

Patient Satisfaction Survey 165 E Plank Rd, Sycamore 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 91% to 95%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

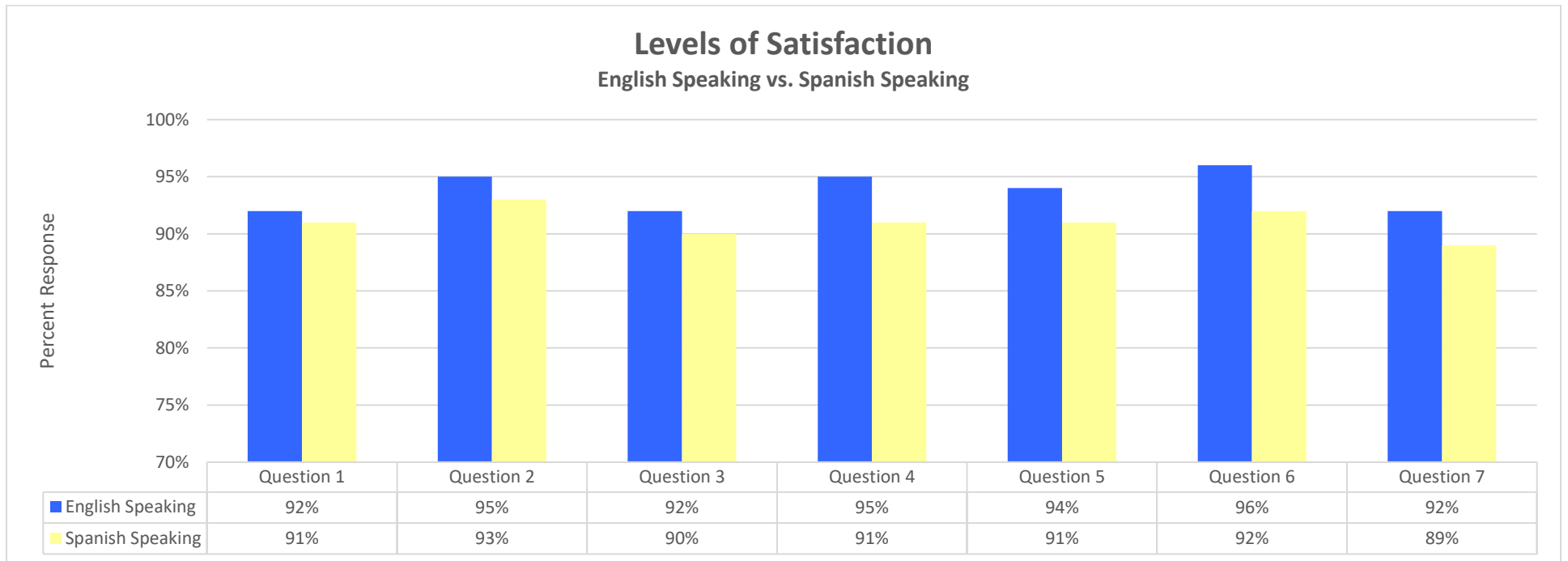
165 E. Plank Rd., Sycamore – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	92%	95%	92%	94%
2. The reception staff	94%	95%	95%	95%
3. Receiving a timely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

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%

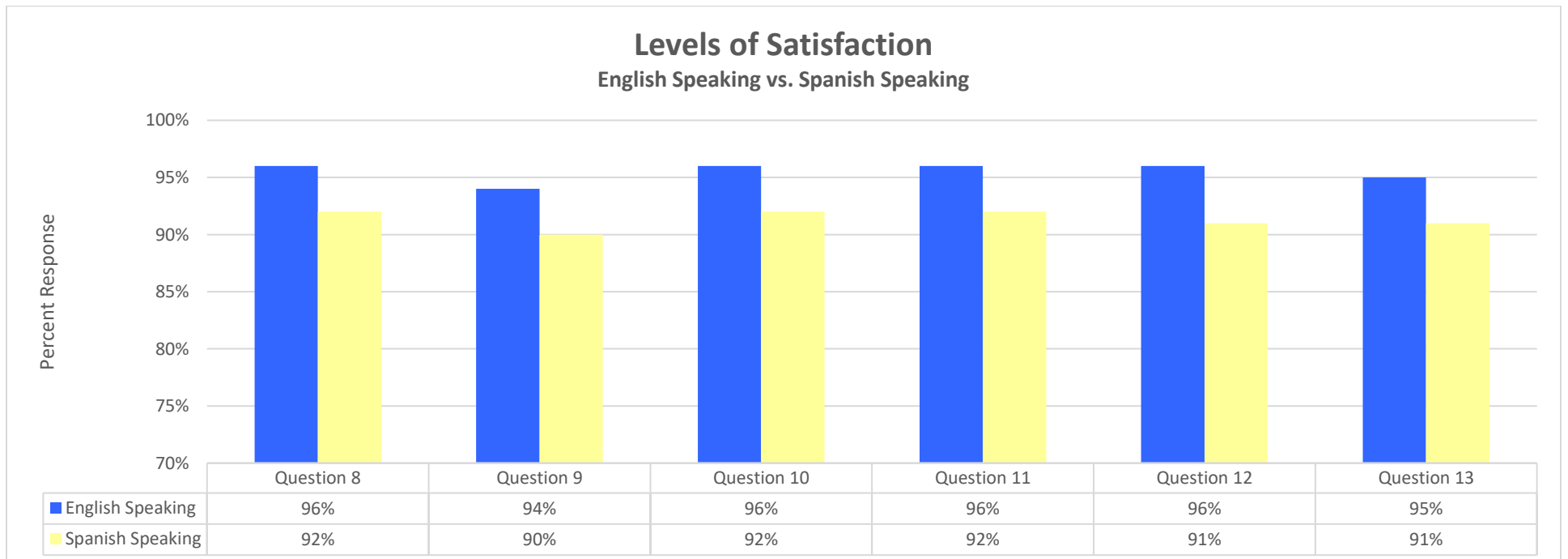
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	95 70%	58 68%	33 24%	23 27%	5 4%	1 1%	0	0	2 2%	3 4%
2. The reception staff	106 79%	66 78%	25 19%	15 18%	3 2%	1 1%	0	0	1 1%	3 4%
3. Receiving a timely appointment	96 71%	59 69%	29 21%	18 21%	10 7%	4 5%	0	1 1%	1 1%	3 4%
4. Education and explanation of plan provided in a way that I can understand	107 79%	59 69%	23 17%	21 25%	4 3%	2 2%	1 1%	0	0	3 4%
5. The follow-up, coordination, and continuity of my care	102 75%	57 69%	29 21%	20 24%	4 3%	3 4%	1 1%	0	0	3 4%
6. The staff addressing my medical needs today	111 82%	63 74%	23 17%	17 20%	2 2%	2 2%	0	0	0	3 4%
7. The time spent waiting	93 69%	53 63%	32 24%	22 26%	9 7%	5 6%	1 1%	1 1%	0	3 4%



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	110 82%	64 75%	20 15%	15 78%	4 3%	3 4%	0	0	0	3 4%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	97 74%	55 66%	27 21%	22 27%	8 6%	3 4%	0	0	0	3 4%
10. The handling of personal medical info in a private and confidential manner	109 82%	61 73%	22 17%	18 21%	2 2%	2 2%	0	0	0	3 4%
11. Your medical assistant	110 81%	61 74%	23 17%	18 22%	3 2%	1 1%	0	0	0	3 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	111 82%	61 72%	23 17%	17 20%	2 2%	4 5%	0	0	0	3 4%
13. Overall, how satisfied are you with the Health Center?	107 79%	59 69%	27 20%	18 21%	1 1%	5 6%	0	0	1 1%	3 4%



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: 38

N/A: 18

YES: 4

Comments:

1. "I love this clinic."
2. "Last week, I left messages trying to get my MRI results and no reply."
3. "No, phenomenal people though."
4. "Yes, immediate response." (Gaszak)
5. "Yes, and very fast call back."
6. "Amazing."
7. "Yes, I was concerned I wouldn't get a response back but I did after 24 hours and was happy with that."
8. "Yes, call returned." (Gaszak)
9. "It was ok."

Spanish

NO: 17

N/A: 3

YES: 0

Comments:

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

English

1. "The medical information." (Sofowora)
2. "Easy to pay." (Williams)
3. "Advice and how they well they listen." (Williams)
4. "Communication from both doctors and nurses, front staff." (Sayles)
5. "The doctors for me & my children." (Williams)
6. "The support that is provided." (Sofowora)
7. "All good."
8. "Fast."
9. "Close by." (Sofowora)
10. "The staff." (2)
11. "The staff, very nice." (Sayles)
12. "N/A." (4)
13. "Usually able to get in quickly." (Sayles)
14. "The kindness of staff." (Williams)
15. "Made me feel welcomed."
16. "Having a kind understanding pediatrician."
17. "The care provided." (Sayles)
18. "Flexibility in appointments." (Sayles)
19. "Same day appointments." (Sayles)
20. "Time." (Sayles)
21. "Efficiency of appointments, always on time." (Sayles)
22. "Great communication, listens to concerns." (Sofowora)

Spanish

1. "They treat us good." "Nos tratan bien." (Sayles)
2. "Very good service." "Muy buen servicio." (Sofowora)
3. "Nothing." "Nada."
4. "Care for my health." "Cuidar mi salud."
5. "Economic." "Economico." (Sayles)
6. "The cost is very conformable." "Los cobros son muy cómodos." (Gaszak)
7. "They speak Spanish." "Hablan español."
8. "I am satisfied." "Estoy satisfecho."
9. "I live close to the clinic." "Vivo cerca a la clínica." (Williams)
10. "With my health." "Con mi salud." (Sayles)
11. "Accessibility." "Accesibilidad." (Sayles)
12. "Kindness and professionalism." "Amabilidad y profesionalismo." (Gaszak)
13. "The communication and the treatment for my symptoms." "La comunicación y el tratamiento de los sintomas." (Williams)
14. "All the staff." "Todo el personal." (Sayles)
15. "To feel safe." "A sentirme seguro." (Sayles)
16. "The medical attention, everything in general." "La atención medica y todo en general." (Williams)

23. "Health." (Sayles)
24. "That my whole family has seen her."
(Sayles)
25. "Flexibility." (Gaszak)
26. "None, everything is great." (Sayles)
27. "Minimal wait time." (Sayles)
28. "Very informative." (Sofowora)
29. "Time for appointment." (Sayles)
30. "Getting the help I need." (Gaszak)
31. "Friendly, helpful staff." (Sofowora)
32. "My health provider Dr. Amber Sayles is
exceptional at her job." (Sayles)
33. "The politeness and respectfulness and
helpfulness of staff." (Sayles)
34. "The ability to get quick appointment times."
(Sofowora)
35. "Staff is very kind." (Sofowora)
36. "Testing results." (Gaszak)
37. "The availability of appointment times."
(Sofowora)
38. "Location." (Gaszak)
39. "They are very quick to help with sexual
health." (Sayles)
40. "It covers labs, gynecology and primary care
for me and basic care for my kids as well all
in one place." (Sayles)
41. "Everyone." (Sayles)
42. "IDK." (Sofowora)
43. "They helping people what matters they are
or where they come from." (Sayles)
44. "The clear explanations and kindness when
working with me." (Gaszak)
45. "Convenience on times and locations."
(Sayles)
46. "The MAs."

17. "Attention, respect and accessible prices."
"Atencion, respeto, y precios accesibles."
(Gaszak)
18. "Everything is good." "Todo esta bien."
19. "In everything I need." "En todo lo que
necesito." (Sayles)
20. "M/A." "M/A."

Question 16: How can we improve Greater Family Health?

English

1. "Chosen name on paper to stop misnaming
trans people." (Williams)
2. "N/A." (14)
3. "Our apt time was 10:30 and did not even get
in a room until 11:00." (Williams)
4. "Arriving 15 min early really puts a damper on
things." (Sayles)
5. "Not sure." (2)
6. "Nothing." (3)
7. "You already are doing a great job."
(Sofowora)
8. "All great."
9. "Easier access at the call center." (Sofowora)
10. "Find a way to hold on to provider longer by
filling their needs." (Sayles)
11. "It can sometimes take a while to get an
appointment though I completely understand

Spanish

1. "Have more people speak Spanish." "Tengan
mas personas que hablan Español."
2. "It is good." "Esta bien."
3. "Everything is good." "Todo esta bien." (7)
4. "It is perfect." "Es perfecto." (2)
5. "I do not know it is good for me." "No se todo
esta perfecto para mi." (Gaszak)
6. "10/10."

- that can come with staffing issues and demand for care.” (Sayles)
12. “So far everything service provided is top notch.” (Sayles)
 13. “No suggestions.” (Sofowora)
 14. “Keep up the good work.” (Gaszak)
 15. “Not enough providers.” (Sayles)
 16. “Recently quick turnover of physicians has been unfortunate.” (Sayles)
 17. “It’s good.”
 18. “Let us talk to reception when we call.” (Sayles)
 19. “Keep using their surveys to capture patient feed back.” (Gaszak)
 20. “No idea right now.” (Sayles)
 21. “Keep showing empathy.” (Gaszak)
 22. “Keep the fantastic work.” (Williams)
 23. “More providers.” (Sayles)
 24. “More time with providers always rushed.” (Birkey)
 25. “I Find it all to be great.” (Gaszak)
 26. “Continuing what every you do is great.” (Sayles)
 27. “Less wait.” (Sofowora)
 28. “Seems like I see someone new every time because people leave the center a lot.”

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

English

- YES: 81
- NO: 4

Spanish

- YES: 32
- NO: 0

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

English

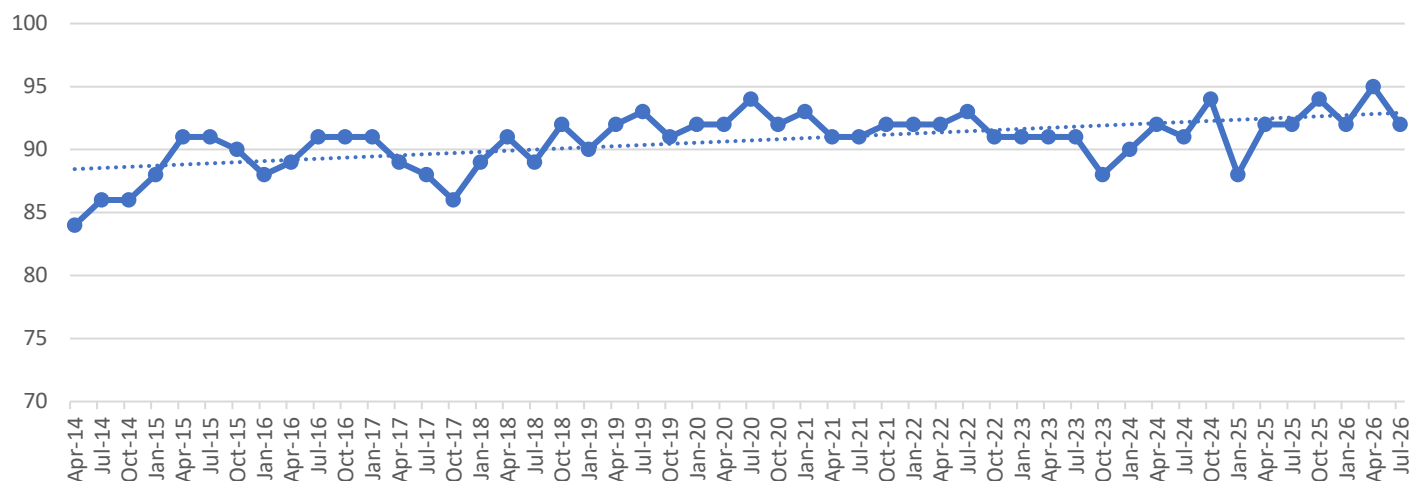
- Birkey: 1
- Gaszak: 21
- Sayles: 28
- Sofowora: 47
- Spencer: 3
- Williams: 18

Spanish

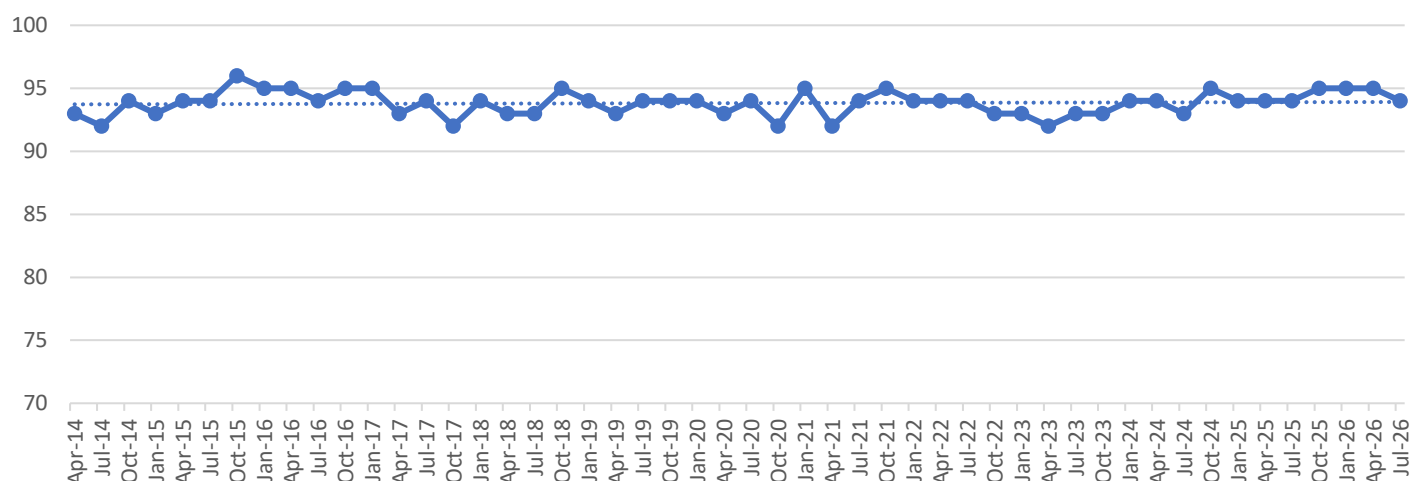
- Gaszak: 15
- Sayles: 32
- Sofowora: 18
- Spencer: 1
- Williams: 14

Individual Question Results with Trendlines

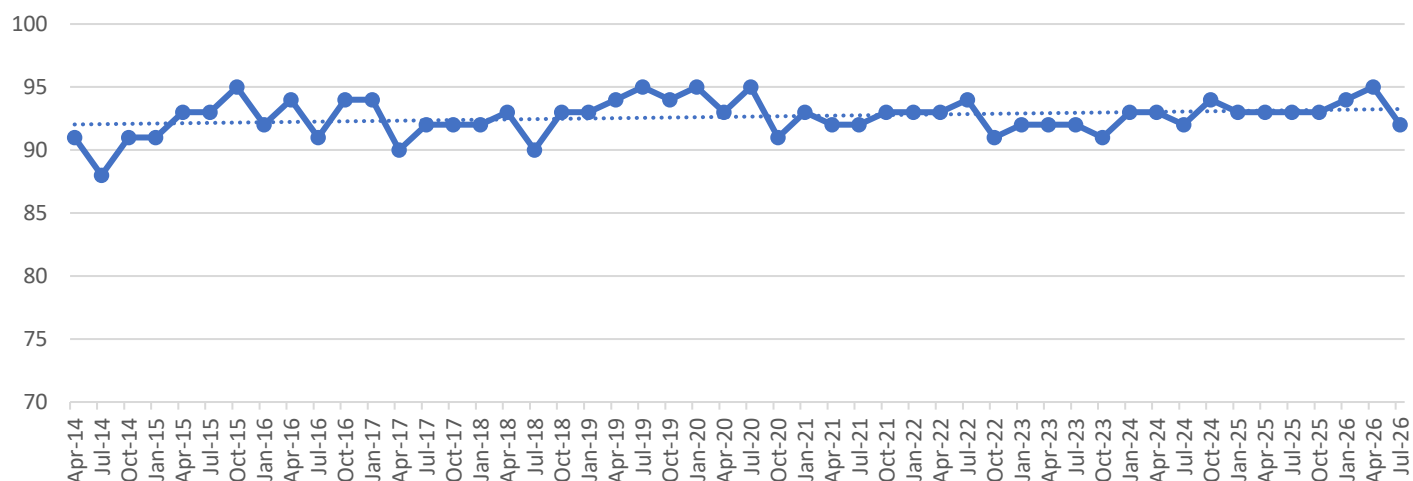
#1 - The phone operator staff and call center



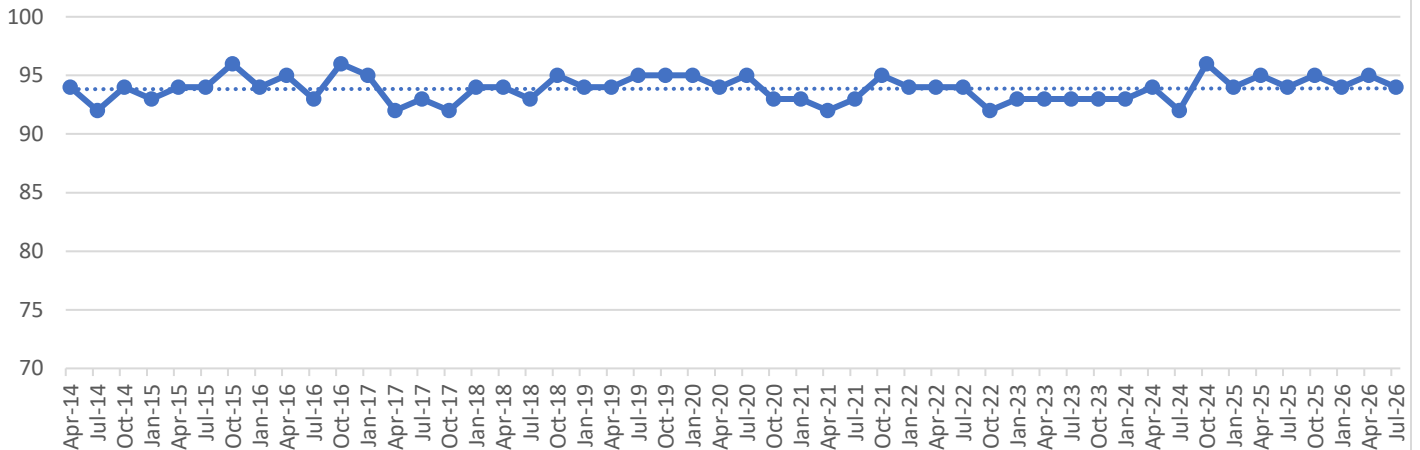
#2 - The reception staff



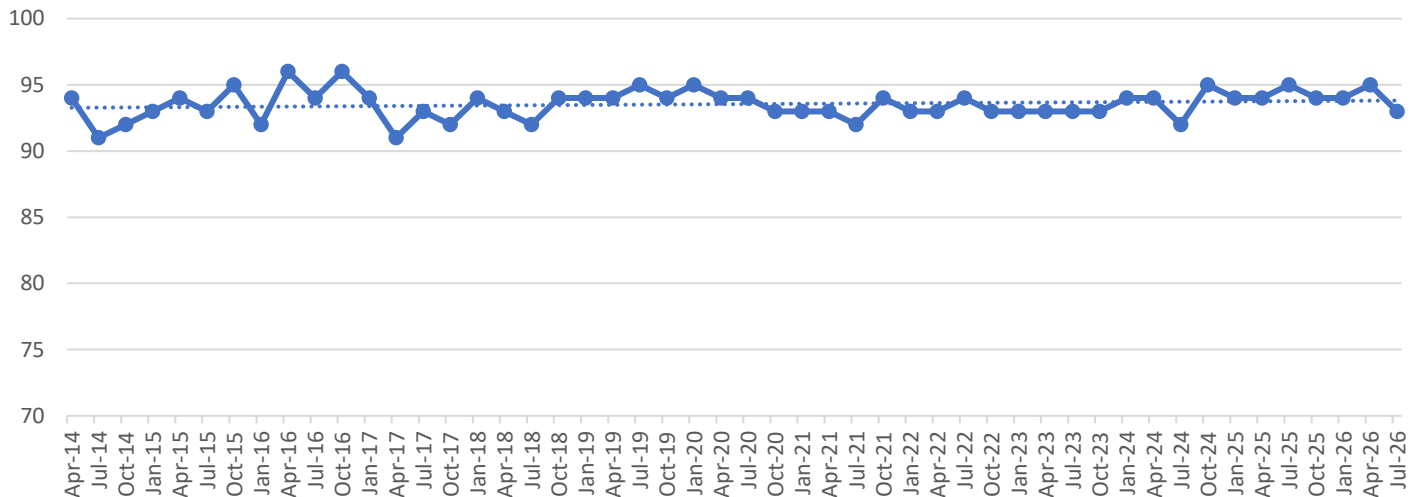
#3 - Receiving a timely appointment



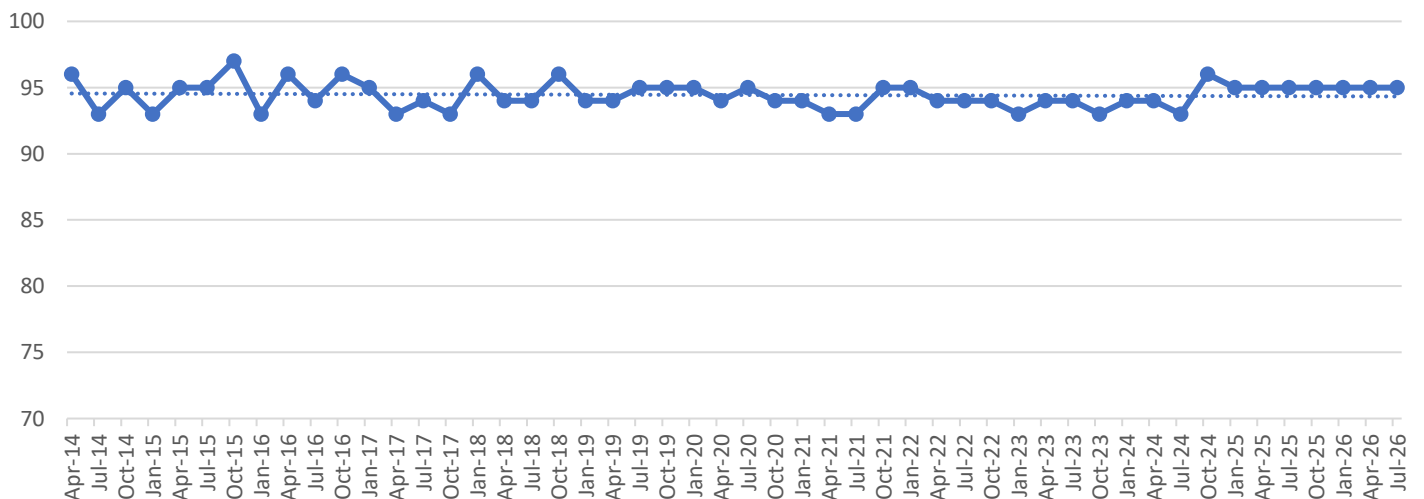
#4 - Education and explanation of plan provided in a way that I can understand



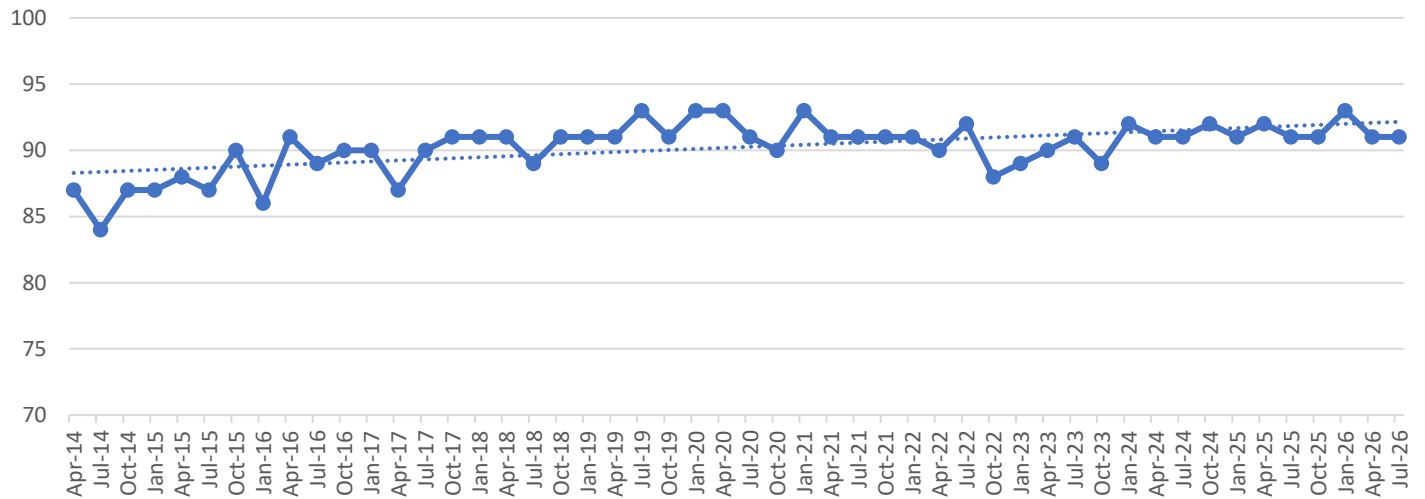
#5 - The follow-up, coordination, and continuity of my care



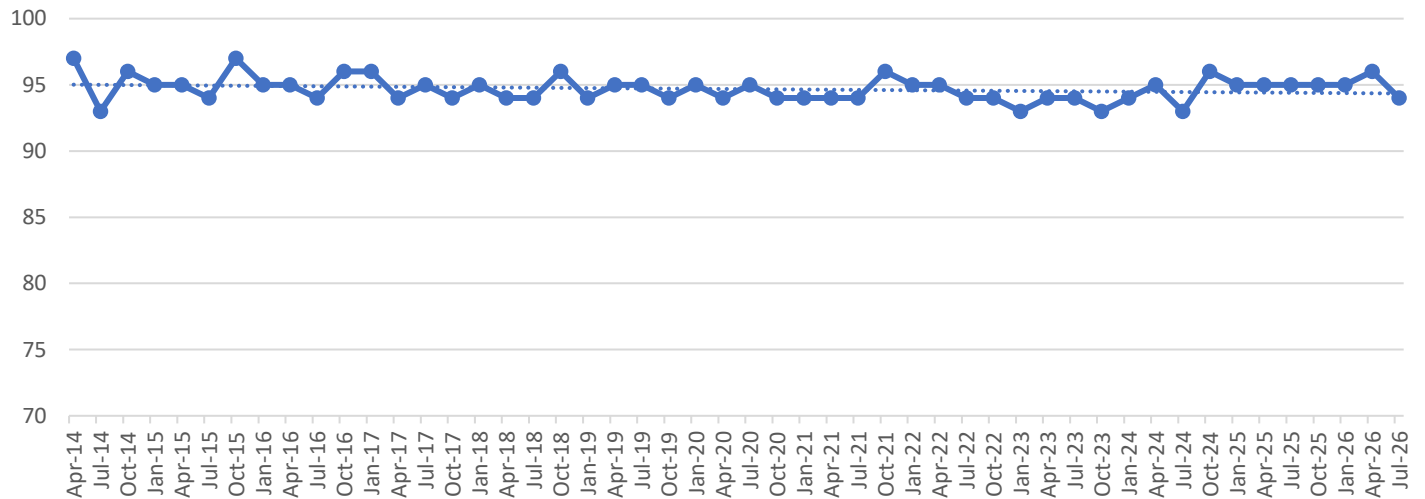
#6 - The staff addressing my medical needs today



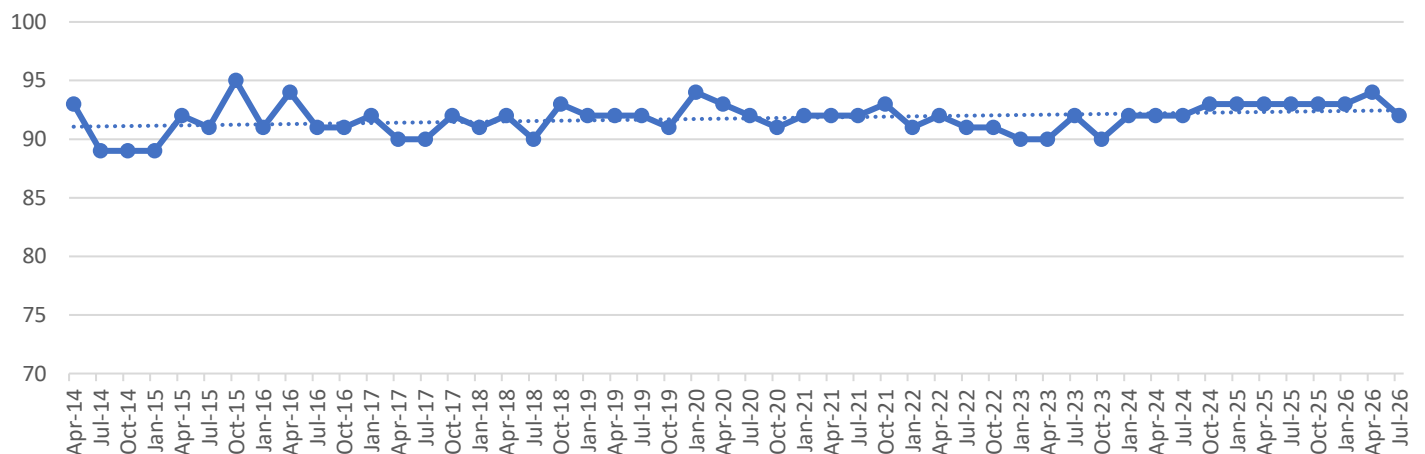
#7 - The time spent waiting



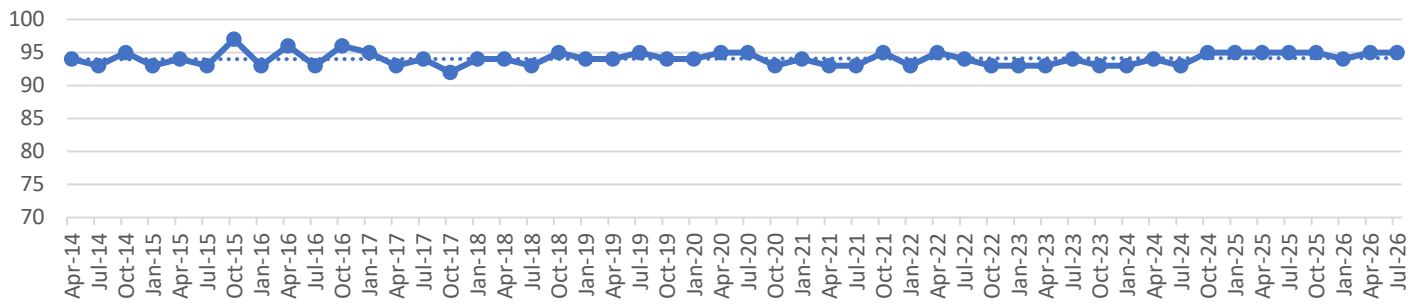
#8 - The respectfulness of staff



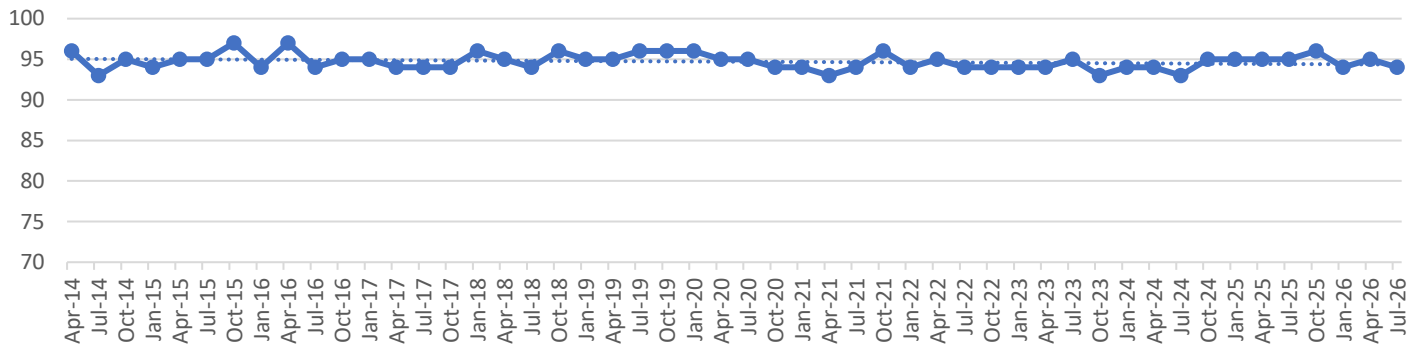
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



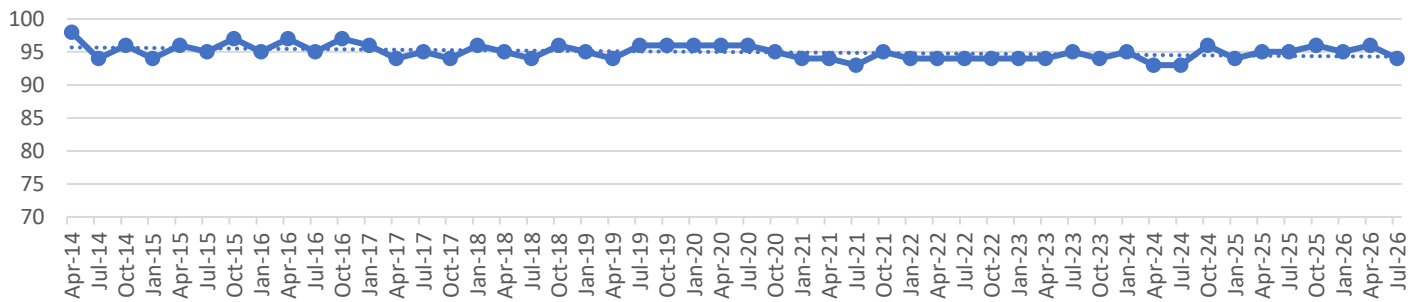
#10 - The handling of my personal medical information in a private and confidential manner



#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?

