

Patient Satisfaction Survey 450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental) 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 93% 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.

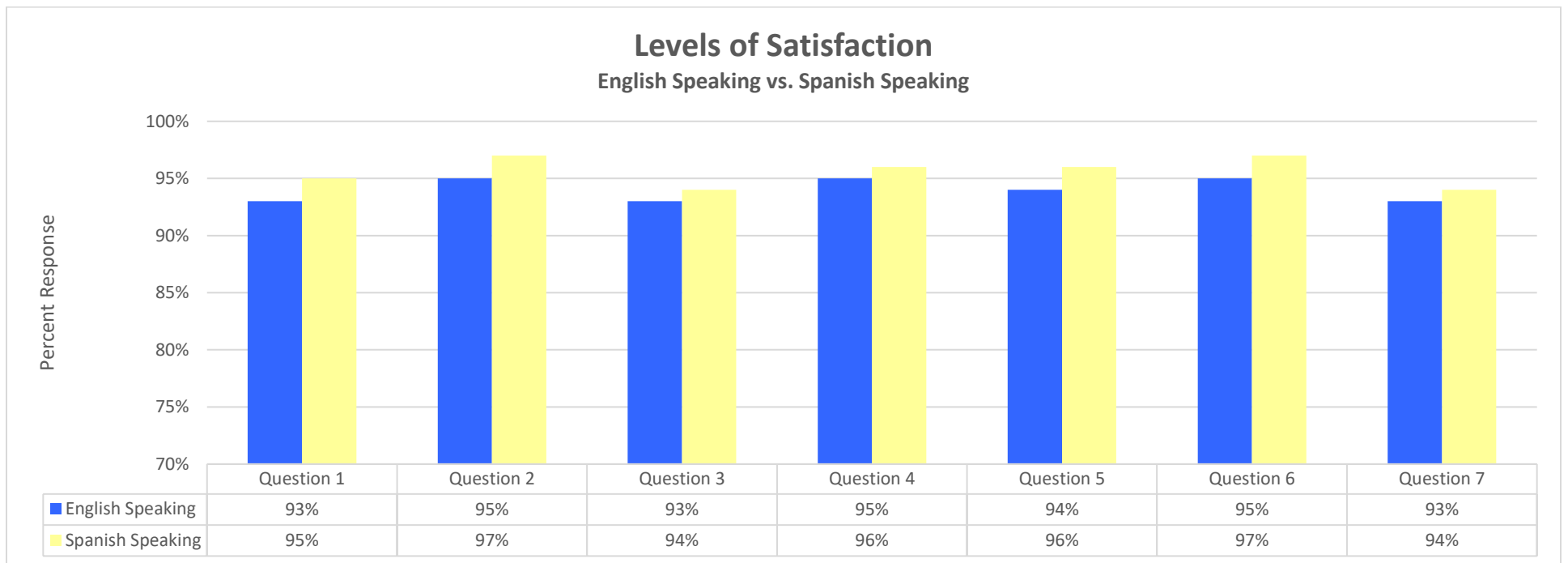
450 Dundee Ave., Elgin - Upper Level – Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	94%	93%	92%	92%
2. The reception staff	96%	95%	94%	94%
3. Receiving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

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%

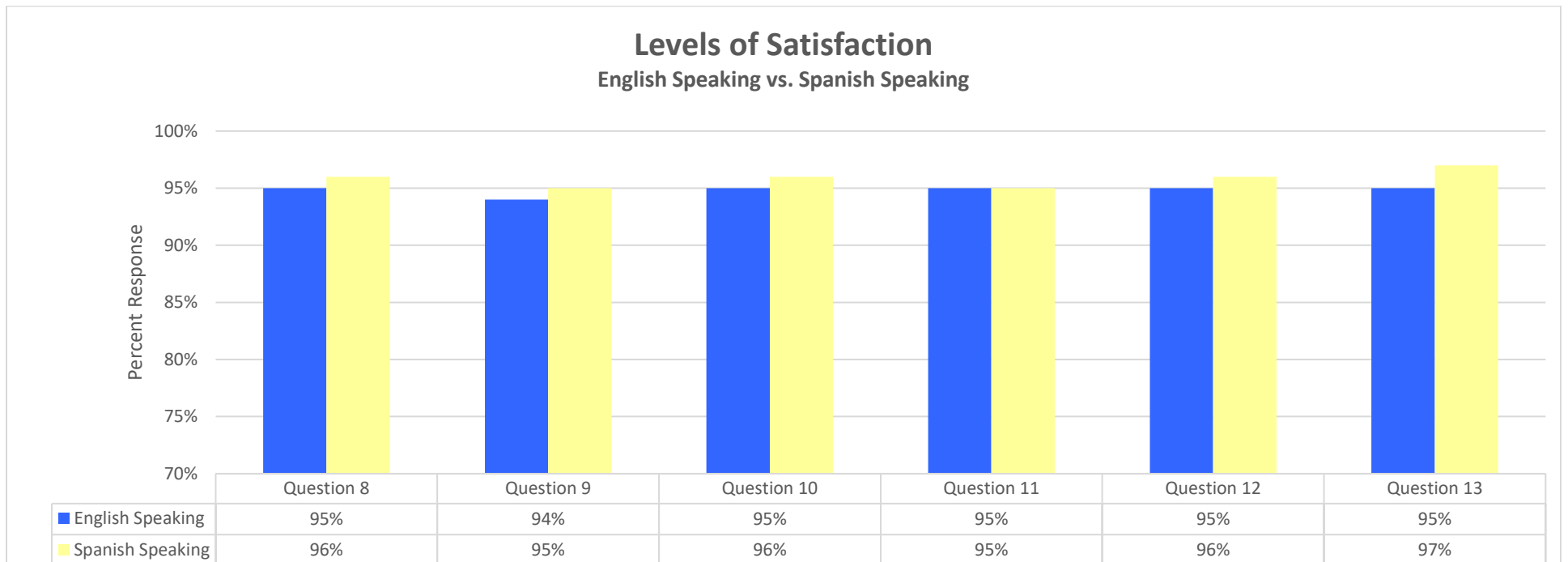
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	131 74%	133 80%	34 19%	30 18%	9 5%	3 2%	2 1%	0	0	1 1%
2. The reception staff	138 78%	138 83%	33 19%	27 16%	4 2%	1 1%	1 1%	0	0	0
3. Receiving a timely appointment	133 76%	124 76%	32 18%	34 21%	8 5%	3 2%	2 1%	3 2%	1 1%	0
4. Education and explanation of plan provided in a way that I can understand	136 78%	134 81%	31 18%	30 18%	7 4%	1 1%	1 1%	0	0	1 1%
5. The follow-up, coordination, and continuity of my care	132 75%	134 81%	37 21%	31 19%	4 2%	1 1%	2 1%	0	0	0
6. The staff addressing my medical needs today	136 78%	138 83%	32 18%	27 16%	6 3%	1 1%	1 1%	0	0	0
7. The time spent waiting	129 73%	124 75%	34 19%	35 21%	10 6%	7 4%	2 1%	0	1 1%	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	136 77%	136 82%	35 20%	28 17%	4 2%	1 1%	1 1%	1 1%	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	132 76%	126 77%	29 17%	31 19%	12 7%	6 4%	1 1%	0	0	0
10. The handling of personal medical info in a private and confidential manner	135 77%	131 79%	33 19%	35 21%	6 3%	0	1 1%	0	0	0
11. Your medical assistant	139 79%	121 78%	31 18%	34 22%	4 2%	1 1%	1 1%	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	141 81%	128 80%	27 16%	29 18%	5 3%	3 2%	1 1%	0	0	0
13. Overall, how satisfied are you with the Health Center?	138 79%	138 84%	3 18%	25 15%	3 2%	1 1%	2 1%	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: 28

N/A: 9

YES: 2

Comments:

1. "First visit, loved it!" (Stern)
2. "Very grateful staff, and very kind nature all of them."

Spanish

NO: 29

N/A: 3

YES:

Comments:

1. "Not this week, but whenever I've needed assistance, I've always been attended to." "Esta semana no pero cuando lo he requerido estan siempre atendido." (Guzman)
2. "I do not remember." "No me recuerdo." (Akroush)
3. "No, thank you." "No gracias." (George)
4. "Very great." "Muy buena." (Akroush)
5. "Great." "Buena." (Akroush)
6. "The experience was pleasant." "La experiencia fue agradable." (Piper)
7. "Great." "Buena." (Safavinejad)
8. "They were very kind and helped me with what I needed." "Muy amable me ayudaron en lo que nesecitava." (Guzman)
9. "Everything has gone well, even with the family. Thank you." "Todo hacido bien aun con la familia gracias." (Safavinejad)
10. "No, I have not left messages." "No, no he dejado mensajes." (Messina)

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

English

1. "Reminder of upcoming appointments." (Piper)
2. "Location and timing."
3. "Kindness." (Piper)
4. "My doctor is very professional." (George)
5. "Staff." (9)
6. "Staff, location." (George)
7. "All staff."
8. "The amazing staff." (Piper)
9. "Attention to details and prioritizing patient needs." (Guzman)
10. "Location, price, staff." (Quesea)
11. "Dental care is competent and friendly." (Akroush)
12. "Take Medicaid." (George)
13. "The timing." (Uy)
14. "Longer appointments." (Stern)
15. "Too seeing nicely."

Spanish

1. "Nothing." "Nada." (Akroush)
2. "Their attention." "Su atención."
3. "Appointments." "Citas." (Akroush)
4. "The personnel." "El personal." (3)
5. "Accessible." "Accesible." (Quesea)
6. "My health." "Mi salud." (Akroush)
7. "The service." "El servicio." (3)
8. "They are very professional 😊." "Son muy professionals 😊." (Safavinejad)
9. "They gave my son answers that he could understand." "Le dieron respuestas a mi hijo que el pudiera entender." (Safavinejad)
10. "Regarding my personal care, I really appreciate the way I am treated and the care devoted to me." "A mi cuidado personal, me gusta mucho el trato y los cuidados que ponen s mi persona." (Piper)
11. "Quick." "Rapido." (Guzman)

16. "Available appointment for me for me and my children." (Stern)
17. "Close to home and friendly staff." (Piper)
18. "How attentive my ob is to my needs." (Stern)
19. "Financial advisor/assistant." (Piper)
20. "People here." (George)
21. "Staff great." (Akroush)
22. "The staff is pretty helpful." (Piper)
23. "Everyone very helpful + happy." (Akroush)
24. "Laura the front desk very very helpful and very polite + very nice, very welcoming!" (Akroush)
25. "The quality dental care. Dr. George provides exceptional care. Her chairside manner is superb. I am very satisfied with her dentistry." (George)
26. "The quality dental care. The dentist has extremely good chairside manner." (George)
27. "Fast appointments." (Quesea)
28. "Very communicative with my health." (Guzman)
29. "The way my doctor explains everything." (Guzman)
30. "The information given and explained 😊." (Quesea)
31. "The information they provide." (Akroush)
32. "Helping when we don't have insurance." (Guzman)
33. "Staff is very helpful and physician." (Guzman)
12. "Always everything is very great." "Siempre todo muy bien." (George)
13. "The great attention." "La buena atencion." (George)
14. "The people." "Las personas." (Quesea)
15. "To maintain my health." "A mantenerme bien con mi salud." (Uy)
16. "The service and appointments." "El servicio, y las citas." (Piper)
17. "The medical assistants." "Las asistentes medicas." (Messina)
18. "I have no complaints whatsoever; everyone who works at Greater Family Health provides excellent care and is super friendly." "No tenga ninguna queja todas las personas que trabajan en Greater Family Health atienden bien y son super amables."
19. "Accessibility to medical attention." "La accesibilidad para la atencion medica." (Piper)
20. "Throughout every stage of my pregnancies, everything was very clear and handled with great kindness." "En todos los procesos de mis embarazos muy claros y todo con mucha amabilidad." (Guzman)
21. "The people that work here." "Personas q trabajan aqui." (Quesea)
22. "That their doctors are very great and precise." "Que sus doctores son muy buenos y precisos." (Stern)
23. "Their efficiency." "Su eficiencia." (Messina)
24. "The entire high-quality service they provide." "Todo el servicio de calidad que brindan." (Messina)
25. "Everything is great; the people are good folks." "Todo muy bien en las personas son buenas gentes." (Messina)
26. "They are very kind and attentive." "Son muy amables y atentos." (Piper)
27. "The service in general." "La atencion en general." (Quesea)
28. "They can find appointments when there is an emergency." "Ellos pueden encontrar citas cuando hay una emergencia." (Piper)
29. "Improve my children's health." "Mejorar la salud de mis hijos." (Quesea)
30. "The service and information." "La atencion e información." (Messina)
31. "Language assistance." "Ayuda con el idioma."
32. "There is always availability, although sometimes the wait is quite long." "Siempre hay disponibilidad, aunque aveces la espera es bastante." (Guzman)
33. "Well, they take good care of me, as they understand how to look after me during my

- pregnancy.” “Pues me atienden bien x entender como cuidar me en mi embarazo.”
34. “It helps us with dental cleaning.” “Nos ayuda con la limpieza dental.” (Quesea)
 35. “All the benefits are good.” “Todas las beneficios son buenos.”
 36. “The consultations were explained very thoroughly.” “Muy explicadas las consultas.”
 37. “That they help.” “Que ayudan.” (Guzman)
 38. “The good service.” “La buena atencion.” (Safavinejad)
 39. “I believe it has to do with his overall state of health.” “Creo que en todo lo de es estado de salud.” (Guzman)
 40. “I only go to the dentist, and even that, only just recently.” “Solo me atiendo en el dentista y hasta horita.” (Safavinejad)
 41. “Service and efficiency.” “El servicio y eficiencia.” (Messina)

Question 16: How can we improve Greater Family Health?

English

1. “N/A.” (10)
2. “No.”
3. “Nothing.” (Akroush)
4. “No notes.” (Piper)
5. “Great service.” (Piper)
6. “None needed.” (Guzman)
7. “Everything is ok.” (Quesea)
8. “My OB is so amazing.” (Piper)
9. “The wait time needs to be fixed.” (Piper)
10. “If time gets fixed.” (Piper)
11. “Appts for fillings are too far out!” (Akroush)
12. “Always reschedule for a date far in the future. Stop canceling appointments!”
“Siempre reprogramar muy lejos. Dejar de cancelar citas!” (Spanish response recorded on an English survey)
13. “Need more appointments that are closer. Having them June/July is too far. How we supposed to have care w/o cavity getting bigger?” (George)
14. “Keep up the good work.” (Guzman)
15. “I understand you guys do school base during the week but its unfair you guys cancel our appts to accommodate them first. Because then we have to wait until next available.” (Quesea)
16. “How are appointments months out? I had been cancelled on 3 times because Dr. is not available which understand happens but I need my fillings done before they turn into a root canal or worse extraction. Please fix this!!!” (George)

Spanish

1. “More appointments.” “Mas citas.” (Safavinejad)
2. “N/A.” (3)
3. “No.” (Akroush)
4. “Nothing.” “Nada.” (4)
5. “Having more appointments.” “Tener mas citas.” (George)
6. “Everything is great.” “Todo esta bien.” (Guzman)
7. “Everything is very great.” “Todo esta muy bien.” (Piper)
8. “Everything is very great.” “Todo muy bien.” (3)
9. “Everything is great 😊.” “Todo bien 😊.” (Piper)
10. “Everything is great.” “Todo bien.” (2)
11. “Everything was great.” “Muy bien todo.” (George)
12. “Everything seems great to me.” “Todo me parece bien.” (Piper)
13. “More timely appointments! They are too far out.” “Citas mas prontas! Muy lejos.” (Akroush)
14. “I'm fine just like this.” “Yo estoy bien asi.” (Guzman)
15. “With more dental care centers.” “Con mas centros de atencion odontología.” (Safavinejad)
16. “I have no complaints regarding the service.” “No tengo quejas respecto al servicio.” (Akroush)

17. "Sometimes I will wait an hour to be seen for only 15 minutes, its not fair." (Piper)
18. "As you being good."
19. "I've had a good service so far." (Piper)
20. "For dental filling appointments are too far out! Before only used to be 1 month out max now 3 months!" (Piper)
21. "Wish doors were automatic open. It's hard as a person in a wheelchair." (Akroush)
22. "I could not ask for better care from Dr. George + her teams." (George)
23. "Clinic is good they way it is. Everybody so friendly and helpful." (Guzman)
24. "Nothing, you all were great 😊." (Quesea)
25. "I have no improvement advice." (Akroush)
26. "My parent actually switched from Sycamore over here this office is a lot better thank you!" (Messina)
17. "Do not cancel appointments too often." "No cancelar citas muy seguido." (George)
18. "Additional timely appointments; stop canceling appointments." "Citas mas cercanas; dejar de cancelar citas." (Uy)
19. "As far as I'm concerned, it's fine so far." "Para mi esta bien hasta hoy." (Uy)
20. "That the appointments were faster." "Que las citas fueran mas rápidas." (Piper)
21. "Personally, all my appointments have gone super well- the attention, the treatment, everything was great 100%." "Para mi persona todas las citas an cido super bien la atencion el trato todo bien 100%." (Piper)
22. "On time appointments." "Citas al tiempo." (George)
23. "They need to have more patience with us; sometimes they don't know what I'm going through." "Tienen que tener mas paciencia con uno a veces no saben lo que uno esta viviendo." (Stern)
24. "They should be more flexible regarding appointment arrival times. What I mean is, they ask you to arrive 15 minutes before your appointment, but sometimes you show up just 5 minutes early and they still won't see you." "Que tengan mas tolerancia con la hora de llegada de cada cita. Me refiero te piden llegar 15 minutos antes de tu cita, pero a veces uno llega 5 minutos antes de la cita y no te atienden."
25. "The appointments should not be so far out." "Las citas no sean tan retiradas." (Akroush)
26. "Appointments scheduled too far out." "Citas muy retiradas." (Akroush)
27. "It takes a long time to schedule a dentist appointment." "Las citas al dentista es mucho tiempo para poder agendar." (Quesea)
28. "Your service is very good. Keep it up." "Su servicio es muy bueno. Sigam asi." (Messina)
29. "Also working on Sunday." "Al trabajar tambien el Domingo." (Piper)
30. "The service is optimal." "Esta optimo el servicio." (Quesea)
31. "More than anything, with the waiting." "Mas que todo en la espera." (Guzman)
32. "Appointments for fillings are booked very far out." "Citas para rellenos muy lejos."
33. "Sometimes the one's that call you in are very rude when you go in to see the gynecologist." "Aveces son muy groseras las que te yaman. Cuando pasas con la ginecologa." (Guzman)
34. "Getting an appointment takes a very long time." "Para agarrar cita es muy tardado." (Quesea)

35. "To be honest, I don't have much knowledge regarding this, because up to this very day, I have been treated very well. Thank you." "La verdad no tengo mucho conocimiento en esto porque hasta la fecha de hoy me han atendido muy bien gracias." (Safavinejad)
36. "Your work is very efficient; keep it up." "Su trabajo es muy eficiente, sigan de esa manera." (Messina)

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

English

- YES: 153
- NO: 0

Spanish

- YES: 174
- NO: 1

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

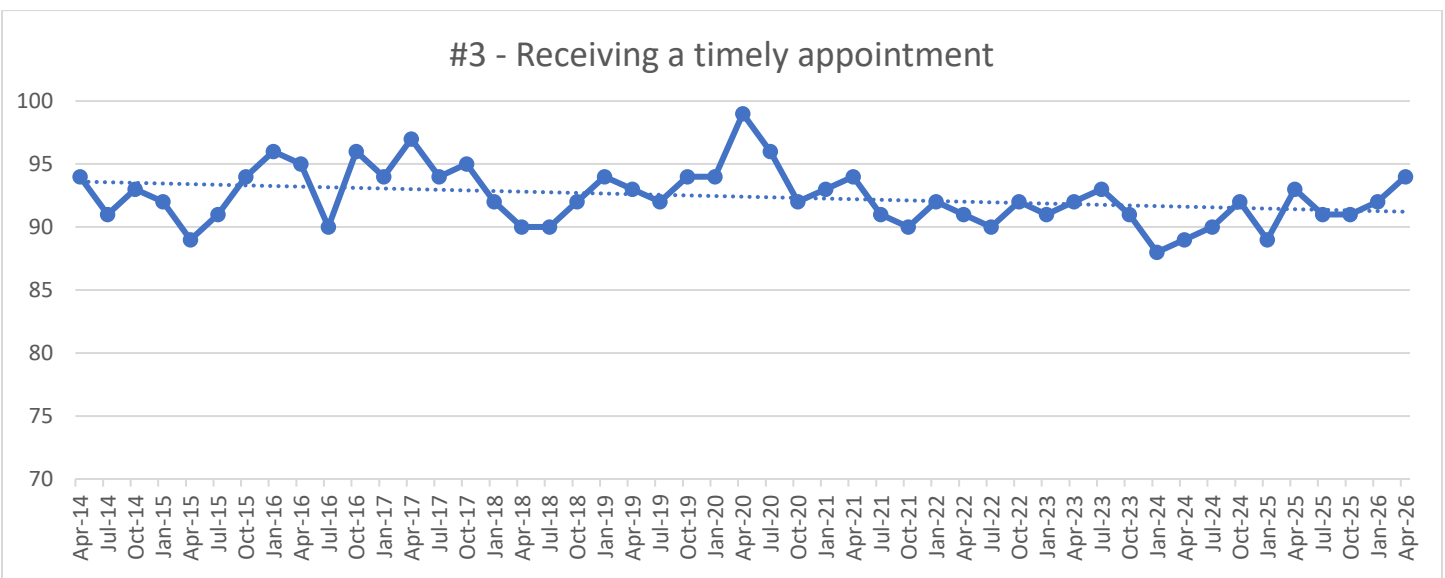
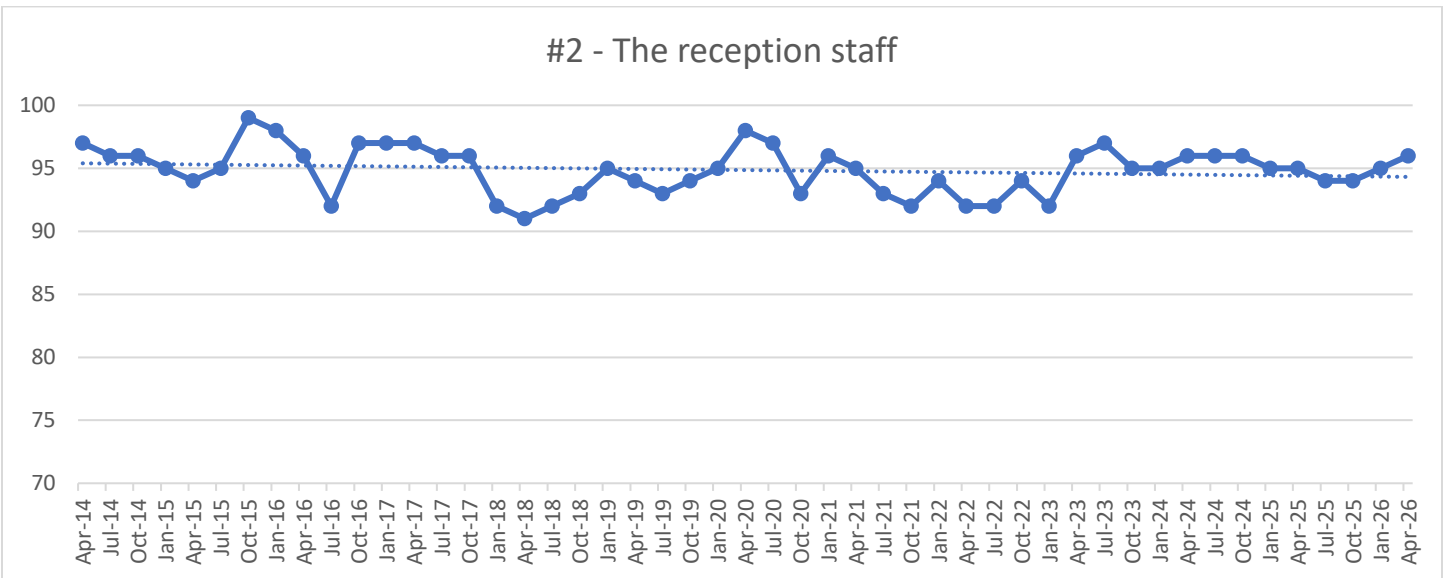
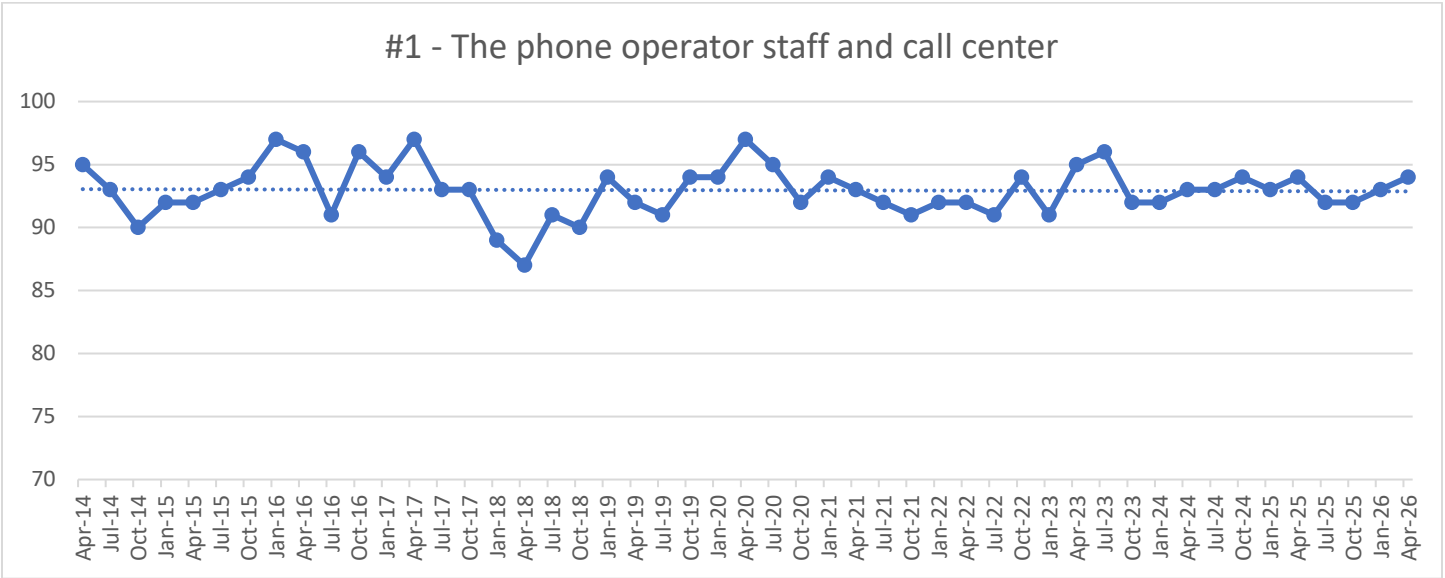
English

- Akroush: 38
- George: 20
- Guzman: 12
- Messina: 10
- Piper: 26
- Quesea: 7
- Safavinejad: 8
- Stern: 8
- Uy: 9

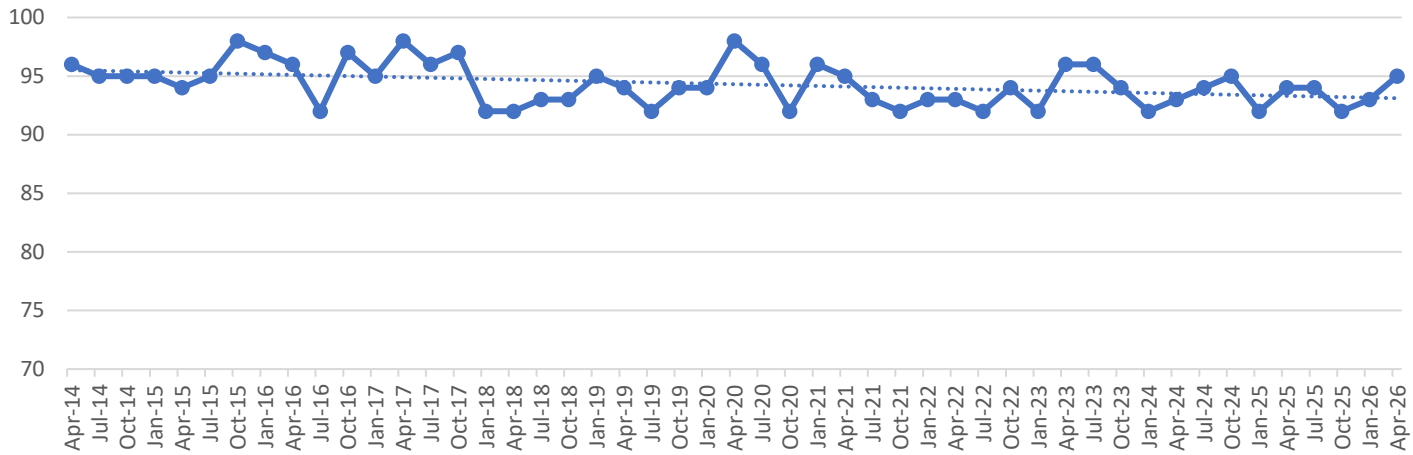
Spanish

- Akroush: 36
- George: 25
- Guzman: 23
- Messina: 15
- Piper: 24
- Quesea: 16
- Safavinejad: 20
- Stern: 18
- Uy: 7

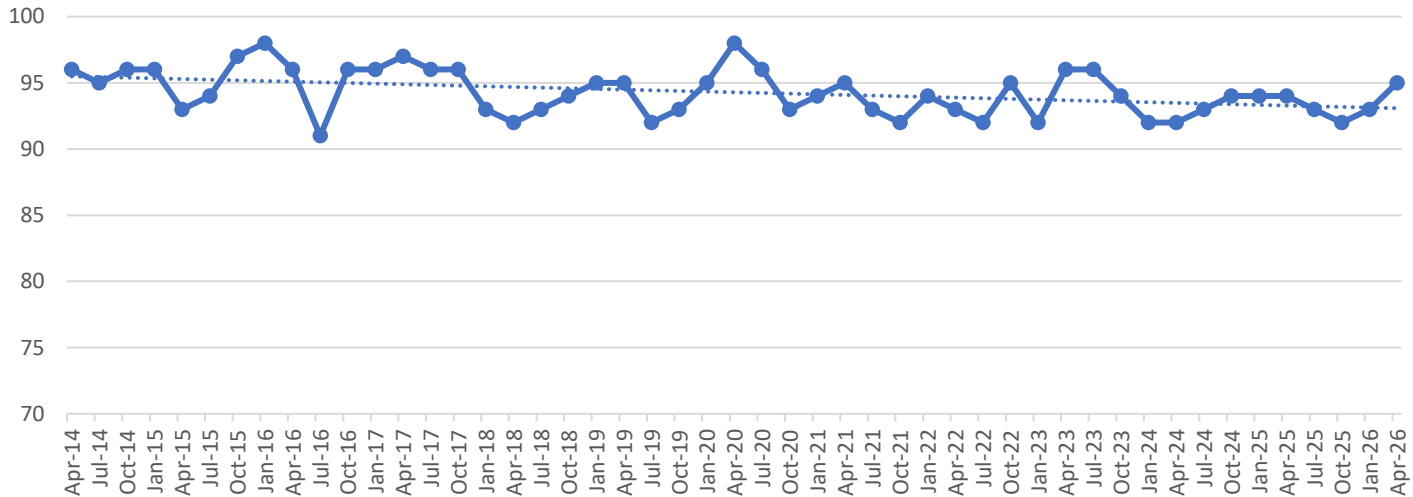
Individual Question Results with Trendlines



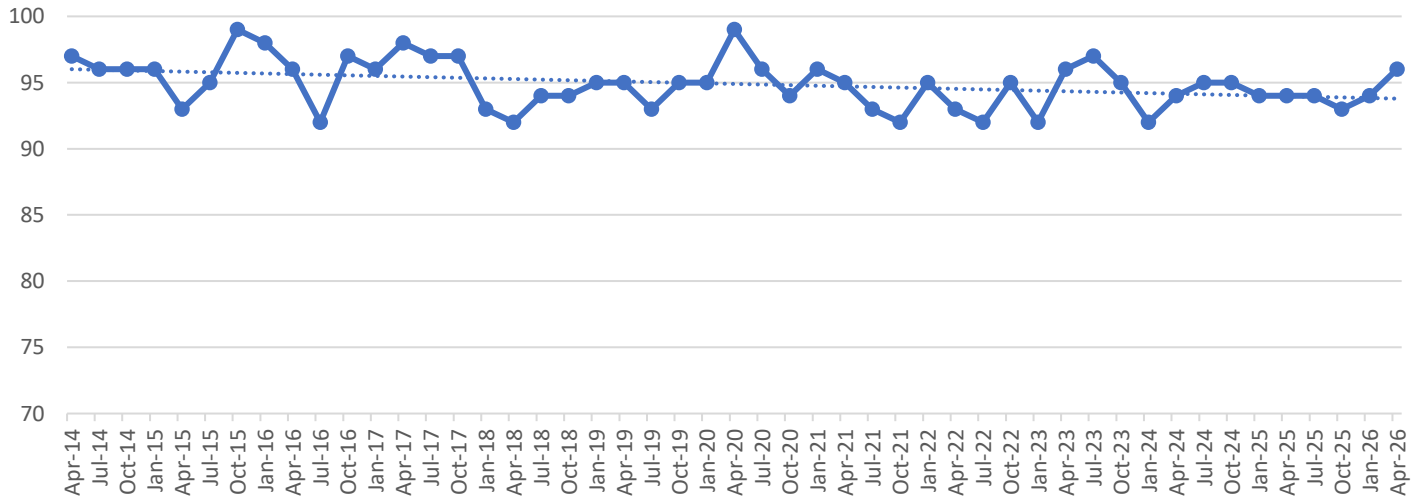
#4 - Education and explanation of plan provided in a way that I can understand



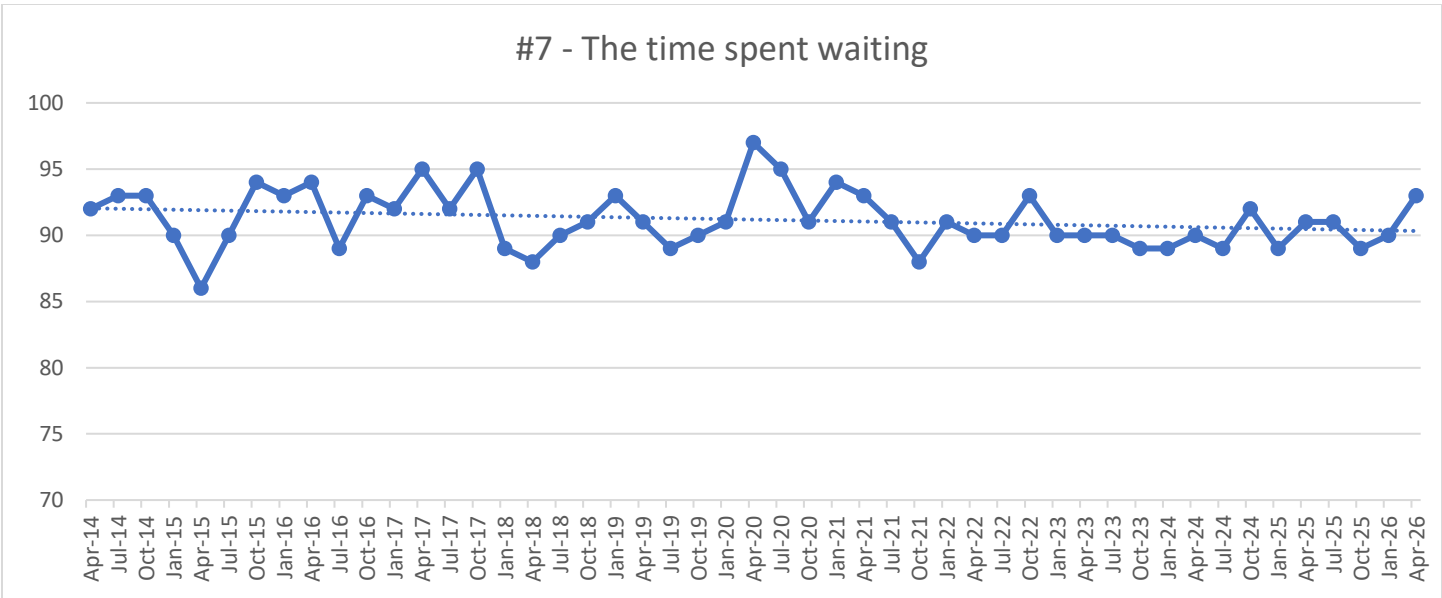
#5 - The follow-up, coordination, and continuity of my care



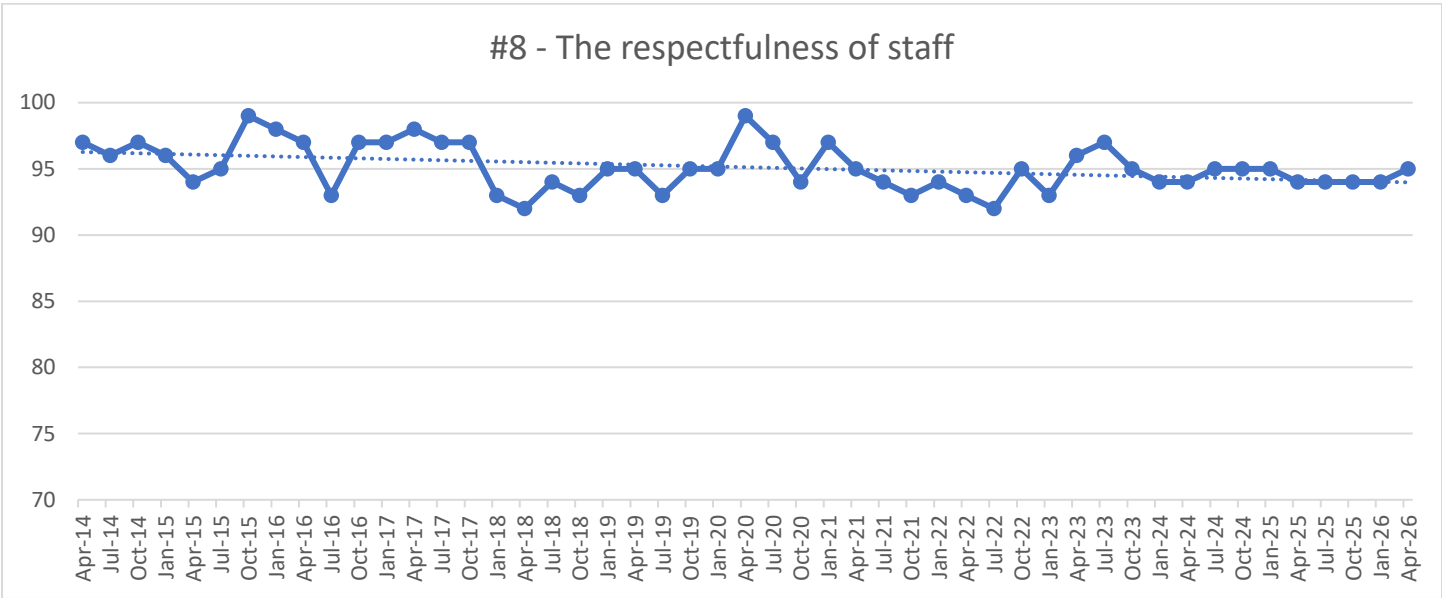
#6 - The staff addressing my medical needs today



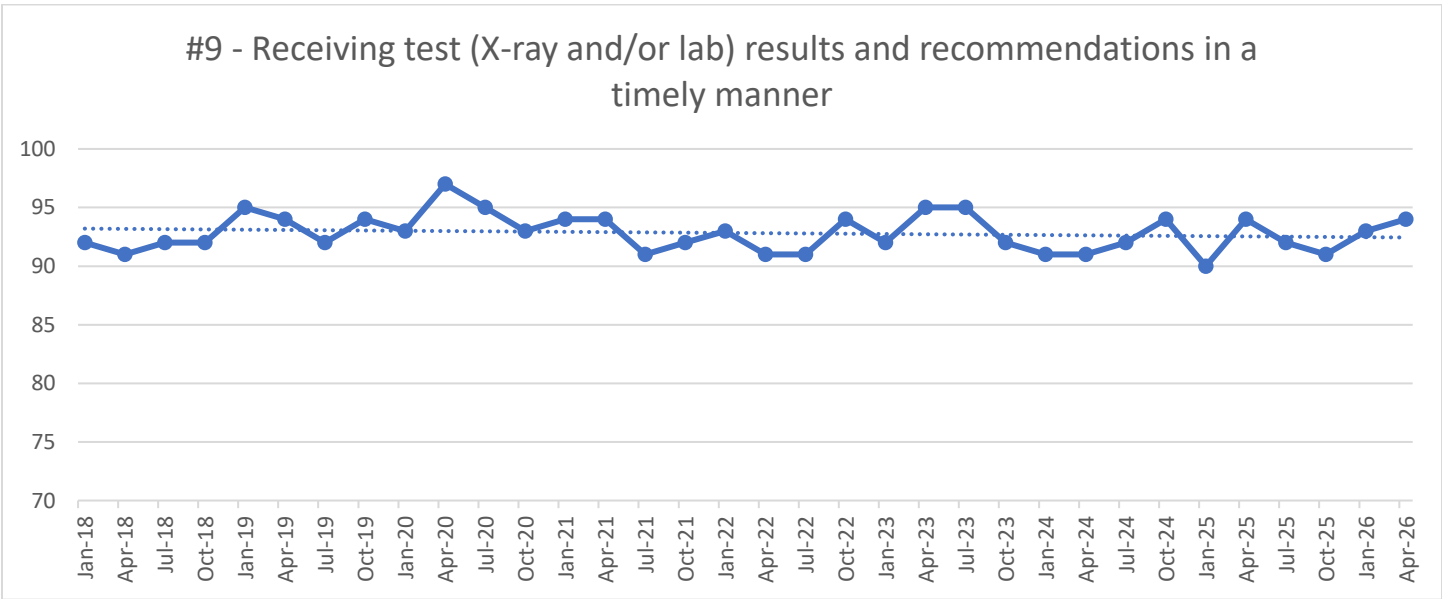
#7 - The time spent waiting



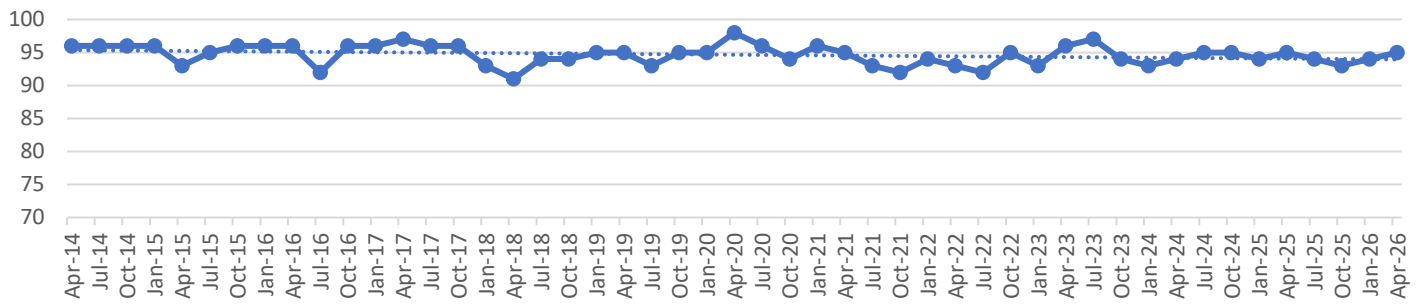
#8 - The respectfulness of staff



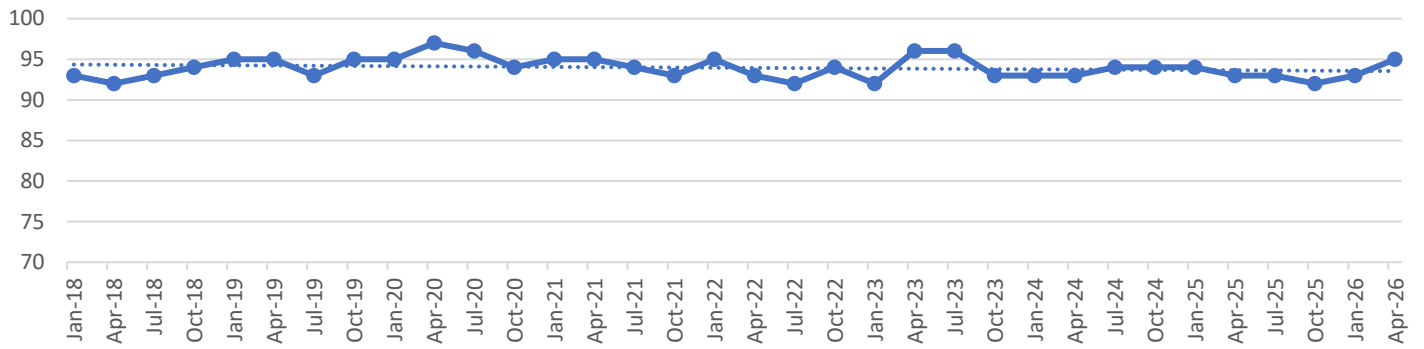
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



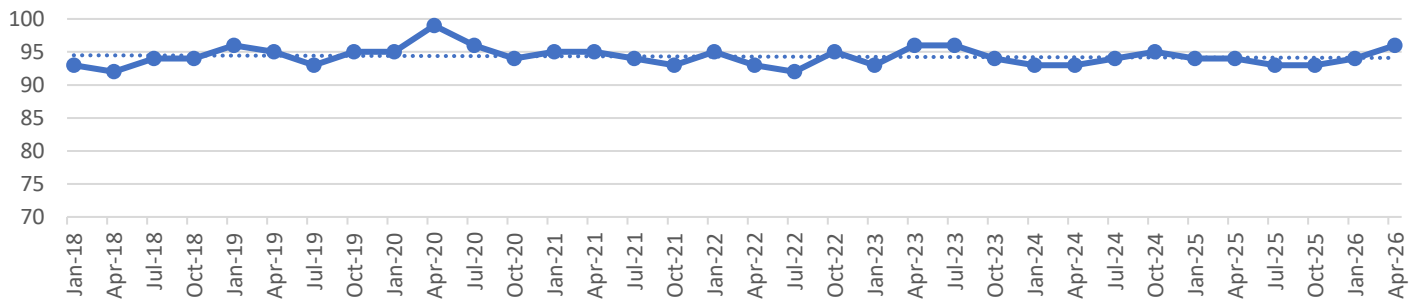
#10 - The handling of my personal medical information in a private and confidential manner



#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?

