

Patient Satisfaction Survey
450 Dundee Ave, Elgin - Lower Level (Pediatrics)
July 2026

I. Summary & Comments

Research on satisfaction surveys shows 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 96%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

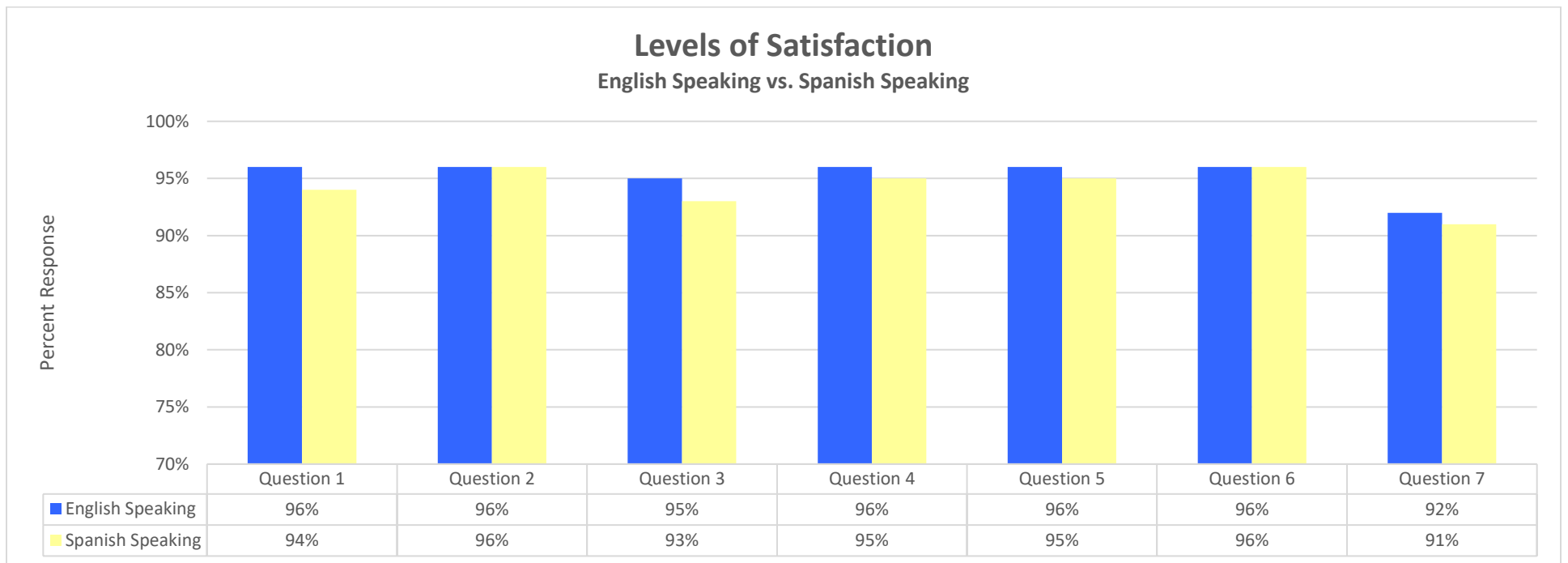
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	95%	96%	94%	94%
2. The reception staff	96%	97%	95%	95%
3. Receiving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

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%

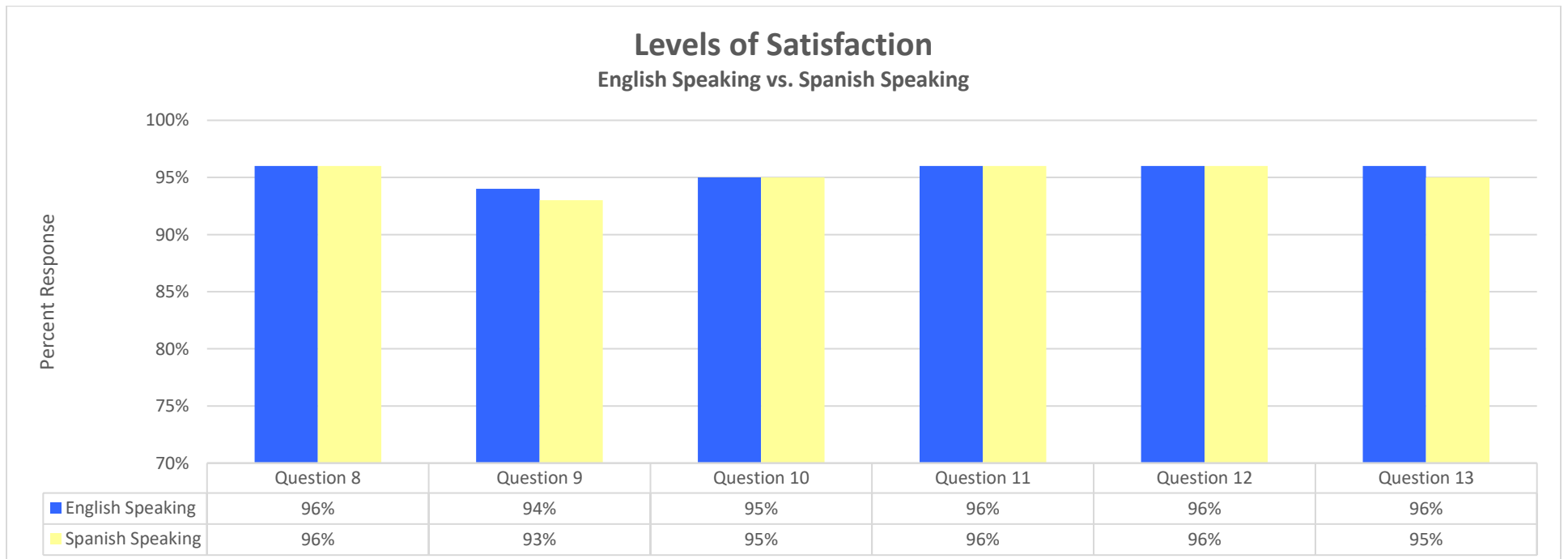
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	129 82%	131 75%	23 15%	38 22%	4 3%	4 2%	1 1%	0	0	1 1%
2. The reception staff	135 86%	139 80%	17 11%	33 19%	3 2%	1 1%	2 1%	0	0	0
3. Receiving a timely appointment	131 83%	129 74%	17 11%	39 22%	6 4%	2 1%	3 2%	1 1%	0	3 2%
4. Education and explanation of plan provided in a way that I can understand	135 86%	135 78%	16 10%	36 21%	4 3%	2 1%	2 1%	0	0	1 1%
5. The follow-up, coordination, and continuity of my care	133 85%	135 78%	17 11%	38 22%	4 3%	1 1%	2 1%	0	0	0
6. The staff addressing my medical needs today	134 85%	136 79%	17 11%	36 21%	4 3%	1 1%	2 1%	0	0	0
7. The time spent waiting	120 76%	113 65%	18 12%	44 25%	14 9%	14 8%	4 3%	0	1 1%	2 1%



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	136 87%	139 80%	13 8%	33 19%	5 3%	2 1%	2 1%	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	119 79%	116 70%	20 13%	43 26%	10 7%	7 4%	2 1%	0	0	0
10. The handling of personal medical info in a private and confidential manner	130 83%	134 78%	18 12%	38 22%	5 3%	1 1%	3 2%	0	0	0
11. Your medical assistant	133 85%	134 78%	17 11%	38 22%	3 2%	0	4 3%	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	136 87%	139 80%	14 9%	35 20%	3 2%	0	4 3%	0	0	0
13. Overall, how satisfied are you with the Health Center?	134 85%	128 76%	16 10%	38 23%	4 3%	2 1%	3 2%	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: 37

N/A: 20

YES: 14

Comments:

1. "Yes, got back to me that same day." (Piekarz)
2. "Yes, staff helped me schedule appointment in a timely manner." (Piekarz)
3. "Have not. Love this clinic." (Triner)
4. "Great staff." (Triner)
5. "Yes, I was supposed to receive a call from 24-48 hrs and it's been a couple of days. (Other location Summit)." (Davies)
6. "Very welcoming." (Davies)
7. "Very good communication."
8. "Amazing, everyone is very kind." (Dodis)
9. "Receptionists was very welcoming." (Piekarz)
10. "The provider was very nice and professional." (Piekarz)
11. "Provider was very helpful w/ question." (Piekarz)
12. "Good." (Dodis)
13. "Provider was so nice for our first visit." (Davies)

Spanish

NO: 31

N/A: 2

YES: 4

Comments:

1. "Very good." "Muy buena."
2. "The nurse we had was very kind." "La enfermera que nos toco fue muy amable." (Dodis)
3. "Everything was great; everyone was very kind." "Muy bien todos muy amables." (Dodis)
4. "Everything is great." "Todo bien." (Piekarz)
5. "Great." "Buena." (Piekarz)

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

English

1. "Staff." (5)
2. "N/A." (3)
3. "No." (3)
4. "None." (Dodis)
5. "Everything." (3)
6. "Everything 😊." (Piekarz)
7. "Accessibility."
8. "Providers." (Davies)
9. "Reception." (2)
10. "Convenience." (Dodis)
11. "The service." (Davies)
12. "Timely appointment." (Piekarz)
13. "The nurses!" (Triner)
14. "Dr. Triner Clair." (Triner)
15. "The information provided." (Davies)
16. "Communication is good." (Piekarz)
17. "They take walk-ins for any sickness or issue." (Piekarz)

Spanish

1. "Good attention." "Buena atencion." (Triner)
2. "No." "No." (2)
3. "N/A." (Piekarz)
4. "Prompt appointments." "Citas rapidas." (Luettke)
5. "Your kindness." "Su amabilidad." (Davies)
6. "Everything is perfect." "Todo perfecto." (Dodis)
7. "The attention." "La atencion." (Piekarz)
8. "Their service and attention." "Su servicio y atencion." (Dodis)
9. "Medical services." "Servicio medico." (Piekarz)
10. "Everything excellent everything." "Todo exelente todo." (Davies)
11. "They give me an appointment for the same day if I call early." "Me dan cita el mismo dia, si llamo temprano." (Piekarz)

18. "Always has the help I need in one location. Takes care of patients in a timely and accurate manner." (Triner)
19. "The doctor Davies is truly amazing and has been so good since Mateo has been seen @ 6 weeks." (Davies)
20. "The doctor Stephanie is the best." (Davies)
21. "My doctor Dr. Weaver and love how their sufficient and efficient." (Weaver)
22. "They are fast and friendly." (Triner)
23. "Love Dr. Miller." (Miller)
24. "Timeliness + helpful and kind staff." (Weaver)
25. "Close to home." (Davies)
26. "I got in." (Triner)
27. "Staff and doctor." (Miller)
28. "Available appts." (Miller)
29. "Good communication." (Davies)
30. "Jasmin so helpful and friendly." (Weaver)
31. "Respectful and fast." (Triner)
32. "Dr. Miller!!!" (Miller)
33. "The great communication." (Weaver)
34. "Fast appts." (Davies)
35. "Staff are very friendly and helpful." (Luettke)
36. "Quick and timely manner." (Triner)
37. "Fast appointments." (Luettke)
38. "Timely attention." (Triner)
39. "The care for my children." (Piekarz)
40. "Good time management-appts on time involved Dr.-> actually cares." (Davies)
41. "Ease of appt scheduling, low wait times friendly professional staff." (Davies)
42. "Always reminding me for upcoming appointments."
43. "Wait time." (Piekarz)
44. "Everyone is respectful." (Davies)
45. "Providers always answer my questions respectfully." (Dodis)
46. "Appointment flexibility." (Piekarz)
47. "That they open on Saturdays." (Dodis)
12. "Quick appointments." "Citas rápidas." (Dodis)
13. "The people." "Las personas." (Piekarz)
14. "The attention." "La atencion." (Piekarz)
15. "Everyone." "Todos." (2)
16. "Everything." "Todo." (3)
17. "No comments." "Sin comentarios." (Piekarz)
18. "With the children's vaccines." "Con las vacunas de los niños." (Piekarz)
19. "Attention at a good cost." "Atención a buen costo." (Piekarz)
20. "The nurse." "La enfermera." (2)
21. "The location is convenient, and the wait time is reasonable." "Lo cercano y el tiempo de espera es razonable." (Triner)
22. "Ensure that referrals are handled with priority." "Que cuando manden referidos los atiendan con prioridad." (Davies)
23. "Their attentiveness and the fact that they speak Spanish." "Su atencion y que hablan español." (Triner)
24. "Their attention to the client, and there is always availability." "Sus atenciones al cliente y siempre hay disponibilidad." (Piekarz)
25. "Well, that they remind you about the appointments." "Pues que te recuerden de las citas." (Triner)
26. "Their great attention." "Su buena atencion." (Triner)
27. "The time to tend to and efficient." "El tiempo de atender es rapido y eficiente." (Triner)
28. "For my baby's health, and I thank you very much for that." "En la salud de mi bebe y se los agradezco mucho." (Triner)
29. "Taking care of my daughters' health." "Cuidado de la salud de mis hijas."
30. "They have Spanish-speaking staff, and I can perfectly understand the doctor's instructions." "Que tienen personal que habla espanol y puedo entender perfectamente las instrucciones del medico." (Wenker)
31. "They offer service at all times." "Tienen servicio todo el tiempo." (Piekarz)
32. "I like the way they treat their patients." "Me gusta su manera de atender a sus pacientes." (Piekarz)
33. "They shouldn't keep you waiting so long in the room." "Que no dejen esperar tanto en el cuarto."
34. "Taking care of my health." "A cuidar mi salud." (Luettke)
35. "It's close to my area." "Que esta cerca de mi area."
36. "They schedule my appointments very soon." "Que me hacen las citas muy pronto." (Piekarz)

37. "Speed in scheduling appointments, as well as punctuality upon arrival and being attended to." "Rapidez de citas y a la hora de llegada y ser atendido." (Luettke)
38. "Reception was very friendly." "Recepcion, muy amable." (Piekarz)
39. "The attention/Spanish-language." "La atencion/idioma Espanol." (Luettke)
40. "With the medical attention." "Con la atencion medica." (Luettke)
41. "The team is very helpful." "El equipo ayudan mucho." (Piekarz)
42. "The ease of scheduling appointments." "La facilidad para las citas." (Dodis)
43. "Everything is excellent." "Todo es excelente." (Davies)
44. "Maintain good control." "Llevar buen control." (Davies)
45. "Front desk ladies are always very helpful." (English response on a Spanish survey)
46. "Medical care and everything else." "Atencion medica y todo lo demás." (Piekarz)
47. "That my baby is in very good hands." "Que mi bebe esta en muy buenas manos." (Luettke)
48. "They treat me well and explain things clearly." "Que me atienden bien y explican bien." (Dodis)
49. "What helps most about Greater Family Health is the way they provide various options to address the issue you went in for." "Lo que mas ayuda de Greater Family Health es en la manera que dan varias opciones para mejorar el problema por el que fueron." (Dodis)
50. "The nurse was very kind." "La enfermera fue muy amable."
51. "Your choice regarding how to manage and maintain your weight." "Su opcion sobre como cuidar y mantener el peso." (Davies)
52. "Same-day appointment availability." "La disponibilidad de cita same day." (Piekarz)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (19)
2. "?" (Triner)
3. "No." (2)
4. "None." (3)
5. "Nothing." "Nada." (Spanish response on an English survey)
6. "Everything is perfect." (Luettke)
7. "You are doing well." (Triner)

Spanish

1. "N/A." (4)
2. "Nothing." "Nada." (Piekarz)
3. "Excellent." "Excelente." (Luettke)
4. "Nothing." "Nada."
5. "Great." "Good."
6. "The wait." "La espera."
7. "Everything is great." "Todo bien." (3)
8. "Everything is very great." "Todo muy bien." (Piekarz)

8. "If accessible button at front door could be repaired. Helps moms like mw w/ kids w/ special needs."
9. "Wait time to get in appointment was my only feedback." (Piekarz)
10. "Nothing 😊." (Triner)
11. "Wait time." (Davies)
12. "Nothing! It's great." (Triner)
13. "Faster wait time." (Davies)
14. "Some nurses are a little bit mean." (Triner)
15. "It's great already." (Weaver)
16. "The time frame they give to arrive to app." (Weaver)
17. "Nothing much already do an amazing job."
18. "Everything's great." (Dodis)
19. "Theres been times where wait time has been long."
9. "Everything is great." "Todo esta bien." (Dodis)
10. "Everything is ok." "Todo ok."
11. "So far, everything is fine." "Hasta el momento todo esta bien." (Piekarz)
12. "Everything is great; I like it." "Todo muy bien me gusta." (Piekarz)
13. "Everything seems good to me." "Todo me parece bueno." (Luettke)
14. "Not everything is fine." "No todo bien." (Triner)
15. "Keep providing the same service and showing the same friendliness." "Sigan dando el mismo servicio y la amabilidad que tienen." (Triner)
16. "For now, everything is fine, for me." "Por ahora todo esta bien, para mi." (Piekarz)
17. "I am happy with the service." "Estoy bien con el servicio." (Piekarz)
18. "It seems to me that they have very good service." "Me parece que tienen muy buen servicio." (Piekarz)
19. "Don't keep us waiting too long in the room." "No dejar que esperamos mucho en el cuarto." (Davies)
20. "Everything is fine by me; they have good service." "Para mi todo esta bien tiene buen servicio." (Weaver)
21. "Having appointments available sooner." "Que hubiera citas disponibles mas rápido." (Piekarz)
22. "Faster or more personal to not wait so long." "Mas rapidez o mas personal para no esperar tanto." (Luettke)
23. "The service is excellent all around." "Todo es excelente servicio." (Davies)
24. "For me, it's a good service." "Para mi es un buen servicio." (Dodis)
25. "With the Schedule." "Con el horario." (Piekarz)
26. "Respecting the schedule. I've had appointments cancelled on multiple occasions simply because I wasn't there 15 minutes early. I've arrived for 10 appointments, yet several times I've had to wait over an hour. Today I arrived at 8:30 for an appointment and wasn't seen until 9:45; you really ought to be fair about this." "Respetar los horarios. En muchas ocasiones me han cancelado citas por no estar 15 minutos antes de la cita. He llegado al horario 10 pero ya son varias veces que he tenido que esperar por mas de 1 hora. Hoy llegue 8:30 para una cita y me atendieron a las 9:45 uds deberian ser justos."

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

English

- YES: 86
- NO: 1

Spanish

- YES: 84
- NO: 0

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

English

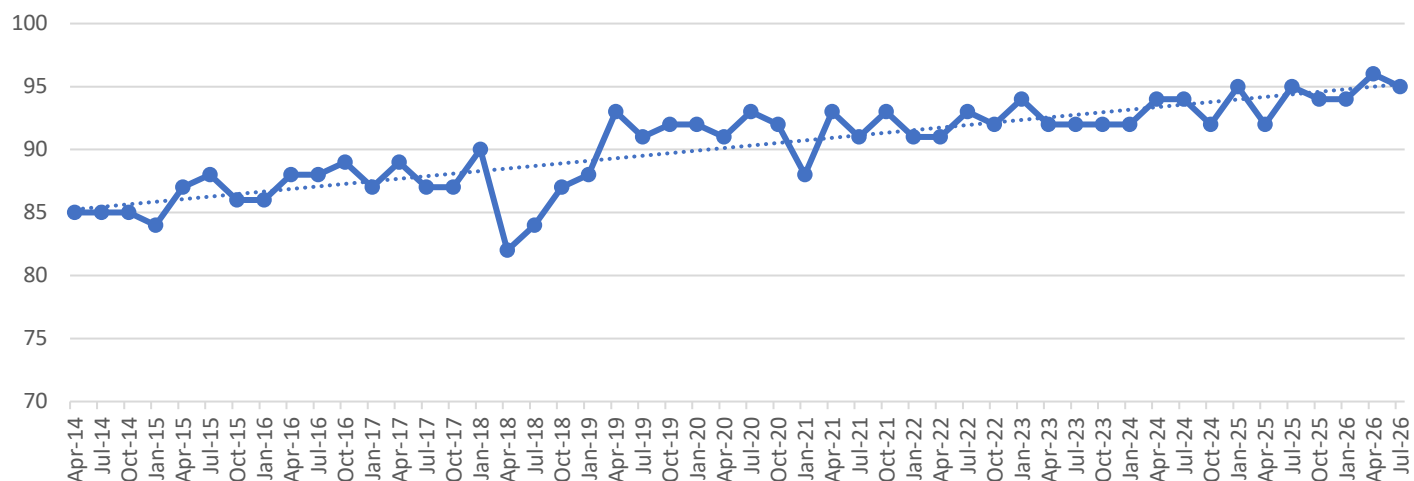
- Davies: 34
- Dodis: 14
- Luettkke: 4
- Miller: 13
- Newbrander: 1
- Piekarz: 24
- Triner: 27
- Weaver: 9

Spanish

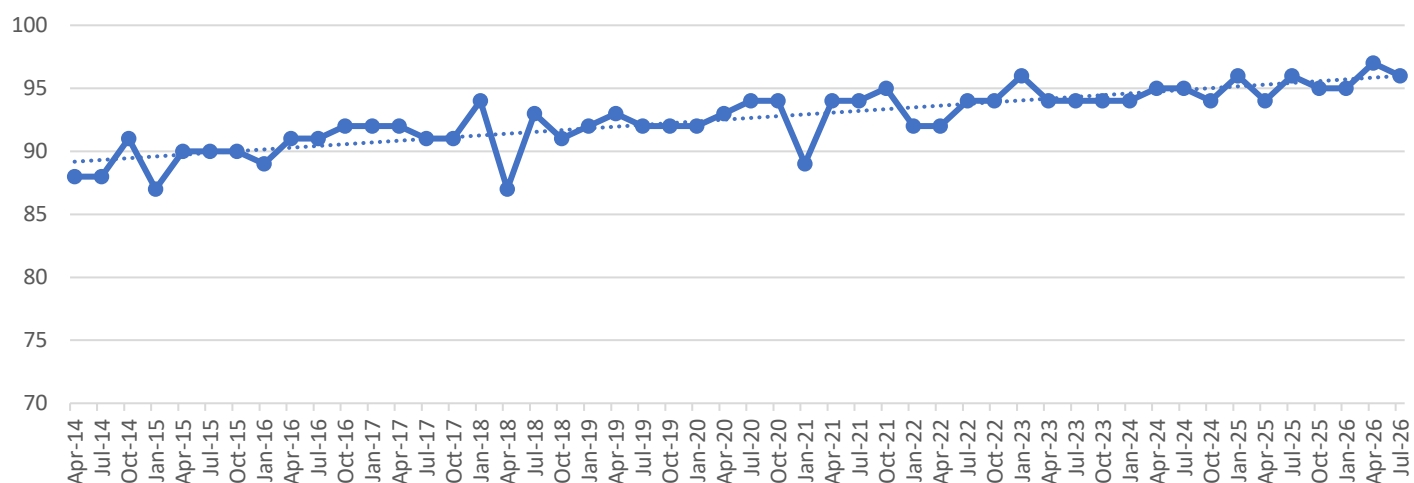
- Davies: 22
- Dodis: 23
- Luettkke: 8
- Miller: 13
- Newbrander: 1
- Piekarz: 39
- Triner: 30
- Weaver: 4

Individual Question Results with Trendlines

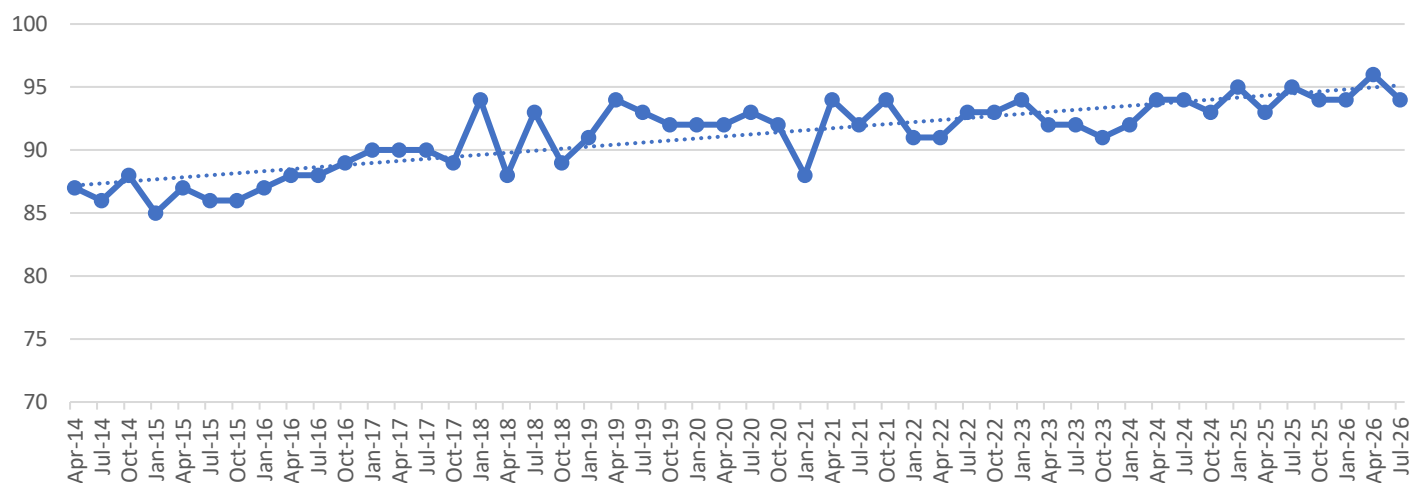
#1 - The phone operator staff and call center



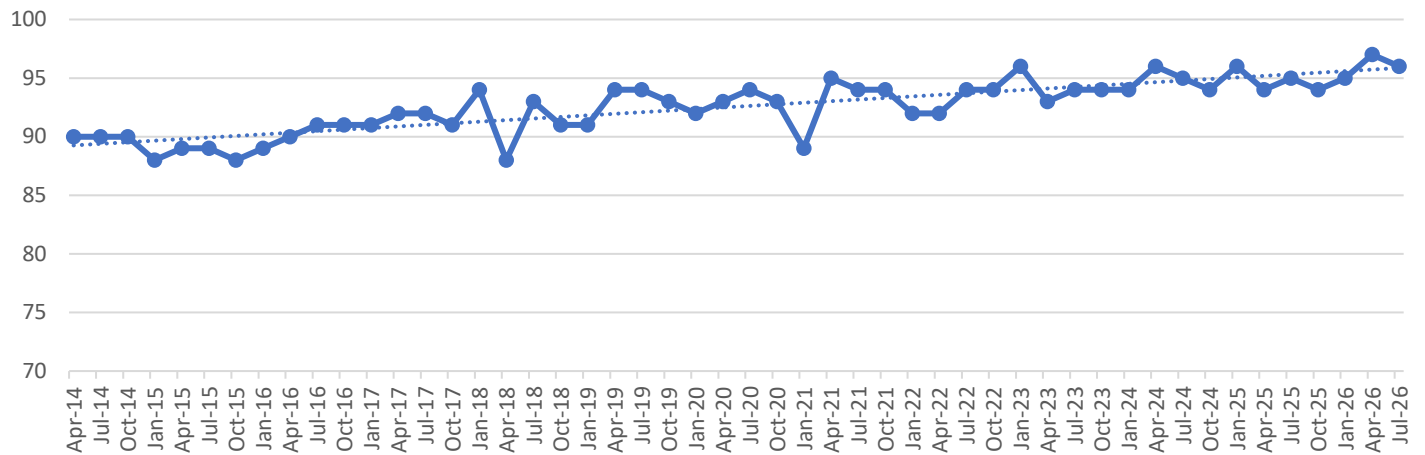
#2 - The reception staff



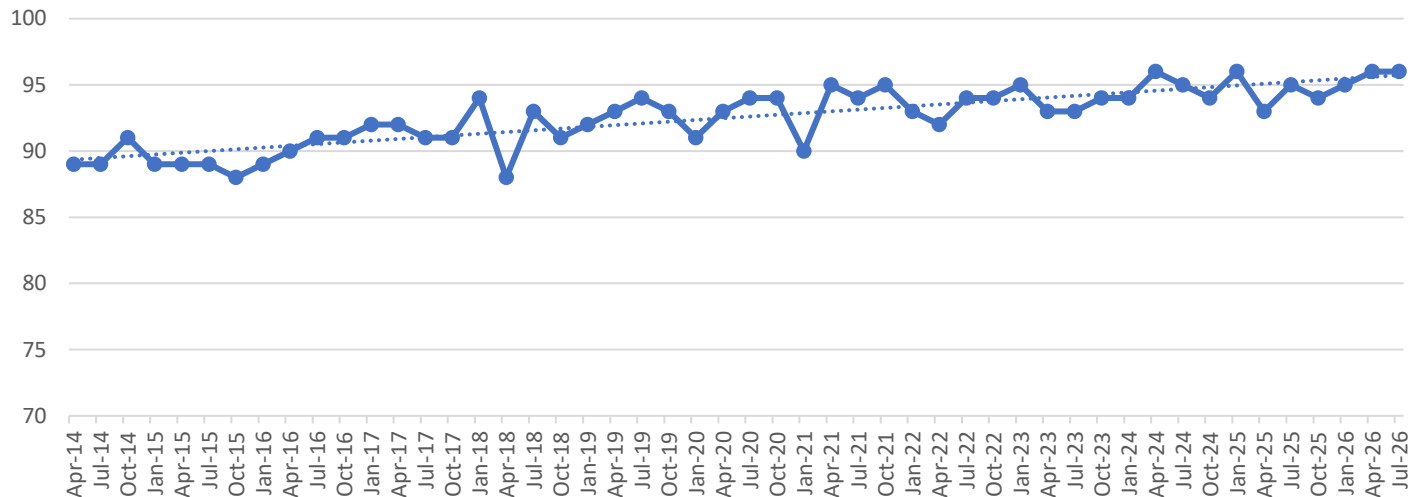
#3 - Receiving a timely appointment



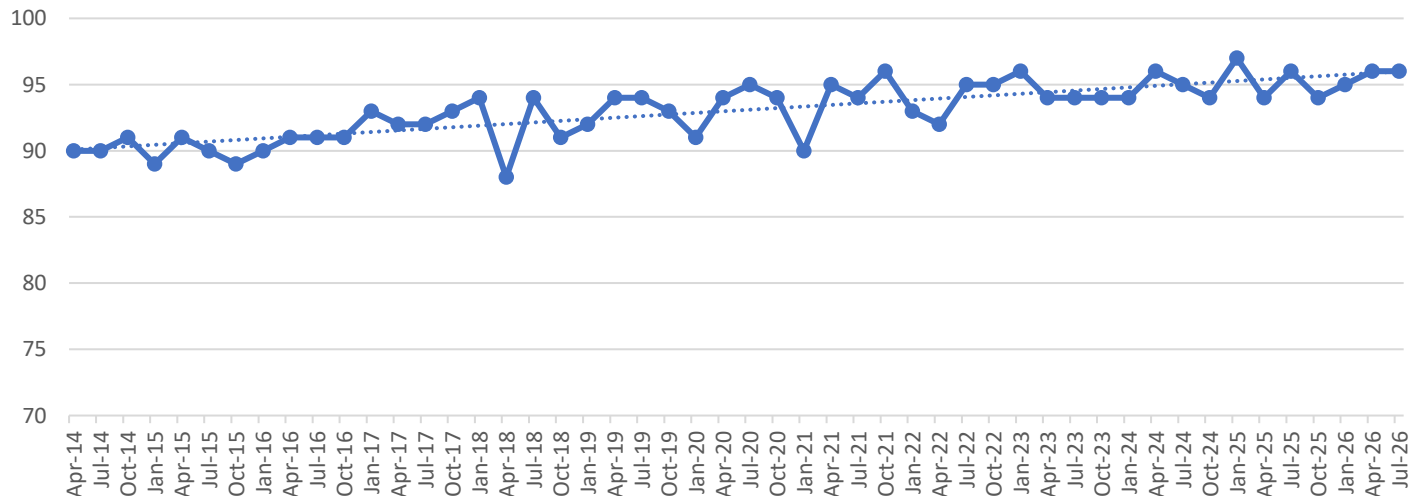
#4 - Education and explanation of plan provided in a way that I can understand



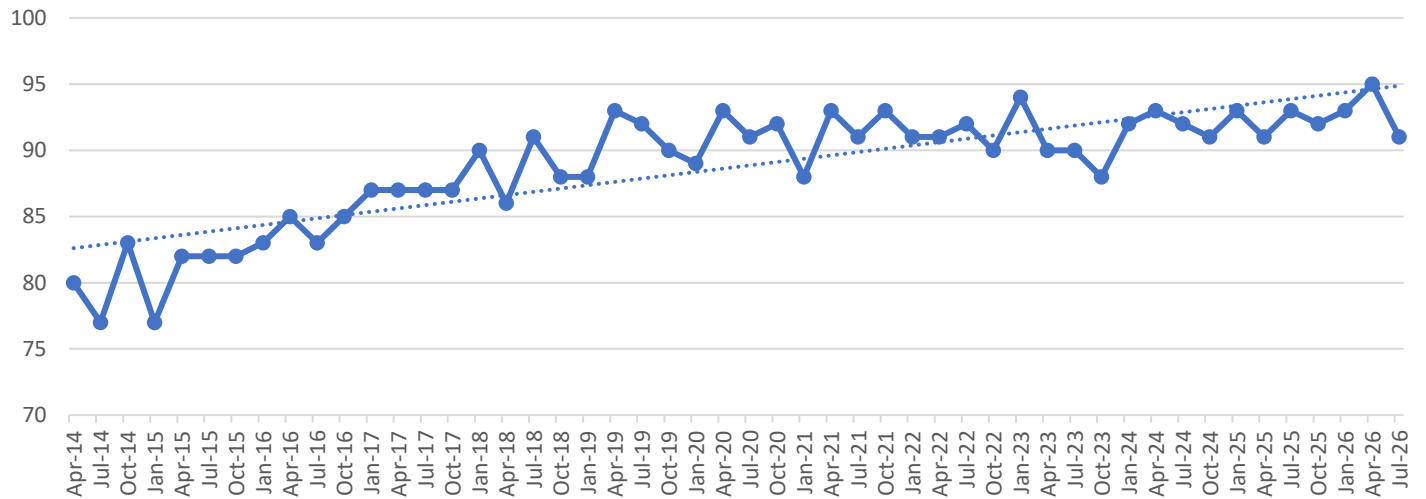
#5 - The follow-up, coordination, and continuity of my care



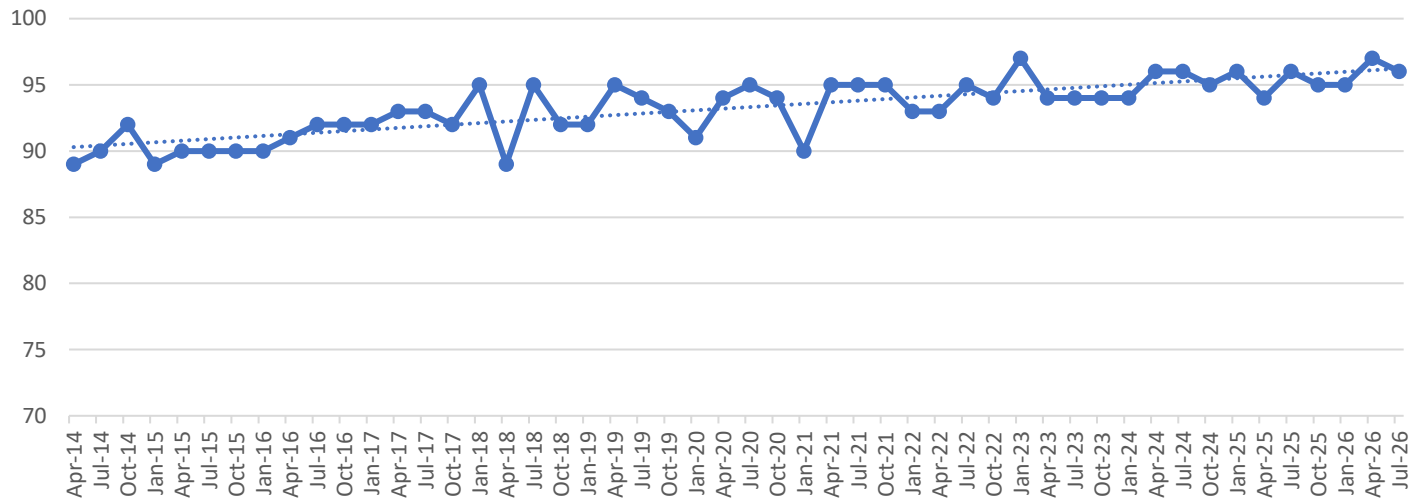
#6 - The staff addressing my medical needs today



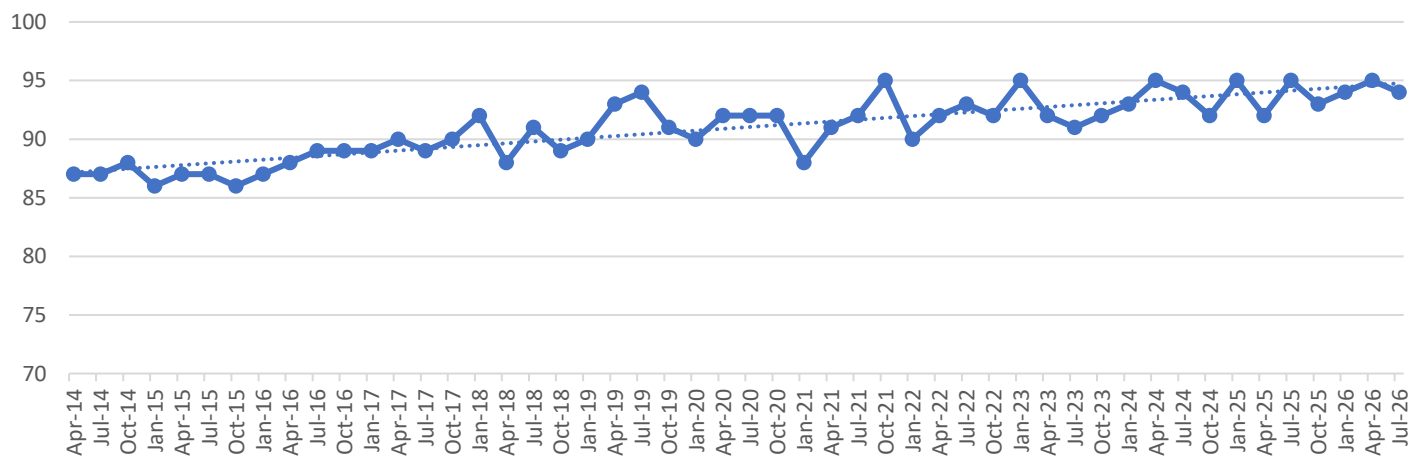
#7 - The time spent waiting



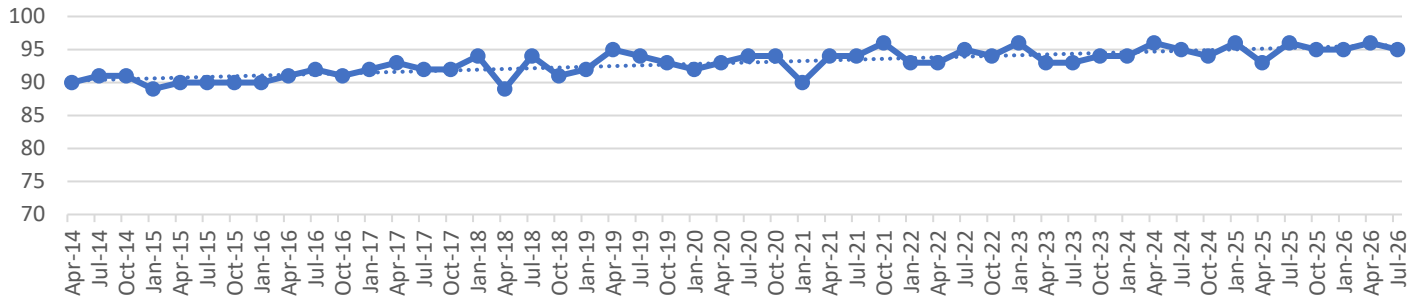
#8 - The respectfulness of staff



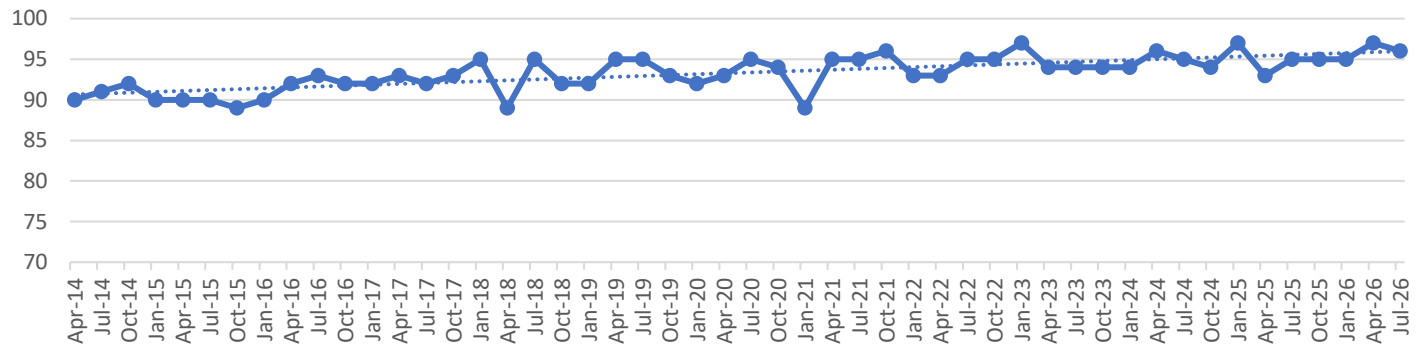
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



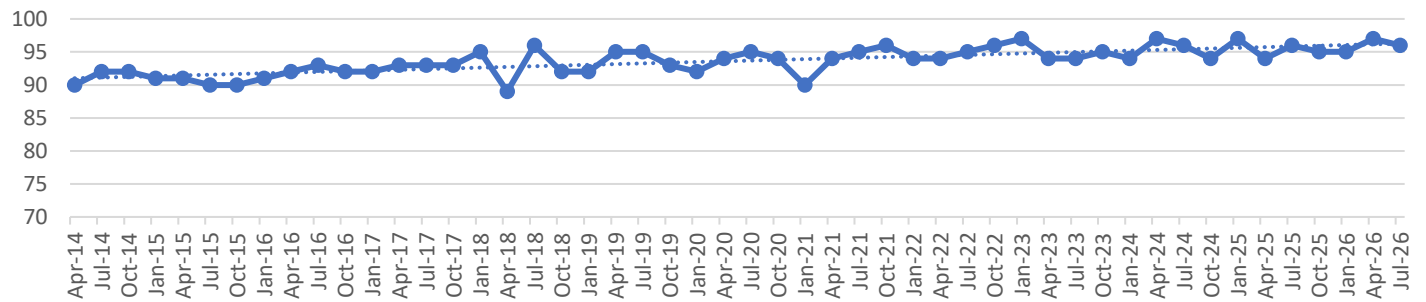
#10 - The handling of my personal medical information in a private and confidential manner



#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?

