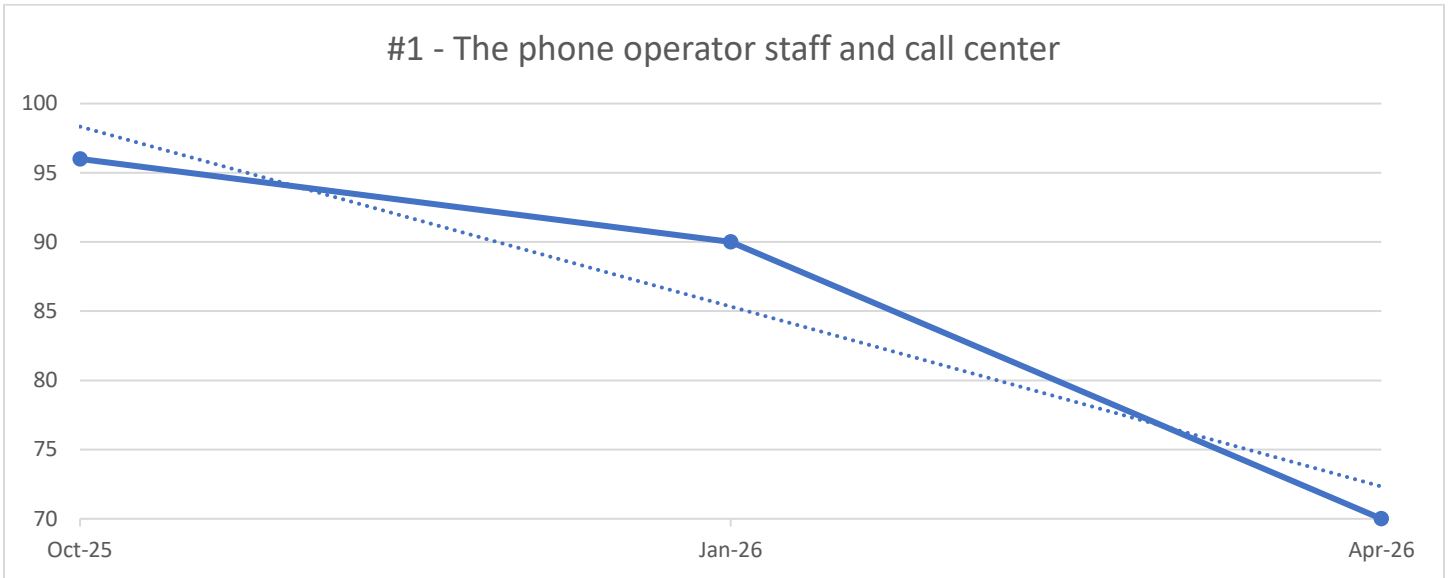
English

- Le: 6
- Lomotan: 2
- Martinez: 7
- Patel, C: 4

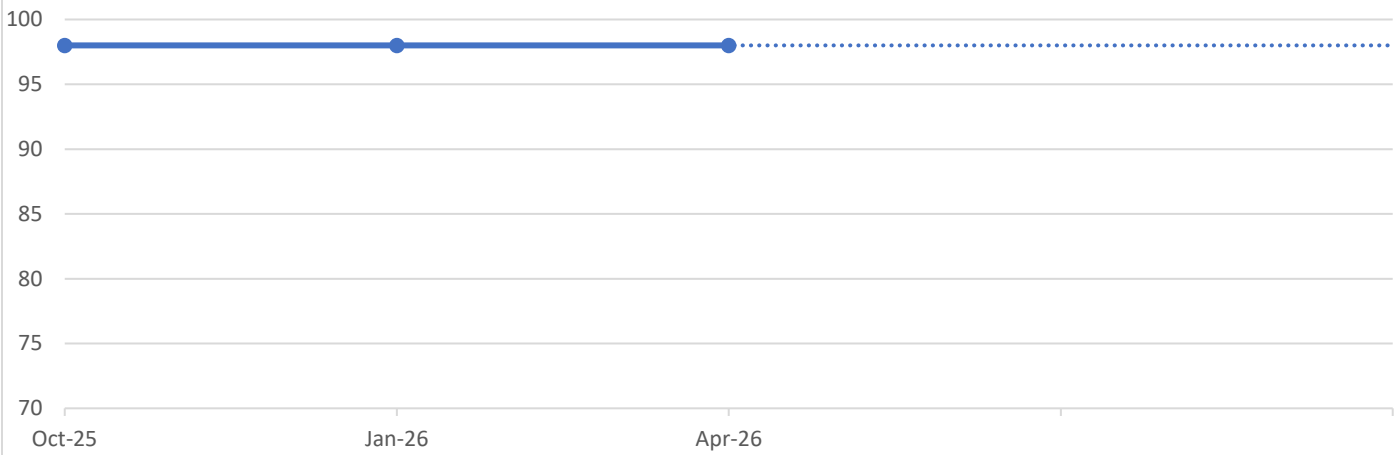
Spanish

- Le: 2
- Martinez: 8
- Patel, C: 3

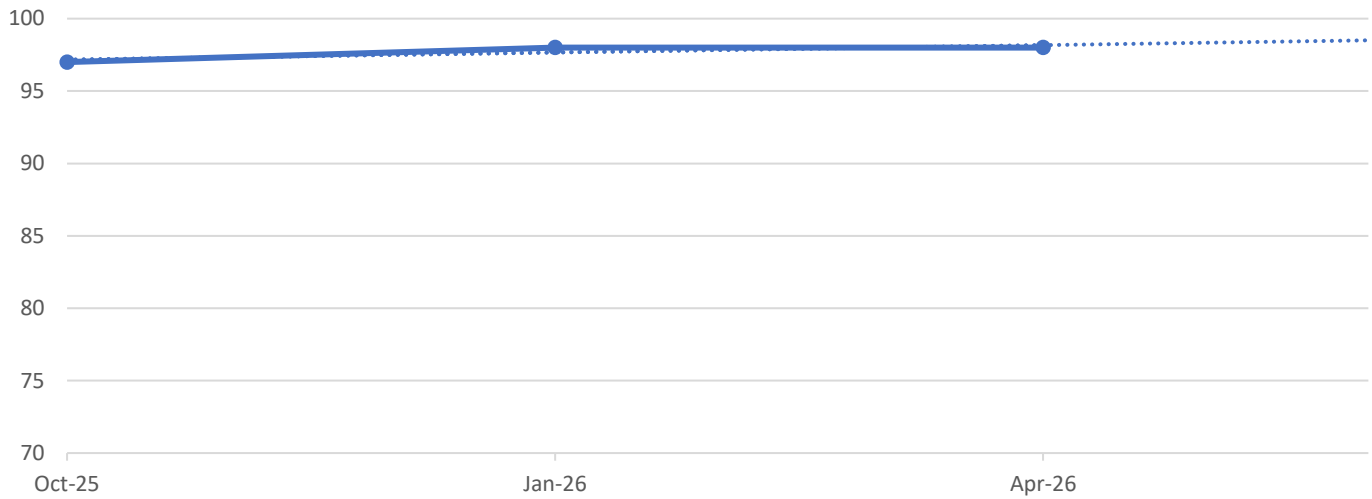
Individual Question Results with Trendlines



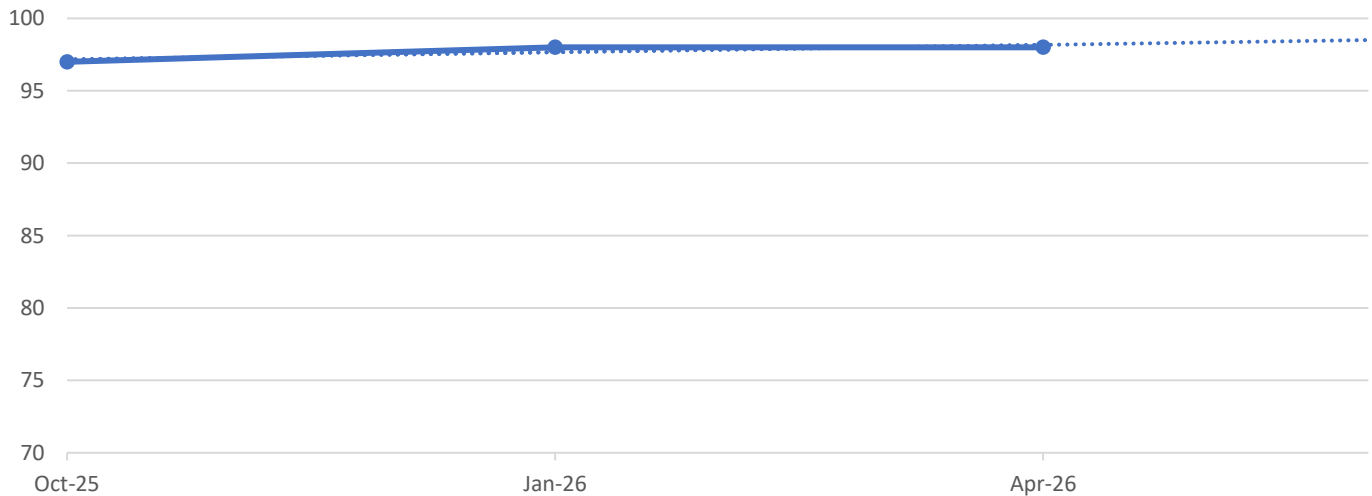
#4 - Education and explanation of plan provided in a way that I can understand



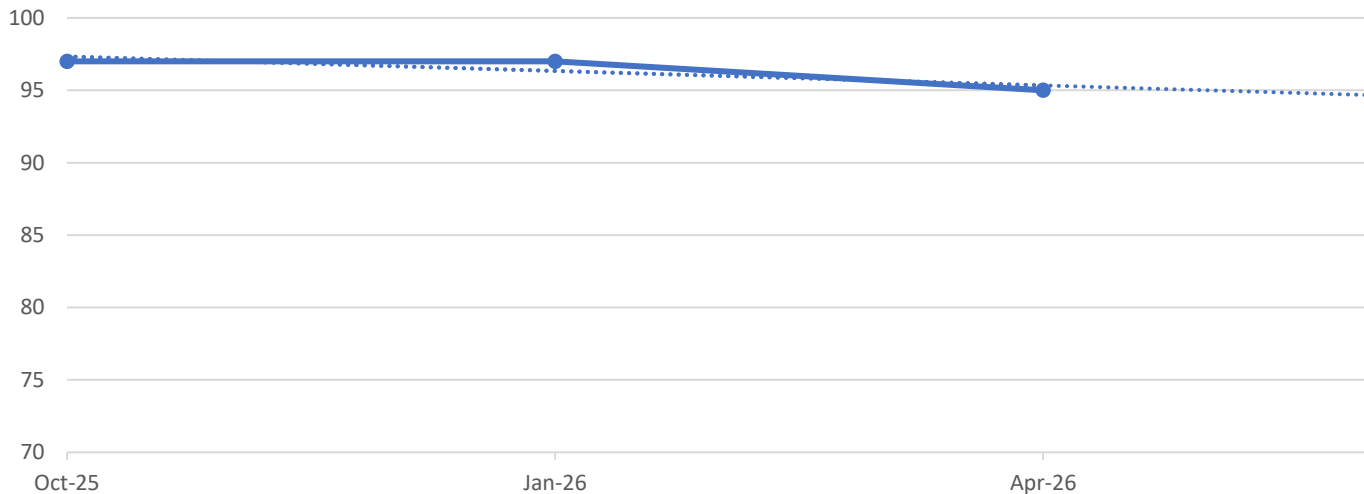
#5 - The follow-up, coordination, and continuity of my care



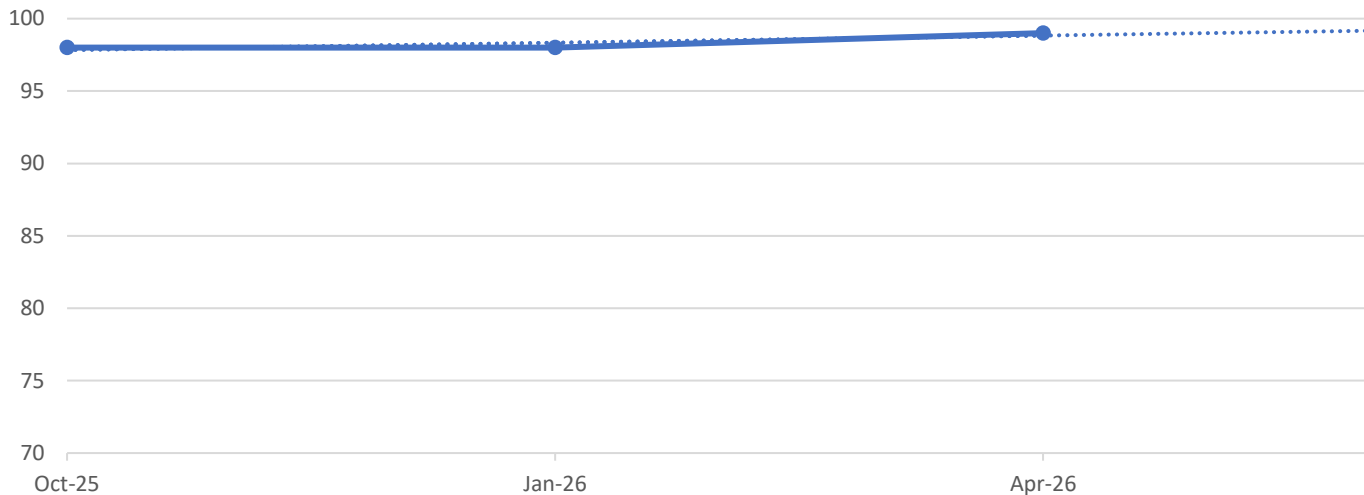
#6 - The staff addressing my medical needs today



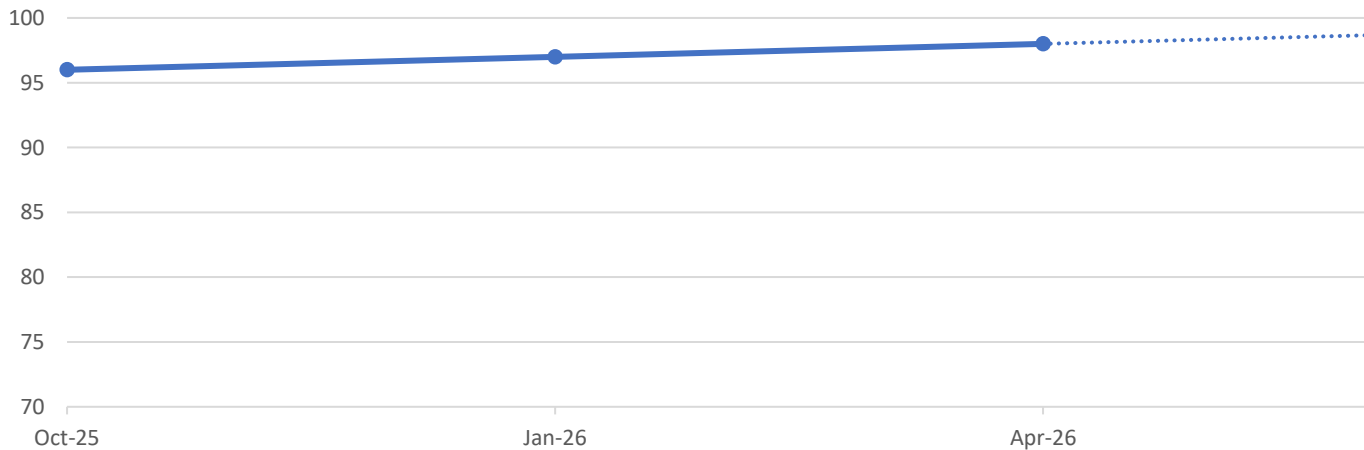
#7 - The time spent waiting



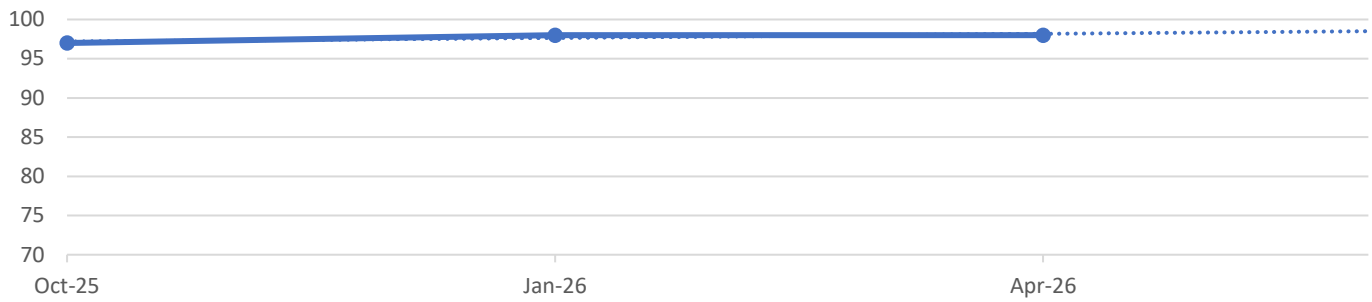
#8 - The respectfulness of staff



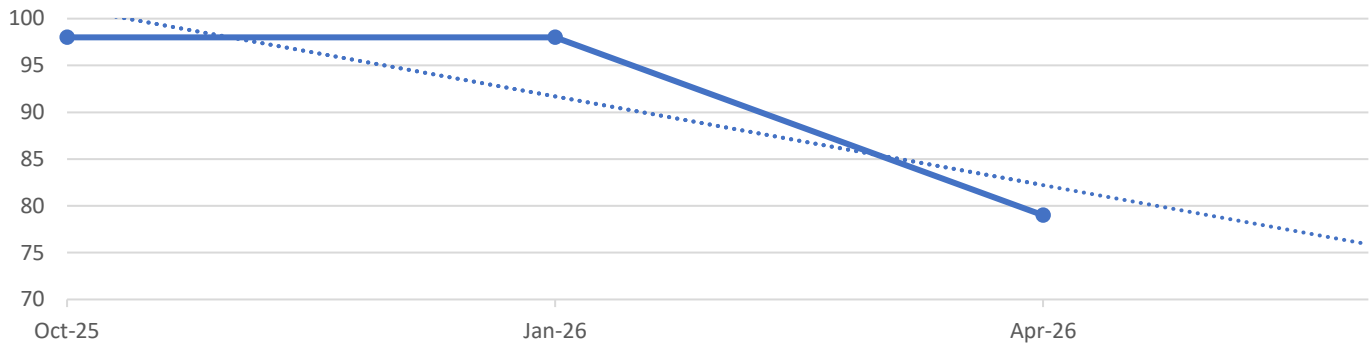
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



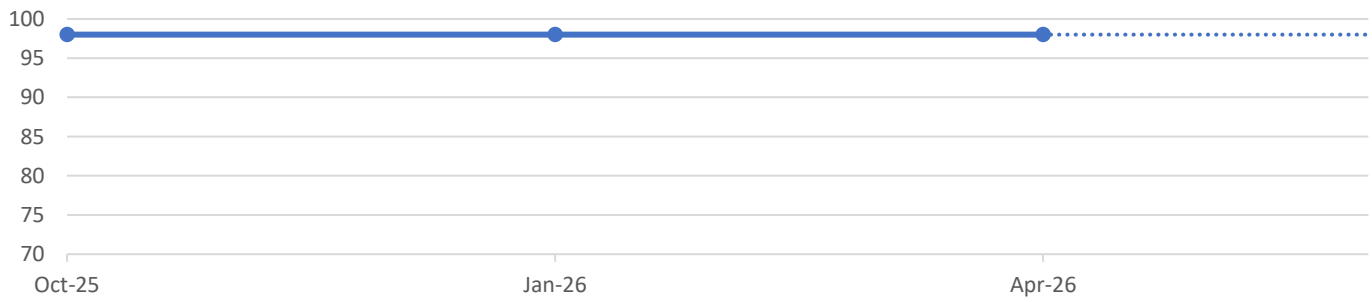
#10 - The handling of my personal medical information in a private and confidential manner



#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?

