

## Patient Satisfaction Survey 1515 E Lake St, Suite 202, Hanover 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 94% to 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

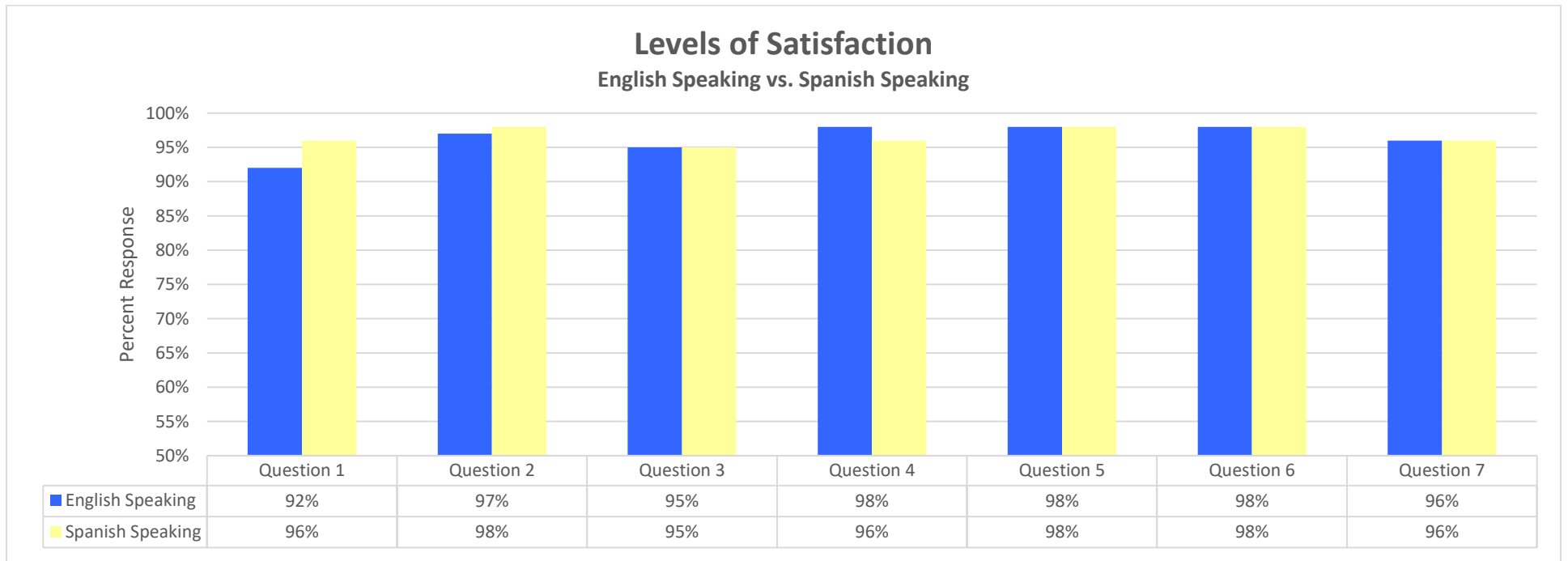
| 1515 E. Lake St., Suite 202, Hanover Park-Survey Questions                                        | Level of Satisfaction<br>July 2026 | Level of Satisfaction<br>April 2026 | Level of Satisfaction<br>January 2026 | Level of Satisfaction<br>October 2025 |
|---------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------|---------------------------------------|---------------------------------------|
| 1. The phone operator staff and call center                                                       | 94%                                | 91%                                 | 91%                                   | 93%                                   |
| 2. The reception staff                                                                            | 98%                                | 96%                                 | 98%                                   | 97%                                   |
| 3. Receiving a timely appointment                                                                 | 95%                                | 94%                                 | 96%                                   | 96%                                   |
| 4. Education and explanation of plan provided in a way that I can understand                      | 97%                                | 96%                                 | 99%                                   | 97%                                   |
| 5. The follow-up, coordination, and continuity of my care                                         | 98%                                | 96%                                 | 98%                                   | 97%                                   |
| 6. The staff addressing my medical needs today                                                    | 98%                                | 97%                                 | 99%                                   | 97%                                   |
| 7. The time spent waiting                                                                         | 96%                                | 92%                                 | 96%                                   | 94%                                   |
| 8. The respectfulness of staff                                                                    | 98%                                | 96%                                 | 98%                                   | 98%                                   |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner               | 96%                                | 95%                                 | 98%                                   | 95%                                   |
| 10. The handling of my personal medical information in a private and confidential                 | 97%                                | 97%                                 | 98%                                   | 98%                                   |
| 11. Your medical assistant                                                                        | 98%                                | 96%                                 | 98%                                   | 98%                                   |
| 12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist) | 97%                                | 97%                                 | 99%                                   | 98%                                   |
| 13. Overall, how satisfied are you with the Health Center?                                        | 97%                                | 97%                                 | 99%                                   | 98%                                   |

| 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%                                |

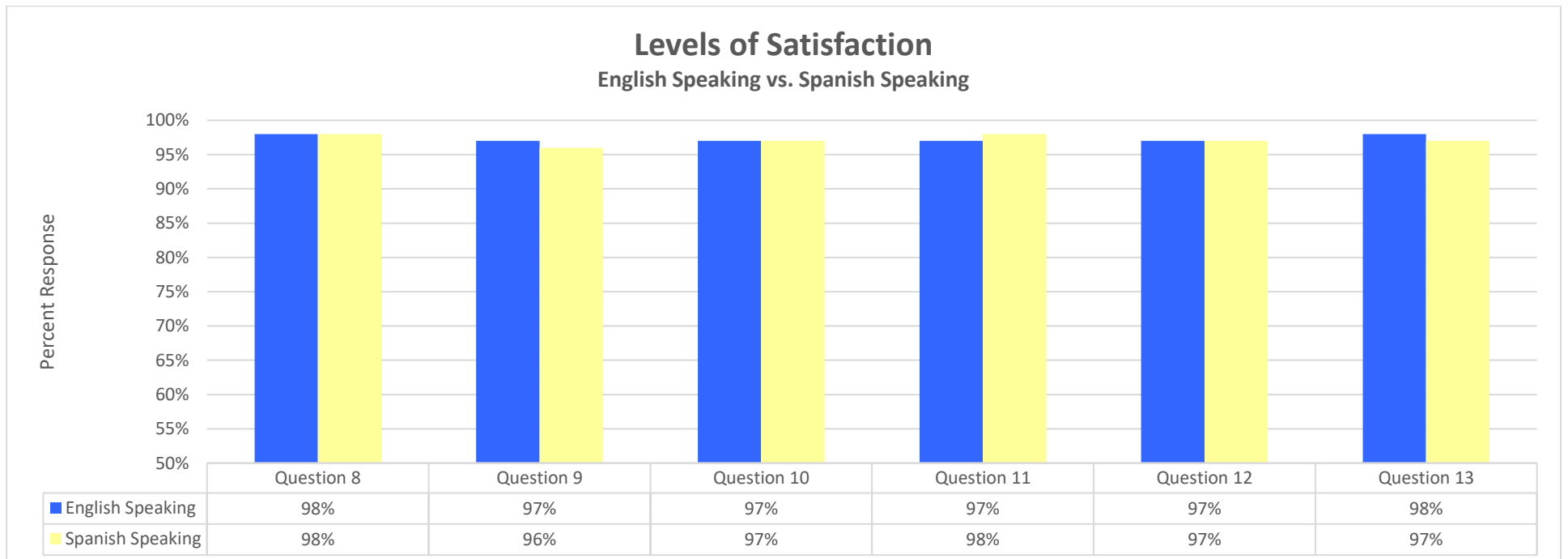
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| Survey Questions                                                             | (5)<br>Very Satisfied |           | (4)<br>Satisfied |          | (3)<br>Neutral |         | (2)<br>Dissatisfied |         | (1)<br>Very Dissatisfied |         |
|------------------------------------------------------------------------------|-----------------------|-----------|------------------|----------|----------------|---------|---------------------|---------|--------------------------|---------|
|                                                                              | English               | Spanish   | English          | Spanish  | English        | Spanish | English             | Spanish | English                  | Spanish |
| 1. The phone operator staff and call center                                  | 28<br>70%             | 36<br>80% | 8<br>20%         | 8<br>18% | 4<br>10%       | 1<br>2% | 0                   | 0       | 0                        | 0       |
| 2. The reception staff                                                       | 35<br>84%             | 42<br>91% | 6<br>15%         | 4<br>9%  | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 3. Receiving a timely appointment                                            | 32<br>78%             | 37<br>80% | 7<br>17%         | 8<br>17% | 2<br>5%        | 0       | 0                   | 1<br>2% | 0                        | 0       |
| 4. Education and explanation of plan provided in a way that I can understand | 36<br>88%             | 37<br>82% | 5<br>12%         | 8<br>18% | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 5. The follow-up, coordination, and continuity of my care                    | 36<br>88%             | 41<br>89% | 5<br>12%         | 5<br>11% | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 6. The staff addressing my medical needs today                               | 36<br>88%             | 42<br>91% | 5<br>12%         | 4<br>9%  | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 7. The time spent waiting                                                    | 32<br>80%             | 37<br>80% | 7<br>18%         | 9<br>20% | 1<br>3%        | 0       | 0                   | 0       | 0                        | 0       |



| Survey Questions                                                                  | (5)<br>Very Satisfied |           | (4)<br>Satisfied |          | (3)<br>Neutral |         | (2)<br>Dissatisfied |         | (1)<br>Very Dissatisfied |         |
|-----------------------------------------------------------------------------------|-----------------------|-----------|------------------|----------|----------------|---------|---------------------|---------|--------------------------|---------|
|                                                                                   | English               | Spanish   | English          | Spanish  | English        | Spanish | English             | Spanish | English                  | Spanish |
| 8. The respectfulness of staff                                                    | 36<br>88%             | 40<br>89% | 5<br>12%         | 5<br>11% | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 33<br>85%             | 36<br>82% | 6<br>15%         | 7<br>16% | 0              | 1<br>2% | 0                   | 0       | 0                        | 0       |
| 10. The handling of personal medical info in a private and confidential manner    | 35<br>85%             | 39<br>85% | 6<br>15%         | 7<br>15% | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 11. Your medical assistant                                                        | 35<br>85%             | 41<br>89% | 6<br>15%         | 5<br>11% | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 12. Your health provider (MD/DO, NP, Midwife, or PA)                              | 35<br>85%             | 38<br>83% | 6<br>15%         | 8<br>17% | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 13. Overall, how satisfied are you with the Health Center?                        | 35<br>88%             | 38<br>83% | 5<br>13%         | 8<br>17% | 0              | 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: 2

N/A: 0

YES: 0

##### **Comments:**

1. "Good staff, good Doctor Neelam Patel."  
(Patel, N)

##### **Spanish**

NO: 4

N/A: 0

YES: 0

##### **Comments:**

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

##### **English**

1. "All." (Patel, N)
2. "Yes." (Patel, N)
3. "Everybody." (Patel, N)
4. "Super nice staff! Thank you." (Finnander)
5. "The fact that one can get an appointment on the same day." (Patel, N)

##### **Spanish**

1. "My doctors." "Mis doctores." (Layton)
2. "Nearby, cost." "Cerca, costo." (Patel, N)
3. "The service is excellent all around." "Todo es buen servicio." (Layton)
4. "The good doctor." "El buen doctor." (Aragones)
5. "The medical attention." "La atencion medica." (Layton)

#### **Question 16: How can we improve Greater Family Health?**

##### **English**

1. "No." (Patel, N)
2. "Service was great." (Patel, N)
3. "You are doing great!" (Patel, N)

##### **Spanish**

1. "Additional appointments." "Mas citas." (Aragones)
2. "Personally, I am satisfied with it this way." "Para mi en lo personal estoy satisfecha así." (Layton)

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

##### **English**

- YES: 14
- NO: 0

##### **Spanish**

- YES: 16
- NO: 0

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

##### **English:**

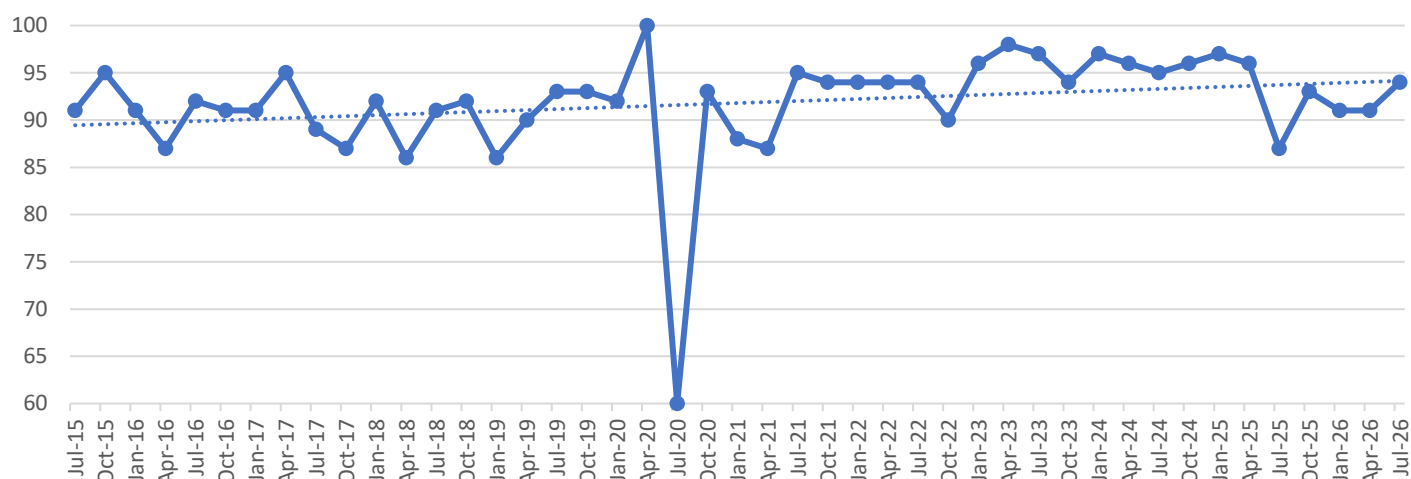
- Aragones: 3
- Carlton: 3
- Finnander: 1
- Layton: 11
- Patel, N: 23

##### **Spanish**

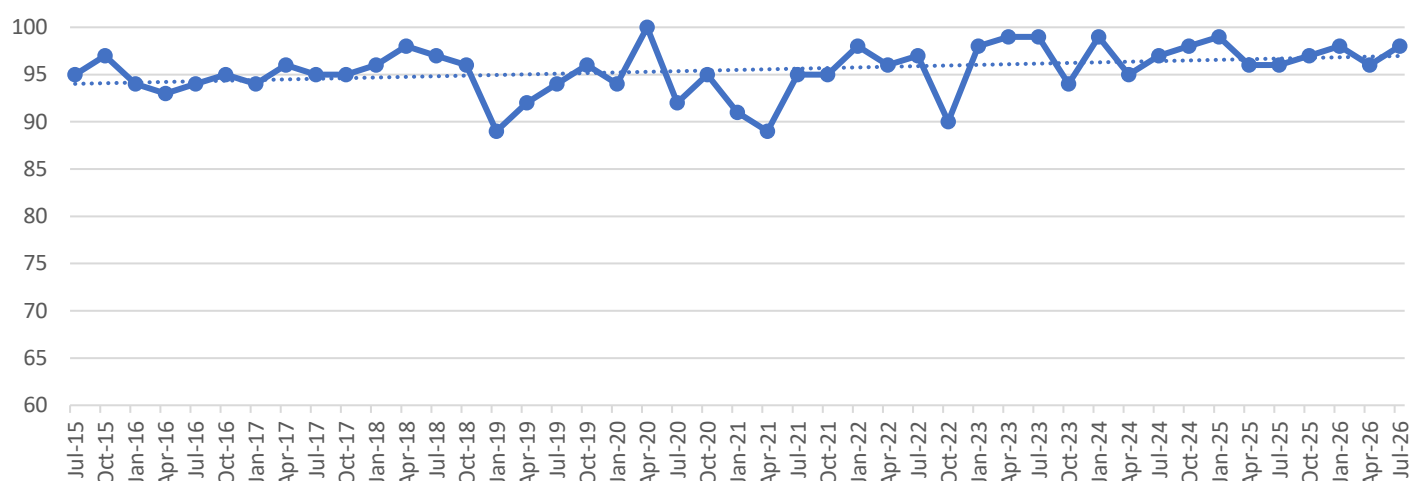
- Aragones: 6
- Layton: 16
- Patel, N: 23

## Individual Question Results with Trendlines

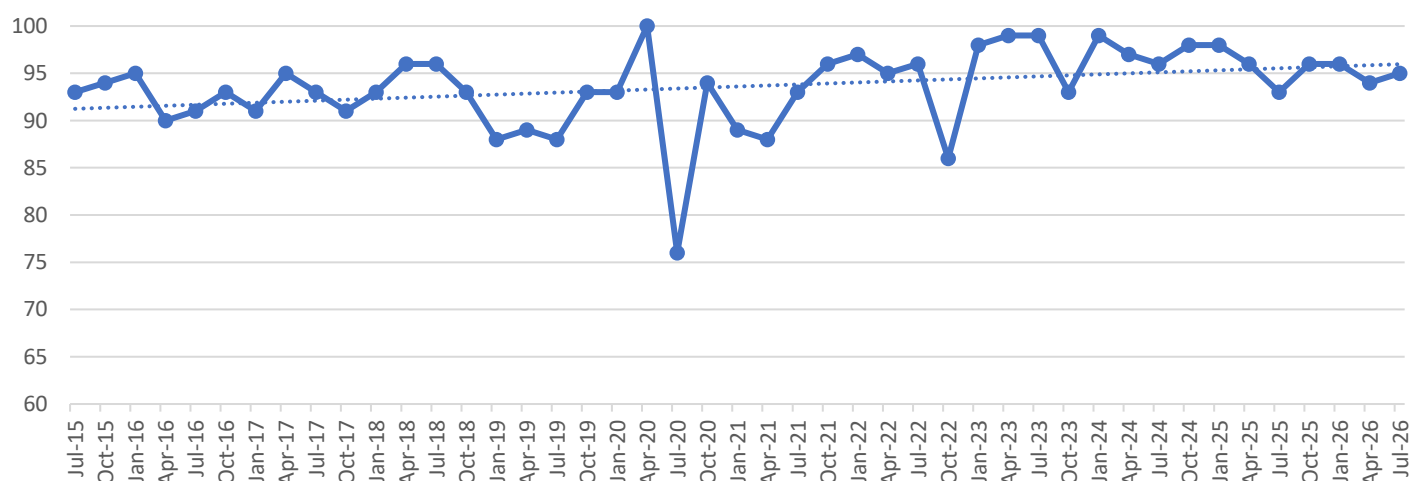
### #1 - The phone operator staff and call center



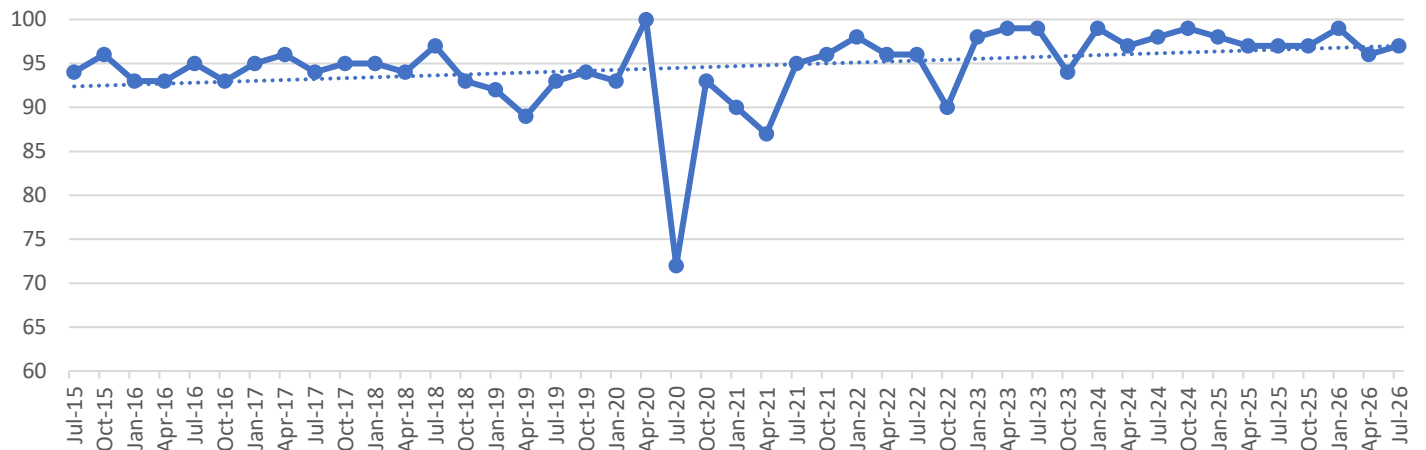
### #2 - The reception staff



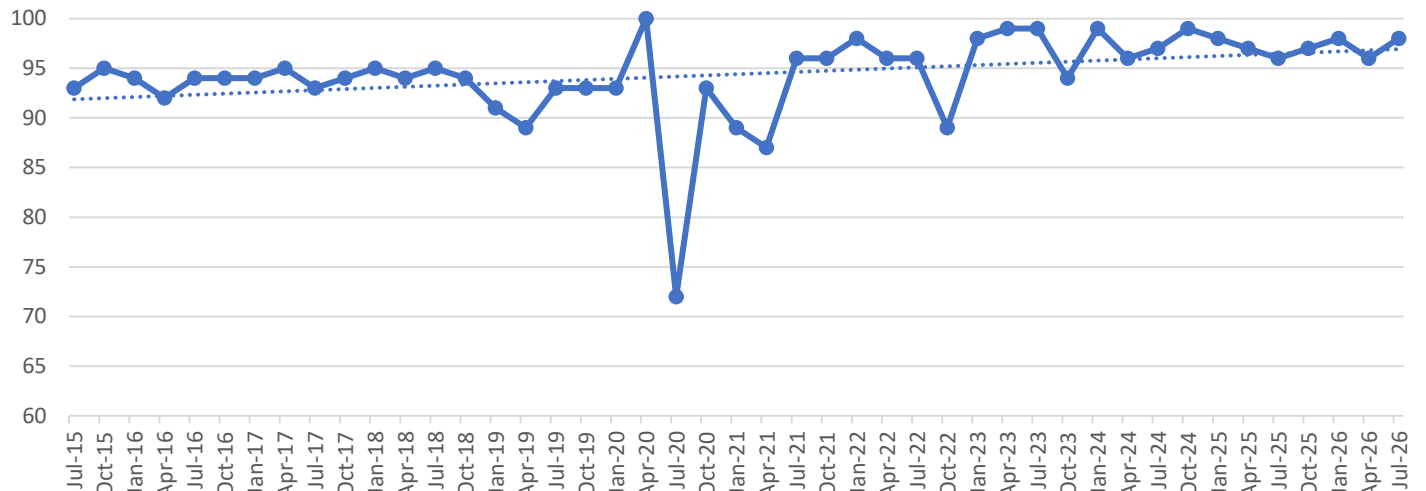
### #3 - Receiving a timely appointment



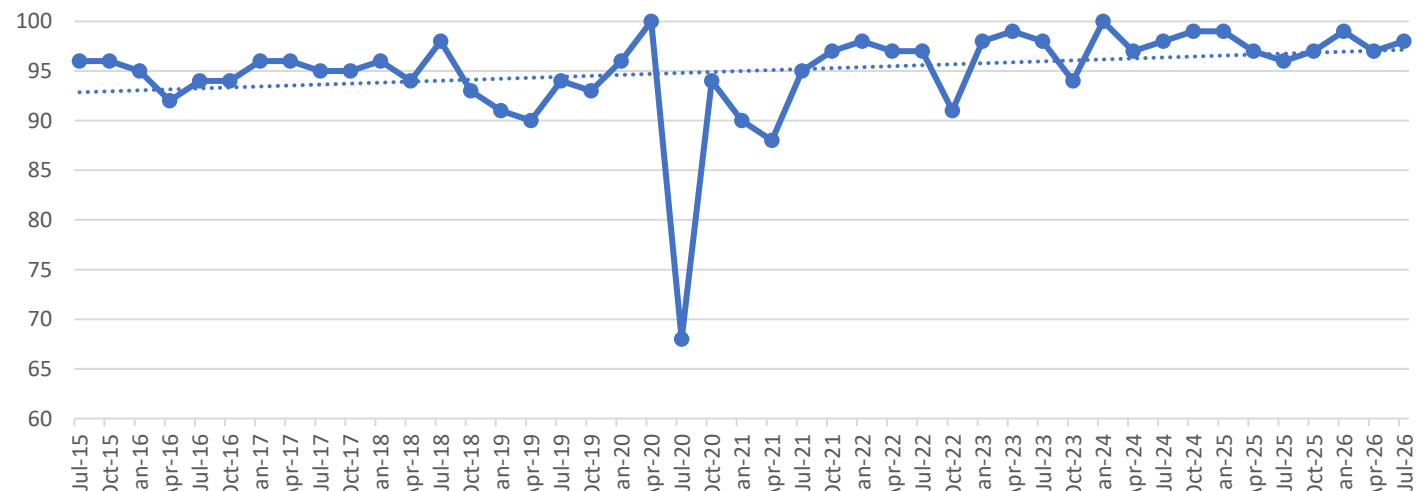
#### #4 - Education and explanation of plan provided in a way that I can understand



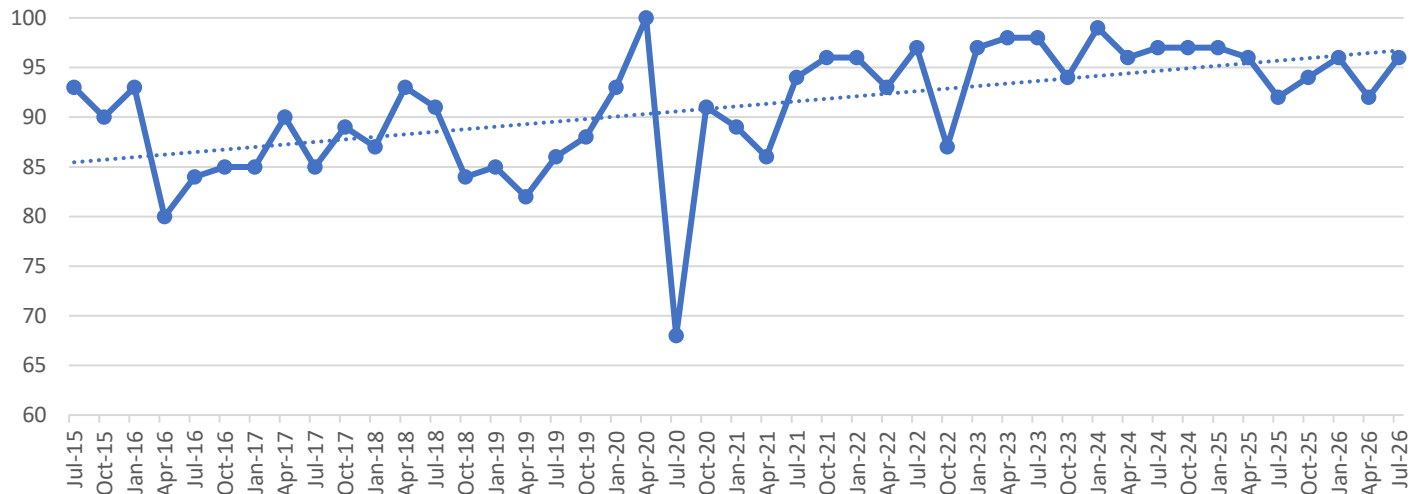
#### #5 - The follow-up, coordination, and continuity of my care



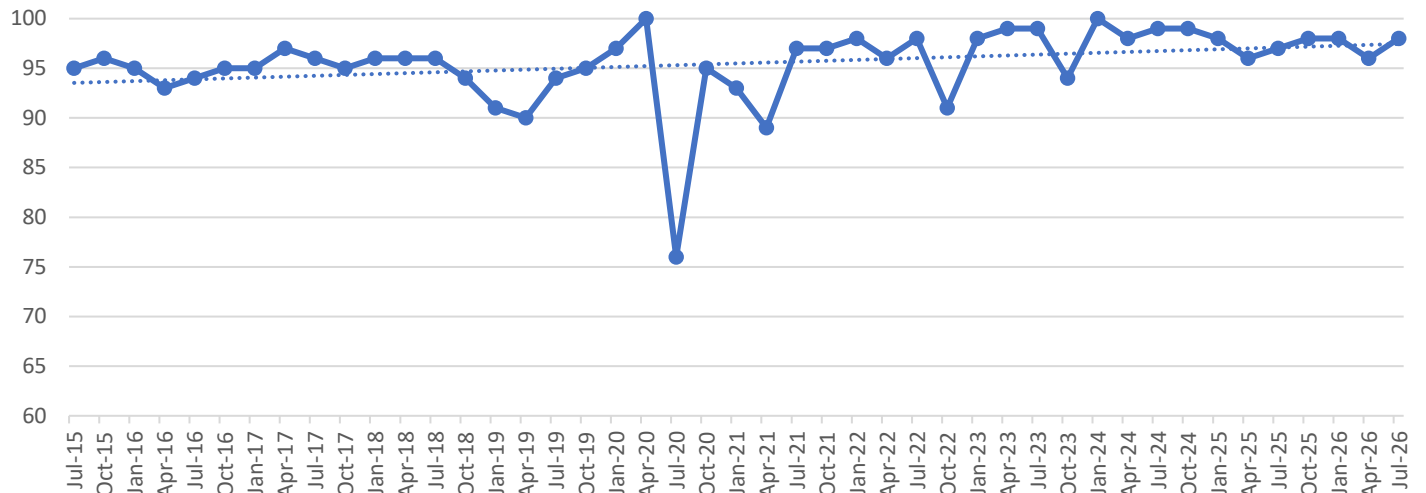
#### #6 - The staff addressing my medical needs today



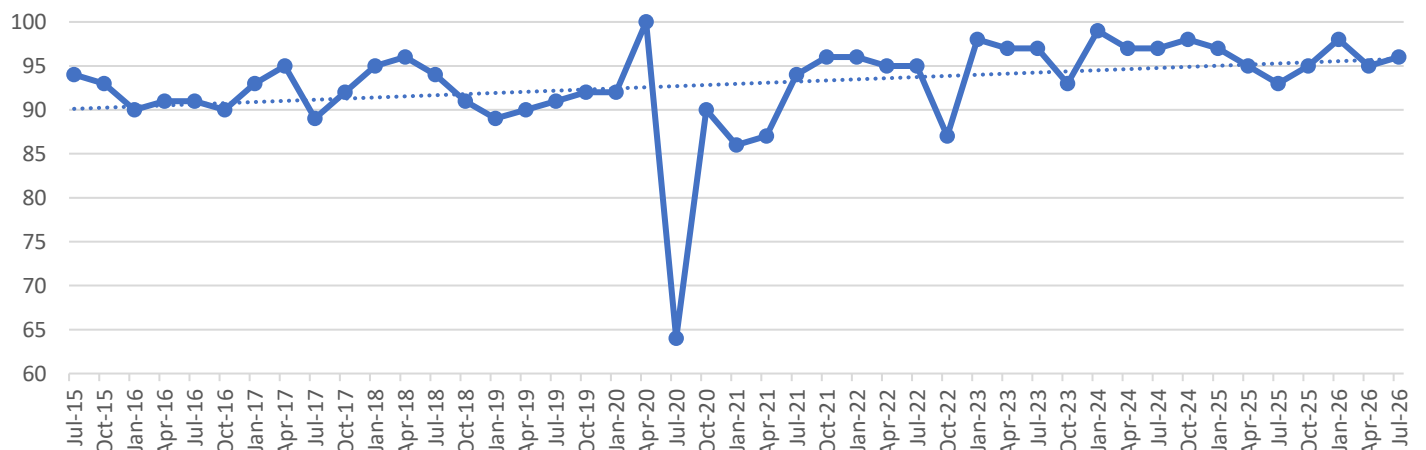
### #7 - The time spent waiting



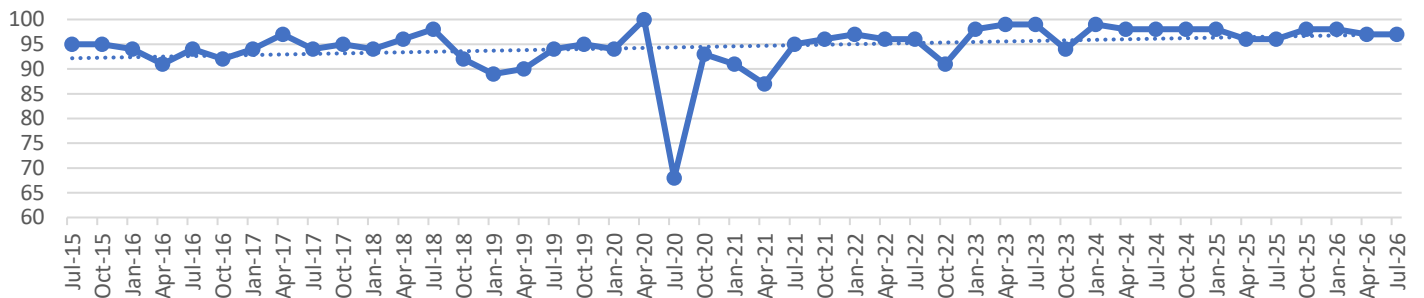
### #8 - The respectfulness of staff



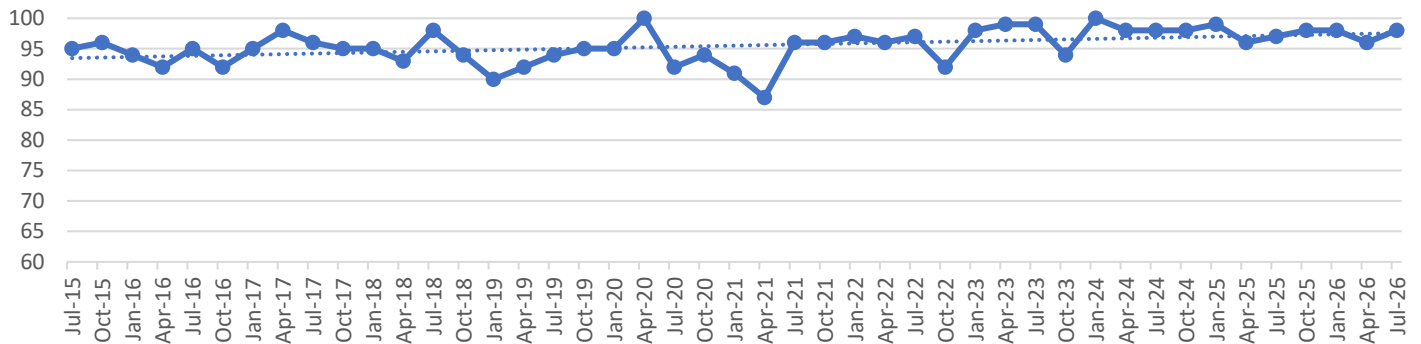
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



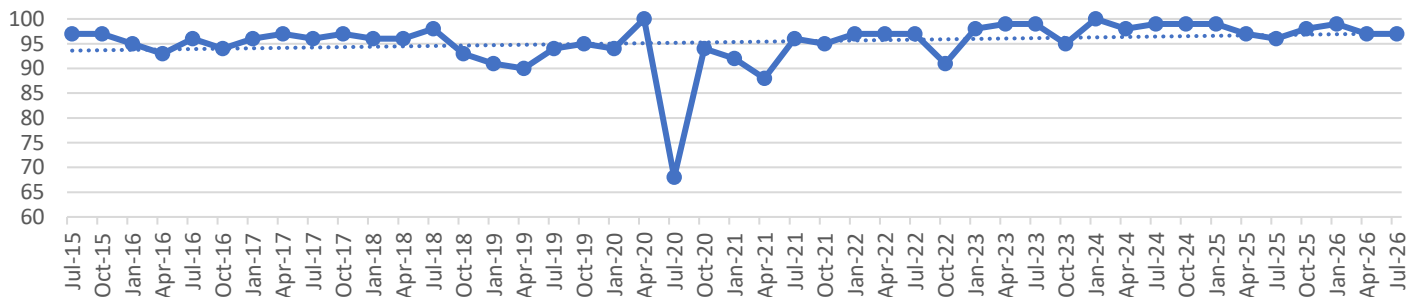
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

