

Patient Satisfaction Survey 1515 Lee St, Des Plaines 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 90% to 96%. 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.

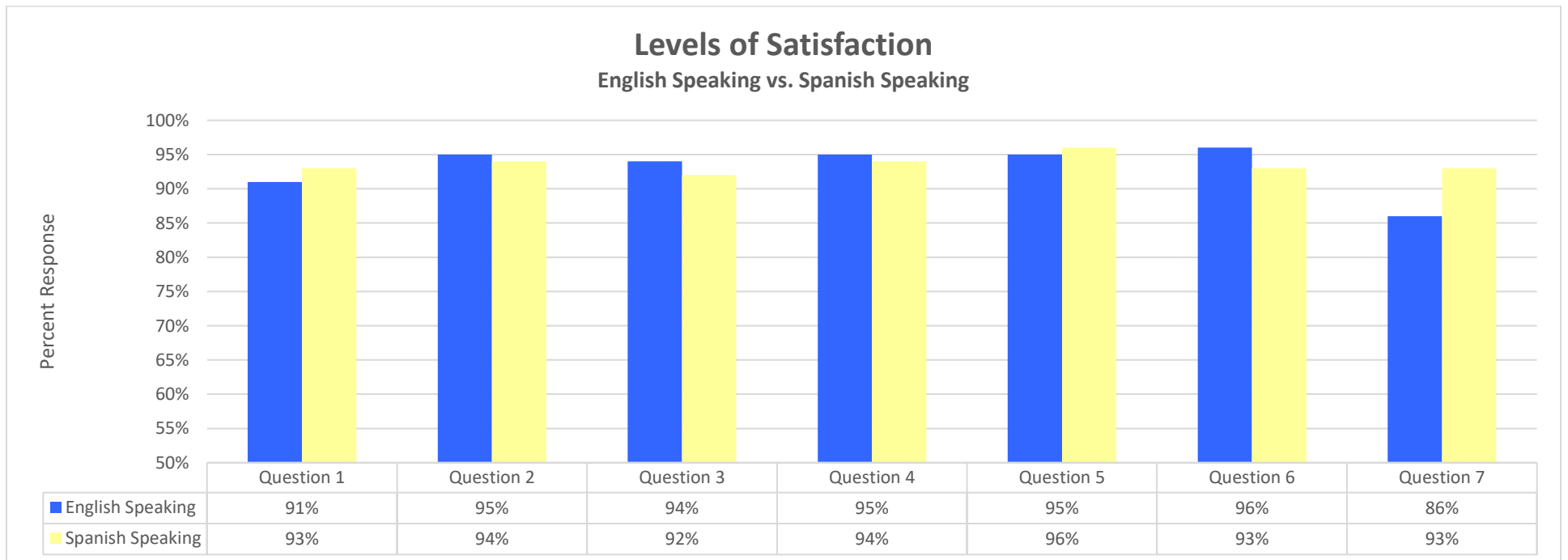
1515 Lee St, Des Plaines – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	92%	70%	90%	96%
2. The reception staff	95%	98%	97%	97%
3. Receiving a timely appointment	93%	98%	97%	96%
4. Education and explanation of plan provided in a way that I can understand	94%	98%	98%	98%
5. The follow-up, coordination, and continuity of my care	96%	98%	98%	97%
6. The staff addressing my medical needs today	94%	98%	98%	97%
7. The time spent waiting	90%	95%	97%	97%
8. The respectfulness of staff	95%	99%	98%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	98%	97%	96%
10. The handling of my personal medical information in a private and confidential	94%	98%	98%	97%
11. Your medical assistant	95%	79%	98%	98%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	98%	98%	98%
13. Overall, how satisfied are you with the Health Center?	95%	97%	98%	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%

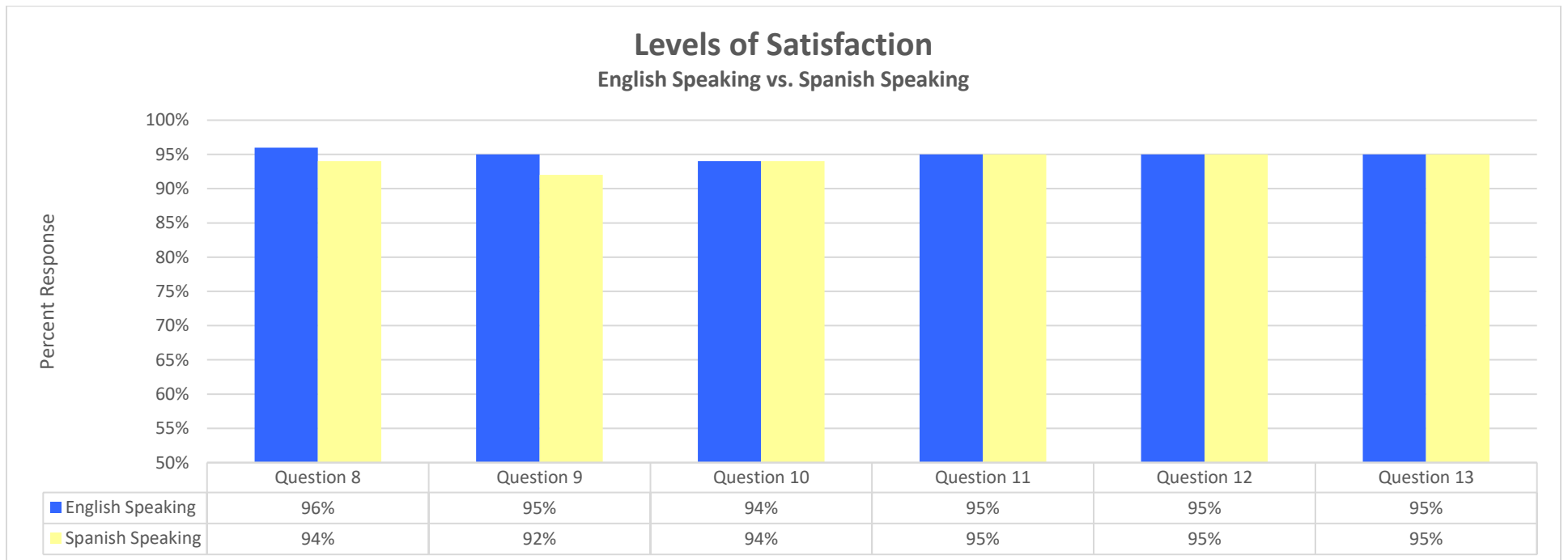
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	22 79%	30 81%	3 11%	3 8%	1 4%	3 8%	1 4%	0	1 4%	1 3%
2. The reception staff	25 86%	32 82%	3 10%	5 13%	0	1 3%	0	0	1 3%	1 3%
3. Receiving a timely appointment	23 79%	28 74%	5 17%	7 18%	0	2 5%	0	0	1 3%	1 3%
4. Education and explanation of plan provided in a way that I can understand	24 83%	32 88%	4 14%	4 10%	0	2 5%	0	0	1 3%	1 3%
5. The follow-up, coordination, and continuity of my care	25 86%	35 90%	3 10%	2 5%	0	1 3%	0	0	1 3%	1 3%
6. The staff addressing my medical needs today	26 90%	31 80%	2 7%	6 15%	0	0	0	1 3%	1 3%	1 3%
7. The time spent waiting	17 59%	29 76%	5 17%	6 16%	6 21%	2 5%	0	0	1 3%	1 3%



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	26 90%	32 82%	2 7%	4 10%	0	2 5%	0	0	1 3%	1 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	23 85%	29 76%	3 11%	4 11%	0	4 11%	0	0	1 4%	1 3%
10. The handling of personal medical info in a private and confidential manner	23 82%	32 84%	4 14%	3 8%	0	2 5%	0	0	1 4%	1 3%
11. Your medical assistant	25 86%	33 87%	2 7%	2 5%	1 3%	2 5%	0	0	1 3%	1 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	25 86%	32 84%	3 10%	4 11%	0	1 3%	0	0	1 3%	1 3%
13. Overall, how satisfied are you with the Health Center?	25 86%	33 87%	3 10%	3 8%	0	1 3%	0	0	1 3%	1 3%



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: 7

N/A: 3

YES: 1

Comments:

1. "Satisfied."

Spanish

NO: 9

N/A: 1

YES: 0

Comments:

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

English

1. "Everybody is helpful and appreciated."
2. "The staff." (3)
3. "It's close to home and friendly staff." (Le)
4. "The timely manner I am seen." (Martinez)
5. "I was able to get an appointment quickly."
6. "The magnet for the refrigerator."
7. "N/A."
8. "Reception." (Chung)
9. "Everything was fast and very clear."
10. "Friendly staff, and good providers, reasonable price." (Chung)
11. "Local and helpful staff." (Le)
12. "Appts, RX." (Le)
13. "Our physician/Dr. Le is very approachable and knowledgeable in answering questions about medical health concerns." (Le)
14. "Appointment."

Spanish

1. "Very good." "Muy bien." (2)
2. "The medical assistance with my child." "La Asistencia medica con mi hijo."
3. "They have same day appointments." "Tienen citas el mismo dia."
4. "The information." "La informacion."
5. "Good doctors." "Buenos doctores."
6. "Follow up and control of my health." "Seguimiento y control de mi salud." (Le)
7. "Service in my language." "Servicio en mi idioma." (Perez)
8. "Fast appointments." "Citas rapidas."
9. "They are very kind." "Son muy amables."
10. "Professional staff." "Personal profesional."
11. "Physical care." "Cuidado fisico." (Le)
12. "They treat you good." "Tet ratan bien." (Le)
13. "They are very clear with my questions." "Son muy claros con mis preguntas."
14. "All types of necessities." "Todo tipo de nesesidades."
15. "The fast attention." "La atencion rapida."

Question 16: How can we improve Greater Family Health?

English

1. "By reducing waiting time for physician/doctor."
2. "Everything was good."
3. "Improve the patient portal." (Le)
4. "Online patient portal." (Martinez)
5. "Online appointment."
6. "N/A." (3)
7. "Some providers has limitation working schedule, it would be perfect if she has more available schedule." (Chung)
8. "No need for improvement everything went smooth."
9. "Continue the good service."

Spanish

1. "Everything is good." "Todo esta bien." (4)
2. "In the afternoon, don't make us wait too long." "En la tarde no nos hagan esperar tanto tiempo." (Perez)
3. "Everything is excellent." "Todo esta excelente." (Le)
4. "Continue like until now." "Continue como hasta ahora." (Le)
5. "In my experience the service was good." "En mi experiencia el servicio es bueno."

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

English

- YES: 20
- NO: 0

Spanish

- YES: 23
- NO: 0

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

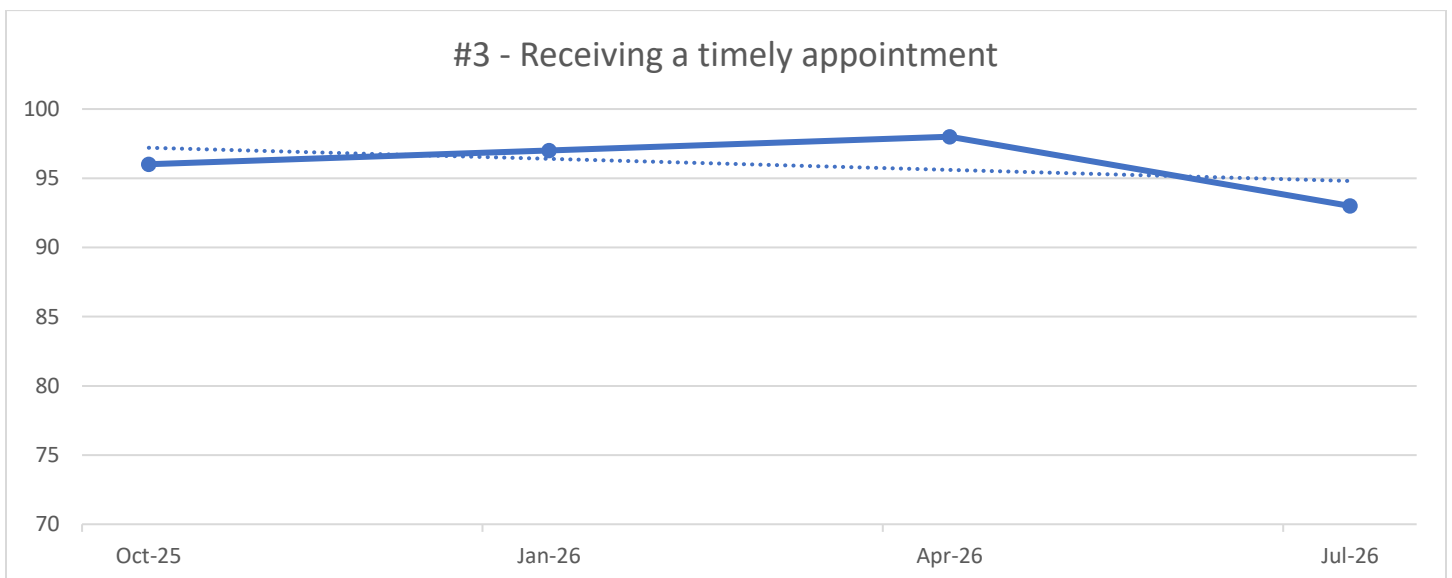
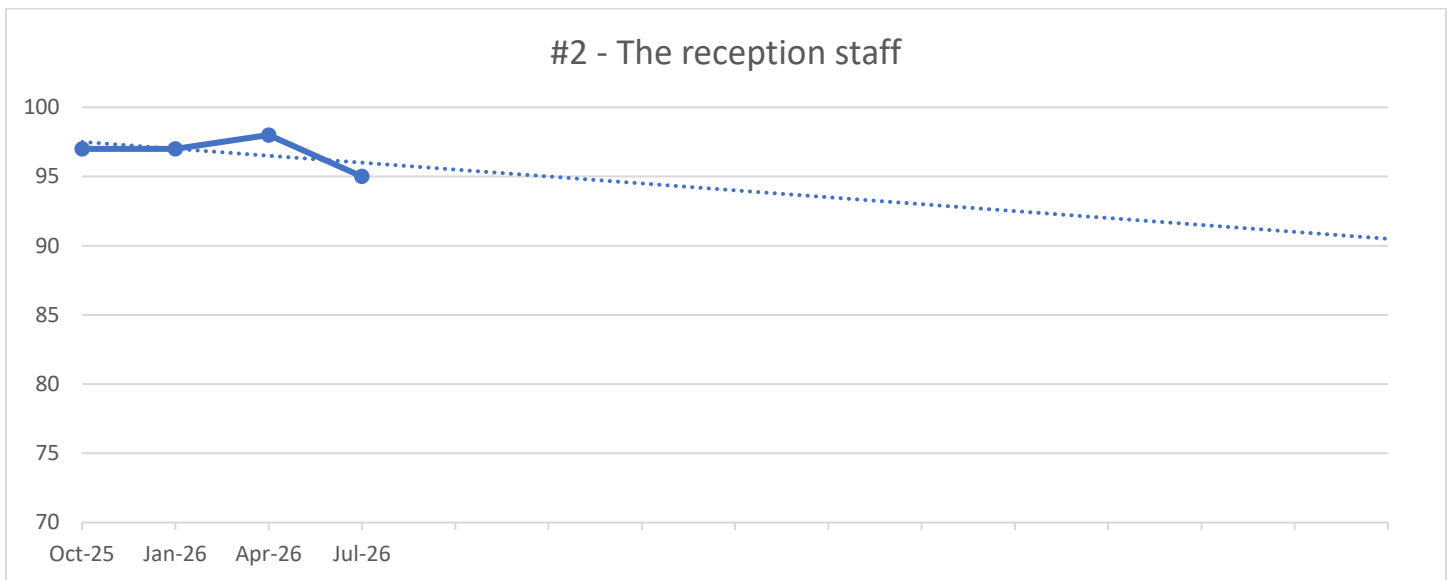
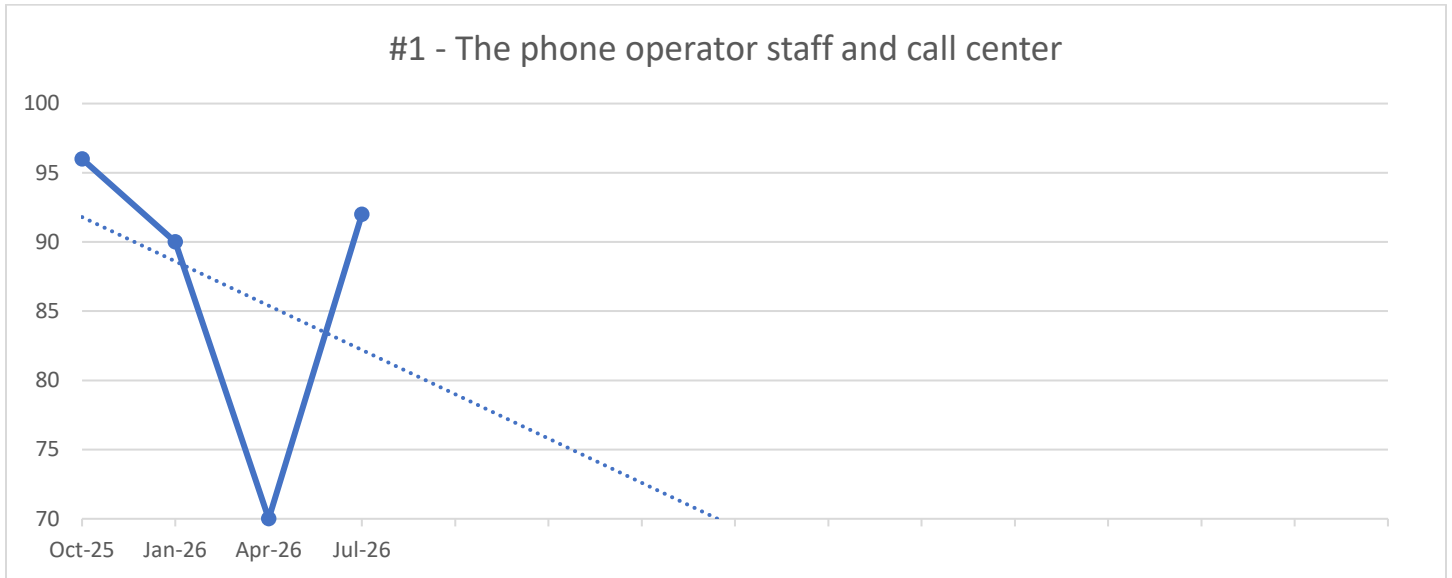
English

- Chung: 4
- Le: 5
- Lomotan: 1
- Martinez: 1
- Perez: 1

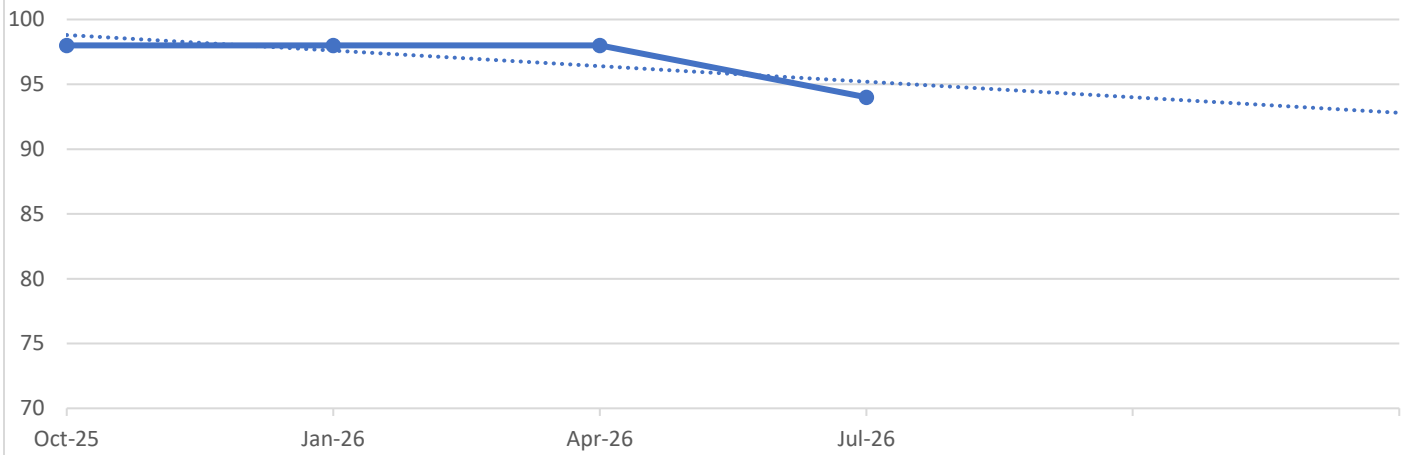
Spanish

- Chung: 4
- Le: 5
- Lomotan: 1
- Perez: 3

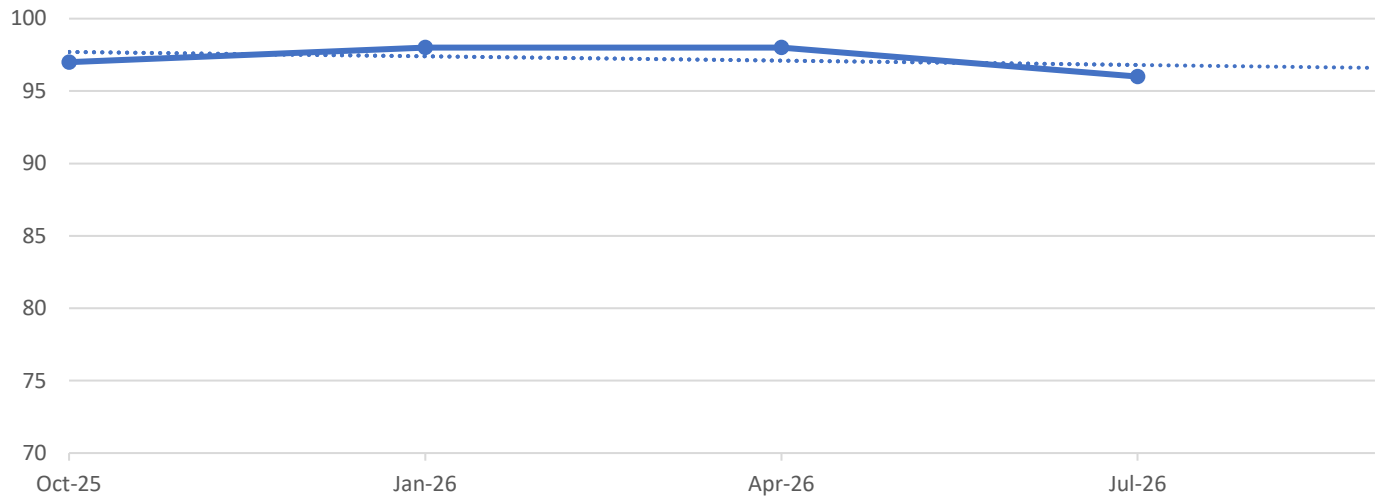
Individual Question Results with Trendlines



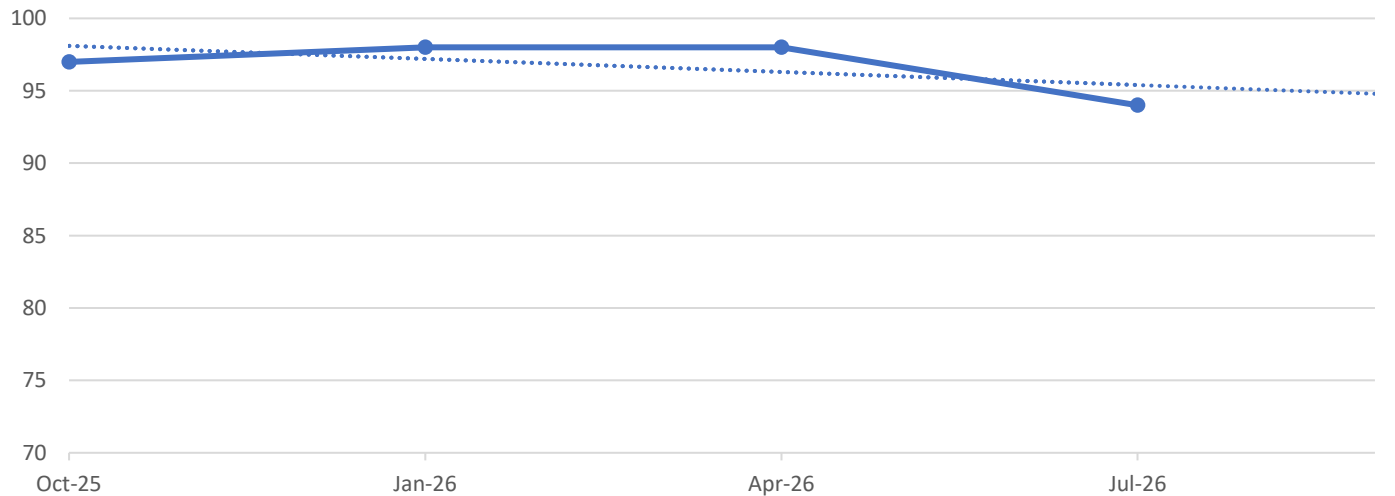
#4 - Education and explanation of plan provided in a way that I can understand



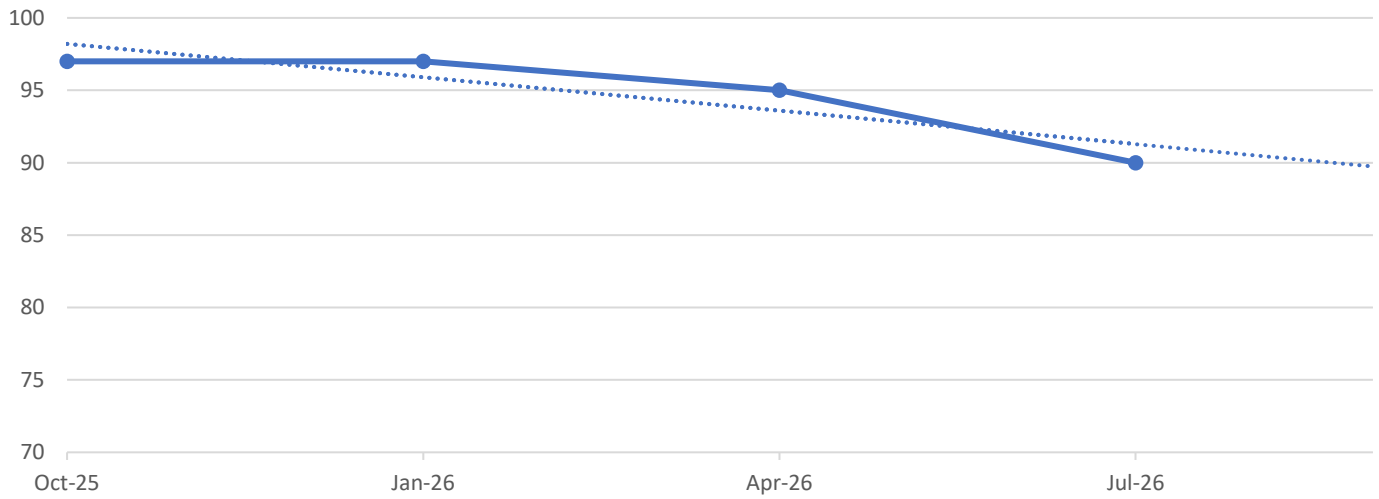
#5 - The follow-up, coordination, and continuity of my care



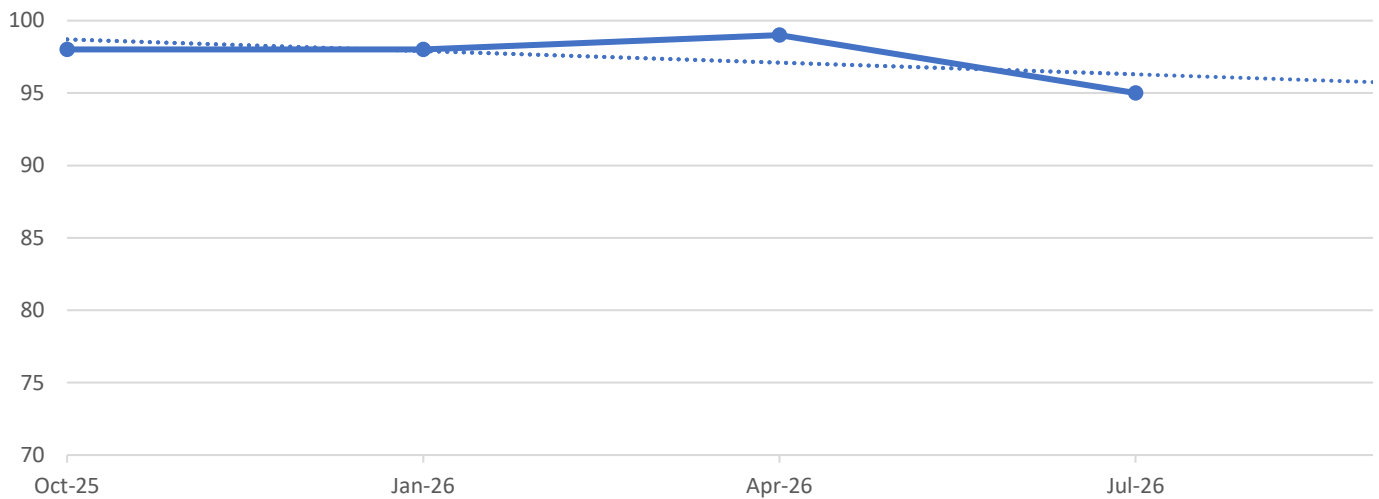
#6 - The staff addressing my medical needs today



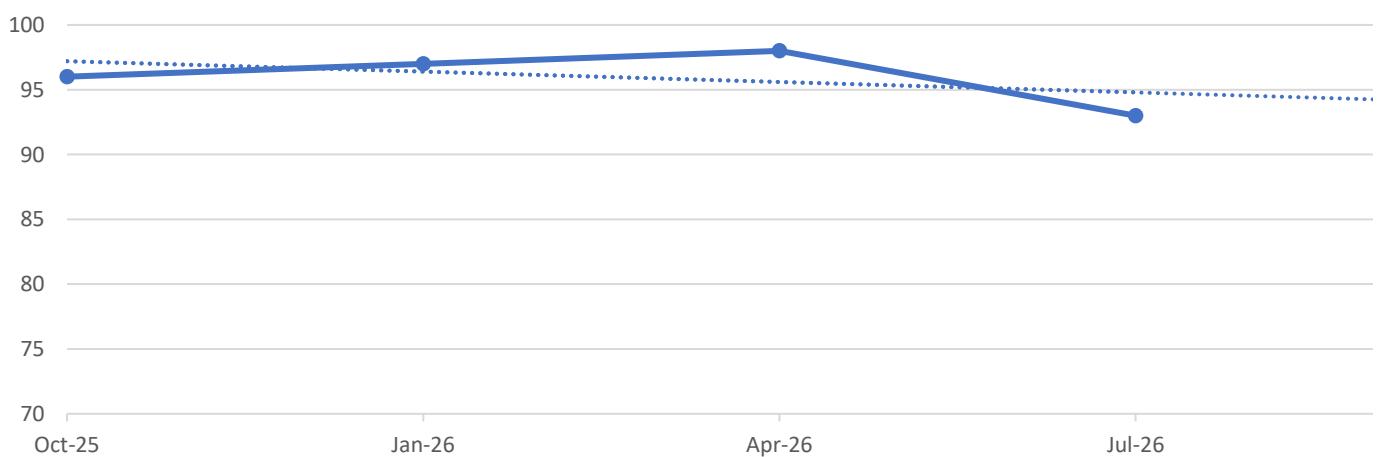
#7 - The time spent waiting



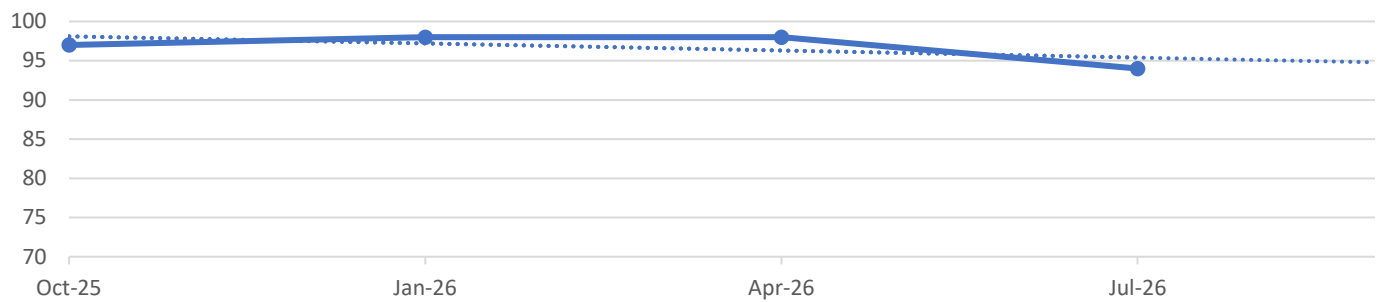
#8 - The respectfulness of staff



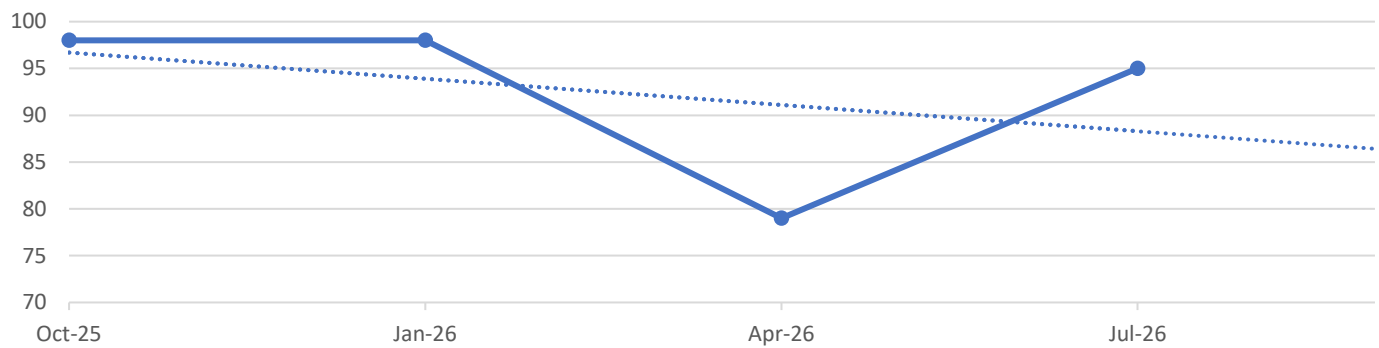
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



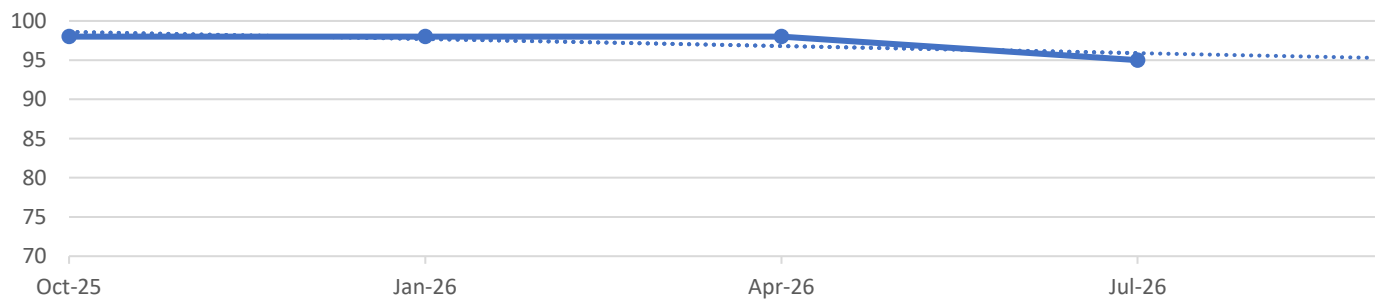
#10 - The handling of my personal medical information in a private and confidential manner



#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?

