

Patient Satisfaction Survey 10225 Grand Ave, Franklin Park July 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 96% to 99%. The mean for all questions was 98% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

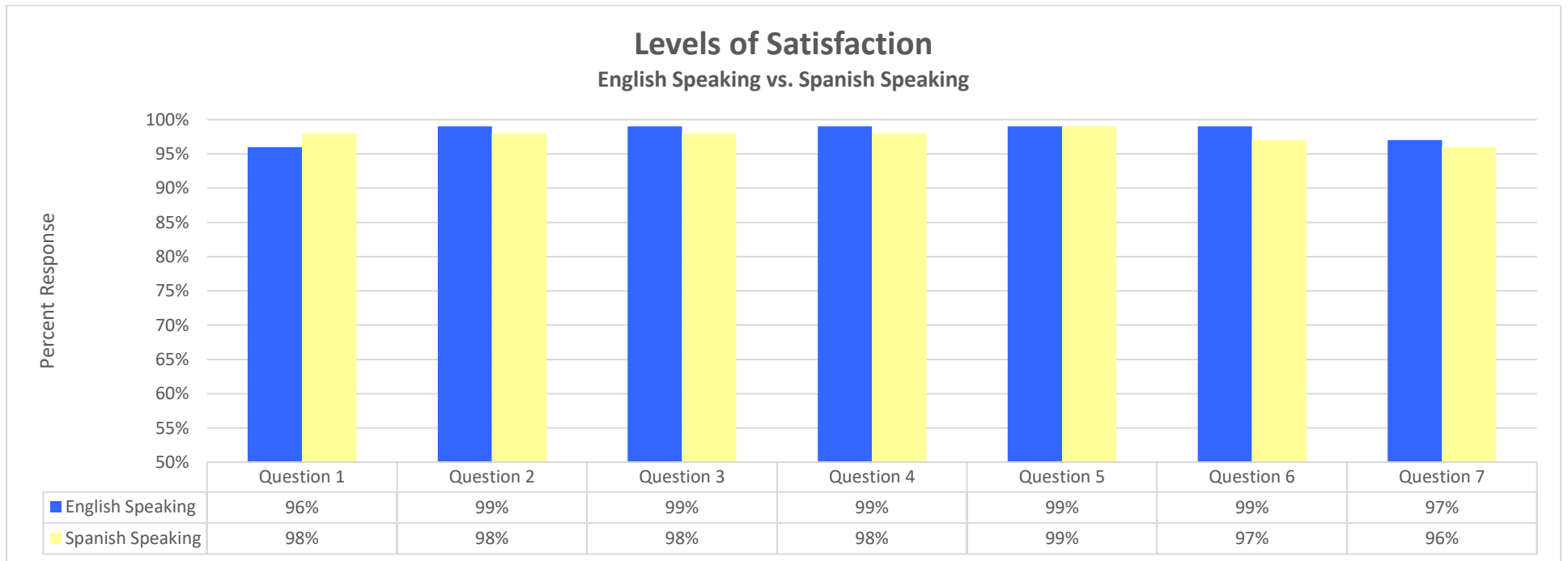
10225 Grand Ave., Franklin Park – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	96%	91%	97%	95%
2. The reception staff	99%	98%	99%	99%
3. Receiving a timely appointment	99%	97%	99%	99%
4. Education and explanation of plan provided in a way that I can understand	99%	98%	99%	99%
5. The follow-up, coordination, and continuity of my care	99%	99%	99%	99%
6. The staff addressing my medical needs today	98%	98%	99%	99%
7. The time spent waiting	96%	96%	97%	99%
8. The respectfulness of staff	99%	99%	99%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	98%	99%	99%
10. The handling of my personal medical information in a private and confidential	98%	98%	99%	99%
11. Your medical assistant	98%	98%	99%	99%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	99%	98%	99%	99%
13. Overall, how satisfied are you with the Health Center?	99%	98%	99%	99%

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

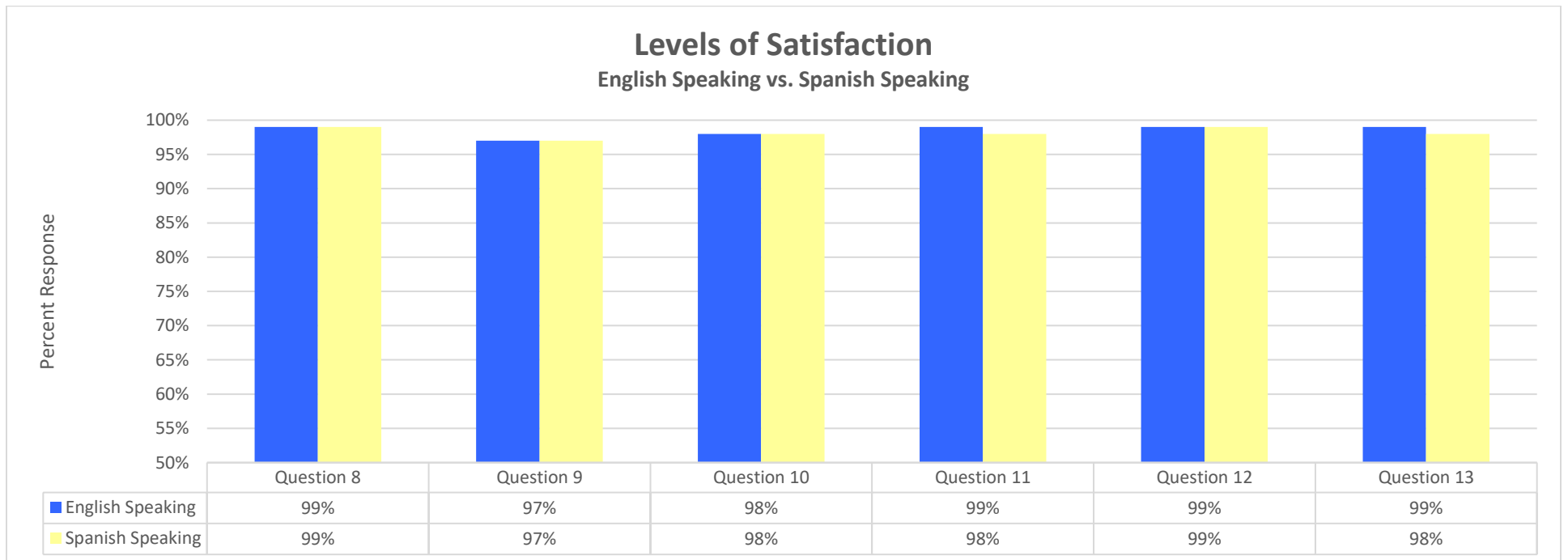
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	52 88%	28 88%	3 5%	4 13%	2 3%	0	2 3%	0	0	0
2. The reception staff	56 95%	29 91%	2 3%	3 9%	1 2%	0	0	0	0	0
3. Receiving a timely appointment	57 97%	29 91%	1 2%	2 6%	1 2%	1 3%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	57 97%	30 94%	1 2%	3 9%	1 2%	0	0	0	0	0
5. The follow-up, coordination, and continuity of my care	56 95%	28 90%	2 3%	2 6%	1 2%	0	0	0	0	0
6. The staff addressing my medical needs today	56 95%	27 90%	2 3%	2 7%	1 2%	1 3%	0	0	0	0
7. The time spent waiting	51 86%	27 84%	6 10%	3 9%	2 3%	2 6%	0	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	56 95%	30 94%	2 3%	2 6%	1 2%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	53 90%	26 87%	4 7%	3 10%	2 3%	1 3%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	55 93%	29 91%	3 5%	2 6%	1 2%	1 3%	0	0	0	0
11. Your medical assistant	56 95%	29 91%	2 3%	2 6%	1 2%	1 3%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	56 95%	30 94%	2 3%	2 6%	1 2%	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	56 95%	29 91%	2 3%	3 9%	1 2%	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: 10

N/A: 1

YES: 0

Comments:

1. "No, but I have before and very timely response."

Spanish

NO: 3

N/A: 0

YES: 0

Comments:

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

English

1. "N/A." (Jamison)
2. "The waiting." (Jamison)
3. "Availability." (Jamison)
4. "Staff." (Le)
5. "Making appointments." (Acevez)
6. "Hours of operation." (Qian)
7. "The positive attitudes." (Rajki)
8. "Been able to find an appt as soon as possible." (Jamison)
9. "Multiple locations/availability."
10. "Flexible and affordable." (Jamison)
11. "Fast, helpful, amazing staff."
12. "Quick responses, good service, nice staff."
(2)

Spanish

1. "Kindness." "Hamabilidad."
2. "Medical attention." "Atencion medica."
(Sadik)
3. "Flexibility and attentiveness." "La flexibilidad y atención."
4. "Their efficient service and help in my language." "Su servicio eficiente y la ayuda en mi idioma."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (2)
2. "Everything was great?" (Benstein)
3. "You guys are great!" (Jamison)
4. "Everything is well." (Le)
5. "More polite on the phone I spoke to an older person and they gave me attitude." (Jamison)
6. "Scheduling us – I forget sometimes." (Rajki)
7. "Get in person translator." (Jamison)

Spanish

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

English

- YES: 25
- NO: 0

Spanish

- YES: 10
- NO: 0

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

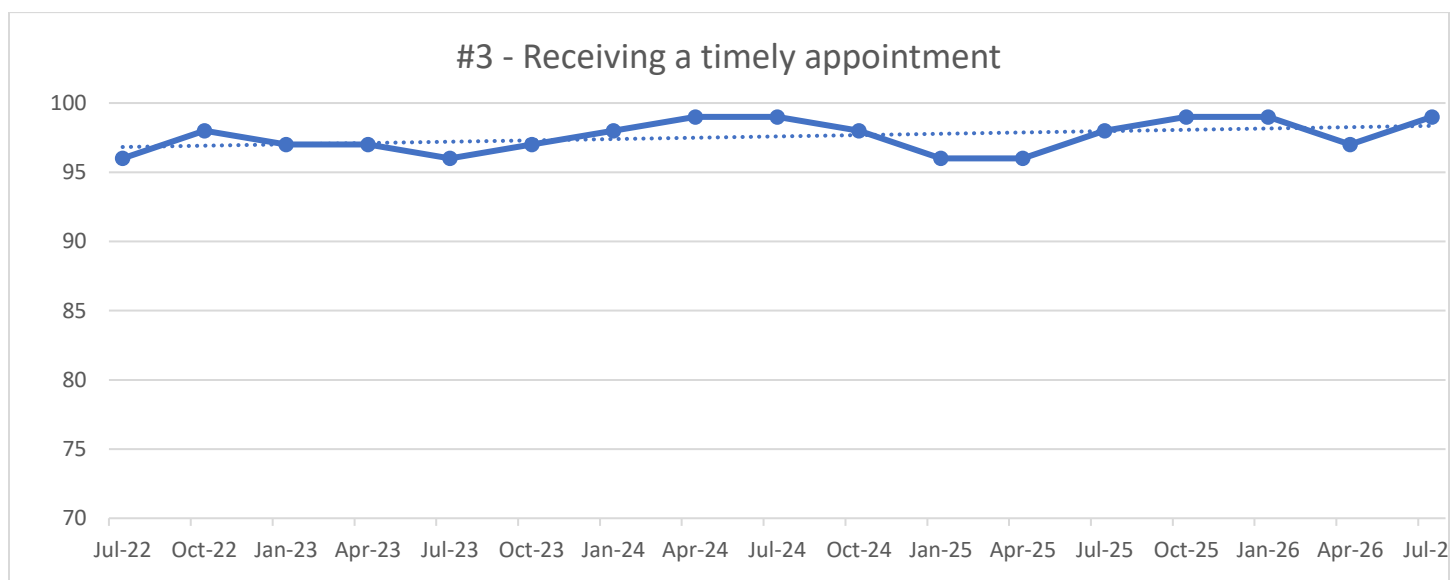
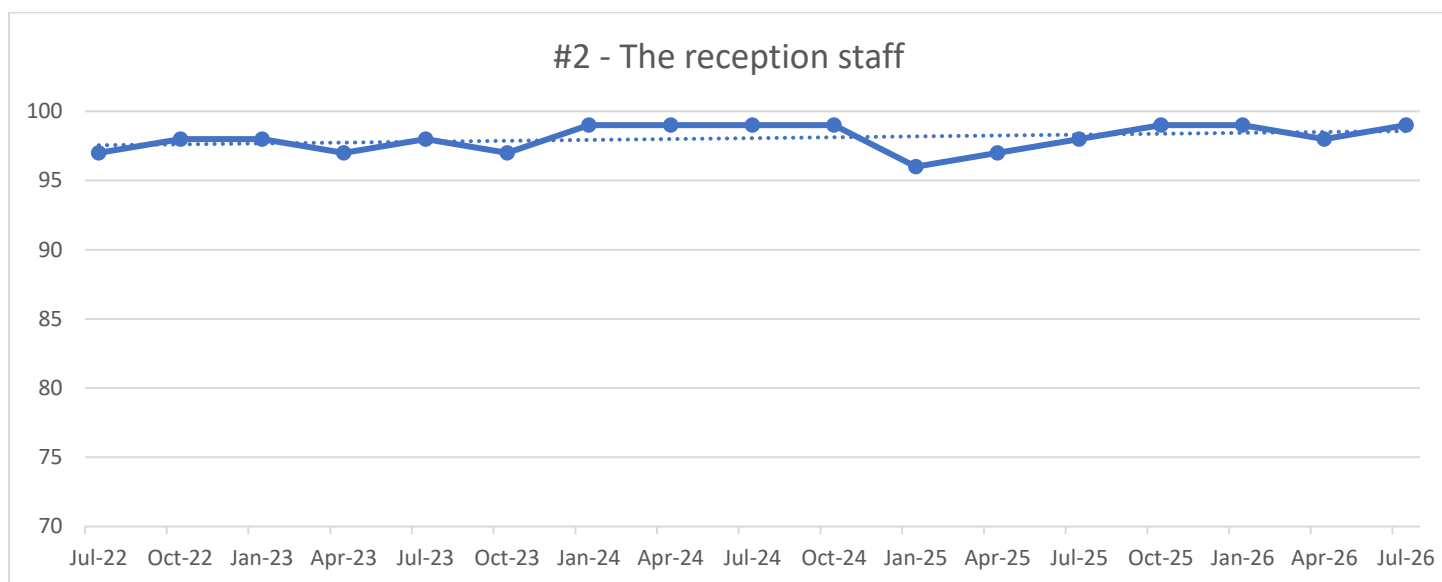
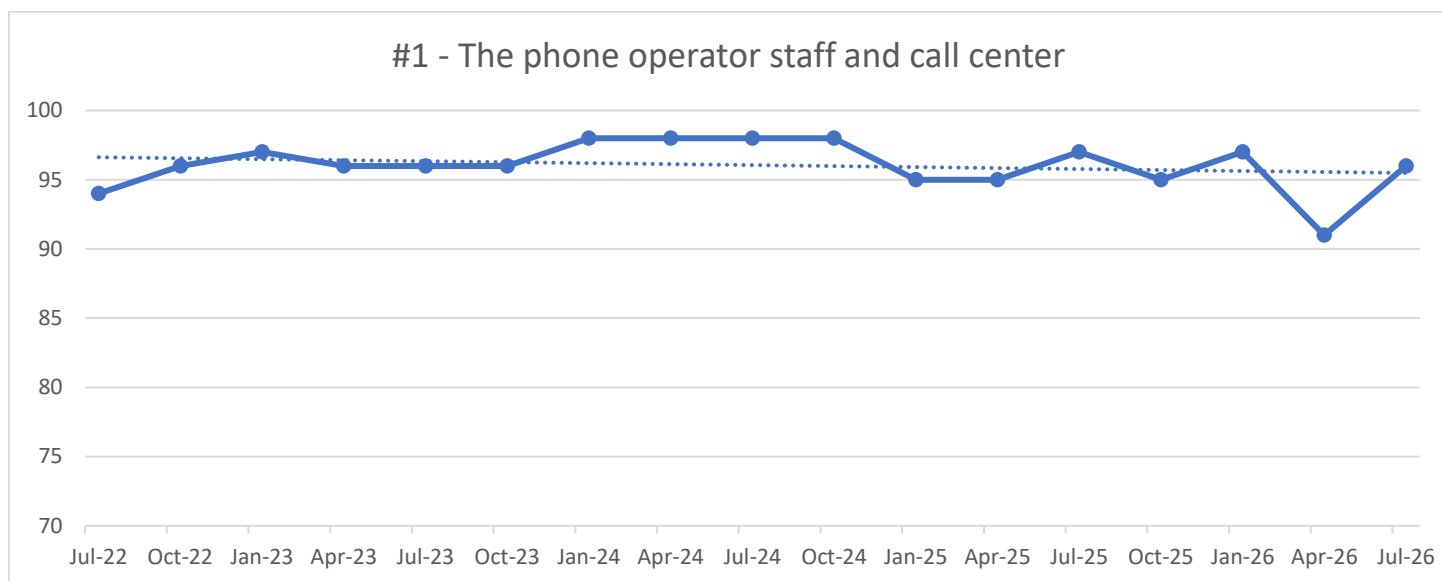
English

- Acevez: 1
- Benstein: 2
- Chung: 1
- Jamison: 5
- Le: 1
- Qian: 3
- Rajki: 1
- Sadik: 1

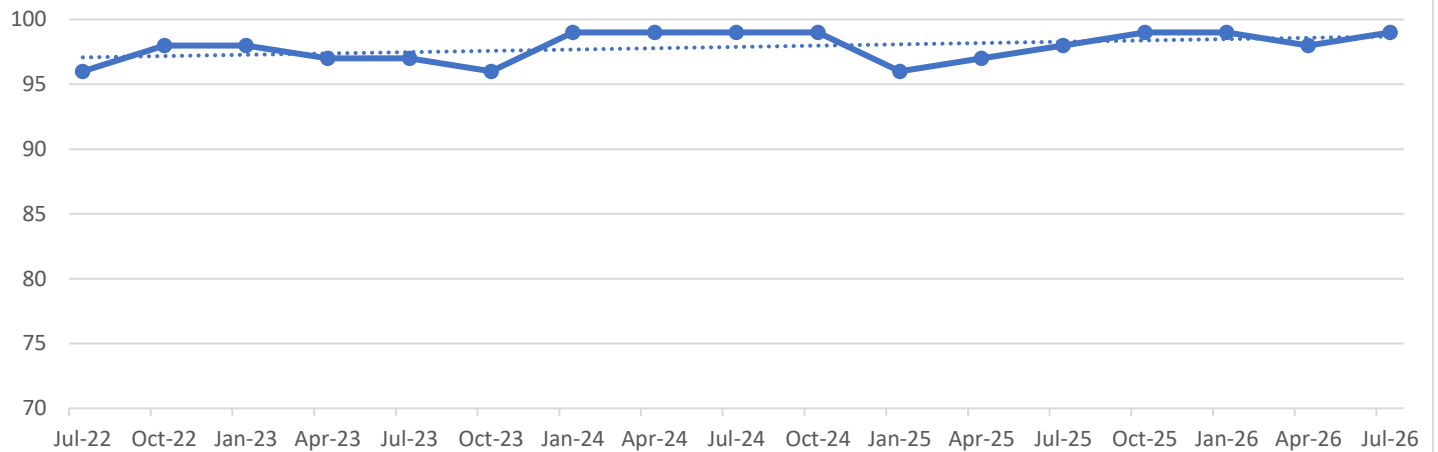
Spanish

- Acevez: 1
- Benstein: 1
- Jamison: 1
- Qian: 3
- Rajki: 2
- Sadik: 3

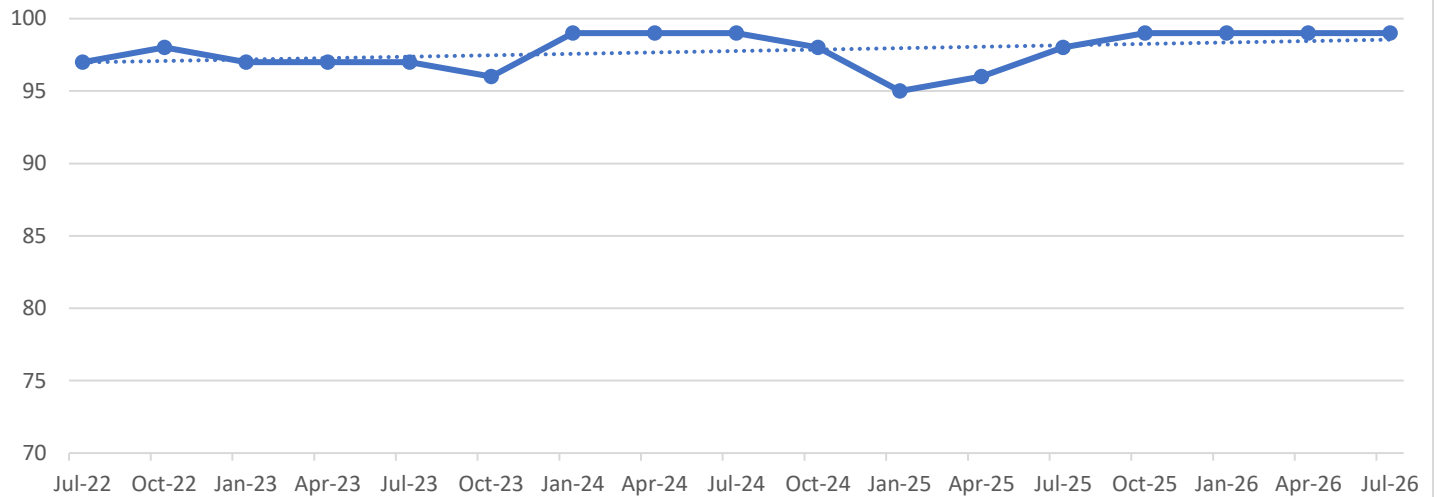
Individual Question Results with Trendlines



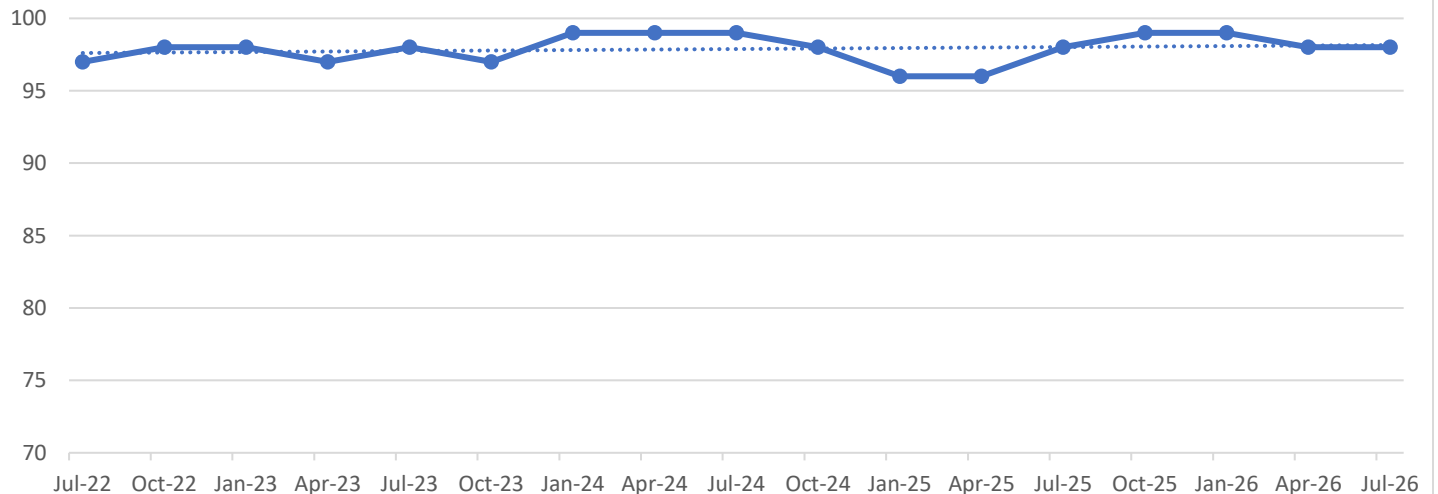
#4 - Education and explanation of plan provided in a way that I can understand



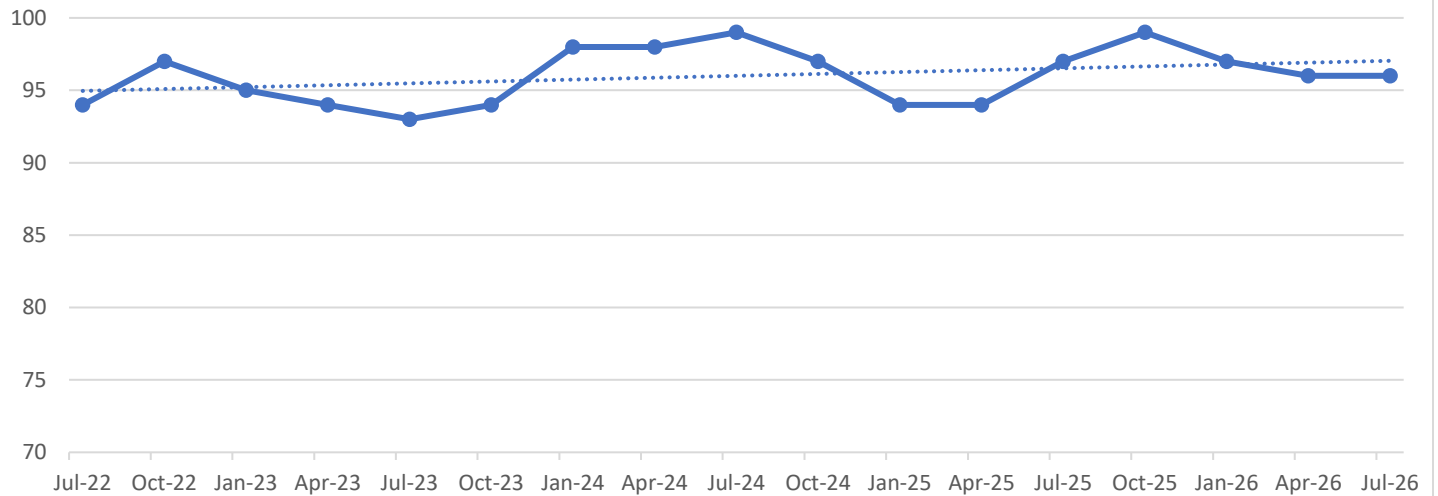
#5 - The follow-up, coordination, and continuity of my care



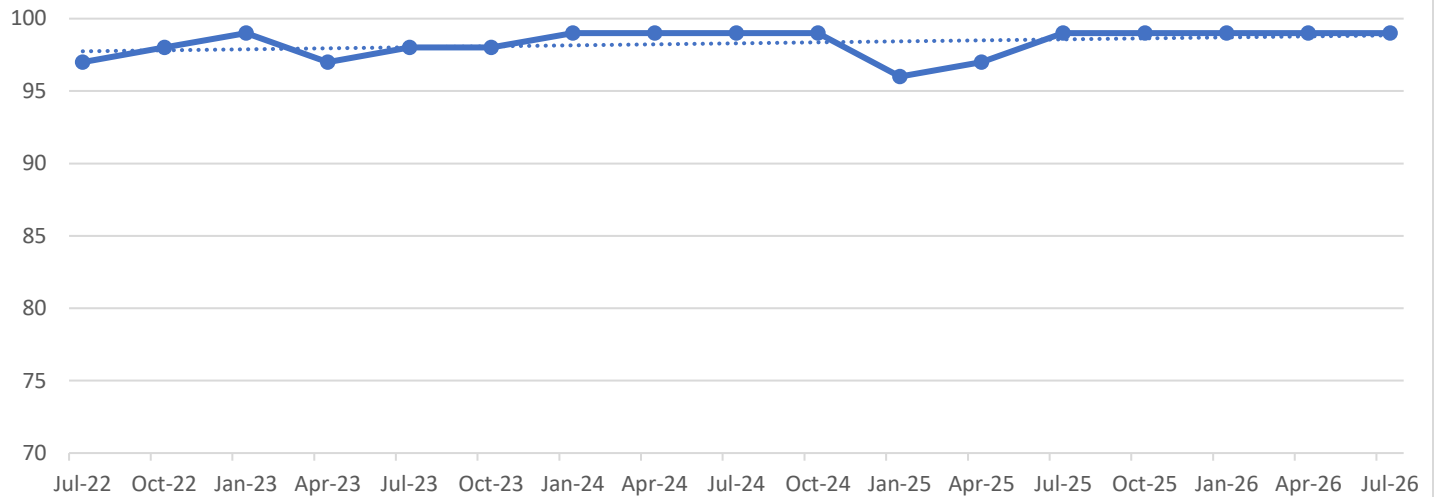
#6 - The staff addressing my medical needs today



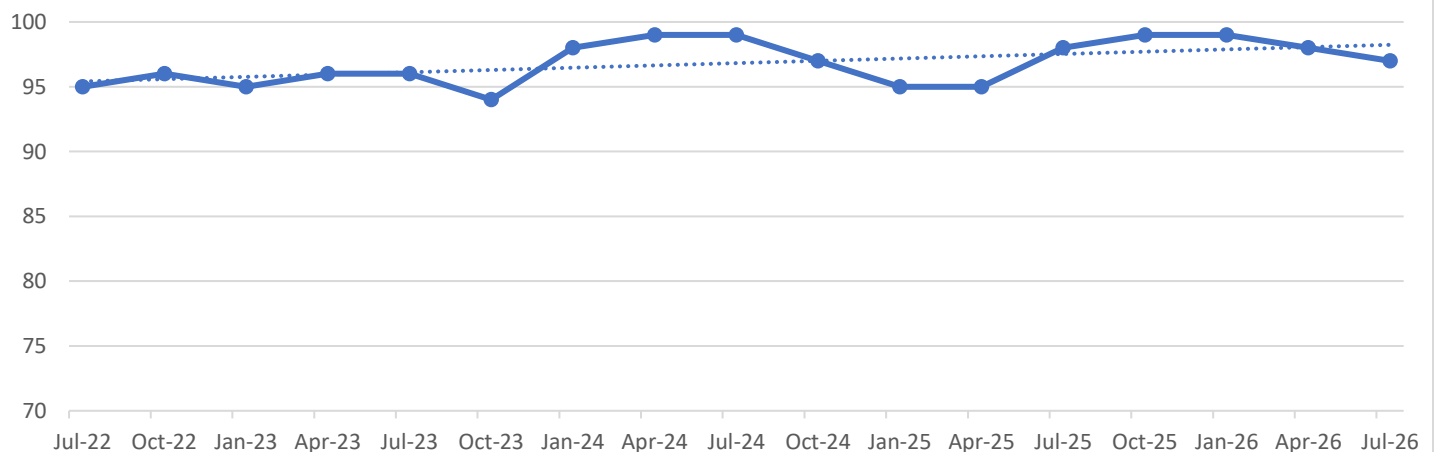
#7 - The time spent waiting



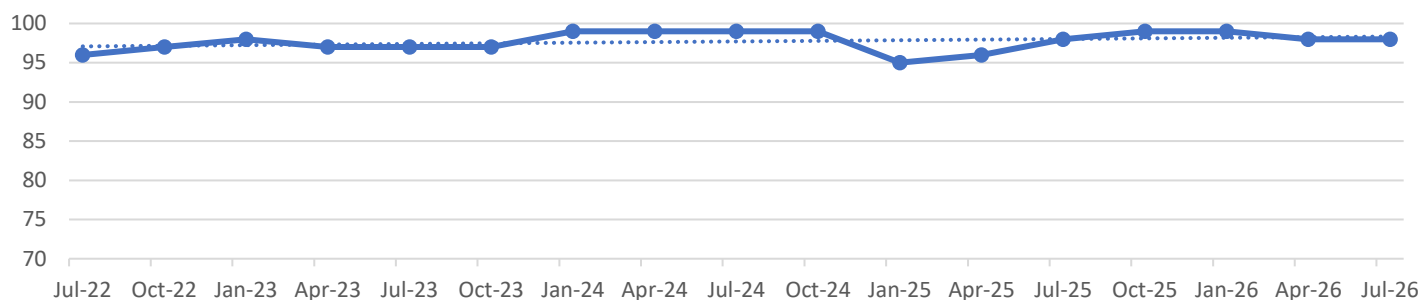
#8 - The respectfulness of staff



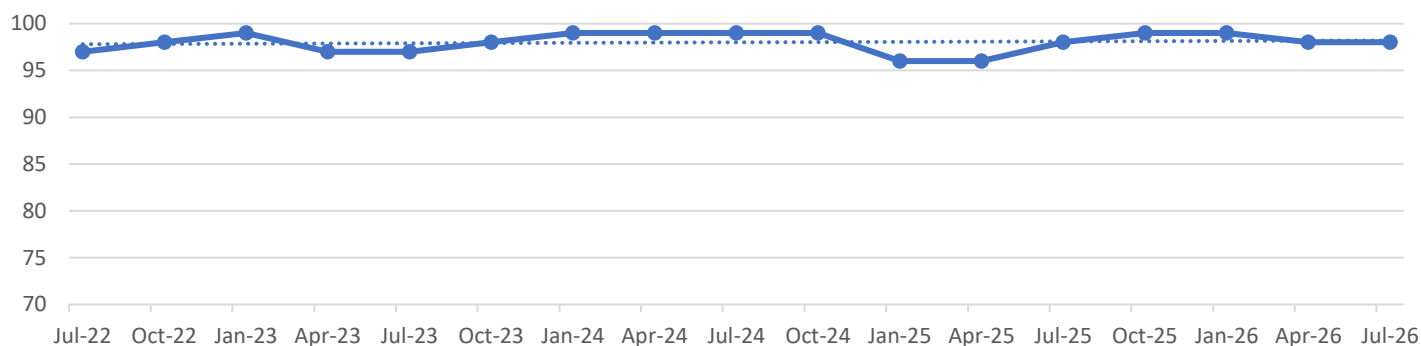
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



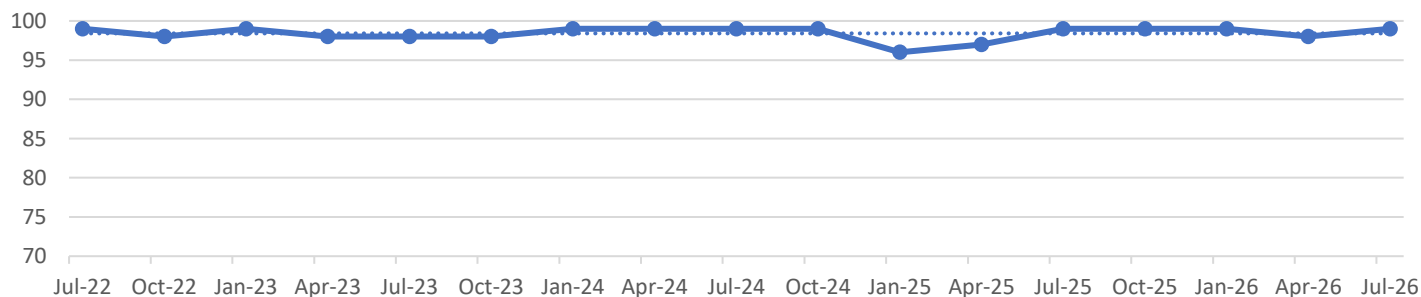
#10 - The handling of my personal medical information in a private and confidential manner



#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?

