

Patient Satisfaction Survey 450 Dundee Ave., Elgin - Lower Level (Pediatrics) April 2026

I. Summary & Comments

Research on satisfaction surveys shows 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 95% to 97%. 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.

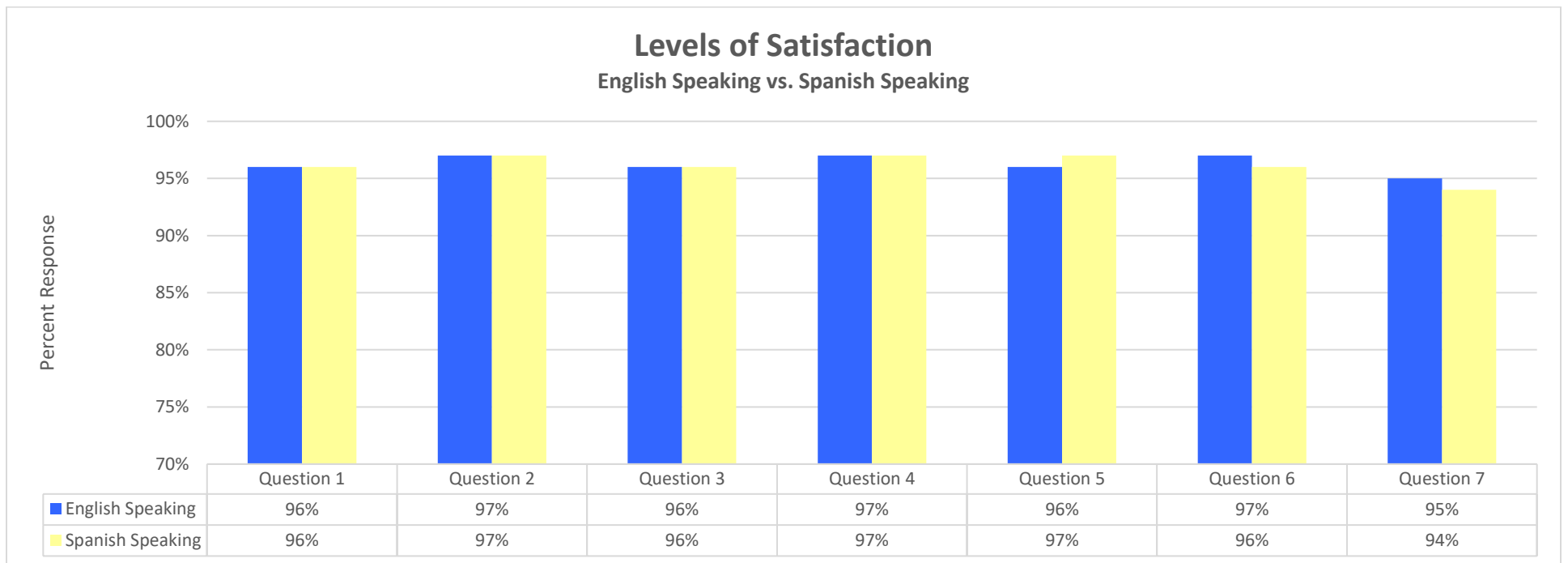
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	96%	94%	94%	95%
2. The reception staff	97%	95%	95%	96%
3. Receiving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

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%

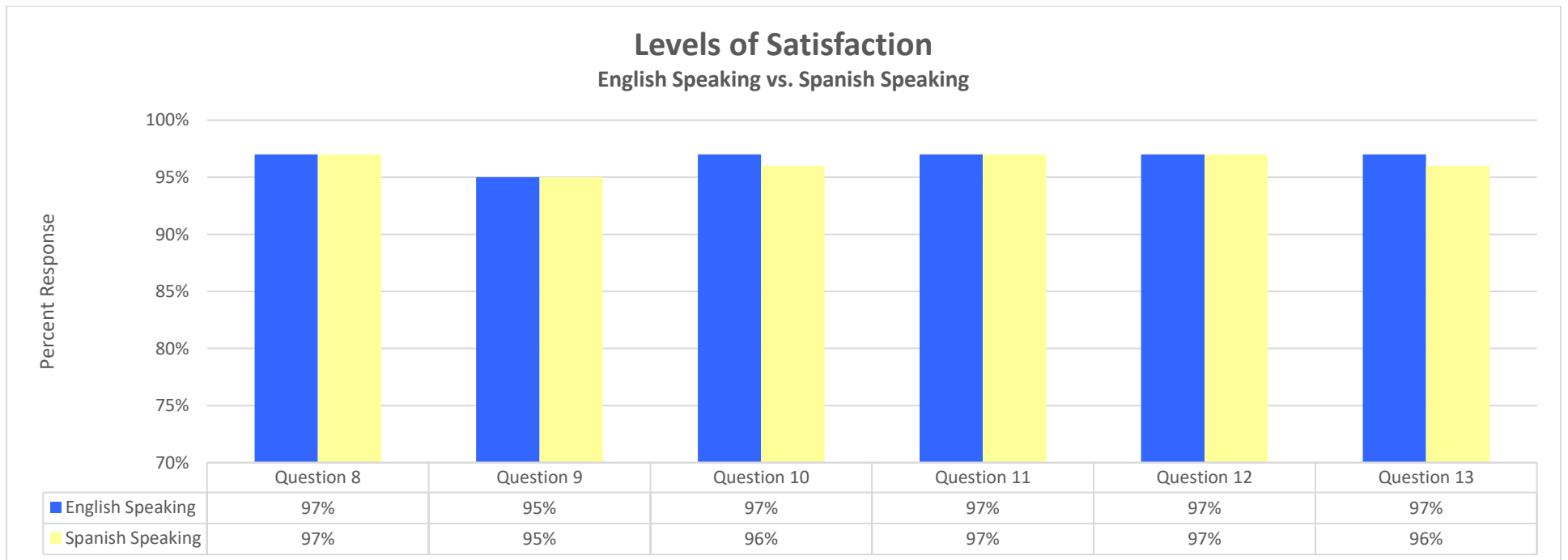
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	120 80%	183 83%	27 18%	36 16%	3 2%	1 1%	0	0	0	1 1%
2. The reception staff	124 83%	186 84%	24 16%	33 15%	1 1%	1 1%	0	0	0	1 1%
3. Receiving a timely appointment	122 83%	180 82%	22 15%	35 16%	3 2%	2 1%	0	1 1%	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	123 84%	189 86%	23 16%	30 14%	1 1%	1 1%	0	0	0	1 1%
5. The follow-up, coordination, and continuity of my care	124 83%	184 84%	24 16%	35 16%	2 1%	0	0	0	0	1 1%
6. The staff addressing my medical needs today	128 85%	184 83%	21 14%	33 15%	1 1%	2 1%	0	1 1%	0	1 1%
7. The time spent waiting	119 79%	172 78%	26 17%	37 17%	5 3%	8 4%	0	2 1%	0	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	129 86%	186 85%	20 13%	30 14%	1 1%	2 1%	0	0	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	109 79%	164 77%	25 18%	43 20%	4 3%	6 3%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	123 84%	180 81%	22 15%	35 16%	2 1%	5 2%	0	0	0	1 1%
11. Your medical assistant	126 84%	189 86%	23 15%	28 13%	1 1%	3 1%	0	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	130 87%	193 87%	19 13%	24 11%	1 1%	2 1%	0	1 1%	0	1 1%
13. Overall, how satisfied are you with the Health Center?	129 86%	185 85%	19 13%	27 12%	2 1%	4 2%	0	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: 32

N/A: 14

YES: 6

Comments:

1. "It was good." (Piekarz)
2. "Left message, prompt response."
3. "Yes/ for meds." (Weaver)
4. "Yes, was contacted right away." (Miller)
5. "Yes, very attentive." (Miller)
6. "Positive experience they contacted me back in a timely manner." (Triner)
7. "N/A everyone was so kind." (Miller)
8. "Great."
9. "Yes, about the follow-up." (Piekarz)
10. "Excellent." (Dodis)
11. "Amazing." (Marepalli)
12. "Yes, they responded quickly and were helpful." (Dodis)
13. "Really nice staff." (Piekarz)
14. "Really nice." (Marepalli)
15. "Very nice and welcoming." (Piekarz)
16. "Everyone is very nice." (Piekarz)

Spanish

NO: 42

N/A: 11

YES: 8

Comments:

1. "Excellent." "Excelente." (2)
2. "Very great." "Muy bien."
3. "Yes, they responded quickly and resolved my issue quickly." "Si y contestaron rapido y me solucionaron rápido." (Miller)
4. "The experience was super good." "Super buena la experiencia."
5. "Excellent attention from the entire staff, thank you for everything." "Excelente atencion de todo el personal, gracias por todo." (Marepalli)
6. "Not this week." "No esta semana." (Piekarz)
7. "Good." "Buena." (Dodis)
8. "Nice people." (English response recorded on a Spanish survey)
9. "Everyone was very kind." "Todos muy amables." (Dodis)
10. "Very nice." "Muy nice." (Piekarz)
11. "Very good." "Muy buena." (Piekarz)
12. "Everyone is really nice." "Muy nice todos."

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

English

1. "Everything." (2)
2. "N/A." (5)
3. "No." (6)
4. "Yes." (Piekarz)
5. "Staff." (2)
6. "Convenience." (Marepalli)
7. "Reception." (2)
8. "Timing." (Marepalli)
9. "The receptionist." (Triner)
10. "Answers all questions." (Triner)
11. "Easy and don't have to wait." (Piekarz)
12. "Appointments are available promptly." (Triner)
13. "Always nice." (Piekarz)
14. "Everyone is nice." (Marepalli)
15. "Flexible time."
16. "Always get answers." (Marepalli)
17. "Not all the moment." (Triner)
18. "The care." (Triner)
19. "Walk-ins." (Newbrander)

Spanish

1. "Keep track of my health." "Llevar un control sobre mi salud." (Piekarz)
2. "N/A." (8)
3. "No." (3)
4. "Everything." "Todo." (2)
5. "Everyone." "Todos." (2)
6. "With everything." "En todo." (Dodis)
7. "Their Schedule." "Sus horarios." (Marepalli)
8. "The personnel." "El personal." (Triner)
9. "Professionalism and they are very respectful." "Profesionalismo y son muy respetuosos." (Newbrander)
10. "Everything seems fine." "Todo me parece bien."
11. "Timely attention ." "Atencion a tiempo." (Dodis)
12. "Very respectful." "Muy respetuosos." (Dodis)
13. "They work quickly." "Trabajan rapido." (Piekarz)
14. "Very satisfied." "Muy satisfecho." (Piekarz)

20. "Time & effort." (Newbrander)
21. "Location." (Davies)
22. "Dieting, eat healthy food." (Triner)
23. "Level of service and expertise of doctors and nurses." (Piekarz)
24. "Always professional and polite and helpful, and caring." (Davies)
25. "Quick appointments."
26. "Early appointment times." (Wenker)
27. "Just quality staff/providers." (Weaver)
28. "When staff shows they care." (Weaver)
29. "Setting up appointments." (Weaver)
30. "Flexibility w/ appointments." (Triner)
31. "The information of my child development." (Triner)
32. "Everything under 1 roof practically." (Marepalli)
33. "Meeting needs & addressing concerns." (Triner)
34. "Jazmin is sweet and helpful, thank you." (Weaver)
35. "Communication & respect." (Miller)
36. "The staff and doctor answer all questions." (Miller)
37. "They are so kind."
38. "Nice stuff." (Dodis)
39. "Close to home, fast care affordable." (Piekarz)
40. "First time here, friendly staff and good doctors easy appointment and helpful service." (Dodis)
41. "Reception very nice & helpful." (Piekarz)
42. "Always available to get us in and great staff and doctors." (Piekarz)
43. "They tell me what's wrong." (Piekarz)
44. "When there are available appt." (Piekarz)
15. "Their appointments." "Sus citas." (Dodis)
16. "Reception." "Recepcion."
17. "Quick attention." "Atencion rápida." (Davies)
18. "Less waiting time while waiting in the room for the provider." "Menos tiempo de espera al esperar en el cuarto al probedor."
19. "To improve my family's health." "A mejorar la salud de mi familia." (Piekarz)
20. "A very good doctor, the entire staff is excellent." "Muy buen medico, todo personal excelente." (Newbrander)
21. "Excellent service from everyone at Greater Family Health—thank you very much for the service." "Un buen servicio por parte de todos en Greater Family Health muchas gracias por el servicio." (Triner)
22. "I think the service is very good; it is fast, and they help people.." "Me parece que el servicio es muy bueno, es rapido y ayudan a las personas." (Piekarz)
23. "I think how organized they are is a very good thing, and that is excellent for me." "Creo que lo organizado que estan es algo muy bueno y eso es exelente para mi."
24. "Timely appointments and proximity to my home." "Citas en tiempo y la cercania a mi casa." (Triner)
25. "Their closeness." "Su cercanía." (Miller)
26. "Everything is perfect." "Todo es perfecto." (Marepalli)
27. "Great service." "Buen servicio." (Marepalli)
28. "They are very friendly and offer service in Spanish." "Que son muy amables y tienen sevicio en español."
29. "The attention and quickness." "La atencion y rapidez." (Miller)
30. "Their medical attention." "Su atencion medica." (Triner)
31. "Assistance with the visit at all times." "Ayuda con la visita en todo momento."
32. "I like the way they take care of my children." "El cuidado de mis hijos me gusta como los atiende." (Marepalli)
33. "Attentive service from the entire staff and excellent service overall." "Buena atencion de todo el personal y excelente servicio." (Triner)
34. "With all of my necessities." "En todas mis necesidades."
35. "They provide good service and address your questions and concerns." "Tienen buena atencion resuelven tus dudas y preocupaciones."
36. "The service is fast and efficient." "La atencion es rapida y eficaz." (Piekarz)

37. "Keeping my children's health under close control." "Tener en bajo control la salud de mis hijos."
38. "Everyone was very attentive." "Todas las personas muy atentas." (Marepalli)
39. "They serve you very quickly, and the service is excellent." "Que te atienden muy rapido y muy buena atencion."
40. "That they care my daughter's health. Thank you." "Que cuida la salud de mi hija, gracias." (Dodis)
41. "All in all, I am very satisfied.." "Con todo estoy mu satisfecho."
42. "Everything is excellent, their attention." "Todo es exelente su atencion."
43. "They treat you well and serve you quickly." "Te tratan bien y atienden rapido." (Davies)
44. "I like the way they treat us." "Me gusta como atienden a uno." (Dodis)
45. "That they program my appointments very quickly." "Que me programa las citas muy rapido." (Davies)
46. "To know how my baby is progressing in their development." "Para saber como va mi bebe en su desarrollo."
47. "Health and health education." "Salud y educacion de salud." (Marepalli)
48. "Keep an eye on my baby." "Estar al pendiente de mi bebe." (Piekarz)
49. "Their team." "Su equipo."
50. "Caring for my children." "La atencion de mis hijos." (Piekarz)
51. "The good service." "La buena atención." (Piekarz)
52. "It's nearby, and they speak Spanish." "Esta cercas y ablan español." (Marepalli)
53. "That they have same-day appointments available." "Que tiene citas disponibles el mismo dia." (Dodis)
54. "My children's healthcare." "Cuidado de salud de mis hijos."
55. "To be in good health." "Para estar bien de salud." (Dodis)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (14)
2. "Nothing." (3)
3. "None." (3)
4. "No." (7)
5. "No comment." (Piekarz)
6. "Everything is great." (Piekarz)
7. "Everything is perfect." (Piekarz)
8. "Everything is good." (Dodis)
9. "They do a great job." (Davies)
10. "Wait time."

Spanish

1. "N/A." (10)
2. "No." (5)
3. "Everything is great." "Todo bien." (Davies)
4. "Everything is super." "Todo super." (Marepalli)
5. "Everything is fine." "Todo esta bien." (3)
6. "I think it's fine just the way it is." "Creo que como esta ya esta bien." (Newbrander)

11. "Dental + therapy appointments: more available." (Triner)
12. "Not at the moment." (Triner)
13. "More dental time, referral doctors be here." (Triner)
14. "Be a little more lenient with the check in time. I got stuck by the passing train one time, called and notify but when I got here, they would not see my child." (Triner)
15. "Enter patient rooms on time that's the reason for appointments sometimes/often doctors take 15/20 minutes past appt time." (Piekarz)
16. "Have email access to doctors." (Weaver)
17. "Nothing at the moment." (Triner)
18. "Will be great to have some online or app to help communicate or set appointments." (Weaver)
19. "Maybe just the wait time but it's reasonable because I know it's busy." (Miller)
20. "I think the 15 mins late shouldn't be counted for young kids." (Piekarz)
7. "Keep up the great work with your kindness and attentiveness." "Sigan igual con su amabilidad y atencion." (Triner)
8. "I think it is very good." "Creo que es muy bueno." (Piekarz)
9. "It's very nice." "Esta muy bien." (Dodis)
10. "I think there is always something to improve, but for me, everything is very good right now." "Creo que siempre hay algo que mejorar pero para mi todo esta muy bien en este momento."
11. "I am satisfied." "Estoy satisfecha." (Marepalli)
12. "Everyone is very kind." "Todos son muy amables." (Marepalli)
13. "Everything is excellent." "Todo exelente." (Marepalli)
14. "Everything is very great 😊." "Todo muy bien 😊."
15. "Continue the way it is." "Seguir como son." (Miller)
16. "Excellent services and very kind." "Exelente servicio y muy amables."
17. "There are just times when the call center staff does not know the answer to our questions." "Solo hay veces que en el centro de llamadas no saben contestar las preguntas que uno tiene." (Miller)
18. "Continue taking good care of the patients." "Continuen atendiendo bien a los pacientes." (Piekarz)
19. "That they care for daughter's health. Thank you." "Que cuida la salud de mi hija, gracias." (Dodis)
20. "Continue to provide the services that you have up until now." "Siguan dando el servicio como asta hora." (Marepalli)
21. "Well, as far as I'm concerned, everything is just fine." "Pues para mi todo esta muy bien."
22. "In my opinion, the medical care is good." "Para mi es una buena atencion medica."
23. "Everything seems fine to me." "Todo me parece bien." (Davies)
24. "I am satisfied." "Estoy conforme." (Piekarz)
25. "Allowing multiple health-related topics to be addressed during a single consultation, rather than requiring a separate appointment for each one." "Dejar que en la consulta se puedan tratar varios puntos sobre la salud al paciente y no tener que hacer cita cara c/u."

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

English

- YES: 85
- NO: 0

Spanish

- YES: 111
- NO: 0

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

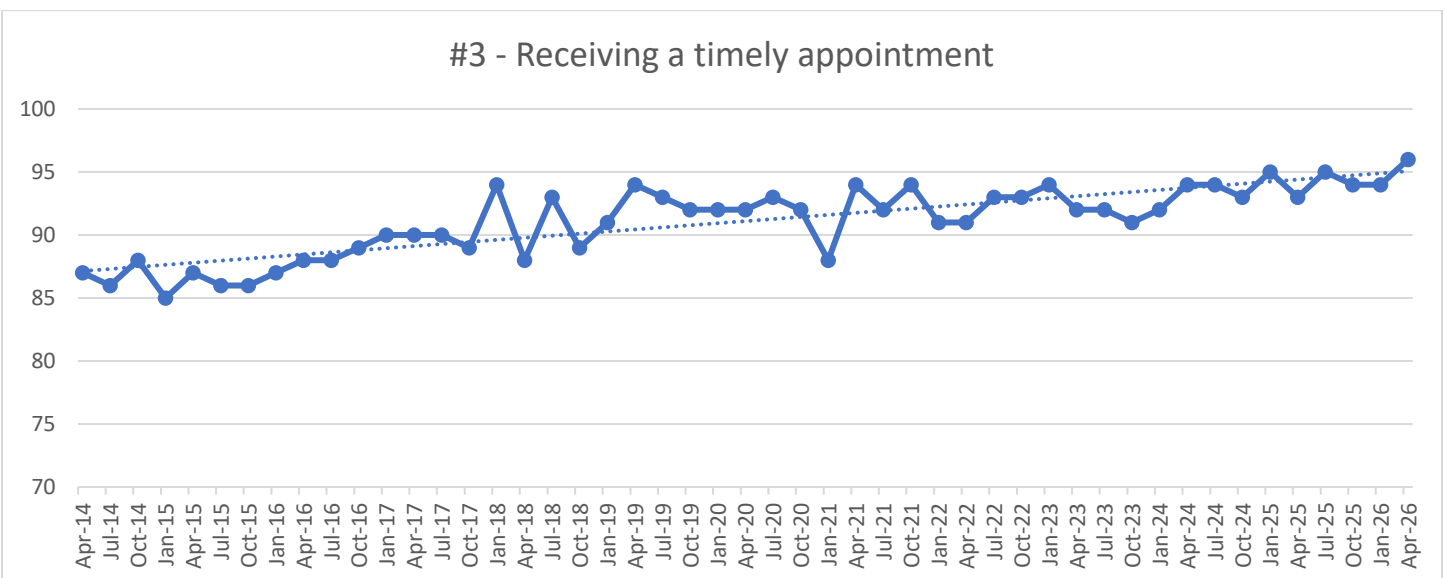
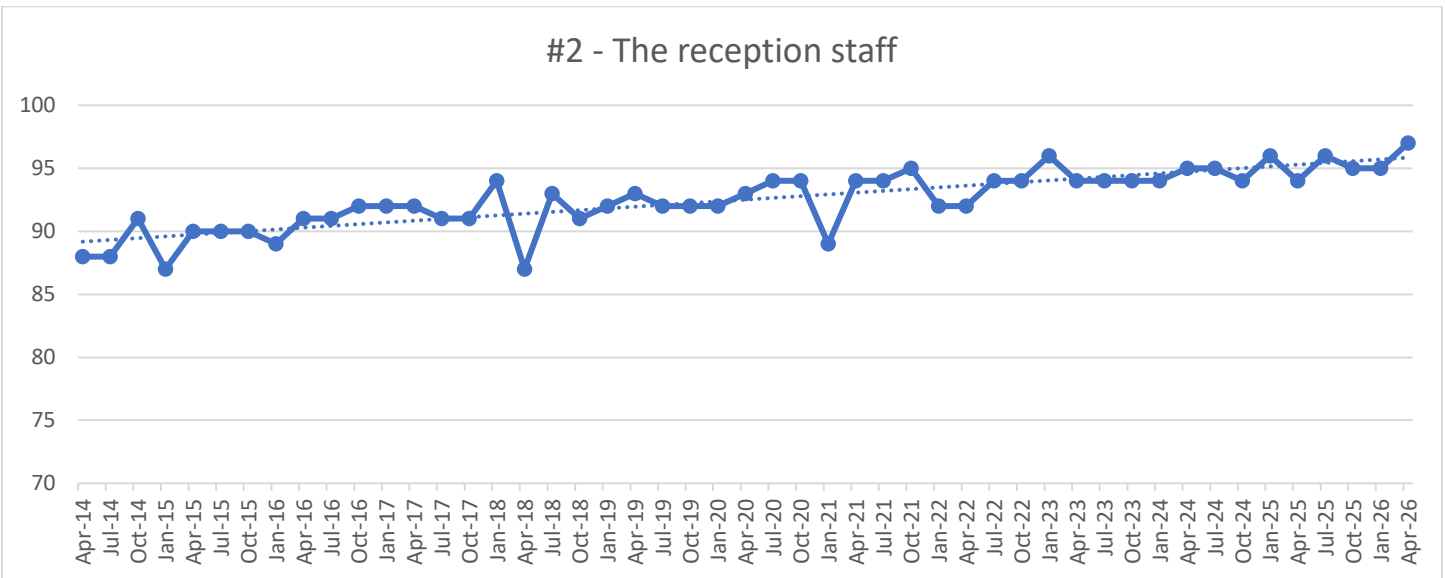
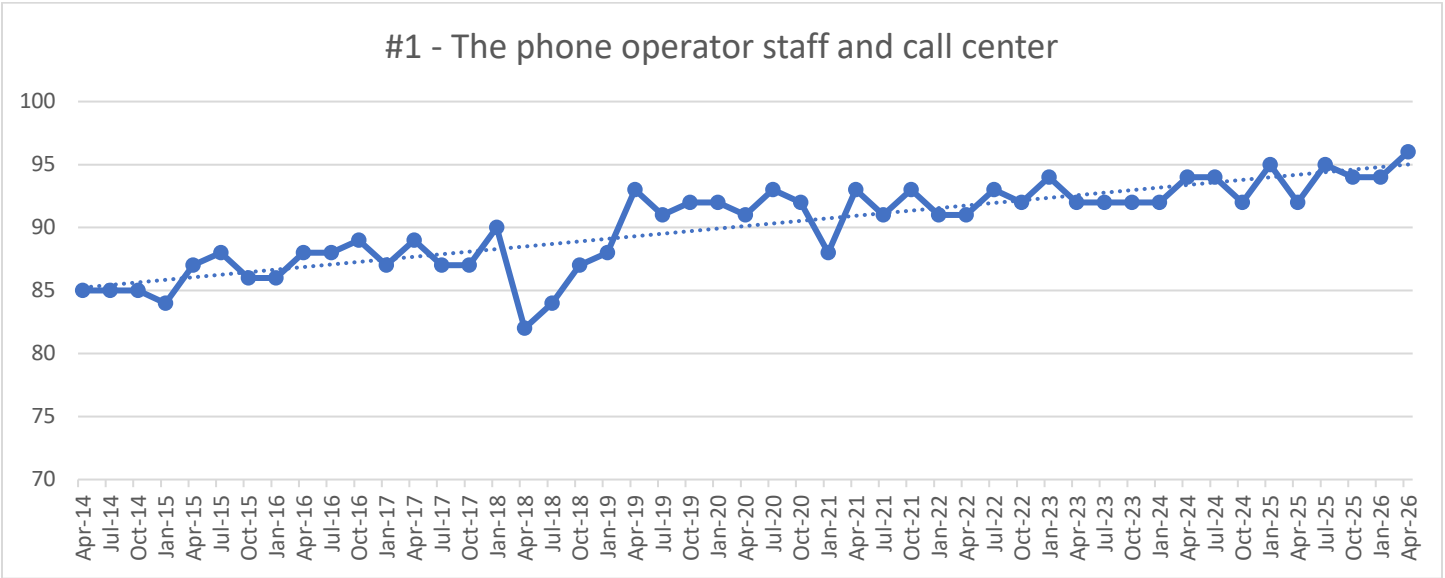
English

- Davies: 10
- Dodis: 7
- Marepalli: 24
- Miller: 6
- Newbrander: 5
- Piekarz: 21
- Triner: 28
- Weaver: 12

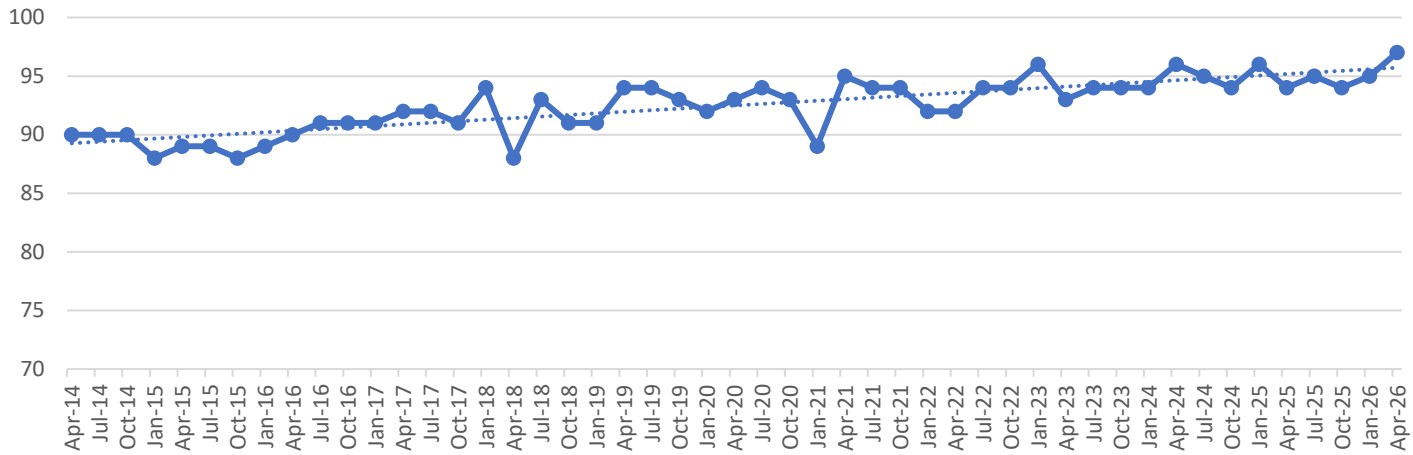
Spanish

- Davies: 9
- Dodis: 20
- Marepalli: 38
- Miller: 10
- Newbrander: 9
- Piekarz: 24
- Triner: 19

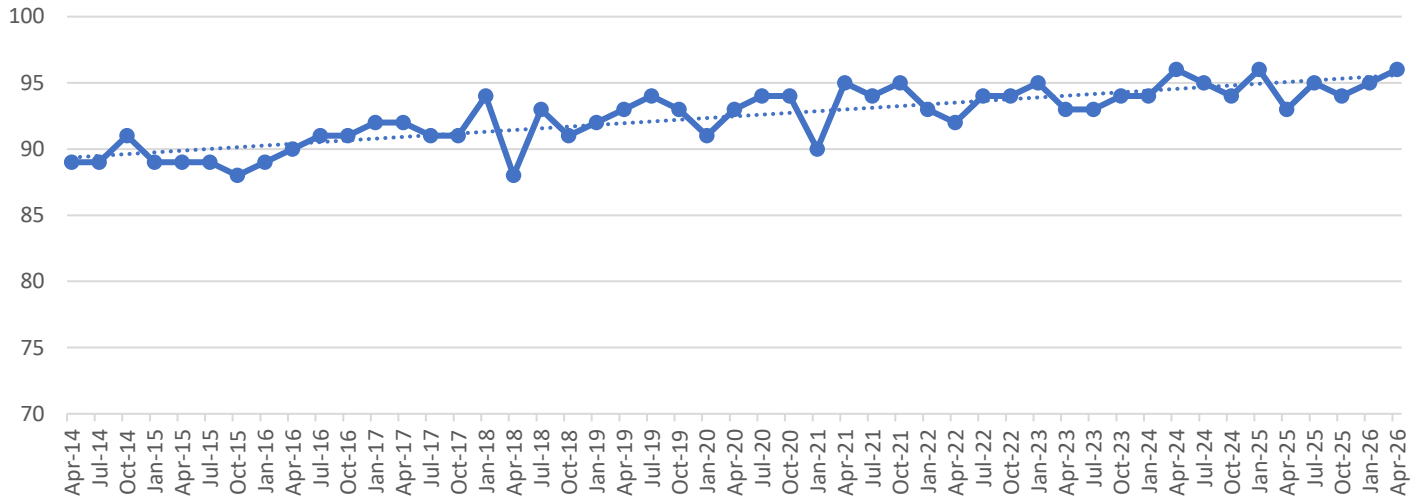
Individual Question Results with Trendlines



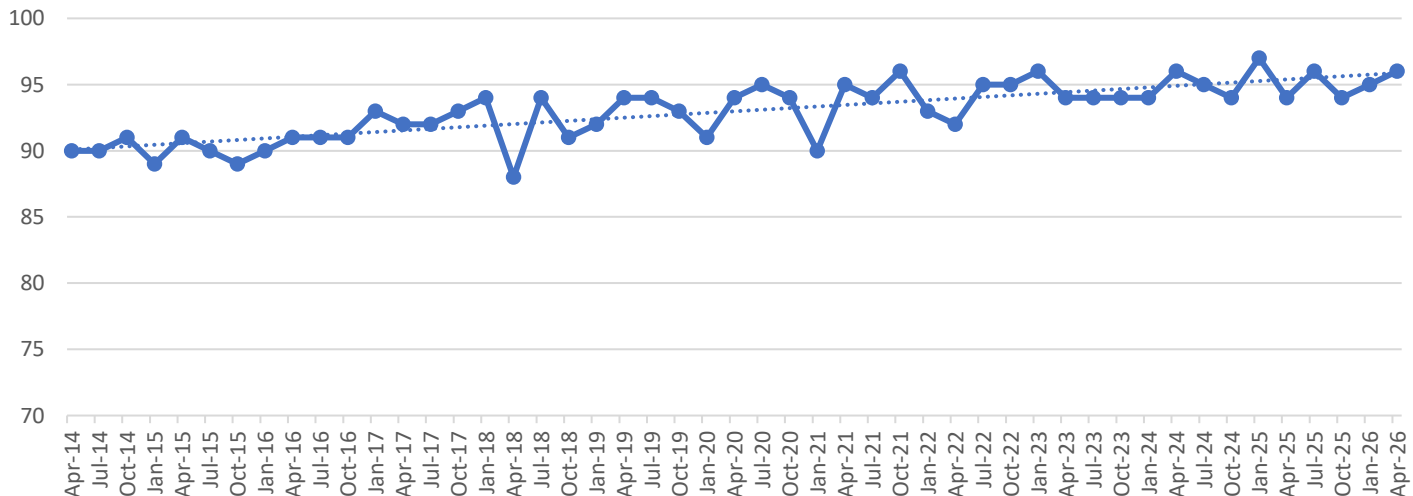
#4 - Education and explanation of plan provided in a way that I can understand



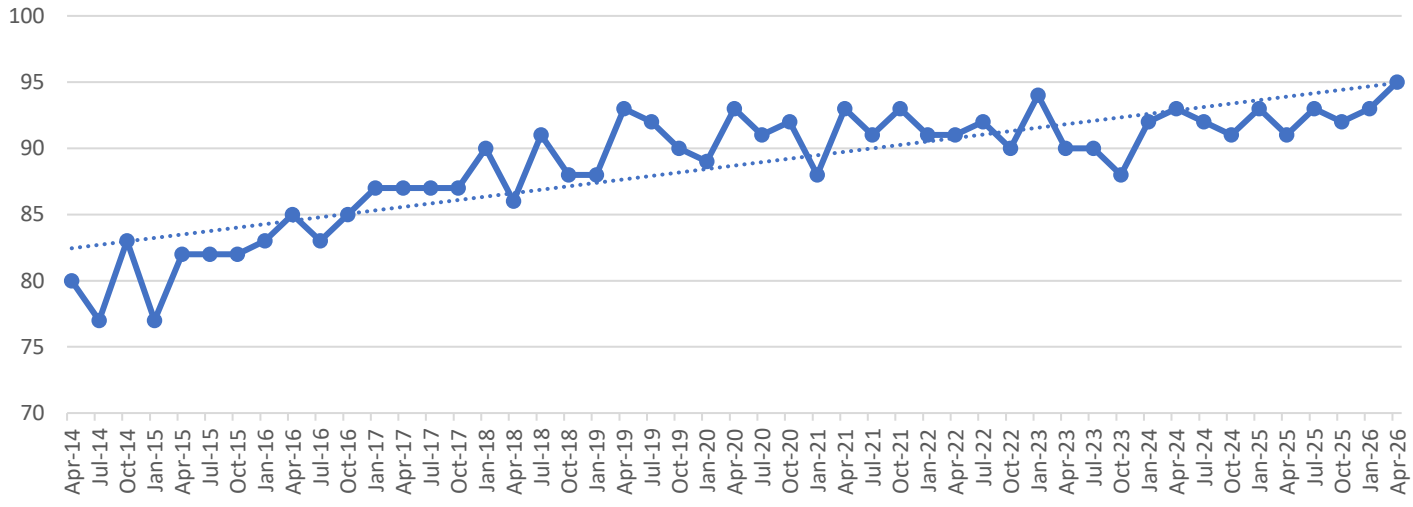
#5 - The follow-up, coordination, and continuity of my care



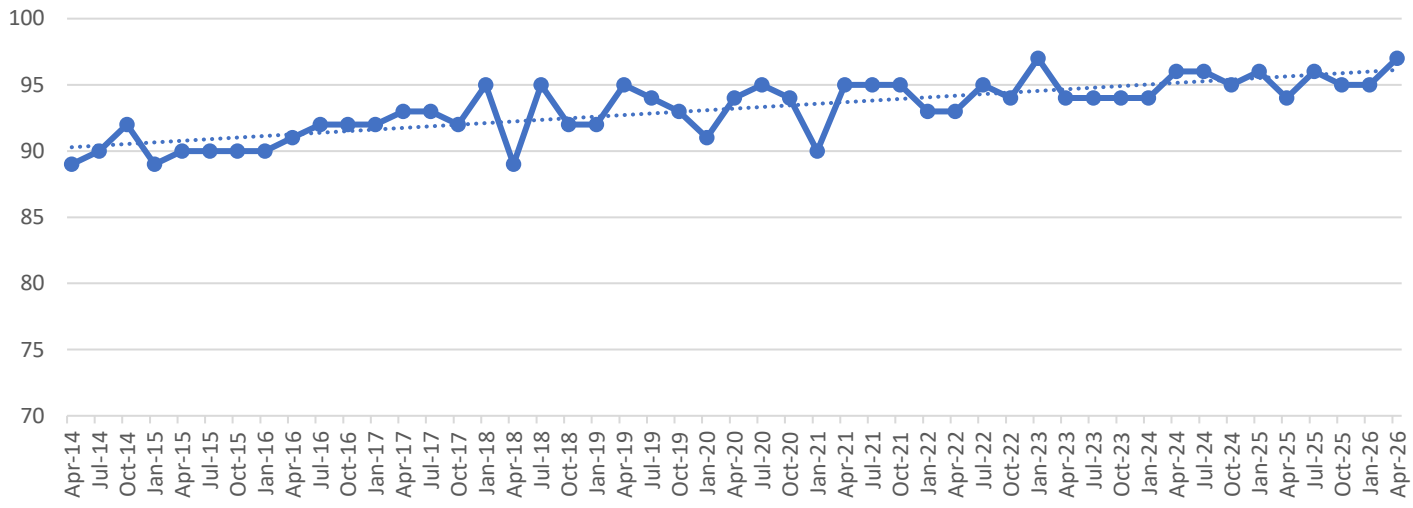
#6 - The staff addressing my medical needs today



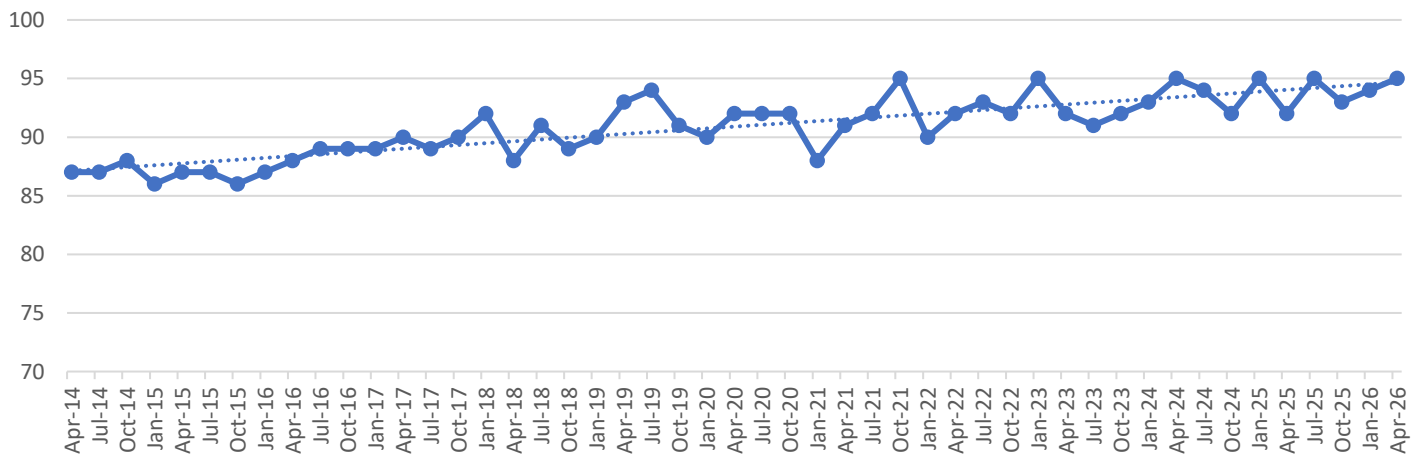
#7 - The time spent waiting



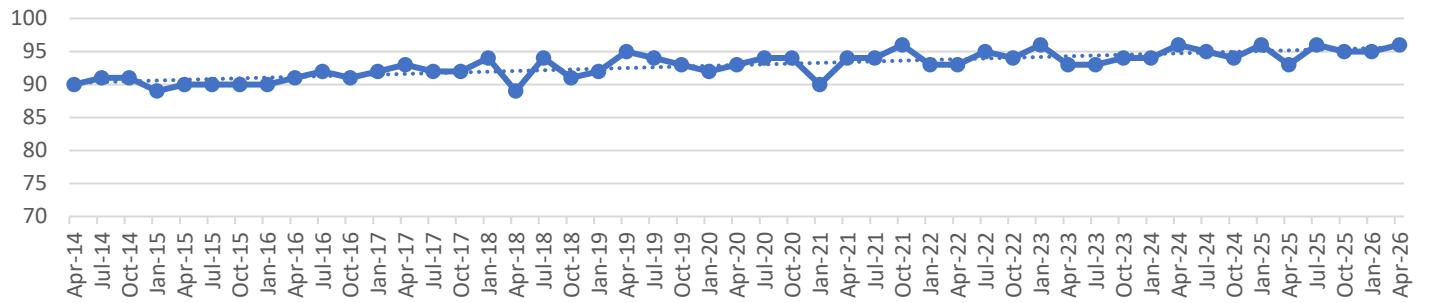
#8 - The respectfulness of staff



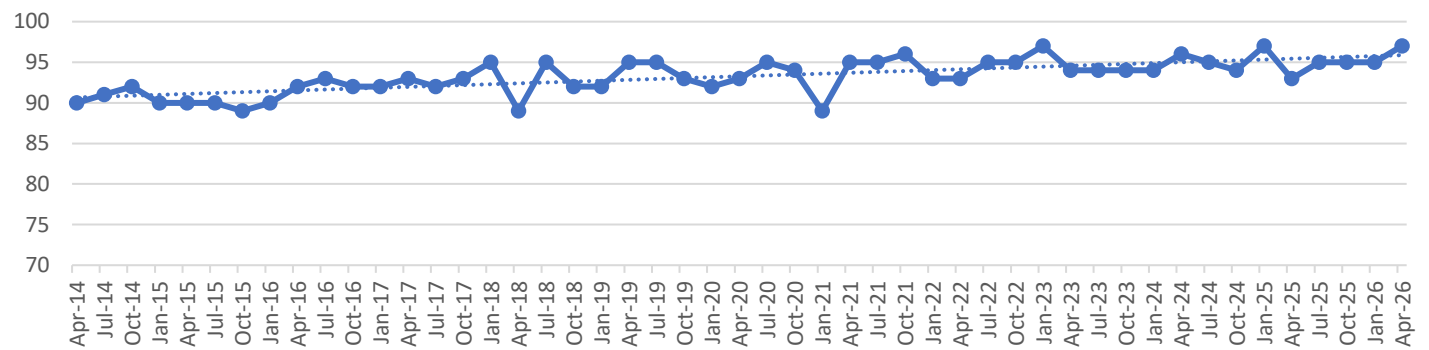
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



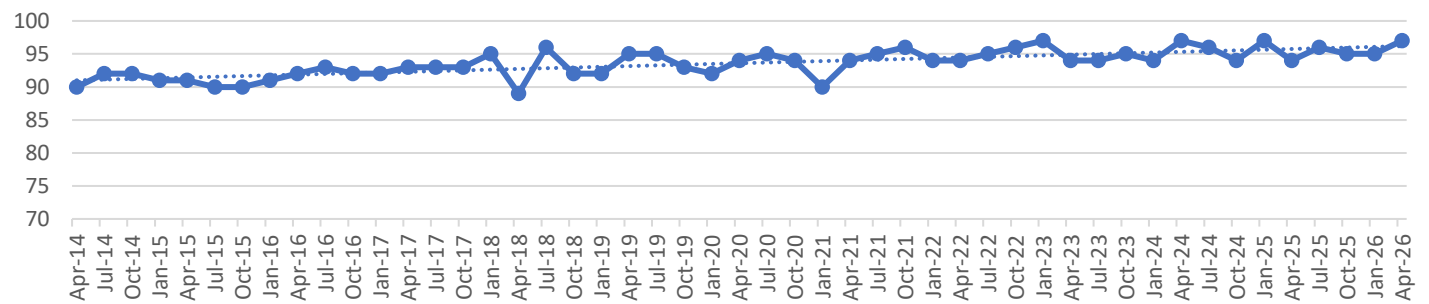
#10 - The handling of my personal medical information in a private and confidential manner



#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?

