

Patient Satisfaction Survey 373 Summit St., Elgin 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 95%. 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.

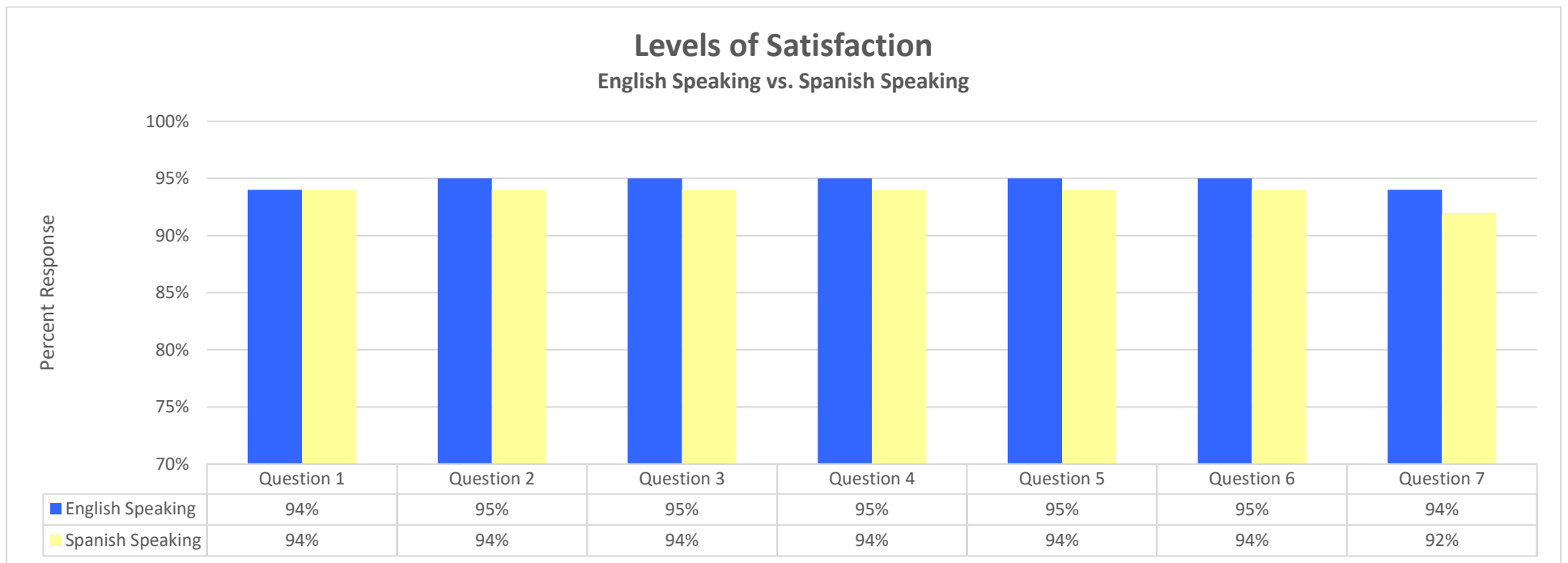
373 Summit St., Elgin – Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	94%	93%	92%	93%
2. The reception staff	95%	94%	93%	94%
3. Receiving a timely appointment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

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%

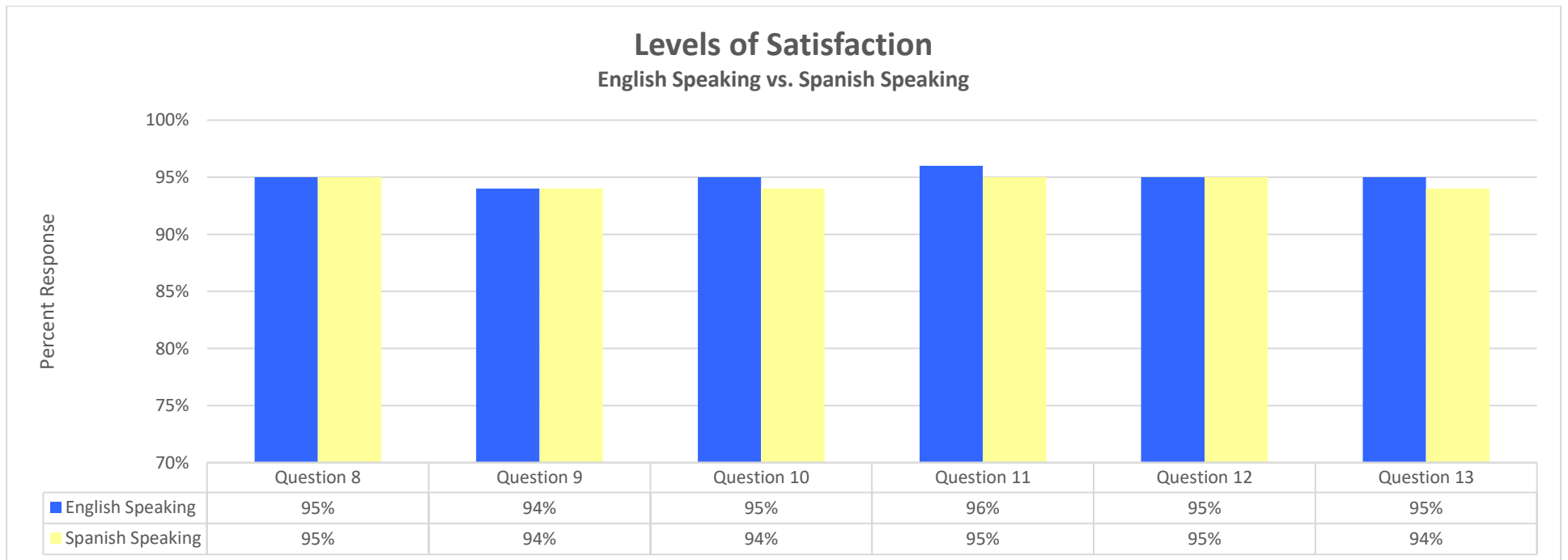
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	239 77%	315 78%	55 18%	66 16%	16 5%	13 3%	0	4 1%	1 1%	5 1%
2. The reception staff	247 79%	321 79%	54 17%	69 17%	9 3%	9 2%	1 1%	2 1%	1 1%	5 1%
3. Receiving a timely appointment	243 78%	312 77%	56 18%	76 19%	10 3%	8 2%	2 1%	3 1%	1 1%	7 2%
4. Education and explanation of plan provided in a way that I can understand	249 80%	317 78%	50 16%	73 18%	10 3%	9 2%	0	1 1%	1 1%	6 2%
5. The follow-up, coordination, and continuity of my care	247 79%	320 79%	53 17%	71 18%	11 4%	8 2%	1 1%	1 1%	1 1%	6 2%
6. The staff addressing my medical needs today	247 79%	317 79%	54 17%	71 18%	9 3%	7 2%	2 1%	2 1%	1 1%	6 2%
7. The time spent waiting	233 75%	288 71%	60 19%	88 22%	15 5%	17 4%	1 0%	7 2%	2 1%	7 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	249 80%	325 80%	54 17%	63 16%	8 3%	8 2%	0	1 1%	1 1%	7 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	233 76%	304 77%	53 17%	67 17%	18 6%	14 4%	0	3 1%	1 1%	6 2%
10. The handling of personal medical info in a private and confidential manner	243 78%	315 79%	60 19%	68 17%	8 3%	11 3%	0	1 1%	1 1%	6 2%
11. Your medical assistant	256 82%	327 81%	47 15%	62 15%	9 3%	7 2%	0	3 1%	1 1%	5 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	251 80%	325 81%	48 15%	65 16%	12 4%	5 1%	0	2 1%	1 1%	6 1%
13. Overall, how satisfied are you with the Health Center?	252 81%	315 79%	49 16%	68 17%	10 3%	9 2%	0	2 1%	1 1%	6 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: 74

N/A: 23

YES: 4

Comments:

1. "Not at the moment."
2. "Everyone was very kind and accommodating."
3. "Having to confirm my appointment."
4. "Yes, it was fine."
5. "Yes, always timely and thorough help via phone."
6. "Prompt, clear, helpful."
7. "They were kind and great."
8. "Yes, good."
9. "Elias not much information." (Zhu)

Spanish

NO: 65

N/A: 9

YES: 1

Comments:

1. "It was a good experience, they are always willing to help patients, everyone is very kind." "Tengo buenas experiencias, siempre estan dispuestos a ayudar a los pacientes. Todos son muy amables." (Patel)

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

English

1. "My health condition is addressed properly." (Zhu)
2. "They are thorough with treatments." (Hedberg)
3. "The treatment was satisfactory." (Zhu)
4. "The staff." (Patel, A)
5. "Notes from provider." (Westel)
6. "Nice staff." (Hedberg)
7. "They always help." (Patel, A)
8. "Them giving me the results I need to get checked out." (Westel)
9. "Patience and care."
10. "Talking through personal problems that are difficult to cope with." (Spencer)
11. "Availability." (Hedberg)
12. "Resources/availability." (Zhu)
13. "The patient portal." (2)
14. "Nothing at the moment." (Patel, A)
15. "The attention provided." (Luettke)
16. "N/A." (10)
17. "It's really quick and easy super nice and helpful."
18. "Timely appointments." (Birkey)
19. "On time." (Reller-Anderson)
20. "Knowing what my health is looking like 100%."
21. "Everything" (5)
22. "Communication." (Hedberg)

Spanish

1. "I am satisfied with the medical attention." "Estoy satisfecha con el trato medico." (Zhu)
2. "Everything is good." "Todo esta bien."
3. "In the health." "En la salud." (3)
4. "The attention and service." "La atencion y el servicio." (Birkey)
5. "My follow up." "Mi seguimiento." (Luettke0)
6. "Good service." "Buen servicio." (Hedberg)
7. "Nothing." "Nada." (Spencer)
8. "The attention of personnel." "La atencion del personal." (Zhu)
9. "Attention." "Atencion." (3)
10. "All the necessary." "Todo lo necesario." (Westel)
11. "The flexibility of hours." "La flexibilidad de horarios." (Spencer)
12. "The attention." "La atencion."
13. "Your kindness and the excellent service." "Su amabilidad y exelente servicio." (Westel)
14. "All the attention the center provides." "Todo el centro de atencion que brindan." (Zhu)
15. "I do not have insurance and it is very economic for me." "Yo no tengo aseguranza y es muy economico para mi." (Hedberg)
16. "Do not take too long." "No durar mucho tiempo." (Patel, A)
17. "Same day appointments." "Citas el mismo dia." (Luettke)

23. "The staff." (Blasinski)
24. "All the workers." (Altenburg)
25. "Healthcare access." (Le)
26. "Communication." (Hedberg)
27. "None."
28. "The receptionist." (Reller-Anderson)
29. "Their importance on patients and care." (Hedberg)
30. "Very convenient always have appt available when needed." (Newbrander)
31. "That I can get my appointments same day." (Patel)
32. "Good and nice." (Reller-Anderson)
33. "Professionalism." (Le)
34. "Fast help when you need it." (Le)
35. "The staff." (Altenburg)
36. "They are all nice help w/any question if I had any." (Zhu)
37. "Friendly atmosphere." (VanBrunt)
38. "Nothing." (Hedberg)
39. "Therapy." (Blasinski)
40. "Staff always friendly." (Le)
41. "Scheduled referral easily." (Zhu)
42. "All staff are friendly when serving." (VanBrunt)
43. "They explained follow up instructions." (Reller-Anderson)
44. "Does what I need."
45. "Very good."
46. "Nice staff." (2)
47. "Great availability for appointments." (Hedberg)
48. "My provider, friendliness."
49. "Bridget Hedberg." (Hedberg)
50. "The prep work towards the visit."
51. "Start to finish efficient, clean, professional." (Castro)
52. "Getting an in-depth conversation with my provider." (Luettke)
53. "Timely service."
54. "Guidance." (Patel, A)
55. "Hedberg is amazing and understanding."
56. "Great general service. Immediate care." (Le)
57. "Kind staff and provider, efficient patient processing." (Castro)
58. "The service and their staff are very helpful."
59. "They were patient just like me." (Zhu)
60. "Being able to explain my issues today." (Altenburg)
61. "My doctor explained." (Zhu)
62. "Great customer service." (Weaver)
63. "Always explaining my results to me thoroughly." (Zhu)
64. "Answers." (Luettke)
65. "My doctor." (Weaver)
66. "Reliable."
18. "Economic." "Economico." (Patel, A)
19. "The service from the clinic." "El servicio de la clinica." (Luettke)
20. "They speak Spanish and they are kind." "Hablan Espanol y son amables." (Westel)
21. "The attention." "La atencion." (4)
22. "They provide good attention." "Que brindan Buena atencion." (Reller-Anderson)
23. "N/A." "N/A." (4)
24. "Fast appointments and attention." "Citas rapidas y atencion." (Reller-Anderson)
25. "Treat me when is needed." "Atenderme cuando lo nesesito." (Blasinski)
26. "They speak Spanish." "Que hablan Espanol." (Altenburg)
27. "Medical help." "Ayuda medica." (Altenburg)
28. "The receptionist staff have bad tempers." "Las de recepci3n son muy mal caracter." (VanBrunt)
29. "Good service." "Buen servicio." (Reller-Anderson)
30. "They have always been able to help me." "Que siempre me pueden alludar con el idioma." (Hedberg)
31. "Good attention and punctual." "Buena atencion y puntual." (Altenburg)
32. "Everything." "Todo." (4)
33. "I like how they treat me." "Me gusta como me atienden." (Luettke)
34. "Professionalism." "Profesionalismo." (Westel)
35. "The service and attention." "El servicio y la atencion." (Westel)
36. "They have available appointments in short time." "Tienen citas disponibles en poco tiempo." (Hedberg)
37. "I like the attention and the price because I do not have insurance." "Me gusta la atencion y el precio porque no tengo seguro medico." (Hedberg)
38. "Good service and with my medication." "Buen servicio y con mis medicamentos." (Hedberg)
39. "Peace having quality medical attention and accessible prices." "Paz por recibir atencion medica de Calidad y con precios accesibles." (Luettke)
40. "Closeness, services, prices, and attention." "Cercania, servicios, precios y atencion." (Luettke)
41. "Your kindness." "Su amabilidad." (Westel)
42. "Bilingual services." "Servicios bilingues." (Westel)
43. "All the personnel is kind and professional." "Todo el personal es amable y profesional." (Westel)
44. "The price." "El precio." (Altenburg)
45. "The hours, they are bilingual and the referrals." "Las horas, son bilingues, los referidos." (Reller-Anderson)

67. "Everyone is excellent." (Zhu)
68. "Walk-in appointments." (Newbrander)
69. "IDK." (Westel)
70. "The attention and care." (Patel)
71. "Scheduling time." (Hedberg)
72. "Dan Newbrander is awesome." (Newbrander)
73. "They get me treated in timely manner."
74. "Answer to my concerns and they have everything on file." (Castro)

46. "The hours and the personnel is excellent." "Los horarios y el personal es excelente."
47. "Your attention and collaboration." "Su atencion y colaboracion."
48. "The prices are accessible and good attention." "Los precios son assessibles y Buena atencion." (2)
49. "Economically, I don't have any insurance." "Economico no tengo aseguranza." (Castro)
50. "They treat me when I need to be seen." "Me atienden cuando lo nesesito." (Reller-Anderson)
51. "Fast appointments and good prices." "Citas rapidas y buenos precios." (Altenburg)
52. "They are kind and give fast solutions." "Son muy amables y dan soluciones rapidas." (Castro)
53. "The doctors have good attention." "Los doctores tienen Buena atencion."
54. "Good service." "Buen servicio." (Westel)

Question 16: How can we improve Greater Family Health?

English

1. "Have no problem." (Zhu)
2. "N/A." (31)
3. "More time a little." (Hedberg)
4. "Everything super good."
5. "Nothing." (2)
6. "Give more time if your not on time." (Luettke)
7. "It's already perfect! 10/10." (Hedberg)
8. "Keep being nice." (Pate, A)
9. "Appt on time." (Luettke)
10. "Everything is fine." (Luettke)
11. "I think you guys are doing great." (Westel)
12. "Wait time." (Patel, A)
13. "By keeping the good work all ready established." (Zhu)
14. "No improvement needed." (Hedberg)
15. "It's satisfactory." (Zhu)
16. "This way is ok." (Hedberg)
17. "Wait is too long."
18. "Nothing."
19. "Provider Birkey has terrible availability."
20. "It is fine as is." (Blasinski)
21. "None." (2)
22. "Good."
23. "It is good, reliable." (Altenburg)
24. "Everything is great." (Hedberg)
25. "Maybe increase work happiness (the receptionist did look unhappy)." (Reller-Anderson)
26. "Not getting called to the registration desk twice. Should just get called once when you first enter." (Hedberg)

Spanish

1. "N/A." "N/A." (6)
2. "Review patient comments." "Revisando comentarios de pacientes." (Westel)
3. "Everything is good." "Todo esta bien." (21)
4. "Satisfied." "Satisfecho."
5. "Treating us faster." "Atendiendo mas rápido." (Patel, A)
6. "I think it is good now." "Creo que ya es buena." (Zhu)
7. "It is perfect." "Es perfecto." (Spencer)
8. "Do not take too long for the consult, be faster." "No demorar tanto para entrar a consulta, que sea mas rápido." (Westel)
9. "To me everything is good." "Para mi todo esta bien." (Luettke)
10. "Continue with the same service." "Continue con el mismo servicio." (Zhu)
11. "Having more appointments available." "Teniendo mas citas disponibles."
12. "Continue the same." "Continue igual."
13. "Everything is perfect." "Todo esta perfecto." (Altenburg)
14. "The service is perfect." "El servicio es perfecto."
15. "Nothing continue with the good service." "Nada, continue con el buen servicio." (Le)
16. "More qualified personnel." "Mas personal calificado." (Westel)
17. "No comments." "No comentarios."
18. "No need too, everything is perfect." "No hace falta esta perfecto."

- 27. "Another office close to home." (Le)
- 28. "May be faster service and allow patient at least 5 minutes before." (Patel, A)
- 29. "Not anything- best medical system I've been part of."
- 30. "No opinion." (Zhu)
- 31. "Keep doing what you are doing." (Weaver)
- 32. "It is fine."
- 33. "Keep up the good work." (Luettker)
- 34. "Nothing this place rock!" (Newbrander)
- 35. "All is good." (Hedberg)
- 36. "Be more informative." (Zhu)
- 37. "Make wait times a bit shorter." (Patel, A)
- 38. "IDK." (Westel)
- 19. "Continue to have bilingual staff." "Continue teniendo personal que habla español."
- 20. "The service is excellent." "El servicio es excelente."
- 21. "Closer appointments." "Citas mas cercanas." (Weaver)
- 22. "Returning phone calls." "Regresando las llamadas."

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

English

- YES: 268
- NO: 1

Spanish

- YES: 367
- NO: 0

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

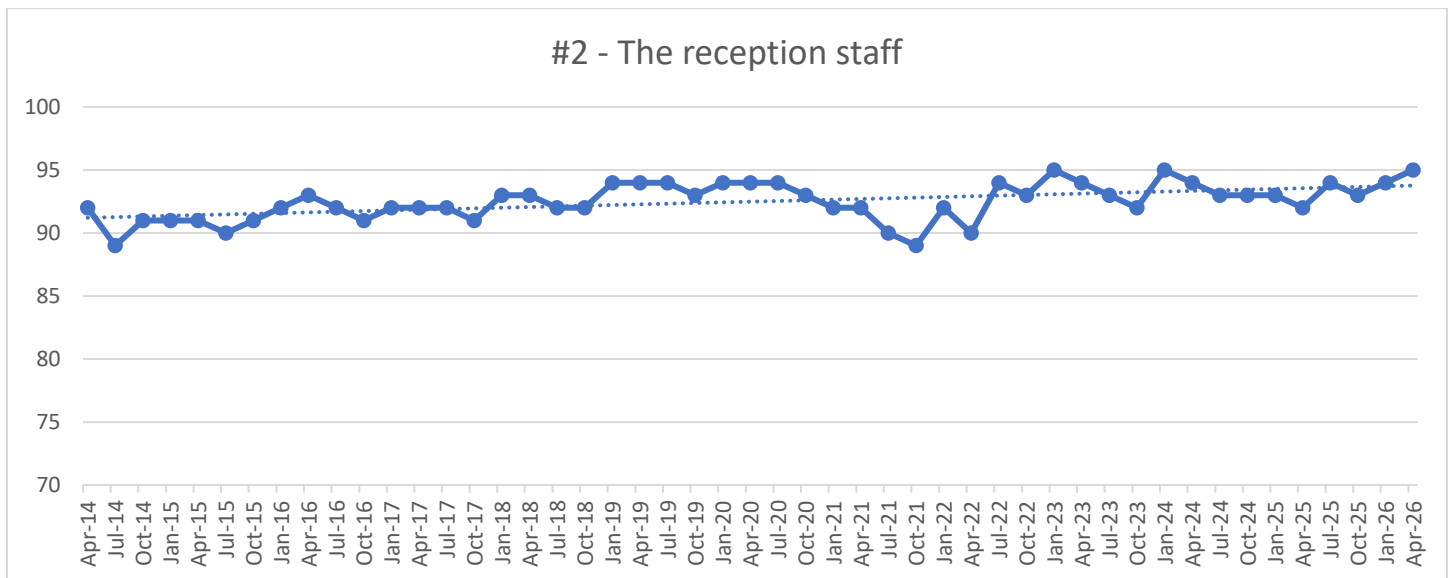
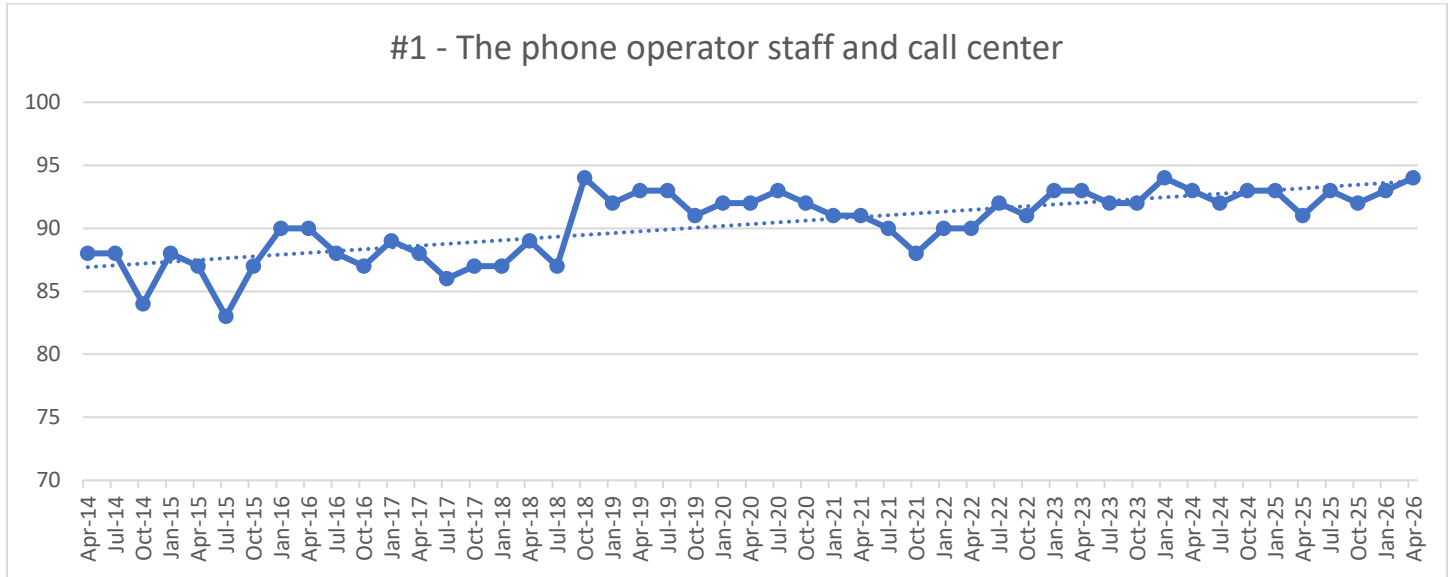
English

- Altenburg: 20
- Birkey: 6
- Blasinski: 5
- Castro: 19
- Dodis: 5
- Hedberg: 37
- Le: 21
- Luettker: 29
- Newbrander: 17
- Patel, A: 29
- Reller-Anderson: 22
- Spencer: 3
- Van Brunt: 8
- Weaver: 8
- Westel: 23
- Zhu: 38

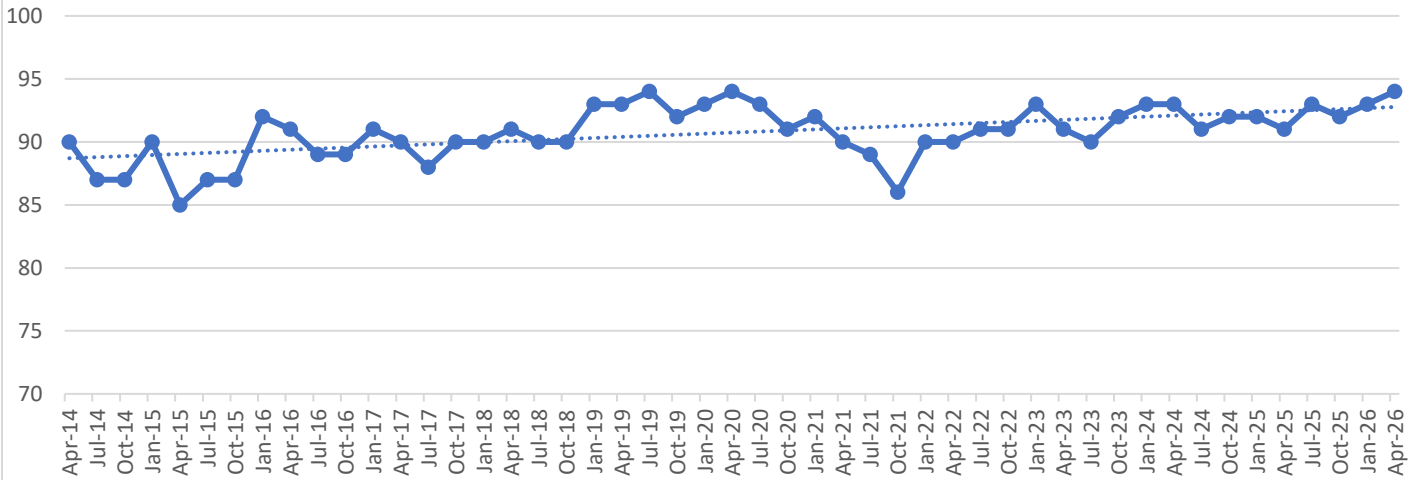
Spanish

- Altenburg: 33
- Birkey: 1
- Blasinski: 1
- Castro: 39
- Dodis: 7
- Hedberg: 33
- Le: 20
- Luettker: 29
- Newbrander: 8
- Patel, A: 31
- Reller-Anderson: 40
- Spencer: 5
- Van Brunt: 13
- Weaver: 4
- Westel: 73
- Zhu: 52

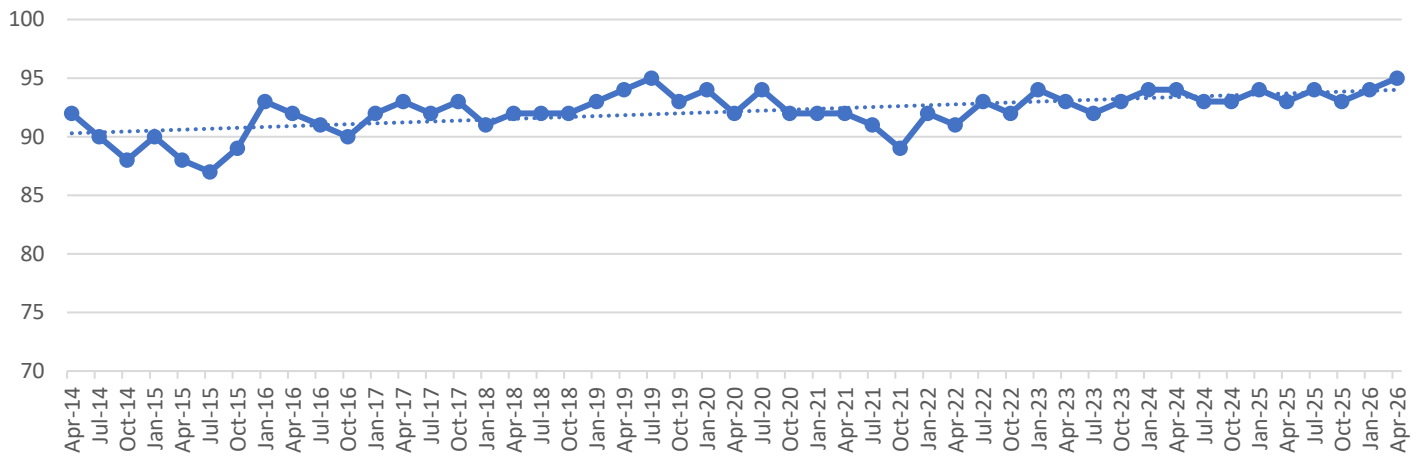
Individual Question Results with Trendlines



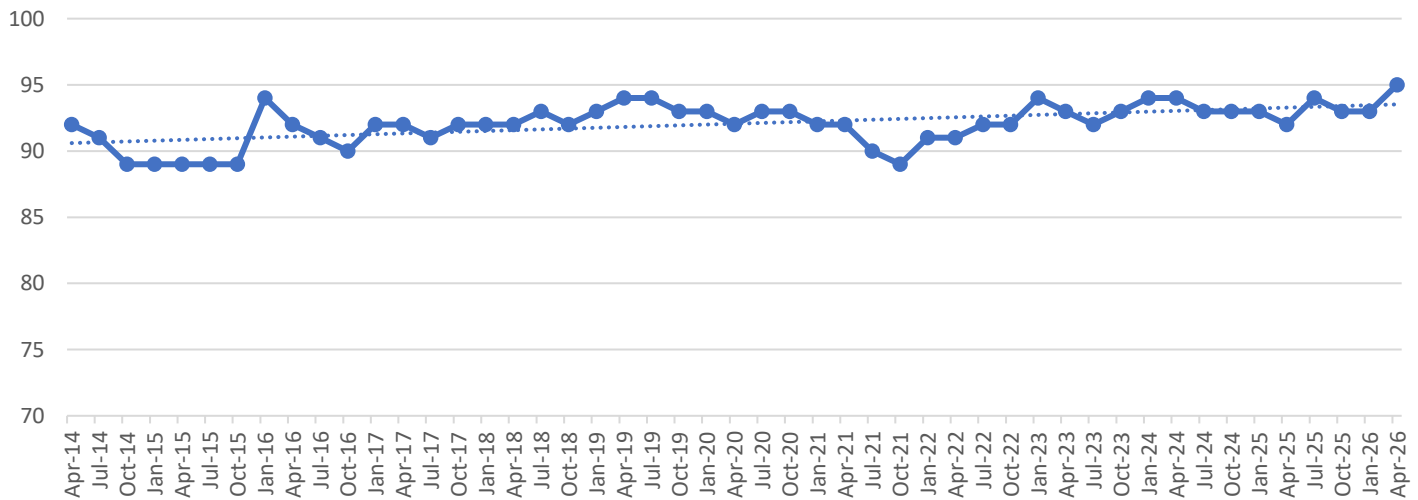
#3 - Receiving a timely appointment



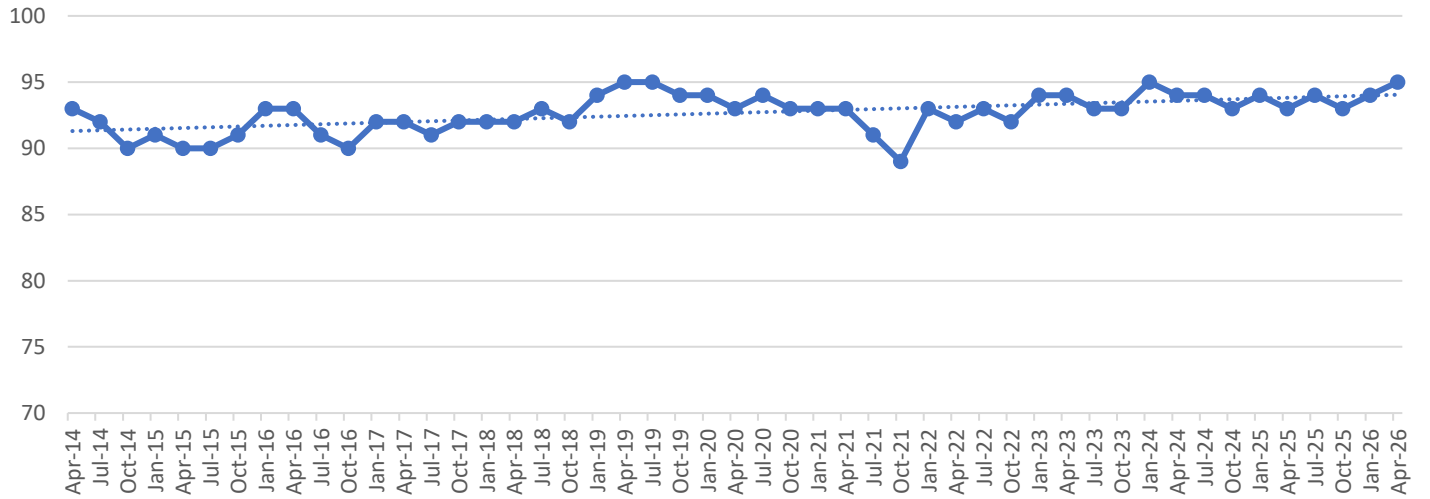
#4 - Education and explanation of plan provided in a way that I can understand



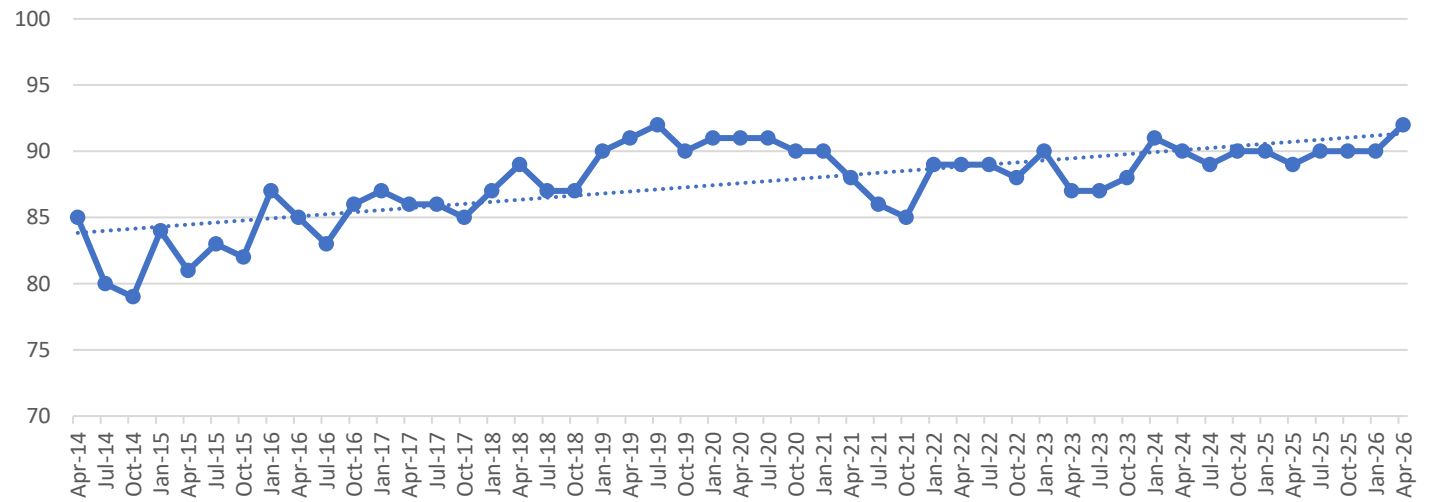
#5 - The follow-up, coordination, and continuity of my care



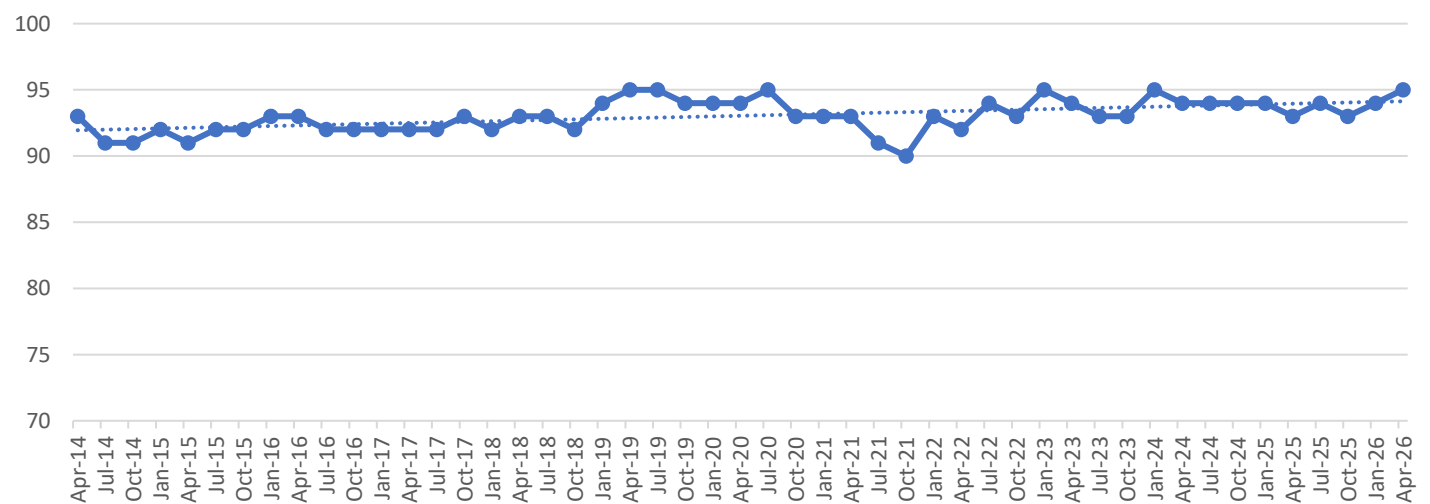
#6 - The staff addressing my medical needs today



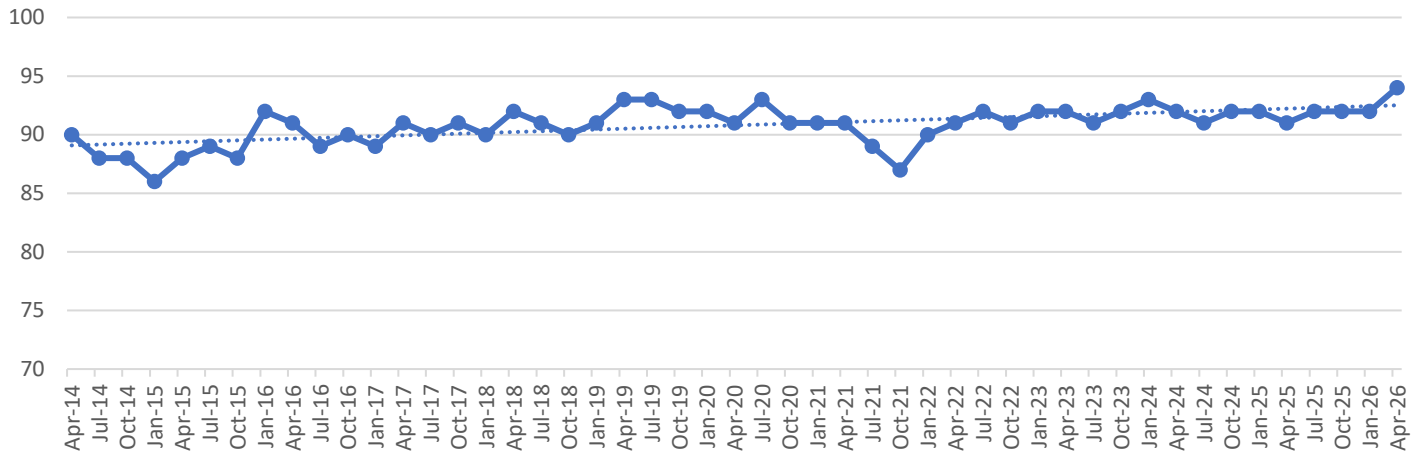
#7 - The time spent waiting



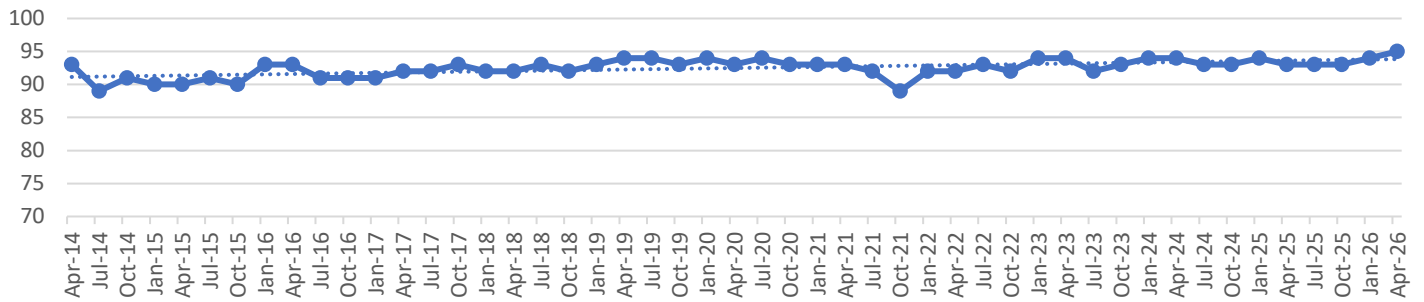
#8 - The respectfulness of staff



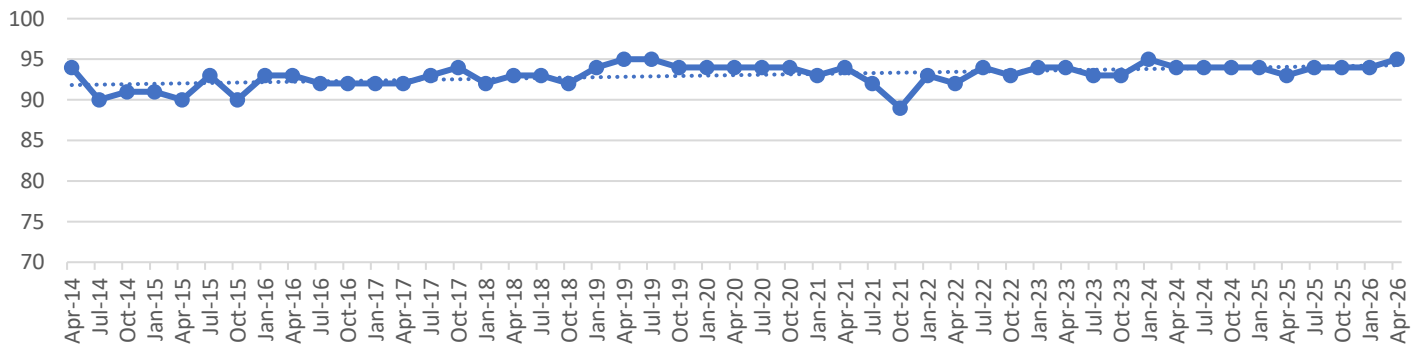
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



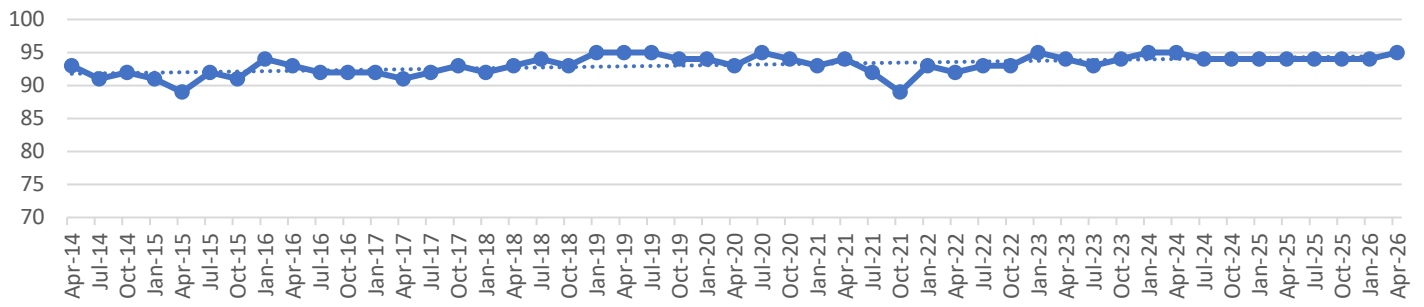
#10 - The handling of my personal medical information in a private and confidential manner



#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?

