

Patient Satisfaction Survey 2550 N Annie Glidden Rd, DeKalb 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 81% to 89%. The mean for all questions was 86% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

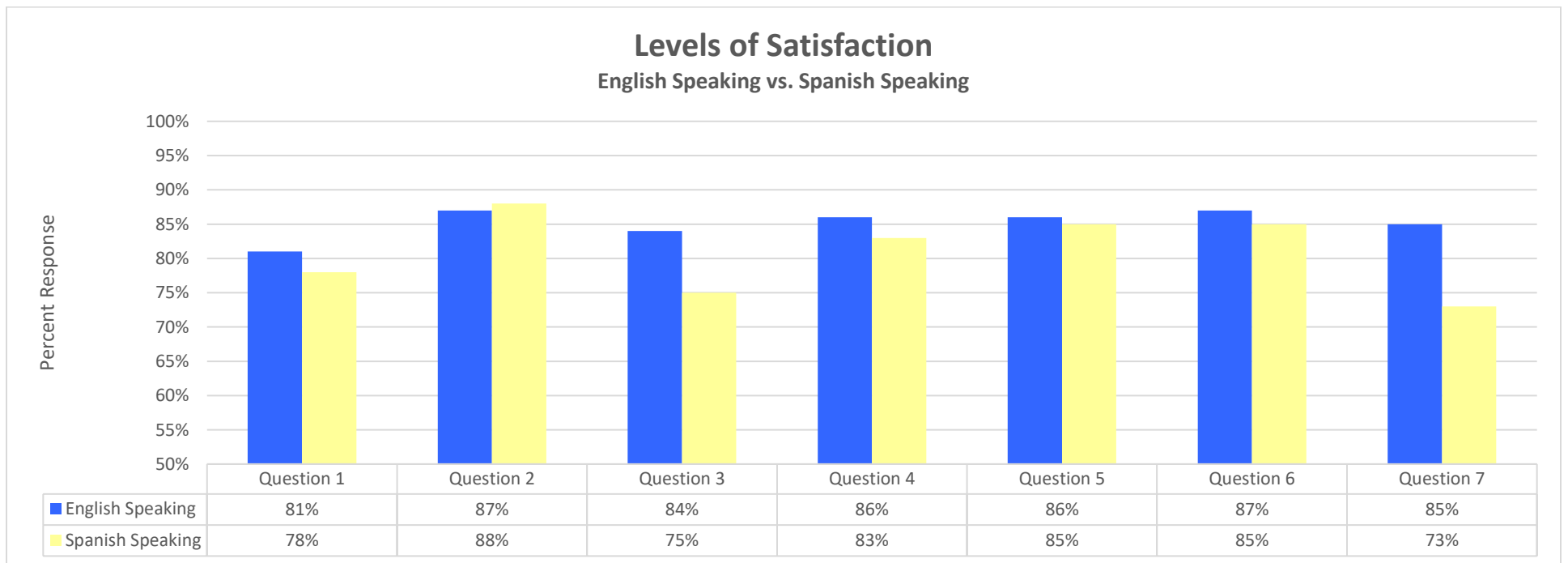
2550 N. Annie Glidden Rd., DeKalb – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	81%	94%	98%	95%
2. The reception staff	87%	97%	98%	95%
3. Receiving a timely appointment	82%	92%	94%	89%
4. Education and explanation of plan provided in a way that I can understand	85%	97%	97%	96%
5. The follow-up, coordination, and continuity of my care	86%	98%	98%	95%
6. The staff addressing my medical needs today	86%	99%	99%	97%
7. The time spent waiting	82%	92%	97%	91%
8. The respectfulness of staff	88%	97%	98%	97%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	84%	96%	95%	94%
10. The handling of my personal medical information in a private and confidential	87%	98%	97%	96%
11. Your medical assistant	89%	97%	97%	96%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	89%	99%	97%	97%
13. Overall, how satisfied are you with the Health Center?	89%	98%	99%	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%

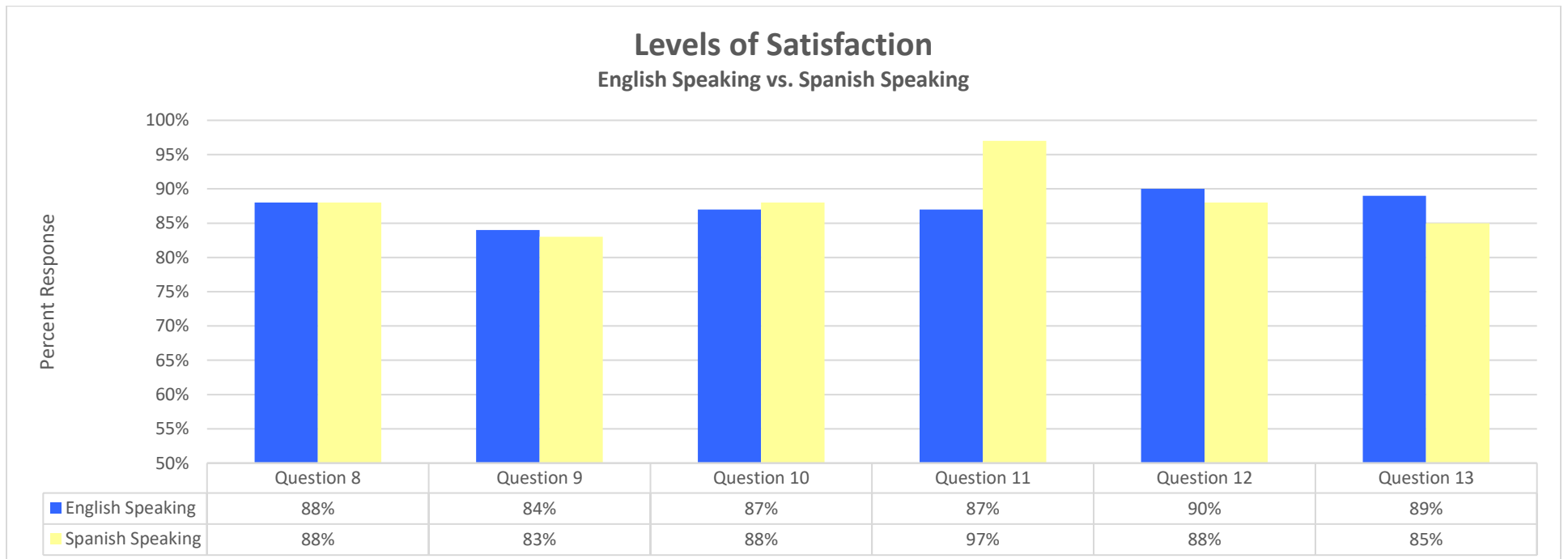
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	17 59%	3 38%	2 7%	3 38%	7 24%	1 13%	1 3%	0	2 7%	1 13%
2. The reception staff	20 67%	6 75%	5 17%	1 13%	3 10%	0	0	0	2 7%	1 13%
3. Receiving a timely appointment	17 59%	3 38%	5 17%	2 25%	5 17%	2 25%	0	0	2 7%	1 13%
4. Education and explanation of plan provided in a way that I can understand	18 60%	4 50%	7 23%	3 38%	3 10%	0	0	0	2 7%	1 13%
5. The follow-up, coordination, and continuity of my care	19 66%	5 63%	4 14%	2 25%	4 14%	0	0	0	2 7%	1 13%
6. The staff addressing my medical needs today	20 67%	5 63%	4 13%	2 25%	4 13%	0	0	0	2 7%	1 13%
7. The time spent waiting	17 57%	2 25%	7 23%	3 38%	4 13%	2 25%	0	0	2 7%	1 13%



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	21 72%	6 75%	3 10%	1 13%	3 10%	0	0	0	2 7%	1 13%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	17 57%	4 50%	6 20%	3 38%	5 17%	0	0	0	2 7%	1 13%
10. The handling of personal medical info in a private and confidential manner	21 70%	6 75%	3 10%	1 13%	4 13%	0	0	0	2 7%	1 13%
11. Your medical assistant	21 70%	6 86%	2 7%	1 14%	5 17%	0	0	0	2 7%	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	23 79%	6 75%	2 7%	1 13%	1 3%	0	1 3%	0	2 7%	1 13%
13. Overall, how satisfied are you with the Health Center?	23 77%	5 63%	1 3%	2 25%	4 13%	0	0	0	2 7%	1 13%



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: 8

N/A: 5

YES: 0

Comments:

1. "No, but overall great experience. Everyone is so nice and amazing to interact with."
2. "They were very welcoming ladies."

Spanish

NO: 2

N/A: 0

YES: 0

Comments:

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

English

1. "N/A."
2. "Everyone is so friendly and helpful, it makes everything stress free."
3. "Receptionist."
4. "Medical assistant."
5. "Thorough explanations." (Gaszak)
6. "Everything is helpful and is always on time."
7. "My provider is very efficient." (Gazak)
8. "The attention to detail." (Gaszak)
9. "There understanding."
10. "I guess getting seen by the doctor." (Williams)
11. "Provider explained very well everything and answered questions thoroughly." (Gaszak)
12. "The staff."

Spanish

Question 16: How can we improve Greater Family Health?

English

1. "N/A."
2. "Keep up the good work."
3. "Less wait time." (2)
4. "Nothing I can think of."
5. "Everything is good and everyone I helpful and patient." (Gaszak)
6. "Don't know at this time." (Gaszak)
7. "Your phone people suck." (Gaszak)

Spanish

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

English

- YES: 24
- NO: 0

Spanish

- YES: 3
- NO: 0

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

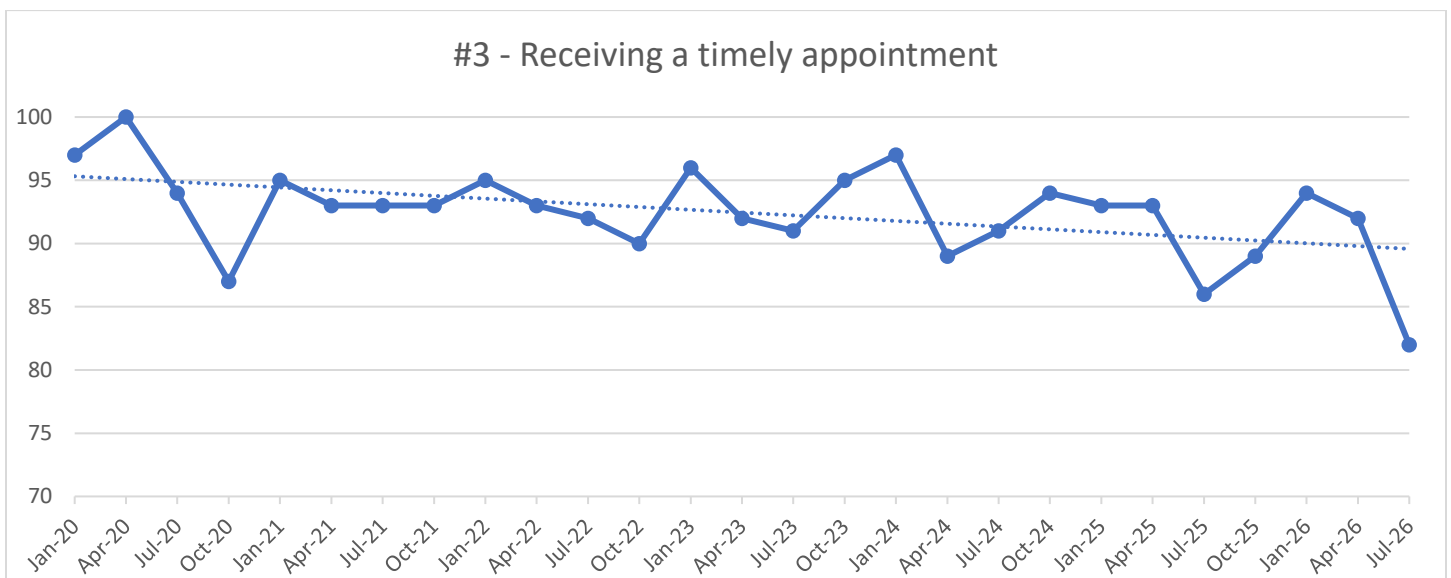
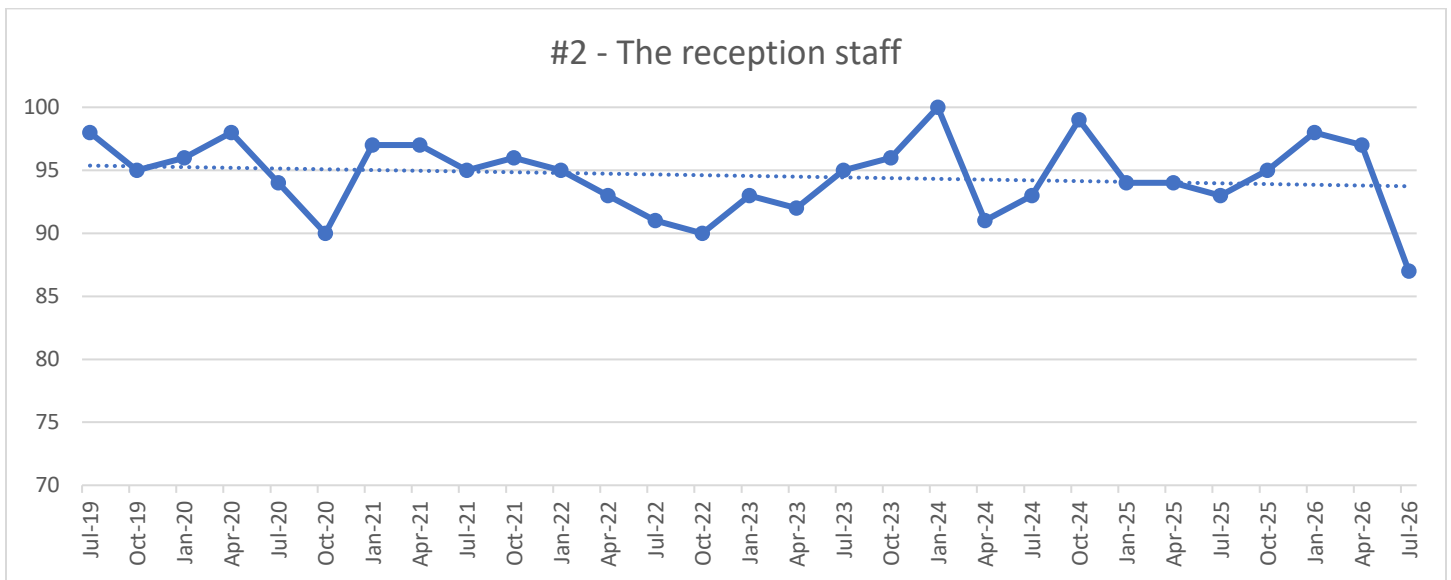
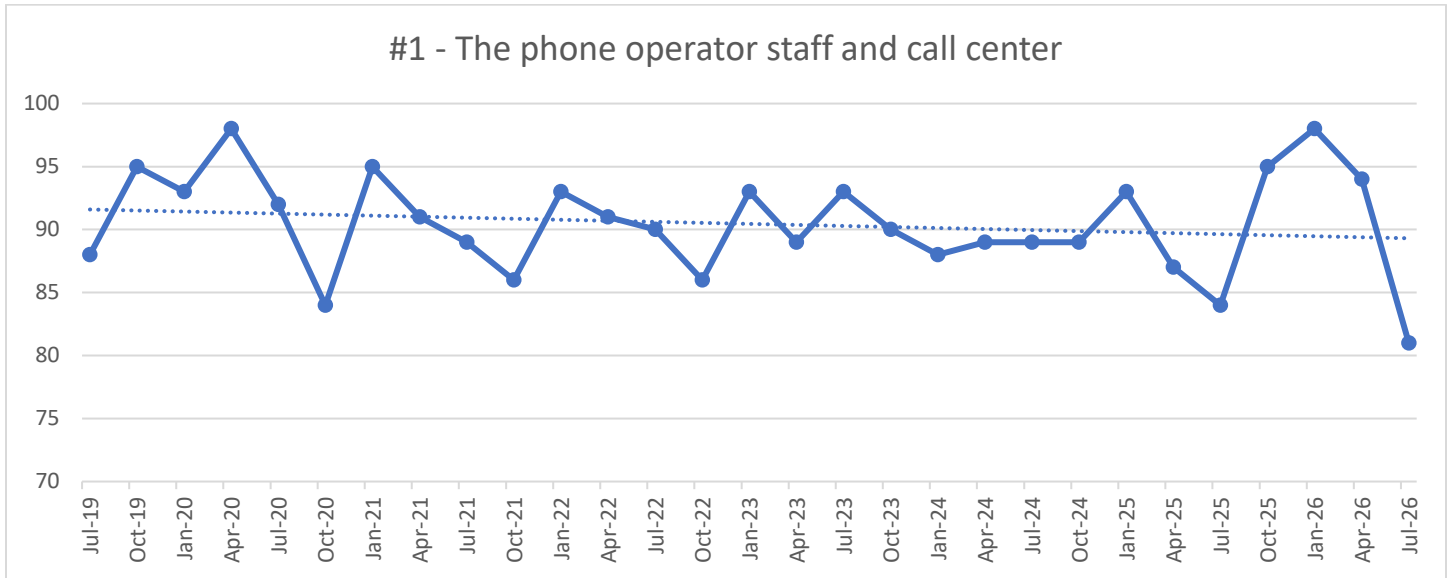
English

- Gaszak: 15
- Williams: 12

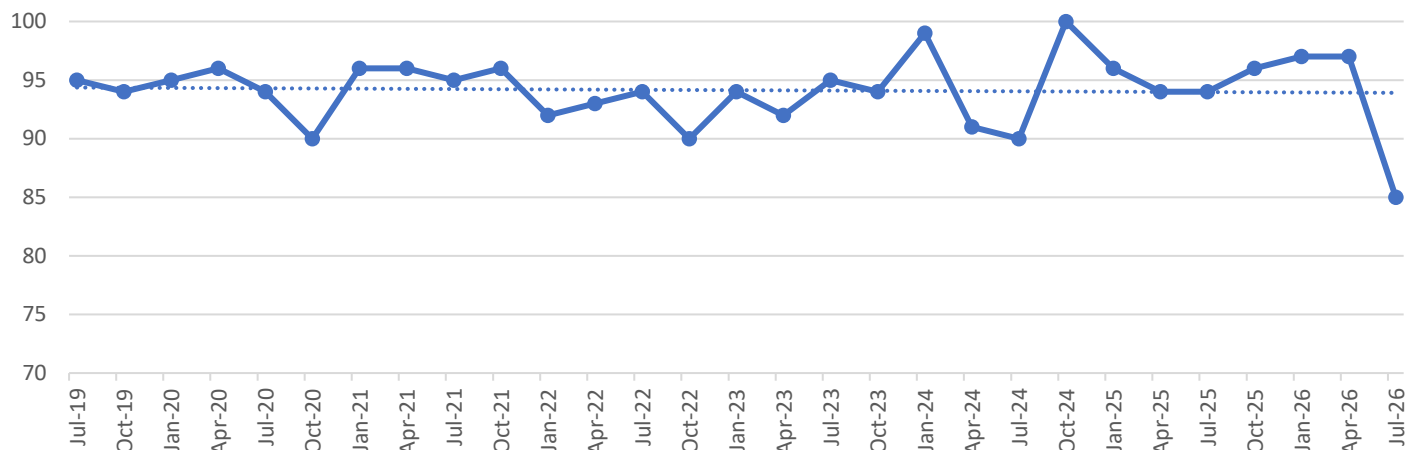
Spanish

- Gaszak: 6
- Williams: 2

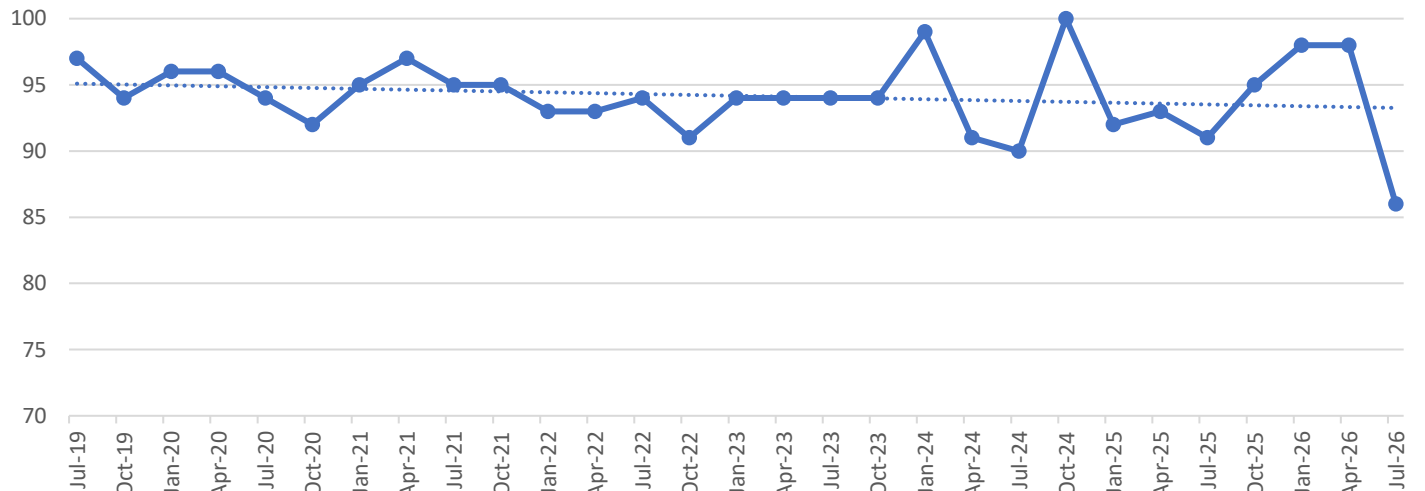
Individual Question Results with Trendlines



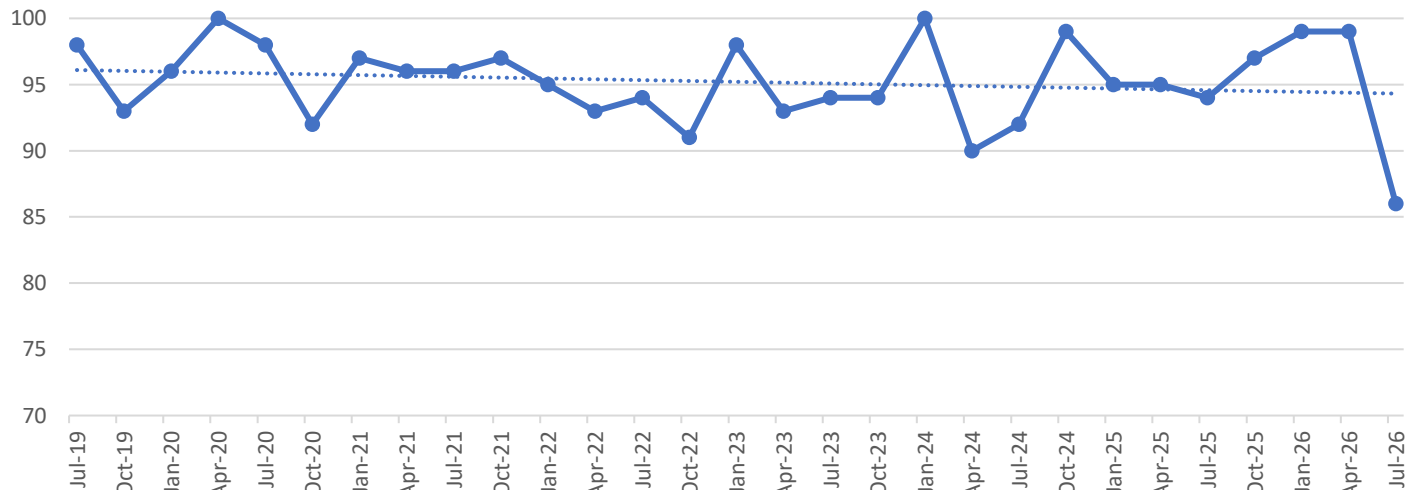
#4 - Education and explanation of plan provided in a way that I can understand



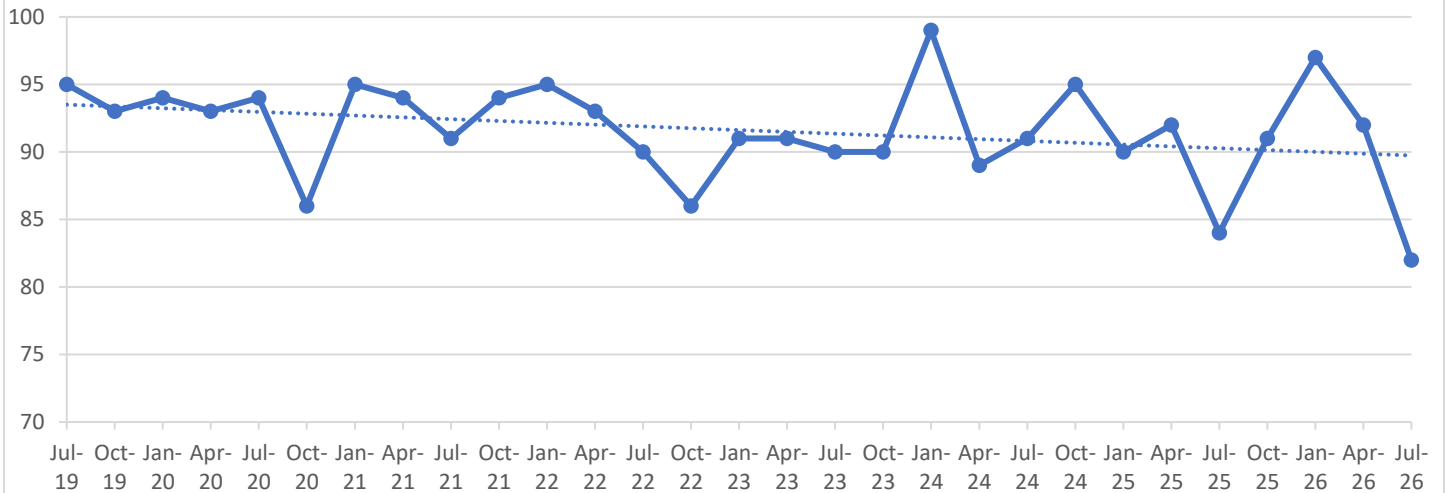
#5 - The follow-up, coordination, and continuity of my care



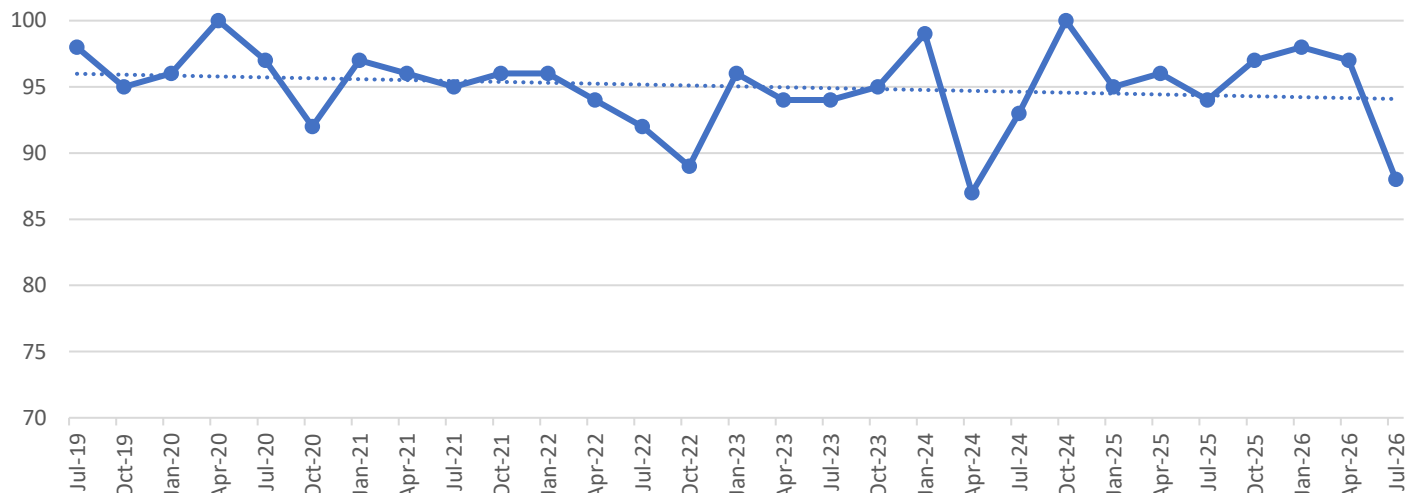
#6 - The staff addressing my medical needs today



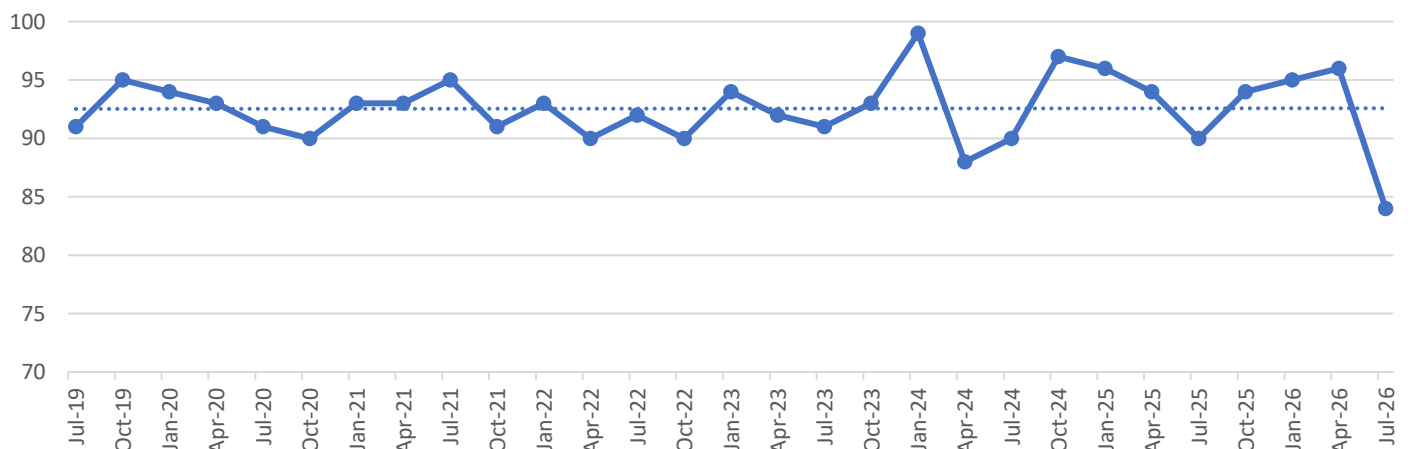
#7 - The time spent waiting



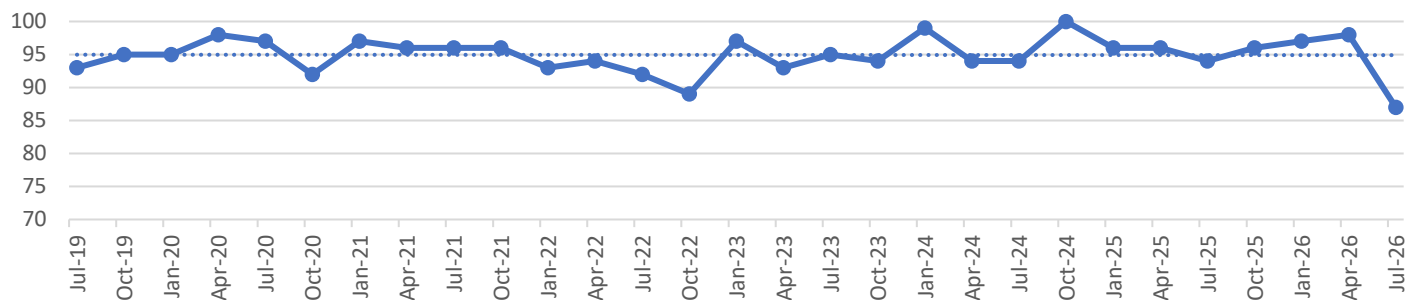
#8 - The respectfulness of staff



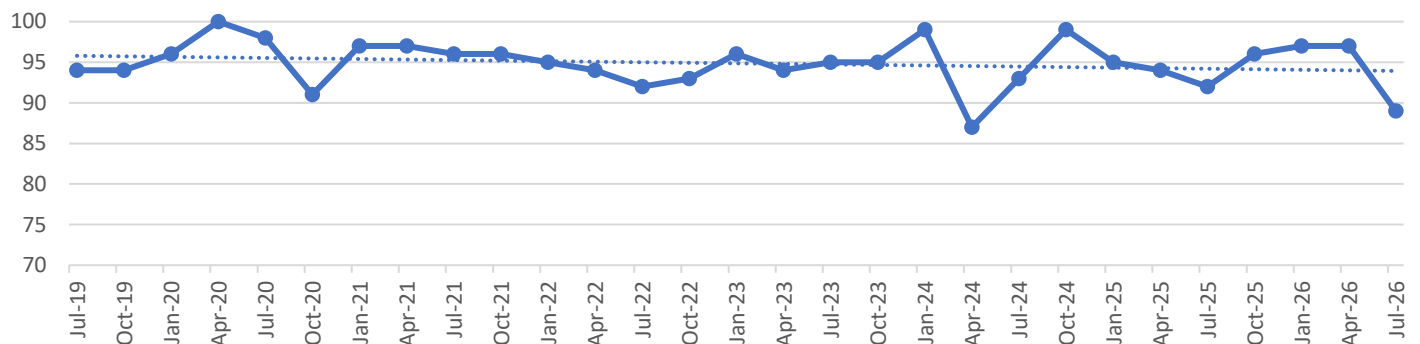
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



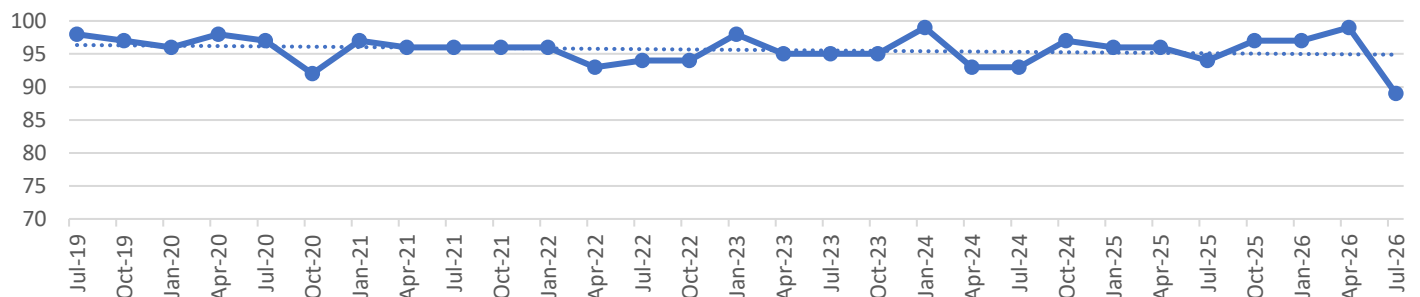
#10 - The handling of my personal medical information in a private and confidential manner



#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?

