

Patient Satisfaction Survey 2550 N. Annie Glidden Rd., DeKalb 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 92% to 99%. The mean for all questions was 96% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

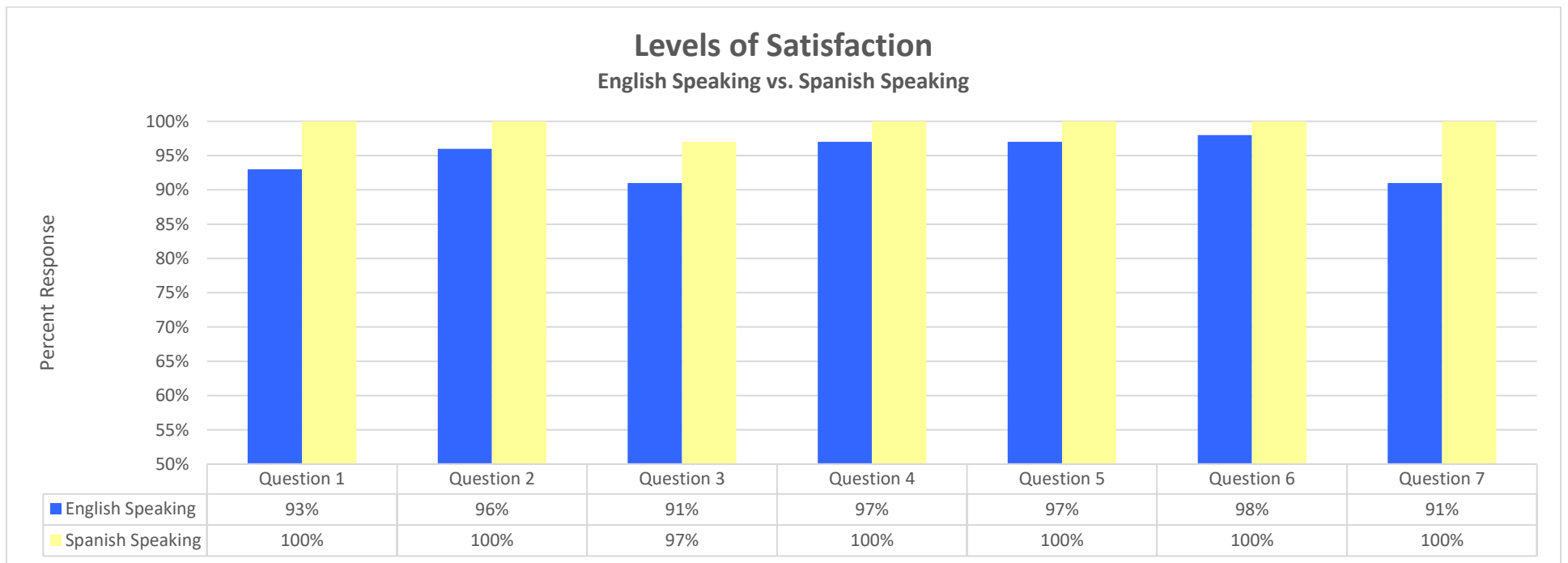
2550 N. Annie Glidden Rd., DeKalb – Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	94%	98%	95%	84%
2. The reception staff	97%	98%	95%	93%
3. Receiving a timely appointment	92%	94%	89%	86%
4. Education and explanation of plan provided in a way that I can understand	97%	97%	96%	94%
5. The follow-up, coordination, and continuity of my care	98%	98%	95%	91%
6. The staff addressing my medical needs today	99%	99%	97%	94%
7. The time spent waiting	92%	97%	91%	84%
8. The respectfulness of staff	97%	98%	97%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	96%	95%	94%	90%
10. The handling of my personal medical information in a private and confidential	98%	97%	96%	94%
11. Your medical assistant	97%	97%	96%	92%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	99%	97%	97%	94%
13. Overall, how satisfied are you with the Health Center?	98%	99%	95%	92%

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%

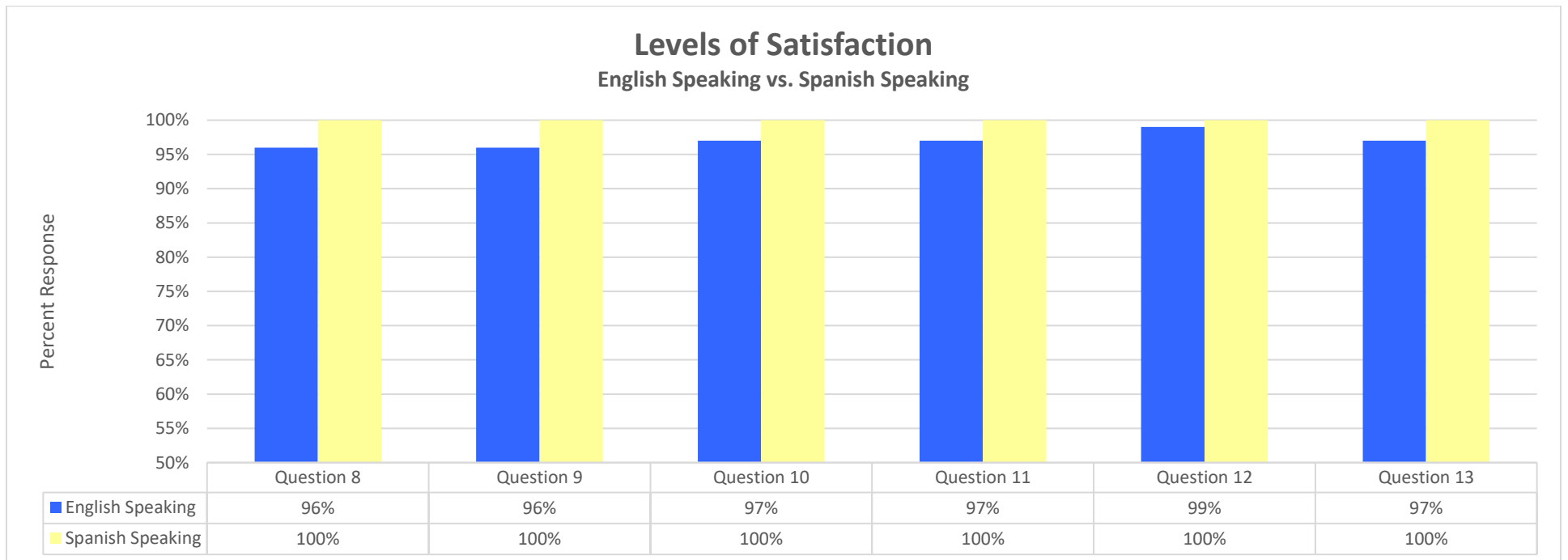
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	25 69%	6 100%	10 28%	0	1 3%	0	0	0	0	0
2. The reception staff	29 81%	6 100%	7 19%	0	0	0	0	0	0	0
3. Receiving a timely appointment	22 61%	5 83%	13 36%	1 17%	0	0	1 3%	0	0	0
4. Education and explanation of plan provided in a way that I can understand	30 83%	6 100%	6 17%	0	0	0	0	0	0	0
5. The follow-up, coordination, and continuity of my care	31 86%	6 100%	5 14%	0	0	0	0	0	0	0
6. The staff addressing my medical needs today	33 92%	6 100%	3 8%	0	0	0	0	0	0	0
7. The time spent waiting	21 58%	6 100%	14 40%	0	0	0	1 3%	0	0	0



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	30 83%	6 100%	5 14%	0	1 3%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	29 81%	6 100%	6 17%	0	1 3%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	31 86%	6 100%	5 14%	0	0	0	0	0	0	0
11. Your medical assistant	31 86%	6 100%	4 11%	0	1 3%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	34 94%	6 100%	2 6%	0	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	32 89%	6 100%	3 8%	0	1 3%	0	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: 11

N/A: 5

YES: 0

Comments:

Spanish

NO: 4

N/A: 0

YES: 0

Comments:

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

English

1. "N/A." (3)
2. "They always help me." (Gaszak)
3. "How patient and nice the staff are." (Gaszak)
4. "The reception lady is always nice." (Gaszak)
5. "It is quick."
6. "Being able to schedule a same day appointment."
7. "Getting great information."
8. "Being updated about my health."
9. "Figuring out what prescription work best for me." (Gaszak)

Spanish

1. "Your prices and availability." "Sus precios and disponibilidad." (Gaszak)
2. "Having a Pediatrician close to me." "Teniendo un pediatra cerca a mi."
3. "Everything is good." "Todo esta bien."

Question 16: How can we improve Greater Family Health?

English

1. "Nah, yall hella good." (Gaszak)
2. "Nothing." (3)
3. "N/A." (5)
4. "Appointment was at 1:30, got here early and was not seen until 2:00pm." (Anderson)
5. "Movies for the kids we can't play in the waiting room but there is no entertainment for them here."
6. "Getting me in the back quicker."

Spanish

1. "Maintaining the good attention and prices." "Manteniendo la Buena atencion y precios." (Gaszak)
2. "Everything is good." "Todo esta bien."

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

English

- YES: 29
- NO: 0

Spanish

- YES: 6
- NO: 0

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

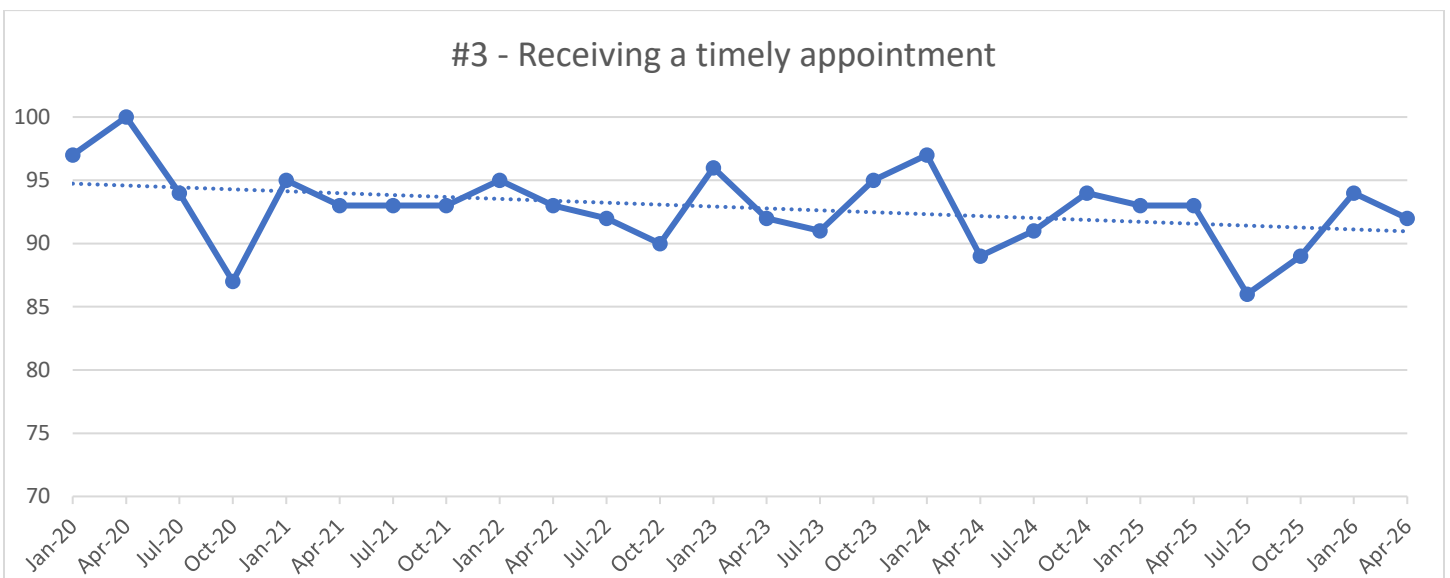
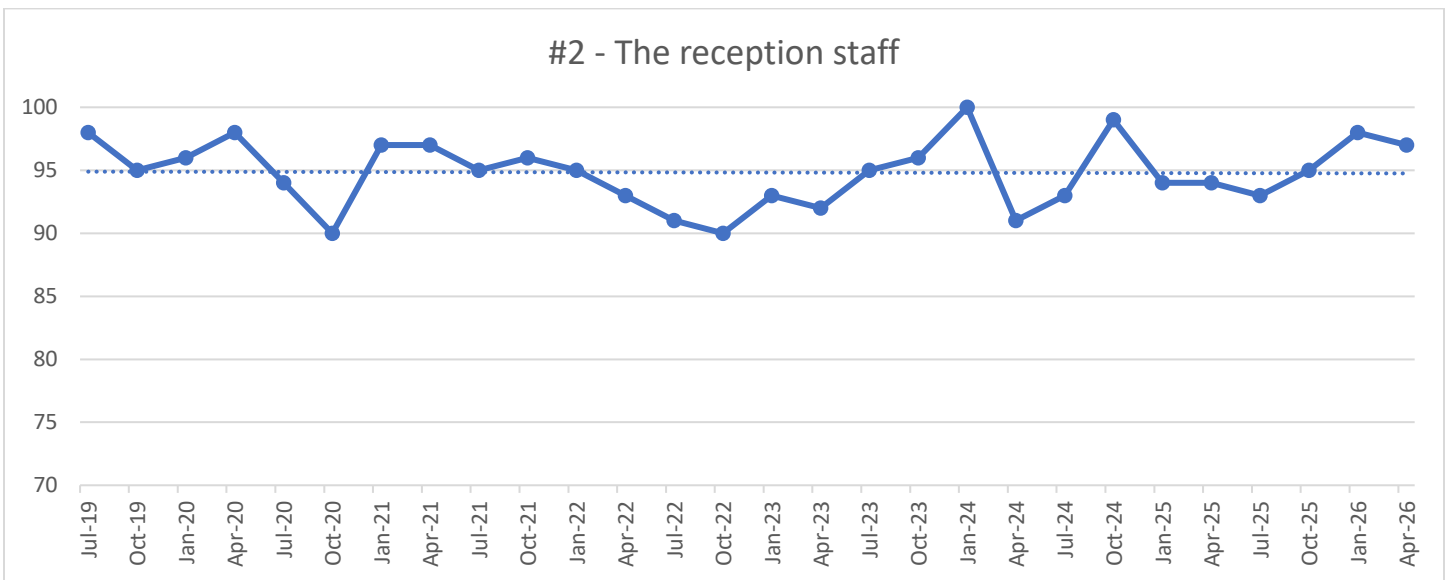
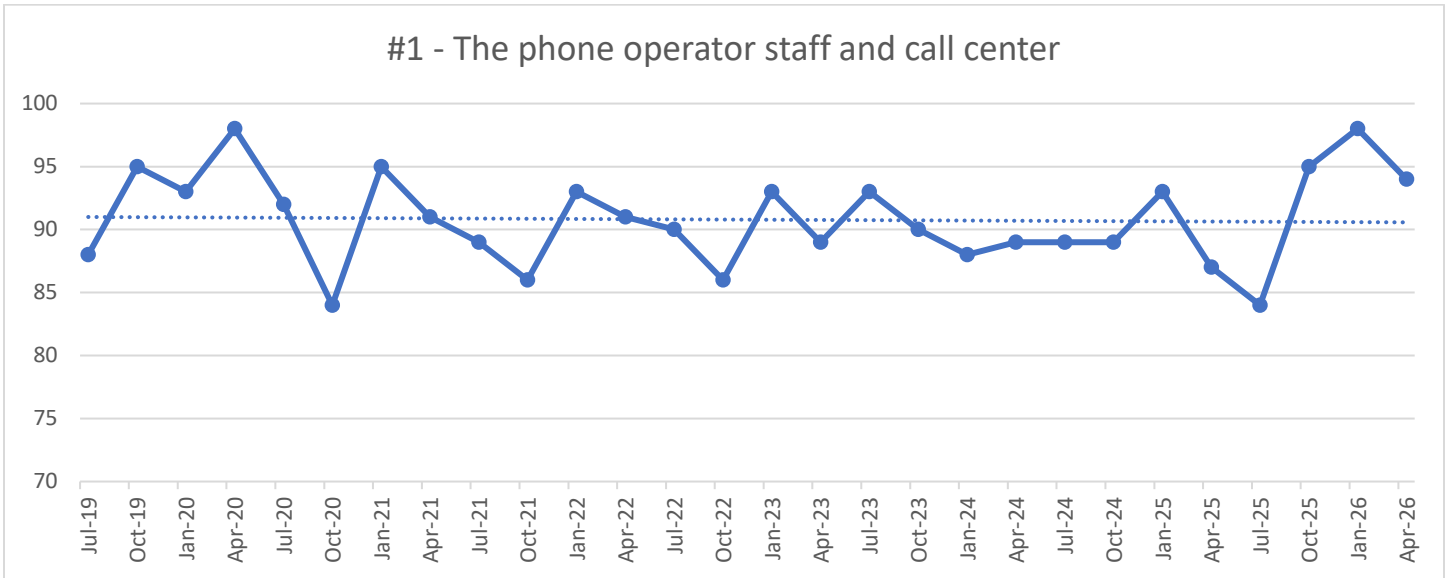
English

- Anderson: 9
- Gaszak: 6
- Williams: 14

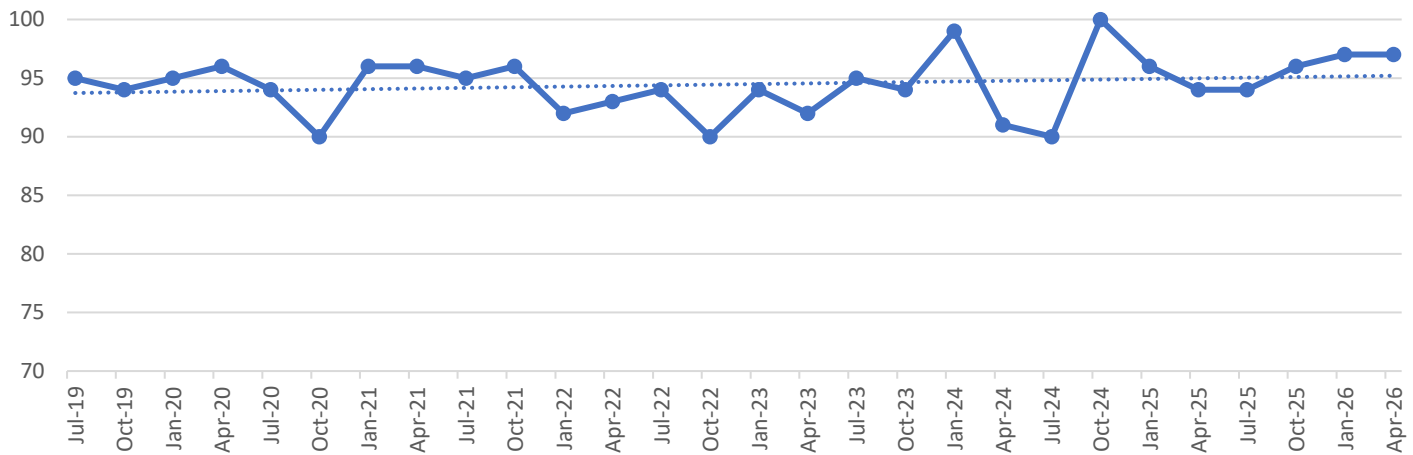
Spanish

- Anderson: 2
- Gaszak: 1
- Williams: 1

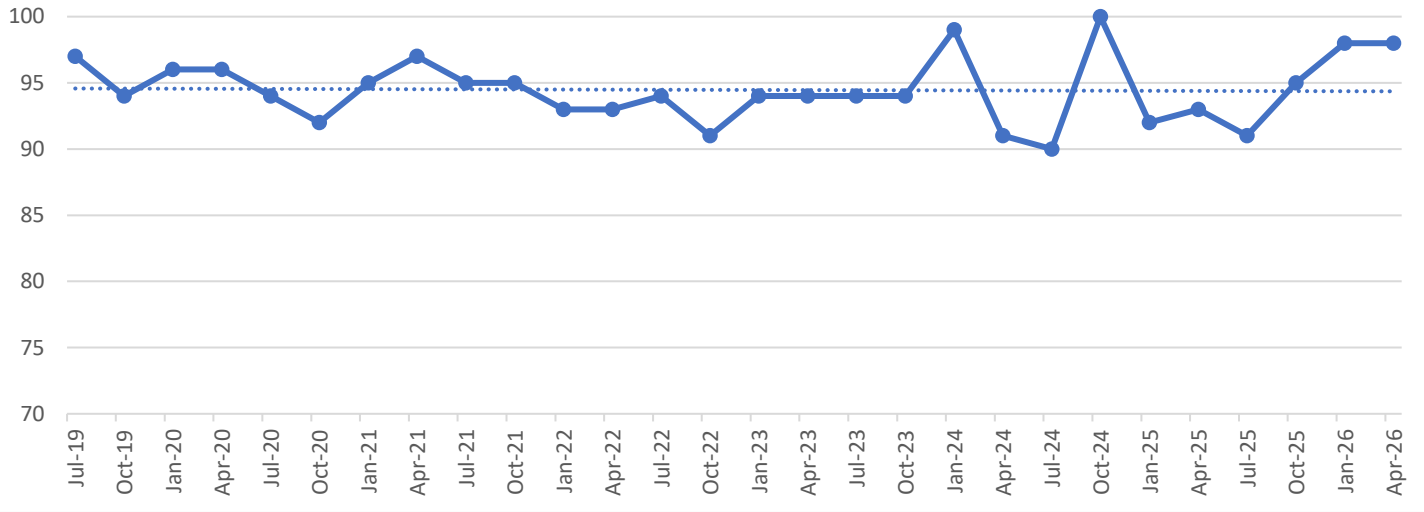
Individual Question Results with Trendlines



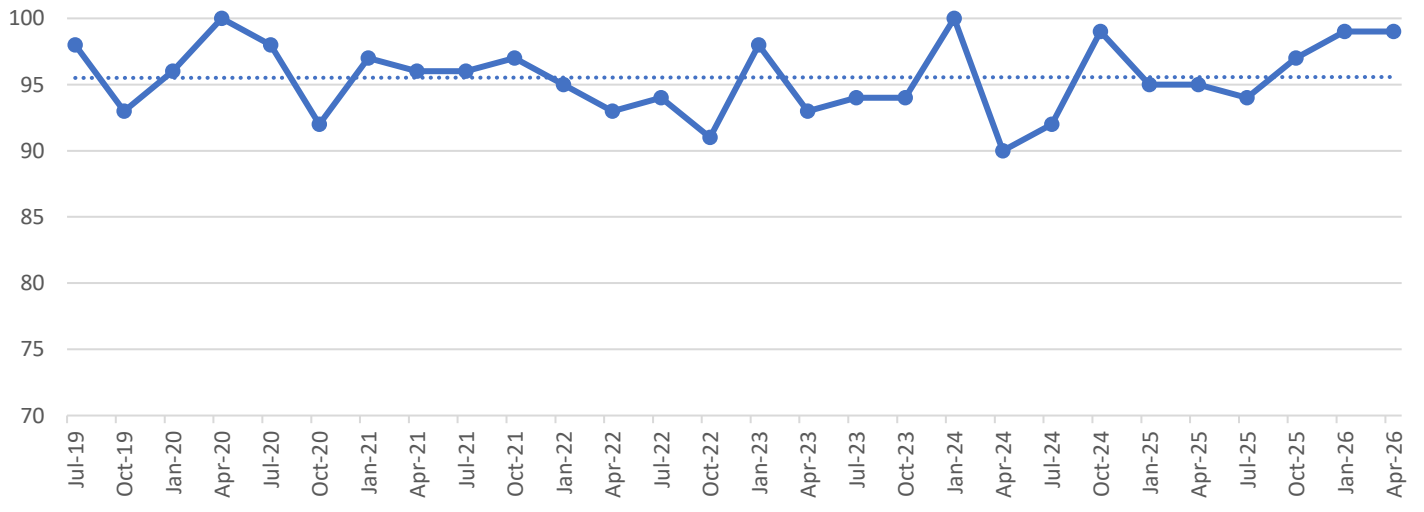
#4 - Education and explanation of plan provided in a way that I can understand

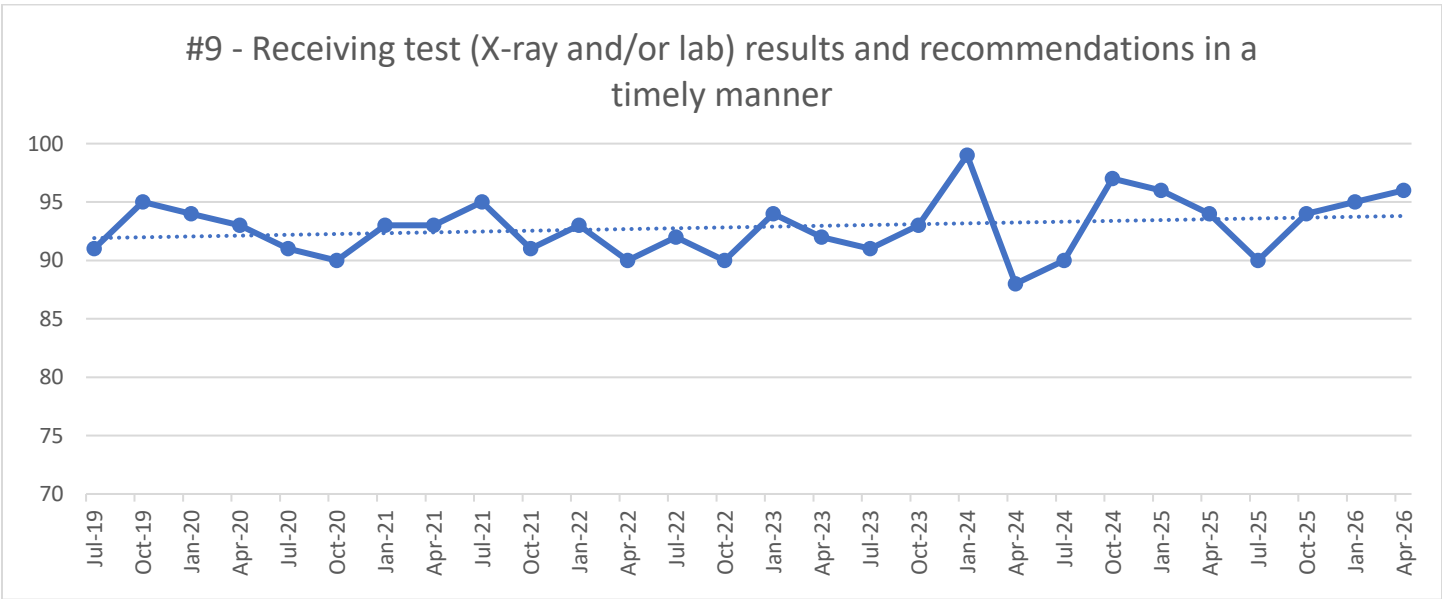
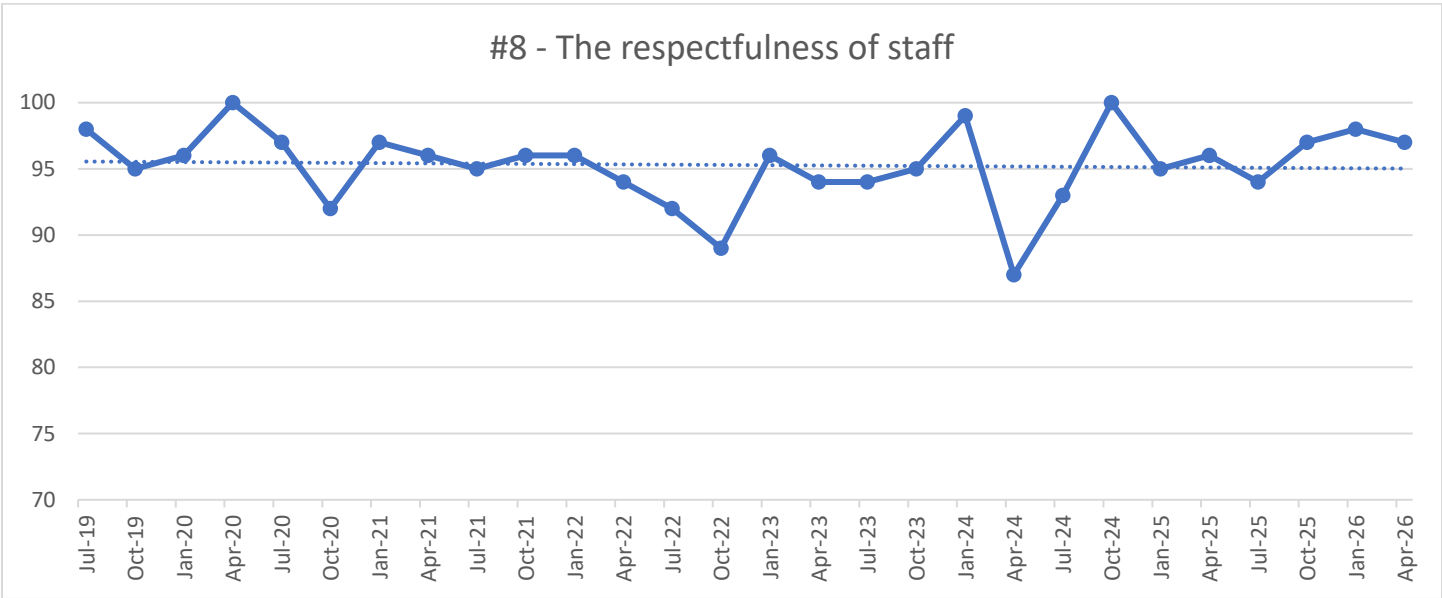
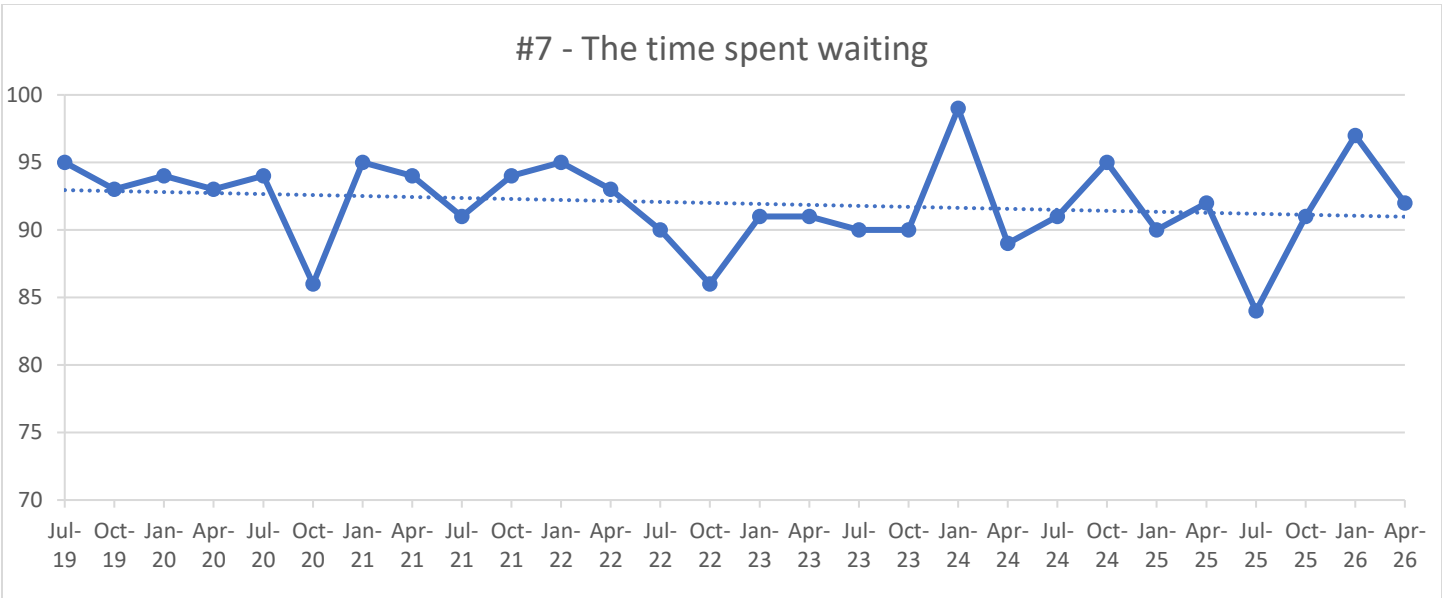


#5 - The follow-up, coordination, and continuity of my care

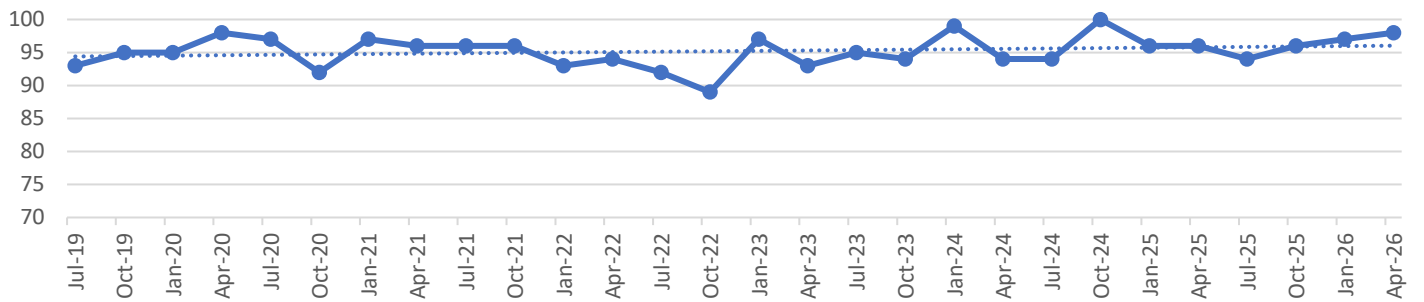


#6 - The staff addressing my medical needs today

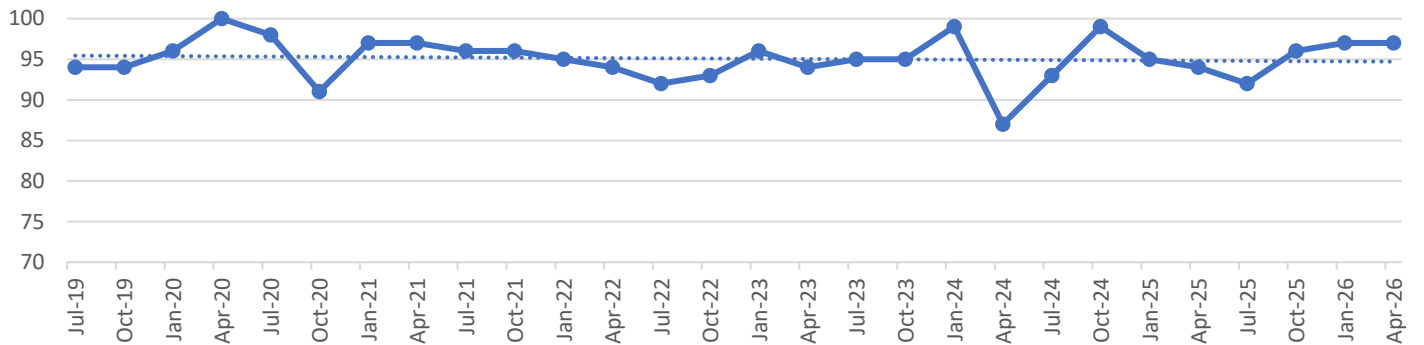




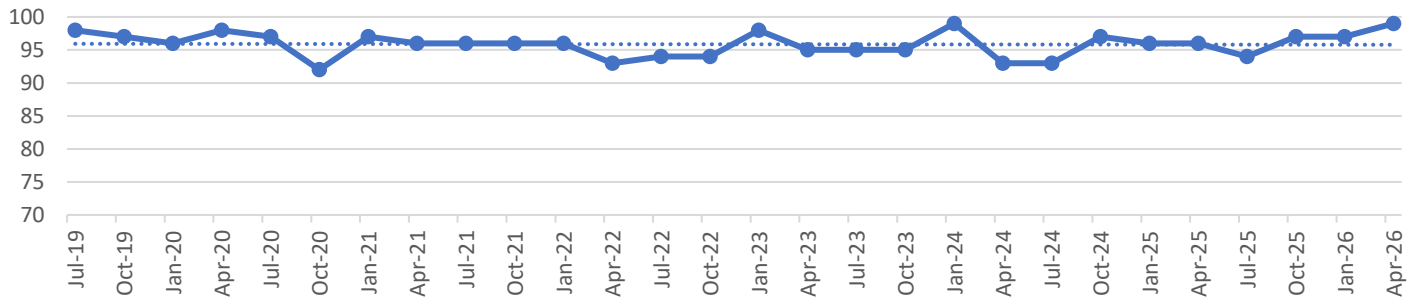
#10 - The handling of my personal medical information in a private and confidential manner



#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?

