

Patient Satisfaction Survey 165 E. Plank Rd., Sycamore 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 96%. 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.

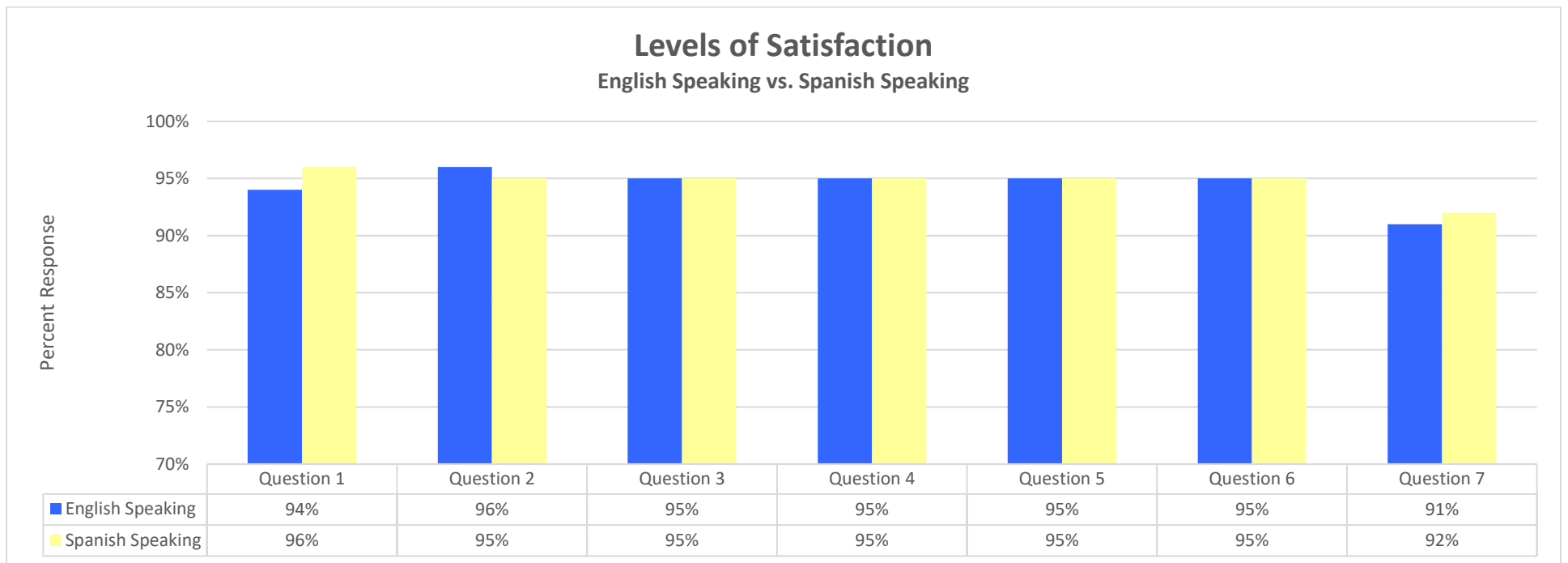
165 E. Plank Rd., Sycamore – Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	95%	92%	94%	92%
2. The reception staff	95%	95%	95%	94%
3. Receiving a timely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

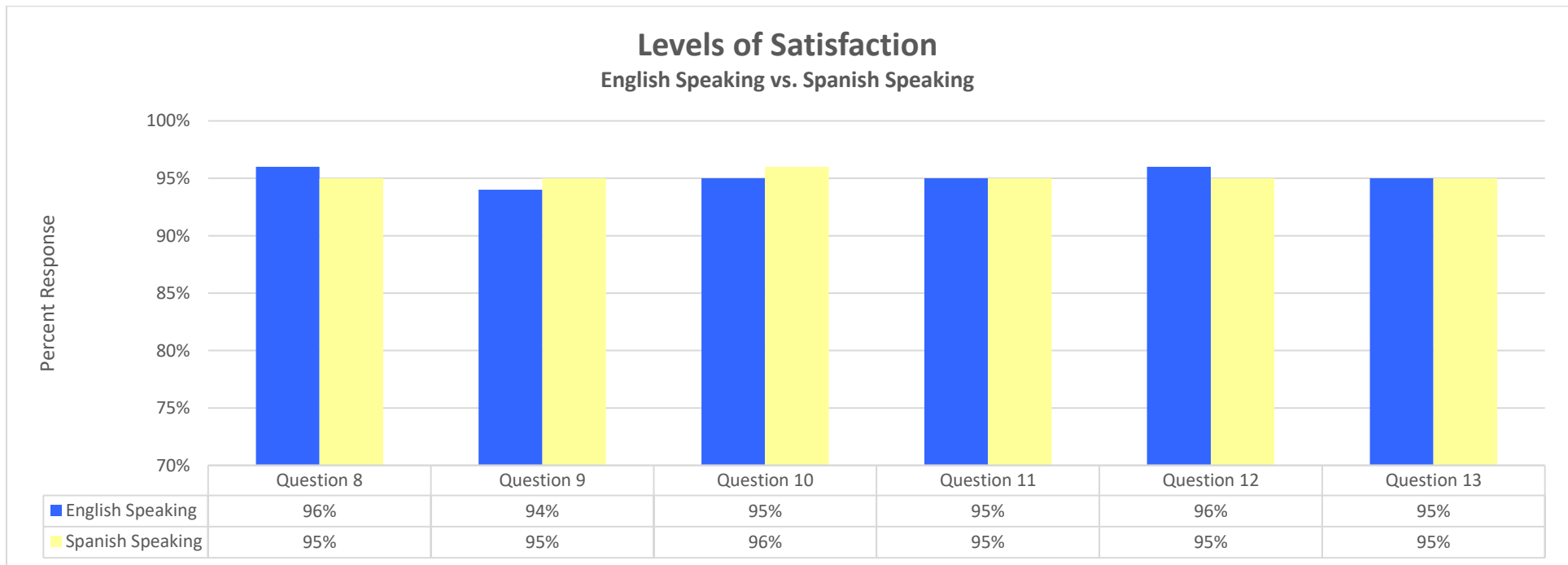
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	142 77%	78 84%	31 17%	13 14%	10 5%	1 1%	2 1%	0	0	1 1%
2. The reception staff	150 81%	79 84%	28 15%	11 12%	7 4%	2 2%	0	1 1%	0	1 1%
3. Receiving a timely appointment	146 79%	76 83%	32 17%	10 11%	7 4%	5 5%	1 1%	0	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	149 81%	77 82%	29 16%	13 14%	6 3%	1 1%	1 1%	2 2%	0	1 1%
5. The follow-up, coordination, and continuity of my care	147 80%	80 85%	27 15%	10 11%	9 5%	1 1%	1 1%	2 2%	0	1 1%
6. The staff addressing my medical needs today	152 82%	76 82%	24 13%	14 15%	7 4%	2 2%	2 1%	0	0	1 1%
7. The time spent waiting	131 70%	70 76%	32 17%	13 14%	19 10%	5 5%	3 2%	3 3%	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	155 83%	78 83%	26 14%	11 12%	4 2%	3 3%	1 1%	0	0	2 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	139 78%	72 81%	27 15%	14 16%	12 7%	2 2%	1 1%	0	0	1 1%
10. The handling of personal medical info in a private and confidential manner	147 80%	78 83%	31 17%	14 15%	6 3%	1 1%	1 1%	0	0	1 1%
11. Your medical assistant	151 82%	76 82%	26 14%	14 15%	7 4%	2 2%	1 1%	%	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	156 84%	76 84%	22 12%	10 11%	6 3%	2 2%	1 1%	0	0	1 1%
13. Overall, how satisfied are you with the Health Center?	149 80%	75 82%	27 15%	11 12%	8 4%	4 4%	2 1%	0	0	1 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: 57

N/A: 19

YES: 4

Comments:

1. "The person who mails out the referrals never calls back."
2. "Yes, Good." (Anderson)
3. "Yes, got back to me in a timely manner."
4. "It was amazing, good service with respect show and good answers."
5. "You are all amazing love for all yalls hard work."
6. "Yes, and good."
7. "Yes, my experience it they call me back within 24-48 hours."

Spanish

NO: 20

N/A: 1

YES: 0

Comments:

1. "It was good they responded my questions and I was satisfied." "Fue bueno respondieron a mis preguntas y quede satisfecho."
2. "The medical assistant always with her bad attitude." "La asistente medica siempre con su mala actitud." (Williams)
3. "Good." "Buena."

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

English

1. "N/A." (9)
2. "The late hours."
3. "Care and Concern."
4. "Staff." (2)
5. "Cost savings."
6. "They listen to me and are getting me proper help."
7. "Great location to get too." (Anderson)
8. "Nice people."
9. "Staff."
10. "Easy appointments."
11. "Service." (Spencer)
12. "The care."
13. "Timely appointments." (Anderson)
14. "Being able to get medication for my anxiety and birth control." (Sayles)
15. "Most helpful is not medical records Gloria."
16. "My doctor she's explained and I understand." (Gaszak)
17. "Compassion."
18. "Staff explaining how everything work."
19. "Reception answering the questions I had."
20. "The availability of appointment times." (Sofowora)
21. "Jess was very great with getting test done that I need." (Anderson)
22. "Quick same day appointments." (Anderson)
23. "Available appointments, no long wait times."

Spanish

1. "Everything." "Todo." (4)
2. "That they treat me in Spanish." "Que me atienden en español." (Williams)
3. "It is very efficient." "Son muy eficientes." (Williams)
4. "My appointments." "Mis citas."
5. "They treat me good and I can pay." "Me atienden bien y puedo pagar." (Sayles)
6. "The location it is close to home." "La ubicación esta cerca de mi casa."
7. "Buena." "Good."
8. "The doctor explains everything very good." "La doctora explica todo muy bien." (Gaszak)
9. "Close to my house." "Cerca a mi casa." (Gaszak)
10. "N/A." "N/A."
11. "They are all good people." "Todos son buenas personas." (Gaszak)
12. "They have daily available appointments." "Tienen citas diarias disponibles." (Sofowora)
13. "Medication." "Medicamentos." (Sayles)
14. "With my health." "Con mi salud." (Gaszak)
15. "They do a very good job." "Hacen un buen trabajo." (Gaszak)
16. "The attention." "La atención." (Anderson)
17. "They speak spanish." "Hablan español."
18. "They help me." "Ellos me ayudan." (Gaszak)

24. "Everything."
25. "All very friendly."
26. "I really do love the staff here."
27. "Nurses."
28. "Timely appointments." (Sofowora)
29. "The cost and the staff." (Spencer)
30. "They ask do the kids hurt at the moment." (Sofowora)
31. "Convenience."
32. "Dr. Gaszak is amazing and she is always helping me find ways to get better. She goes above and beyond for patients." (Gaszak)
33. "Friendly and efficient." (Sayles)
34. "When I get seen as soon as I need to." (Sayles)
35. "Everyone."
36. "The patience their staff members offer." (Gaszak)
37. "Availability." (Sofowora)
38. "Being able to get an appointment quickly."
39. "Same day appointments. Always answering any questions that I have."
40. "Easy to make appointments."
41. "Affordable."
19. "I feel comfortable." "Me siento comfortable." (Gaszak)
20. "I have the best medical care without insurance." "Tengo el mejor cuidado medico sin aseguranza." (Anderson)
21. "I do not waste any time." "No pierdo tiempo."
22. "Assistance in your language." "Asistencia en tu idioma."
23. "Health." "Salud."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (16)
2. "Nothing." (4)
3. "Give wiggle room for folks that work at strict facilities we cannot have our phones on us, so once an appointment is made we do not see the phone if we are called to cancel or change."
4. "None." (4)
5. "More available appointments." (Sayles)
6. "Great already."
7. "Change the period time that is given to get to your appt." (Williams)
8. "You're doing great." (Anderson)
9. "Everything is perfect." (Thompson)
10. "Super should be shadowing once every 3-6 months." (Sayles)
11. "Just keep doing what you are doing."
12. "More staff to check out patients."
13. "No complaints."
14. "Not that I can think off."
15. "Less waiting to get called in." (Birkey)
16. "It is great."
17. "15 min rule."
18. "Just wish I could figure out what's going on with me." (Sayles)
19. "More education for doctors." (Sofowora)
20. "Better scheduling." (Sofowora)
21. "Wait time to be less." (Sofowora)

Spanish

1. "I would not know, everything is good." "Yo no se, todo esta bien." (Sayles)
2. "Continue the same." "Continue igual." (Williams)
3. "No problem at all." "No problema."
4. "Everything is good." "Todo esta bien." (8)
5. "More communications about my medications and how to take them." "Mas comunicacion en mis medicamentos y como tomarlos." (Anderson)
6. "With an app to be able to ask questions and receive answers." "Con una app para hacer preguntas y recibir respuestas." (Gaszak)
7. "Continue doing a great job." "Continue haciendo buen trabajo." (Gaszak)
8. "No comments." "No comentarios."
9. "Give more time for the appointment." "Dar mas tiempo para la cita."
10. "Train the receptionist." "Entrenar bien a las recepcionistas." (Anderson)
11. "Faster." (English comment written on a Spanish survey)
12. "The services are good." "Los servicios son buenos." (Gaszak)

- 22. "Nothing everyone is kind." (Gaszak)
- 23. "Shorter wait times."
- 24. "Make the tablets capable of leaving desk.
My feet were very swollen being postpartum
and it was hard to stand at desk." (Anderson)
- 25. "Quit loosing good staff."

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

English

- YES: 48
- NO: 3

Spanish

- YES: 45
- NO: 0

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

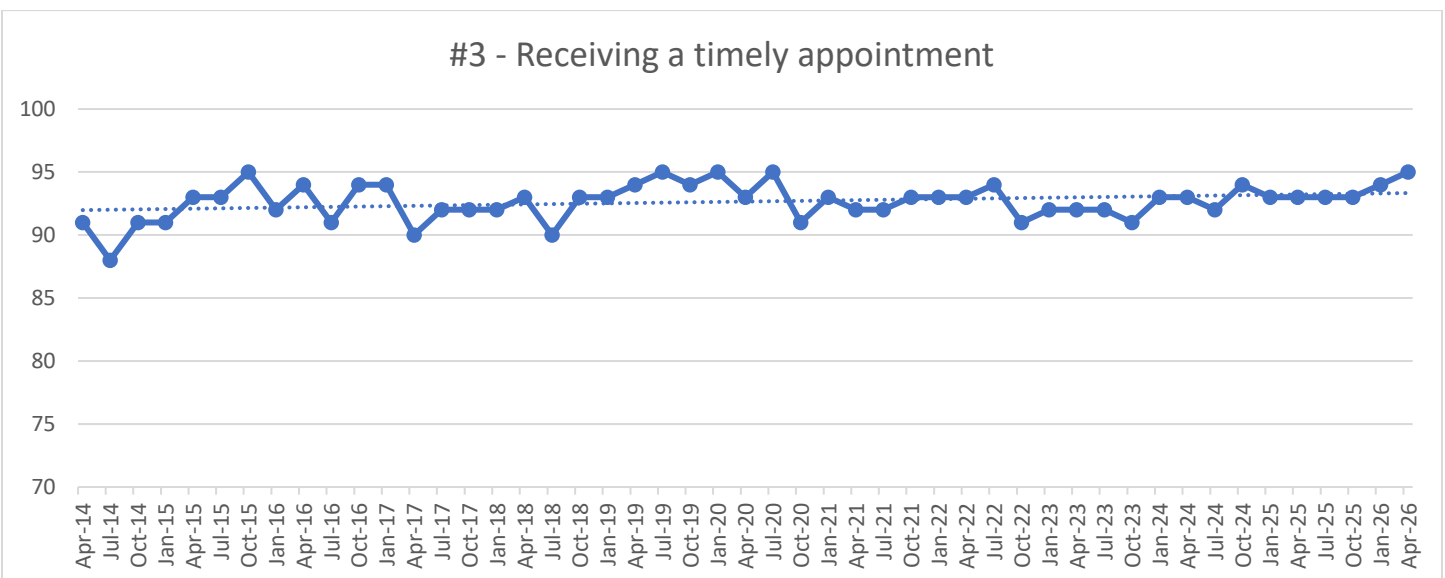
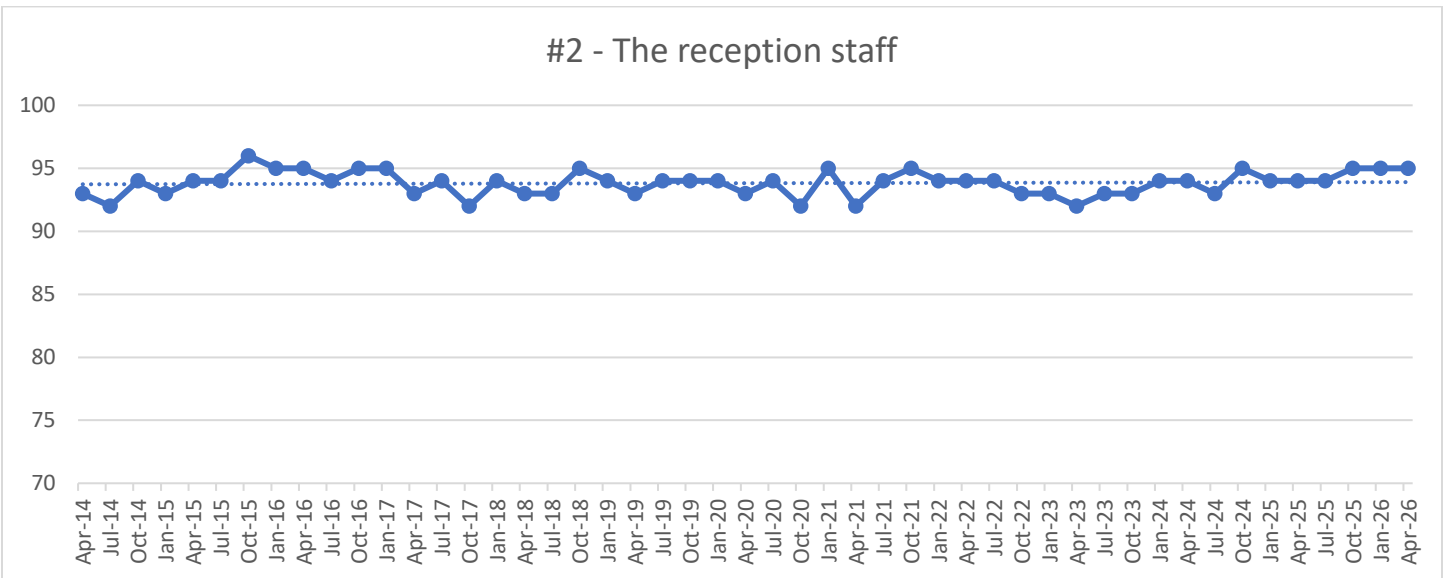
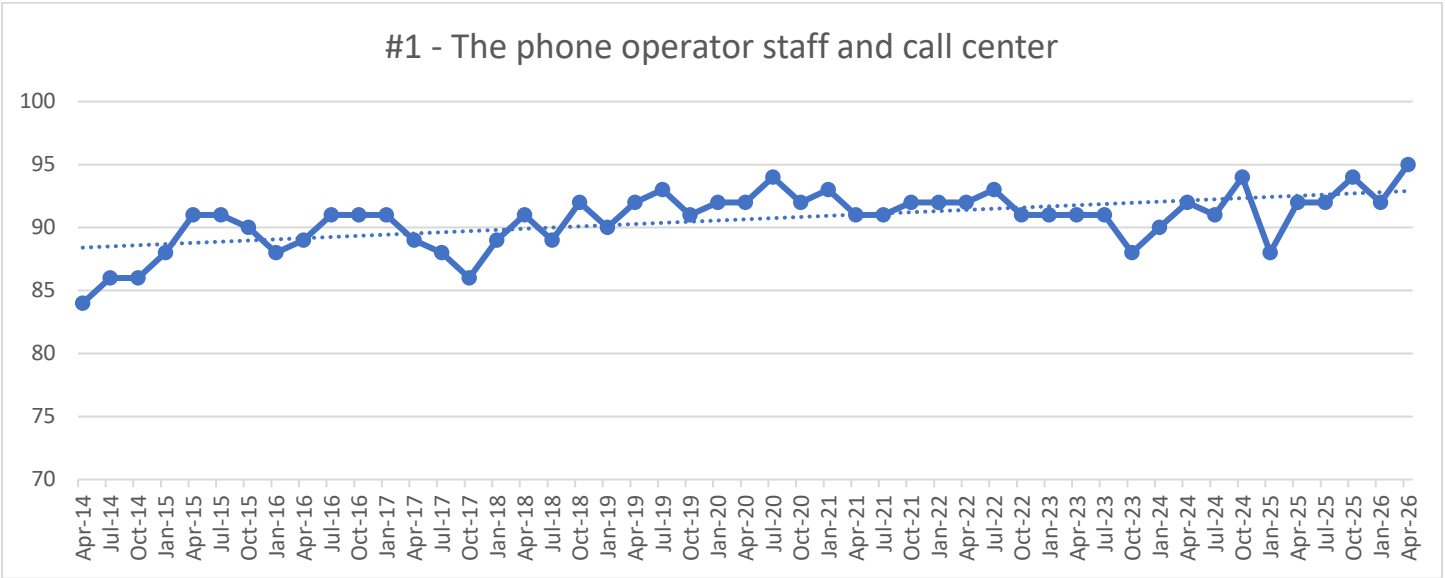
English

- Anderson: 30
- Birkey: 11
- Gaszak: 29
- Sayles: 28
- Sofowora: 35
- Spencer: 9
- Thompson: 1
- Williams: 6

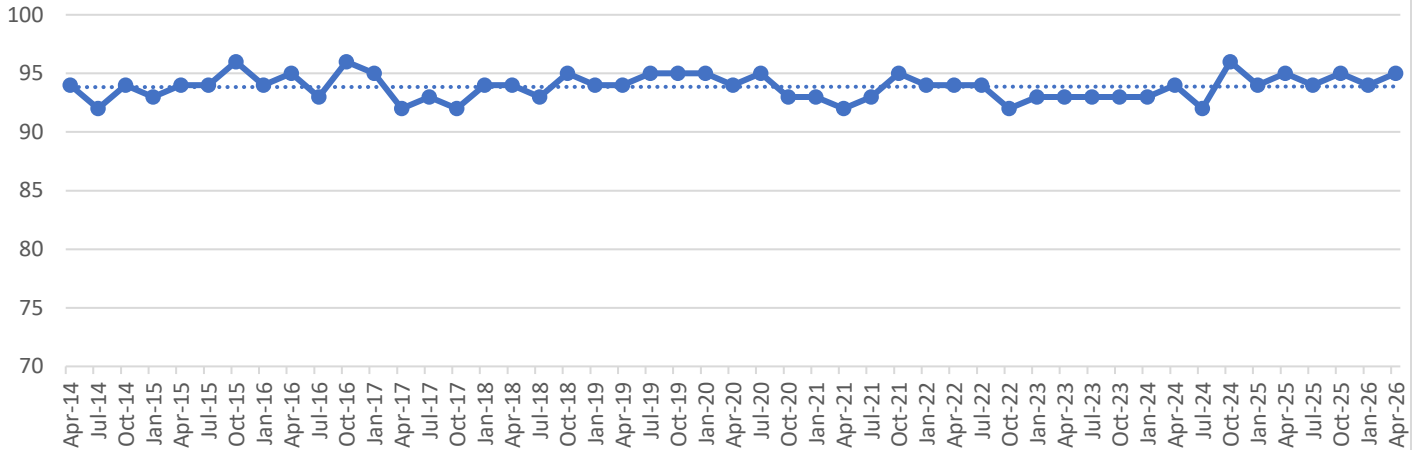
Spanish

- Anderson: 25
- Gaszak: 17
- Sayles: 13
- Sofowora: 10
- Williams: 3

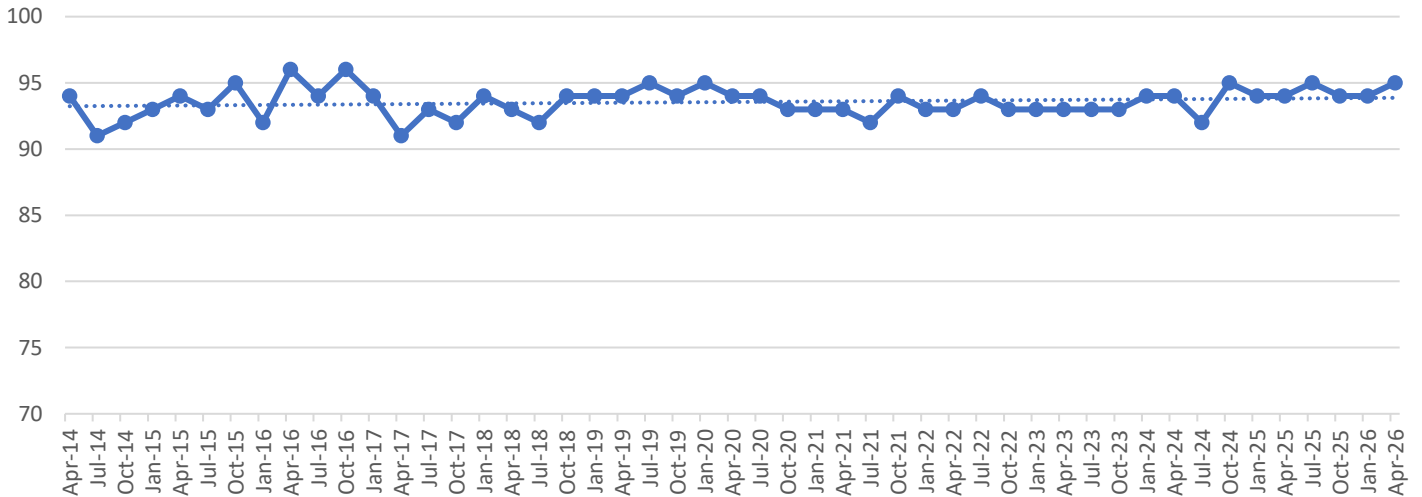
Individual Question Results with Trendlines



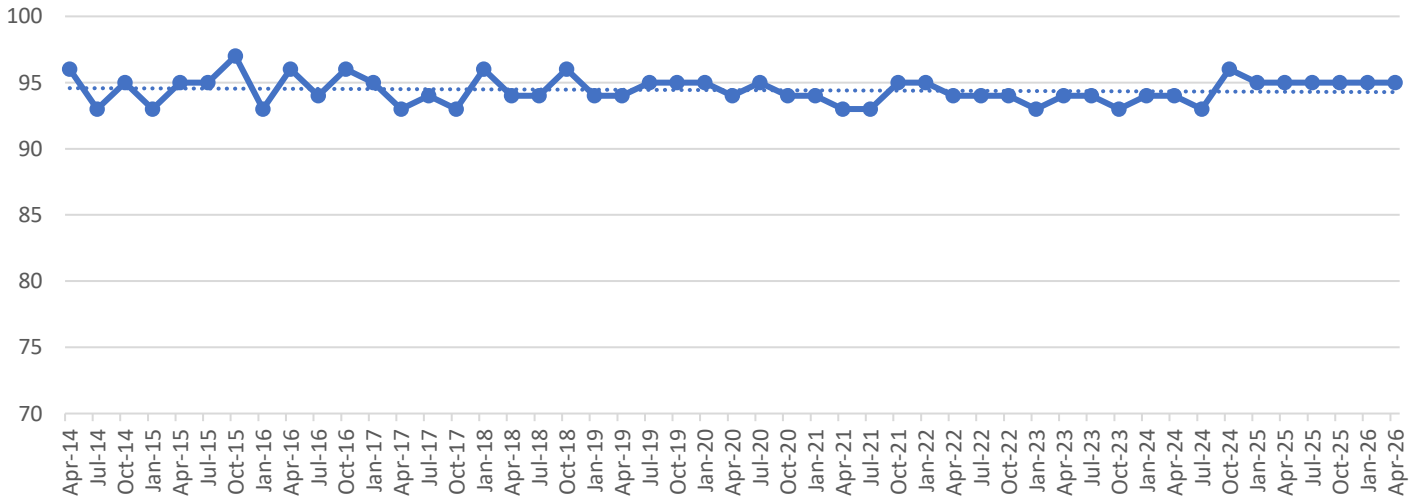
#4 - Education and explanation of plan provided in a way that I can understand



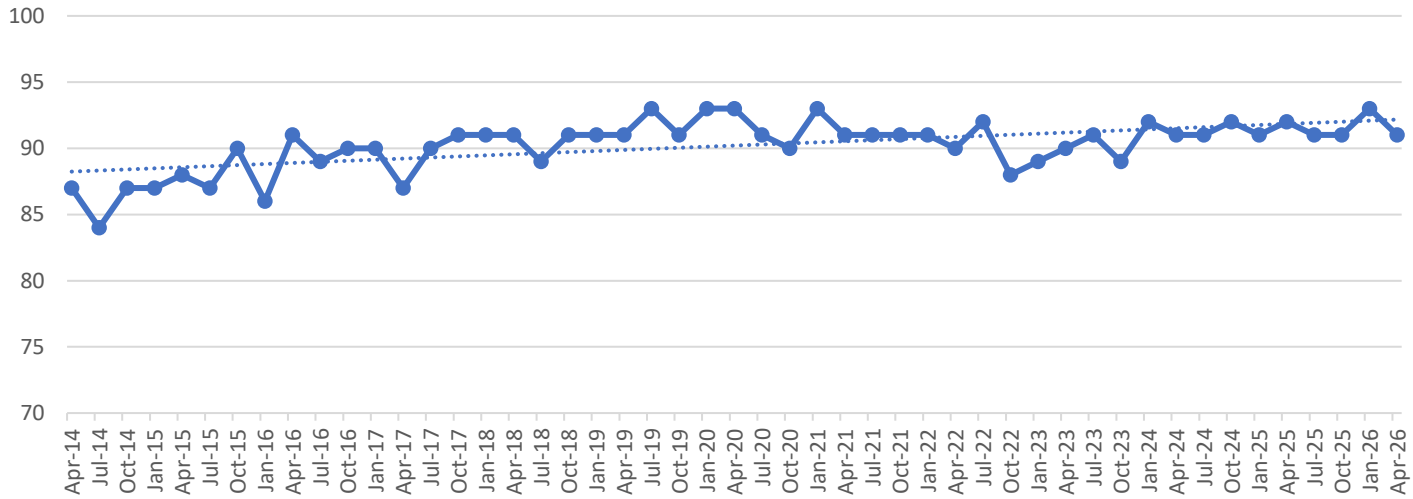
#5 - The follow-up, coordination, and continuity of my care



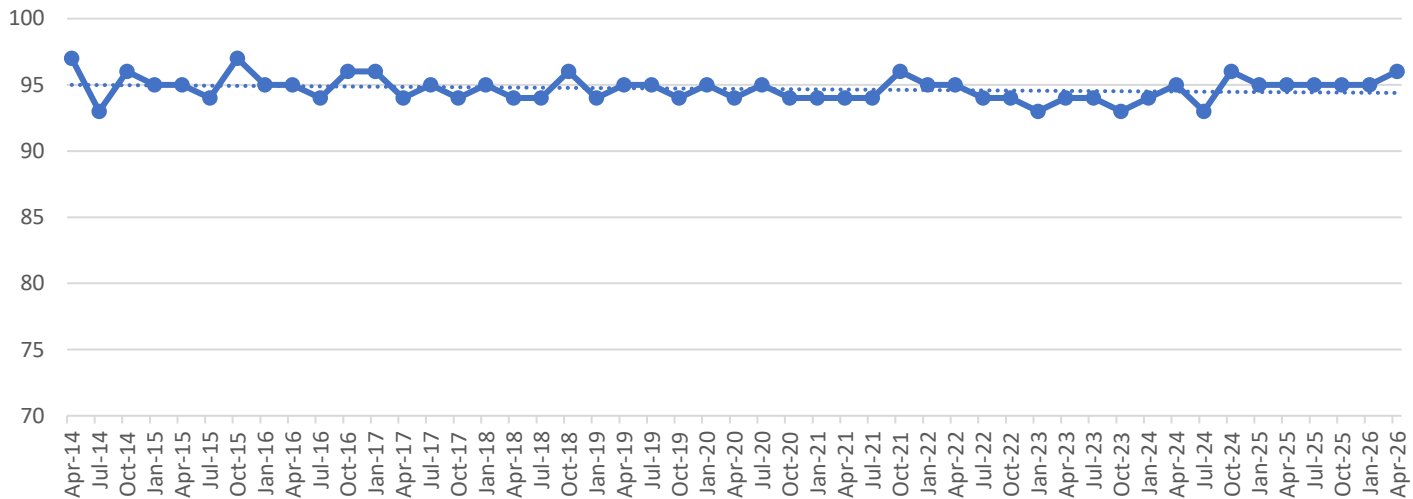
#6 - The staff addressing my medical needs today



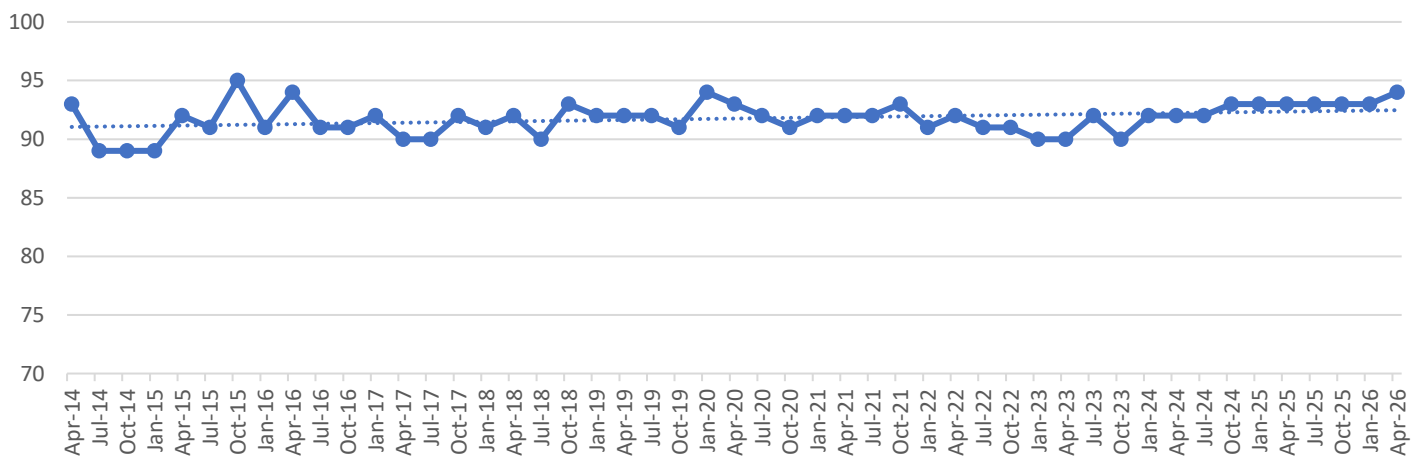
#7 - The time spent waiting



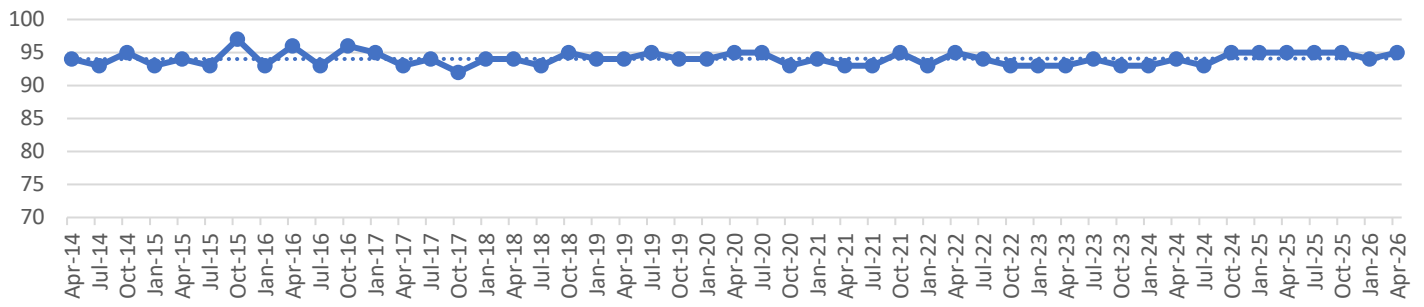
#8 - The respectfulness of staff



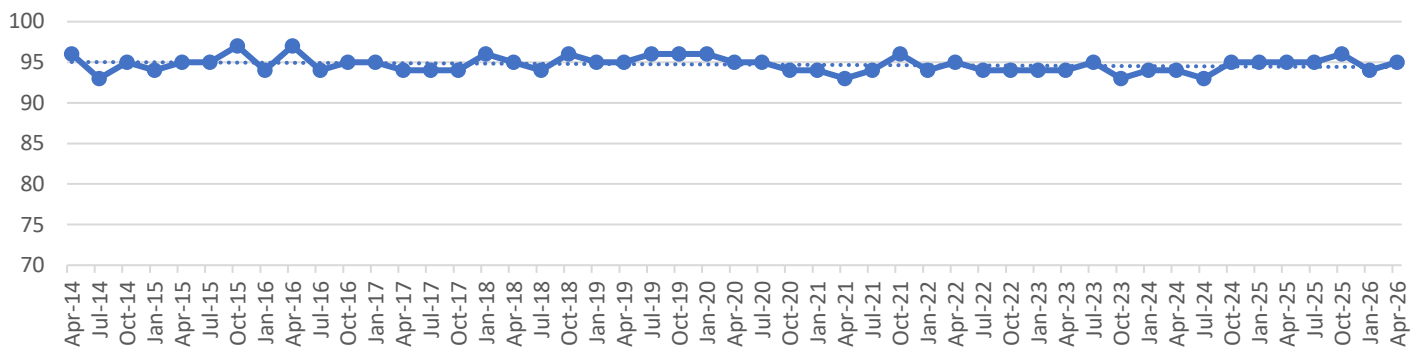
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



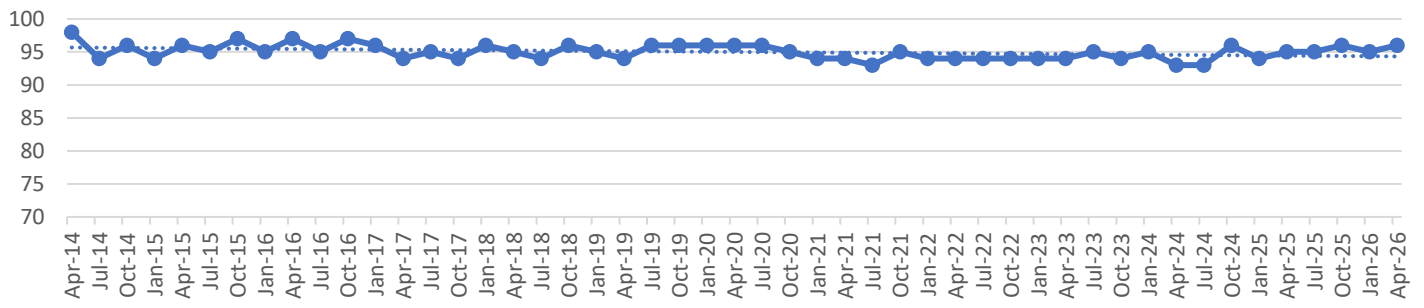
#10 - The handling of my personal medical information in a private and confidential manner



#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?

