

**Patient Satisfaction Survey**  
**135 E. Irving Park Rd., Streamwood**  
**July 2024**

**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 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.

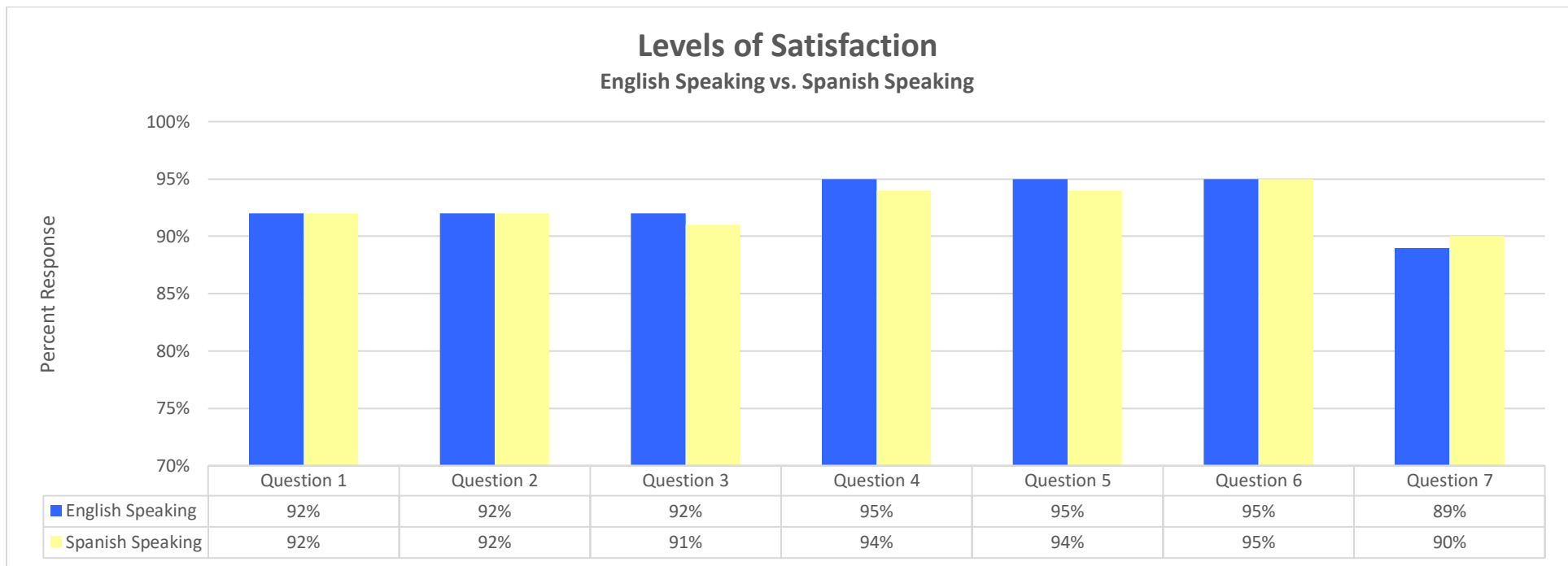
135 E. Irving Park Rd., Streamwood – Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	92%	94%	95%	95%
2. The reception staff	92%	94%	95%	95%
3. Receiving a timely appointment	91%	94%	95%	95%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	96%	96%
5. The follow up and coordination of my care	94%	95%	95%	96%
6. The staff addressing my medical needs today	95%	95%	96%	97%
7. The time spent waiting	90%	92%	92%	93%
8. The respectfulness of staff	94%	95%	96%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	94%	95%	95%
10. The handling of my personal medical information in a private and confidential	94%	96%	96%	97%
11. Your medical assistant	95%	96%	96%	97%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	96%	96%	97%
13. Overall, how satisfied are you with the Health Center?	94%	96%	96%	97%

Total Greater Family Health Survey Question Responses	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	92%	93%	93%	92%
2. The reception staff	94%	94%	94%	93%
3. Receiving a timely appointment	92%	93%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	94%	93%
5. The follow up and coordination of my care	94%	94%	94%	93%
6. The staff addressing my medical needs today	94%	94%	95%	94%
7. The time spent waiting	90%	91%	91%	89%
8. The respectfulness of staff	94%	95%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	92%	93%	93%	92%
10. The handling of my personal medical information in a private and confidential	94%	94%	94%	93%
11. Your medical assistant	94%	95%	95%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	95%	95%	94%
13. Overall, how satisfied are you with the Health Center?	94%	94%	95%	93%

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

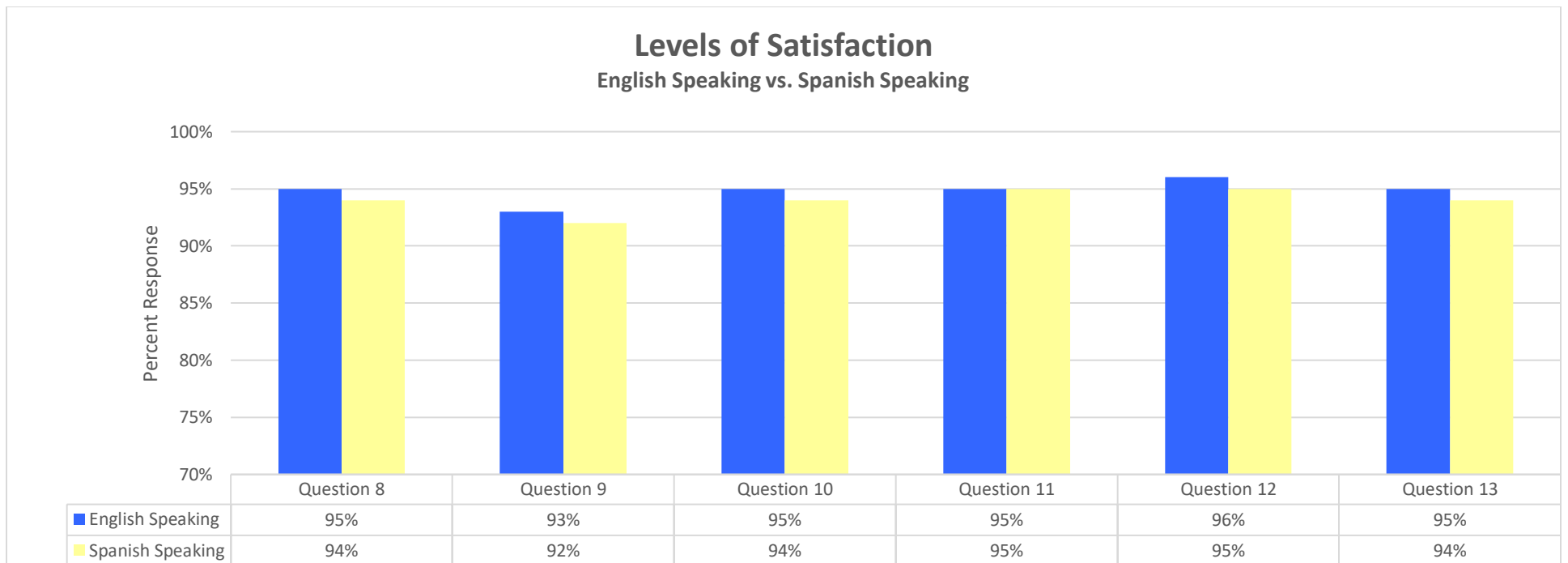


Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
1. The phone operator staff and call center	128 70%	246 73%	41 23%	63 19%	9 5%	14 4%	2 1%	3 1%	2 1%	11 3%
2. The reception staff	130 72%	257 76%	35 19%	55 16%	13 7%	12 4%	1 1%	3 1%	1 1%	10 3%
3. Receiving a timely appointment	131 72%	228 69%	35 19%	72 22%	11 6%	20 6%	3 2%	3 1%	2 1%	8 2%
4. Education and explanation of plan provided in a way that I can understand	141 78%	256 77%	35 19%	62 19%	3 2%	5 2%	0	0	1 1%	8 2%
5. The follow-up and coordination of my care	137 76%	253 76%	40 22%	68 20%	3 2%	7 2%	0	1 1%	1 1%	6 2%
6. The staff addressing my medical needs today	143 79%	268 81%	33 18%	55 17%	3 2%	4 1%	0	0	1 1%	6 2%
7. The time spent waiting	118 65%	217 66%	38 21%	73 22%	20 11%	27 8%	1 1%	3 1%	4 2%	8 2%



	(5)	(4)	(3)	(2)	(1)
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Survey Questions	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	143 79%	257 78%	32 18%	56 17%	6 3%	10 3%	0	1 1%	4 2%	6 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	124 71%	227 71%	37 21%	75 23%	12 7%	11 3%	0	1 1%	1 1%	7 2%
10. The handling of personal medical info in a private and confidential manner	140 77%	261 79%	36 20%	58 18%	4 2%	7 2%	0	0	1 1%	6 2%
11. Your medical assistant	144 79%	270 81%	35 19%	53 16%	2 1%	5 2%	0	0	1 1%	7 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	152 84%	272 82%	25 14%	47 14%	3 2%	4 1%	0	0	1 1%	7 2%
13. Overall, how satisfied are you with the Health Center?	143 79%	259 80%	30 17%	52 16%	7 4%	7 2%	0	0	1 1%	7 2%



## 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: 44

N/A: 18

YES: 0

#### Comments:

1. "Thank you very much!" (McComb)
2. "No but thank you all for your patience & lovely greeting." (Friedlein)
3. "Reception was kind and friendly." (Nettleton)
4. "Very sweet and understanding." (Shah)
5. "Good."
6. "Experience was quick and easy." (Friedlein)
7. "They called back in 2 days." (Aragones)
8. "Excellent." "Excelente." (Spanish response on an English survey)
9. "Good work."
10. "Good." (Aragones)
11. "Great!" (Tran)
12. "No, everything is great." (Shah)
13. "N/A, you're all doing great 😊." (Friedlein)
14. "Yes, for my appointment details. Fully satisfied." (Nettleton)
15. "Yes & turnaround time was great." (Friedlein)

#### Spanish

NO: 57

N/A: 7

YES: 1

#### Comments:

1. "Very good doctor." "Muy buen doctora." (McComb)
2. "I really like the doctor." "Me gusta mucho la doctora." (Tran)
3. "Excellent." "Excelente." (2)
4. "Yes, excellent, they always cover the necessities." "Si excelente, siempre cubren las necesidades." (Tran)
5. "Very good." "Muy buena." (McComb)
6. "Very good medical attention excellent." "Muy buena atencion medica excelente." (Aragones)
7. "Excellent." "Excelente." (2)
8. "Great." "Good."
9. "Very good attention." "Muy buena su atencion." (Wenker)
10. "The practitioners." "Los médicos."
11. "Great doctor." "Buena doctora." (McComb)
12. "For the moment, no." "Por el momento, no." (Wenker)
13. "The nurses are very nice, better doctors." "Enfermeros muy amable, mejores doctores." (Nettleton)
14. "Very good doctor." "Muy buena doctora." (Nettleton)
15. "Very intelligent, great doctors, very loving!" "Muy inteligentes, buenos doctores, muy cariñosos!" (White)

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

#### English

1. "N/A." (9)
2. "No."
3. "Everything." (2)
4. "The care and feedback." (Friedlein)
5. "Very good care." (McComb)
6. "None." (Friedlein)
7. "Their hospitality."
8. "Doctor accessibility." (Shah)
9. "Quick and simple." (McComb)
10. "Availability."
11. "Doctor."
12. "Communication was great." (Shah)
13. "Timely."

#### Spanish

1. "N/A." (3)
2. "No."
3. "Nothing." "Nada."
4. "Vaccines." "Vacunas." (Friedlein)
5. "Everyone." "Todos." (Shah)
6. "Everything." "Todo."
7. "Excellent." "Excelente." (Tran)
8. "The doctor." "La doctora." (McComb)
9. "Their service." "Su atendimento."
10. "Very kind." "Muy amables." (McComb)
11. "Everything is excellent." "Todo excelente." (McComb)

14. "Everything is good."
15. "Nurses." (Aragones)
16. "Call in." (Aragones)
17. "Portal access." (Friedlein)
18. "Doctors." (Shah)
19. "Health." (Shah)
20. "The staff."
21. "The service." (Davies)
22. "How kind the nurses are." (Aragones)
23. "Kindness & helpfulness of all of the staff."
24. "The same day appointments are very helpful for our family." (Friedlein)
25. "How economically friendly it is." (Tran)
26. "Patience + attention from staff." (Tran)
27. "Friendliness & ease for appt."
28. "The assistants they have." (Friedlein)
29. "Making appointments within a day's notice." (McComb)
30. "Easy to make appt + get in quick." (Shah)
31. "Always can get a appt." (Shah)
32. "Easy to see a provider." (Aragones)
33. "My children's health & wellness." (Friedlein)
34. "Availability." (Shah)
35. "Location & hours." (Shah)
36. "Health checkup." (Shah)
37. "They address my needs + testing is very easy." (Aragones)
38. "Doctor patient plan." (McComb)
39. "Very nice." (Tran)
40. "The quick and helpful staff." (White)
41. "Good."
42. "Staff and doctor are very nice." (Aragones)
43. "Doctors attentiveness towards patients."
44. "Close to home."
45. "I find the customer service helpful." (Tran)
46. "Definitely."
47. "Thank you very much."
48. "Good in communication." (Friedlein)
49. "The staff being very kind." (Nettleton)
50. "Is the help with my pregnancy everyone is very kind and helpful." (Nettleton)
51. "The doctor and all helpful staff." (Aragones)
52. "The availability of having everything in on place." (Nettleton)
53. "The doctor and staff are very helpful." (Aragones)
54. "Great prompt customer service." (Friedlein)
55. "How sweet everyone is." (McComb)
56. "How doctors treat the patient."
57. "Very informative about my care." (Nettleton)
58. "The doctor was very helpful and respectful." (Friedlein)
59. "They care about my health." (Ali)
12. "Everything is perfect." "Todo perfecto." (Nettleton)
13. "Everything is great." "Todo esta bien." (Wenker)
14. "The practitioners." "Los medicos."
15. "Very good service." "Muy buen servicio." (Nettleton)
16. "With my diabetes." "Con mi diabetes." (Aragones)
17. "The attention." "La atencion." (Aragones)
18. "With what I have needed." "En lo que nesecitado." (Friedlein)
19. "Very great people." "Muy buenas personas." (Friedlein)
20. "The attention and care for how they tend to." "La atencion y cuidado con la que atienden." (Tran)
21. "Low prices." "Precios bajos." (Wenker)
22. "Same day appointments available." (English response on a Spanish survey)
23. "I like everything." "Todo me gusta." (Wenker)
24. "The opportune attention." "La oportuna atencion." (McComb)
25. "It helps me solve my medical problems." "Me ayuda a solucionar mis problemas médicos."
26. "That they speak Spanish and care for on Saturday's." "Que hablan Espanol y atienden los sábados." (Wenker)
27. "With everything, in reality the service provided is great everyone is very kind, respectful, and attempted to help as much as possible with your health." "En todo, realmente dan muy buen servicio son muy amables, respetosos y tratan de ayudarte los mas posible en tu salud." (Friedlein)
28. "That I do not have insurance and the cost of the consult is very accessible to pay." "Que tengo aseguranza y el costo de la consulta es un precio muy accesible a pagar." (Shah)
29. "It is economical, they are kind, and attentive. The appointments are timely and they are professional. They are very cordial and attentive to the needs of the patient." "Es economico, son amables, y atentos, las citas son de corta espera y los profesionales. Son muy cordiales y atentos a las necesidades del paciente." (McComb)
30. "Not having us wait too long." "Un poco menos dejarnos esperando."
31. "Great attention towards the client and available doctors." "Buena atencion al cliente y doctores disponibles." (Hinds)
32. "The payments for the laboratory everything." "Los pagos laboratorios todo." (Aragones)

33. "The medical attention." "La atención médica." (2)
34. "Everything in general." "Todo en general." (Aragones)
35. "Their attention." "Su atención."
36. "That they have a kind personnel and know how to explain." "Que tengan un personal amable y sepan explicar." (Tran)
37. "That they care for me at an affordable cost." "Que me atienden a bajo costo." (Aragones)
38. "The personnel is very competent and help when I need it." "El personal es muy competente y ayuda cuando lo necesito." (Tran)
39. "That I can schedule sameday appointments." "Que puedo hacer citas el mismo día." (Tran)
40. "That they always have appointments when I call and it is close to home." "Que siempre tienen citas cuando llamo y esta cerca de casa." (Shah)
41. "To continue to have follow ups for good health." "A tener un seguimiento de la buena salud." (Tran)
42. "They explain everything well down to the details." "Me explican muy bien todo los detalles." (McComb)
43. "They resolve any of my doubts." "Resuelven todas las dudas." (Aragones)
44. "It appears that everything is great." "Me parece que todo esta bien."
45. "The exams." "Los estudios." (Shah)
46. "It is very clean." "Muy limpio." (Wenker)
47. "Their attention." "Su atención."
48. "Attention from the personnel." "Atención de personal."
49. "Emergency cases, unexpected cases." "Casos emergencia, casos inesperados."
50. "That it is close to where I live, the attention." "Que esta cerca de donde vivo, la atención."
51. "The flexible hours at the possibilities." "Que tiene horarios flexibles a tus posibilidades." (Friedlein)
52. "That it is close to home." "Que esta cerca de mi casa." (Hinds)
53. "Medical attention with excellent attention." "Atención médica con excelente atención."
54. "No comments, everything is great." "Sin comentarios, todo bien." (Wenker)
55. "To be healthy and feel well." "A estar saludable y sentirme bien." (Shah)
56. "With all of the medications." "Con todo los medicamentos." (Aragones)
57. "The closeness and the professional attention." "La cercanía y la atención profesional." (Aragones)

58. "They have always tended to us well with what is necessary." "Siempre nos han atendido bien en lo que se requiere."  
(Aragones)
59. "The appointment reminder helps me. The help from the translator." "Me ayuda el recordatorio de mis citas la llamada de la interprete."  
(Aragones)
60. "That I can obtain a same day appointment." "Que puedo conseguir cita para el mismo día."  
(Aragones)
61. "With the health care." "En el cuidado de salud."  
(Wenker)
62. "Their primary attention and they allow me to voice my uncertainty." "Su atencion primaria y me ayudan a despejar mis inquietudes."  
(Aragones)
63. "Keeping up with my health." "El estar pendiente de mis cosas de salud."  
(Wenker)
64. "The benefits I have received from this clinic are good." "Los beneficios que recibo de esta clinica es muy buena."  
(Wenker)

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

##### **English**

1. "N/A." (18)
2. "No." (McComb)
3. "Time."
4. "Nothing." (Shah)
5. "How great how it is." (Friedlein)
6. "Nothing to improve on." (Aragones)
7. "Direct calls to the center." (McComb)
8. "Wait time before appointments." (Friedlein)
9. "Be more polite and smile when asked."  
(Friedlein)
10. "More online or phone app interaction options."  
(Shah)
11. "More people taking blood wait time is long on Saturdays."  
(Shah)
12. "Have no idea."
13. "Everything works really good."
14. "I wish I didn't have to come in to get test results."  
(Aragones)
15. "Good." (Aragones)
16. "Not switching Dr. a lot." (Friedlein)
17. "Front staff should smile more." (McComb)
18. "More available appointment."
19. "Have same day appointments." (Tran)
20. "Nothing everything is put together." (Davies)
21. "Doctor on time more." (Aragones)
22. "Improving -> no waiting line please."  
(Nettleton)
23. "Nothing much." (Nettleton)
24. "Service is already excellent." (Nettleton)
25. "Continue being prompt & providing excellent customer service."  
(Friedlein)
26. "Nothing in my opinion."

##### **Spanish**

1. "N/A." (7)
2. "Nothing." "Nada."
3. "None." (English response on a Spanish survey)
4. "Everything is great." "Todo vien."
5. "Everything is great." "Todo bien."  
(Aragones)
6. "Excellent." "Excelente."
7. "Everything is very good." "Todo esta muy bien."  
(Tran)
8. "Attention." "Atención." (2)
9. "Attention is great." "Atención vien."
10. "The medical attention." "La atencion medica."  
(Nettleton)
11. "No comments." "Sin comentarios."  
(Aragones)
12. "Everything is good." "Todo es bueno."  
(Nettleton)
13. "The accessibility." "La accesibilidad."
14. "The personnel." "El personal." (Ali)
15. "The service." "El servicio."
16. "The service in general." "El servicio en general."  
(McComb)
17. "The health services." "El servicio de salud."  
(Friedlein)
18. "With everything!" "En todo!"
19. "No comments." "Sin comentarios." (Shah)
20. "Personally, it is very great, thank you." "En lo personal es muy bueno gracias."  
(Aragones)



- 27. "Everything is fine." (Nettleton)
- 28. "Stay the same." (Aragones)

- 21. "Having timely appointments on the day we request." "Tener mas proximas del día que uno va a pedirla." (Shah)
- 22. "Excellent." "Excelente."
- 23. "More available appointments." "Mas citas disponibles." (Shah)
- 24. "It appears fine to me." "Me parece bien." (McComb)
- 25. "I believe it is excellent." "Creo que son excelentes." (Friedlein)
- 26. "The reception staff is extremely incompetent. They do not know how to render attention. They never resolve anything, and the patient is always at fault. Horrible service in reception. Only with reception. The doctors are very professional. They are delightful to me." "La recepción es extremadamente incompetente. No saben brindar atencion. Jamás te solucionan nada y siempre el paciente es culpable. Horrible servicio en recepción. Solo por reception. Los doctores muy profesional. Me encantan." (Hinds)
- 27. "The people in reception do not explain correctly. How to fill out forms, the service is not efficient." "Las personas en recepcion no explican correctamente como llenar los documentos muy poco eficiente el servicio." (Friedlein)
- 28. "Reception is very distasteful/incompetent they do not comply with patient necessities." "Reception muy desagradable/incompetente no cumple con las necesidades del paciente." (Friedlein)
- 29. "They never call for appointments, thanks." "Nunca llaman para las citas gracias." (Friedlein)
- 30. "To not delay too much in the waiting room." "No demorar tanto en el cuarto de espera." (Wenker)
- 31. "In reality everything is very good." "En realidad para mi todo esta muy bien." (Shah)
- 32. "I do not have complaints about the location nor the personnel, they are educated, kind, and attentive." "No tengo cejas de la locacion ni del personal me educaron son amables y atentos." (McComb)
- 33. "Only the ladies should be more kind and to smile more." "Solo las muchachas deverian ser amables y sonreir mas." (Hinds)
- 34. "Continue with this administration." "Seguir con su gestion."
- 35. "Scheduling the soonest possible." "Dando las citas lo mas pronto posible." (Tran)
- 36. "The receptionists provide more tools to answer our questions." "Las recepcionistas darles mas harramientas para contestar nuestras preguntas." (Aragones)

- 37. "I do not have any suggestions – everything is great." "No tengo ninguna sugerencia – todo muy bien." (Tran)
- 38. "I do not think you need to improve anything everything is very good." "No creo que tengan que mejorar algo todo esta muy bien." (Tran)
- 39. "Timely appointments." "Citas mas rapidas."
- 40. "It is going great." "Vamos bien." (Nettleton)
- 41. "No comment, everything is great." "Sin comentarios todo bien." (Wenker)
- 42. "For me, it is great." "Para mi esta bien." (Aragones)
- 43. "Nothing, everything is great." "Nada todo bien."

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

**English**

- YES: 110
- NO: 0

**Spanish**

- YES: 151
- NO: 3

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

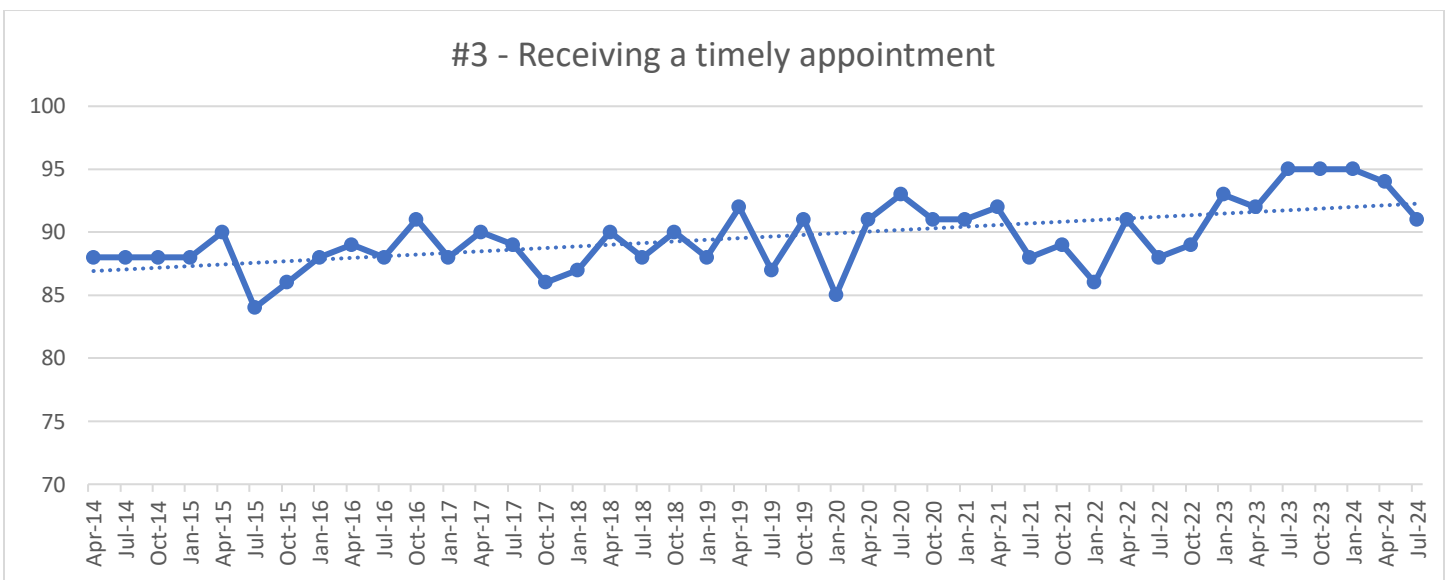
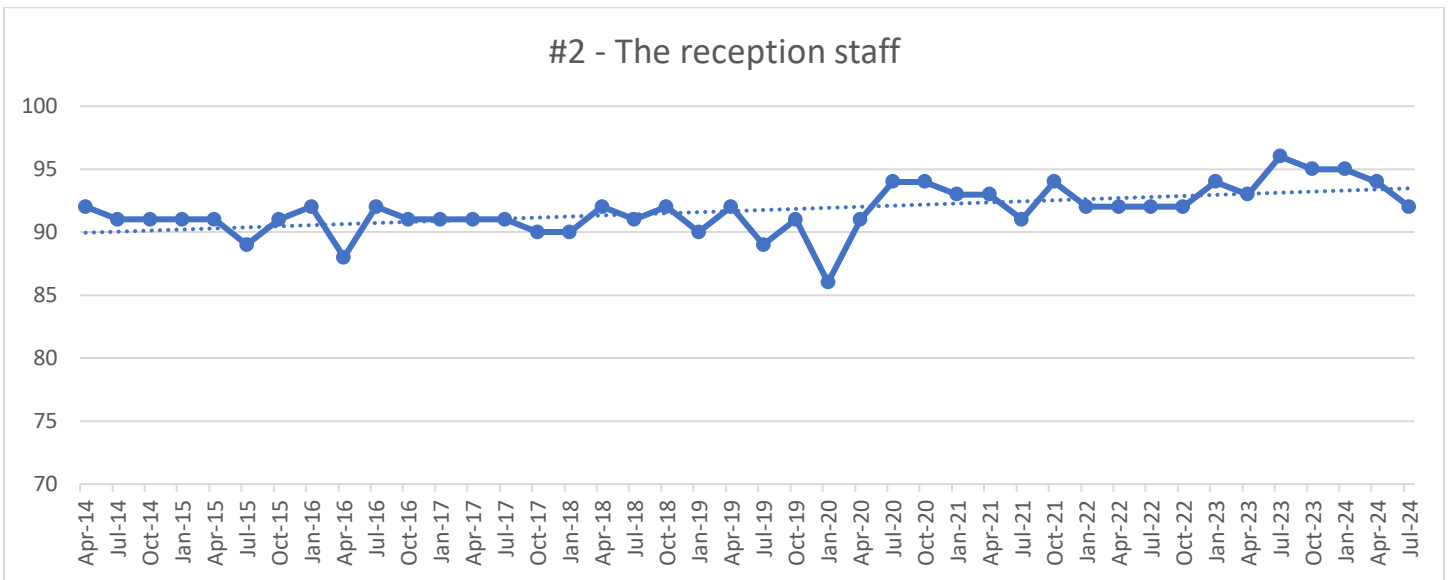
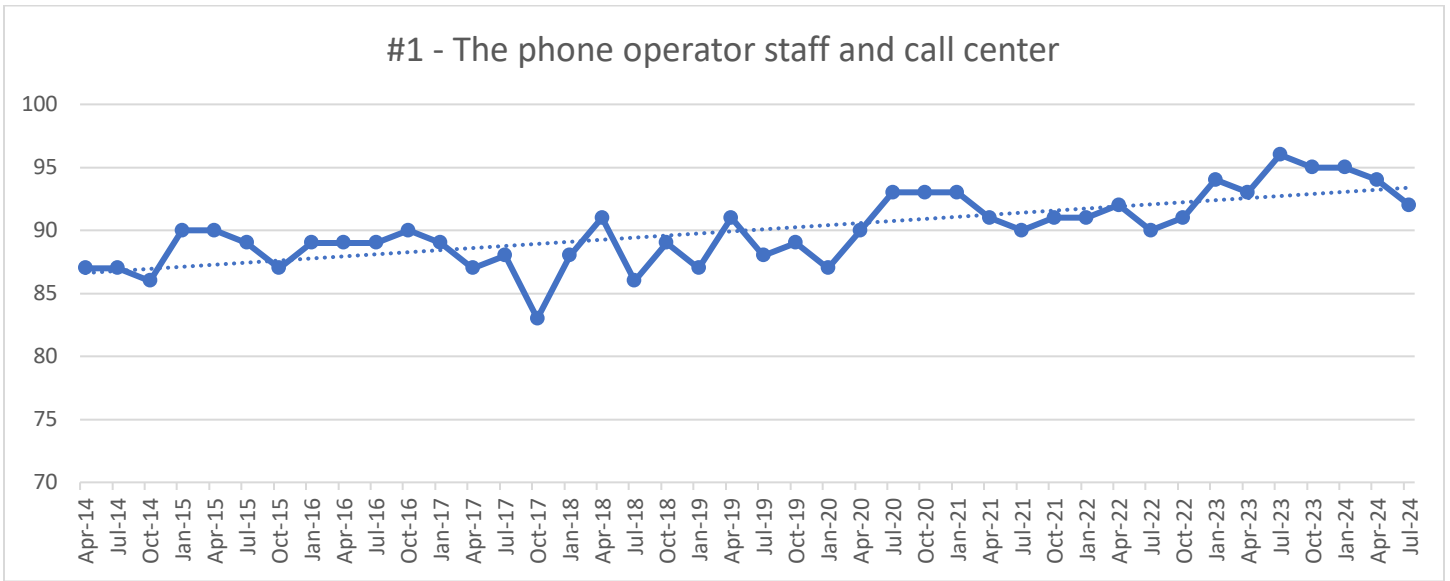
**English**

- Ali: 4
- Aragones: 25
- Davies: 11
- Friedlein: 22
- Hinds: 11
- McComb: 19
- Nettleton: 12
- Shah: 24
- Tran: 12
- White: 8

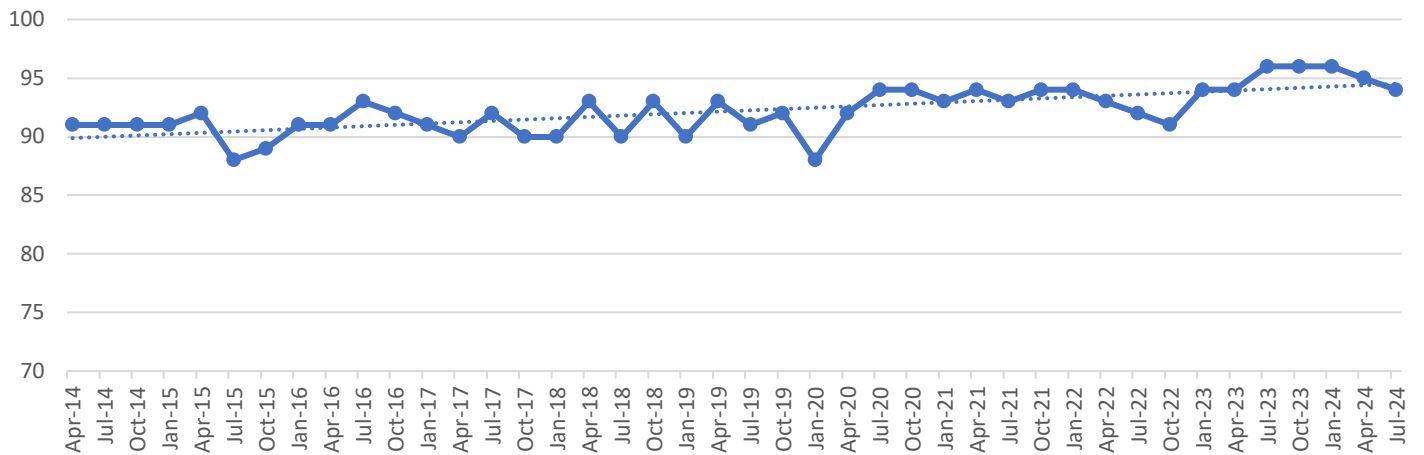
**Spanish**

- Ali: 3
- Aragones: 42
- Davies: 8
- Friedlein: 37
- Hinds: 31
- McComb: 36
- Nettleton: 25
- Perez-Hernandez: 1
- Shah: 33
- Tran: 20
- White: 18

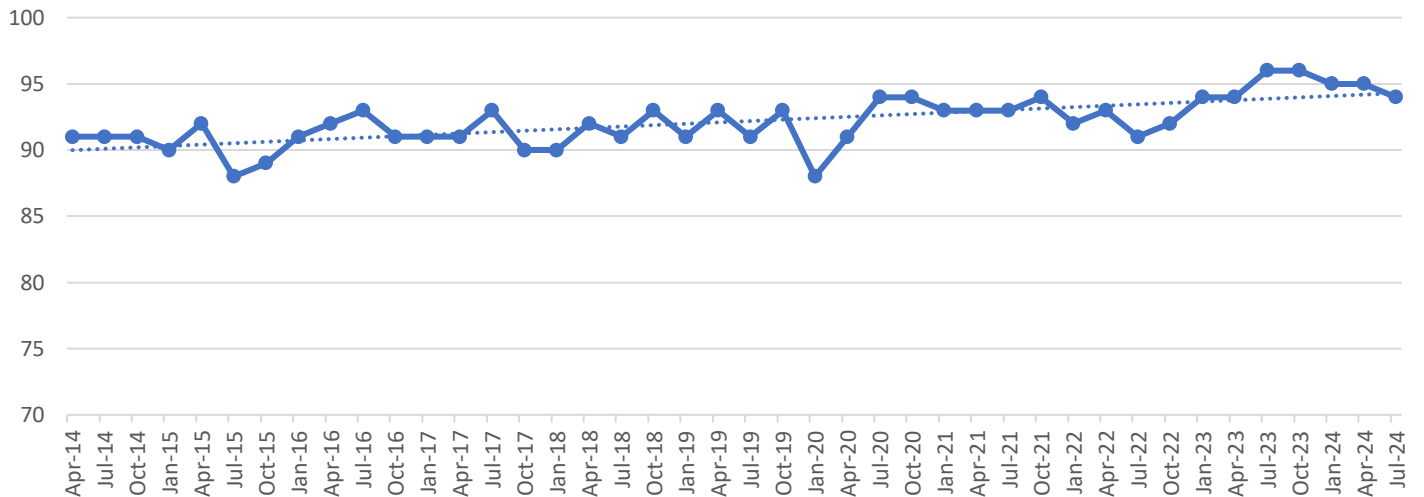
# Individual Question Results with Trendlines



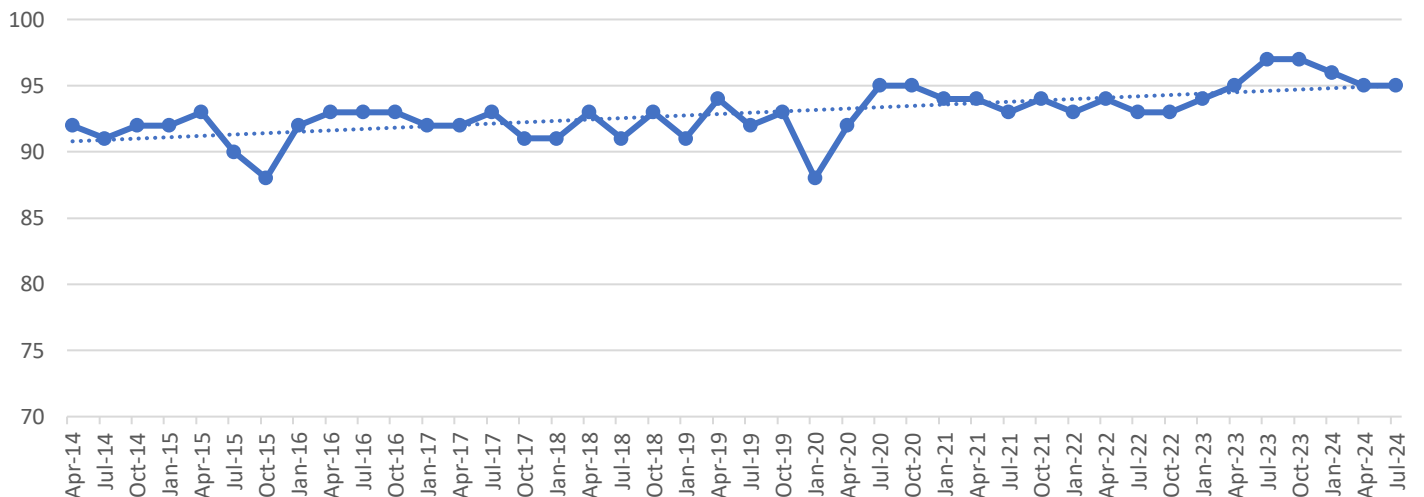
### #4 - Education and explanation of plan provided in a way that I can understand



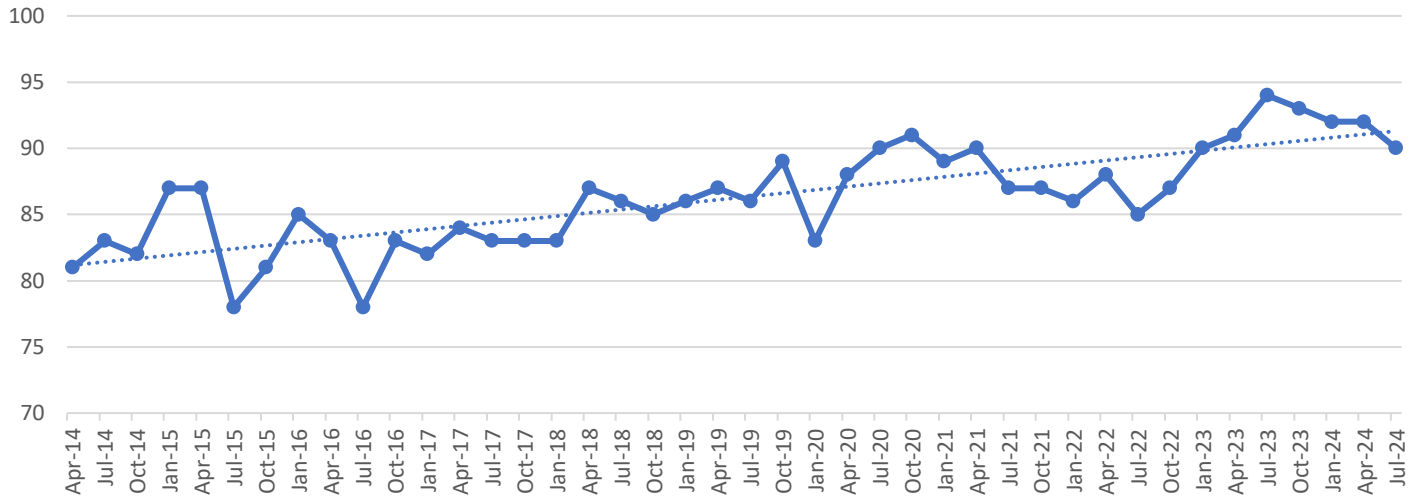
### #5 - The follow-up and coordination of my care



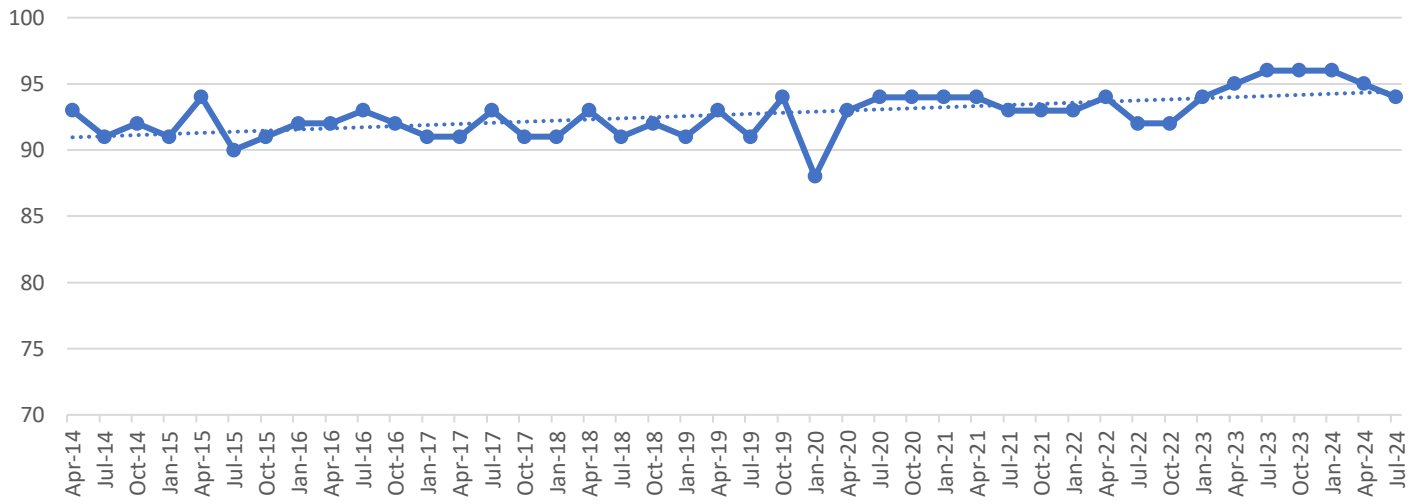
### #6 - The staff addressing my medical needs today



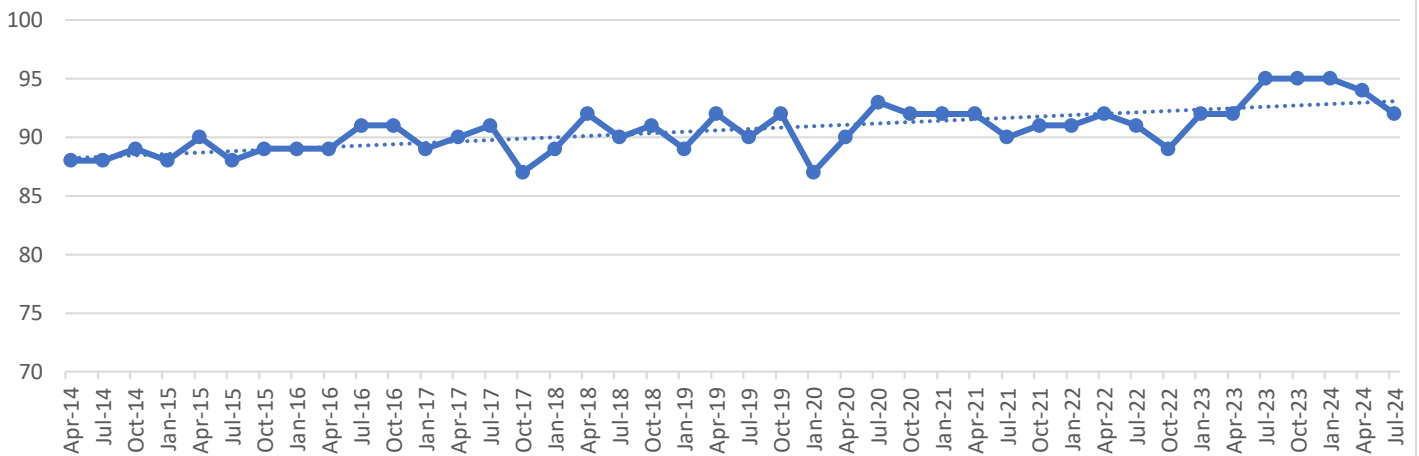
#7 - The time spent waiting



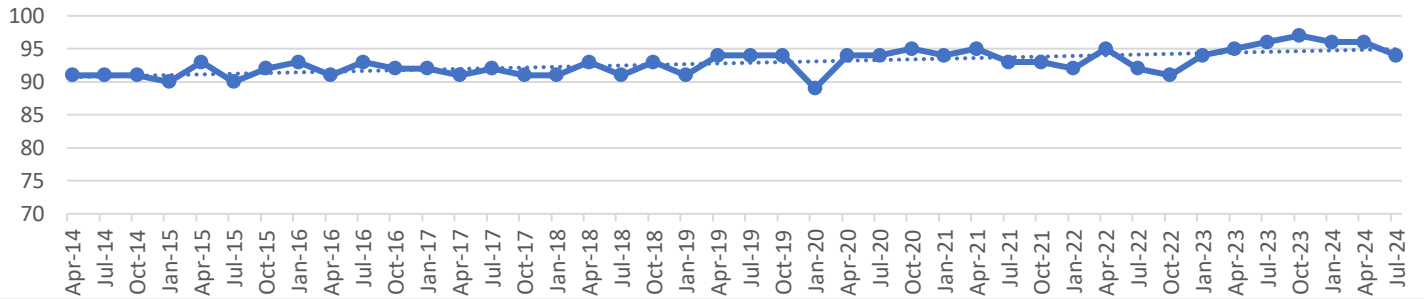
#8 - The respectfulness of staff



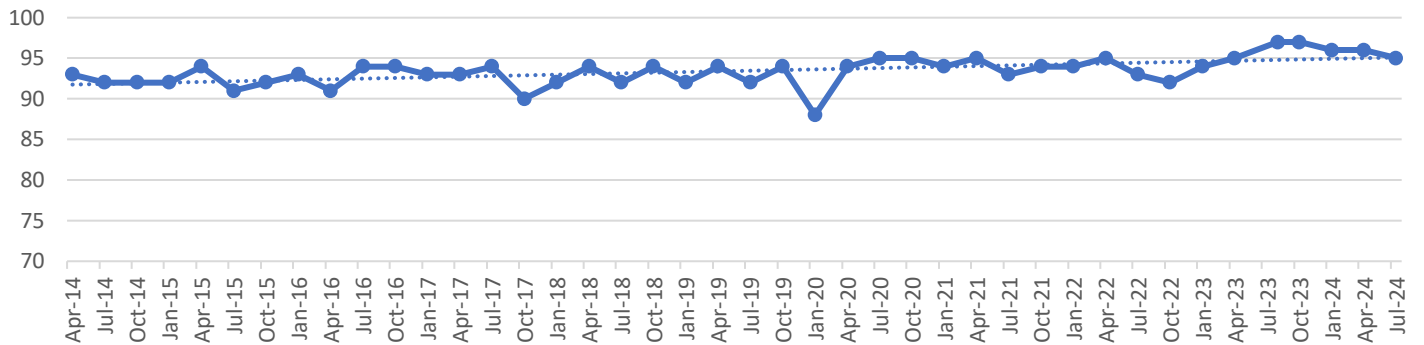
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



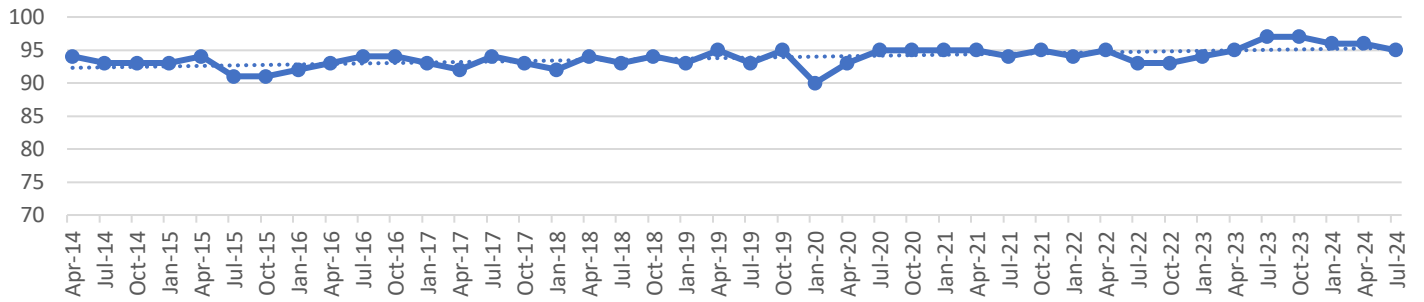
### #10 - The handling of my personal medical information in a private and confidential manner



### #11 - Your medical assistant



### #12 - Your health provider (doctor, nurse practitioner, midwife, or physician assistant)



### #13 - Overall, how satisfied are you with the Health Center?

