

Patient Satisfaction Survey
135 E. Irving Park Rd., Streamwood
January 2025

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 92% 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.

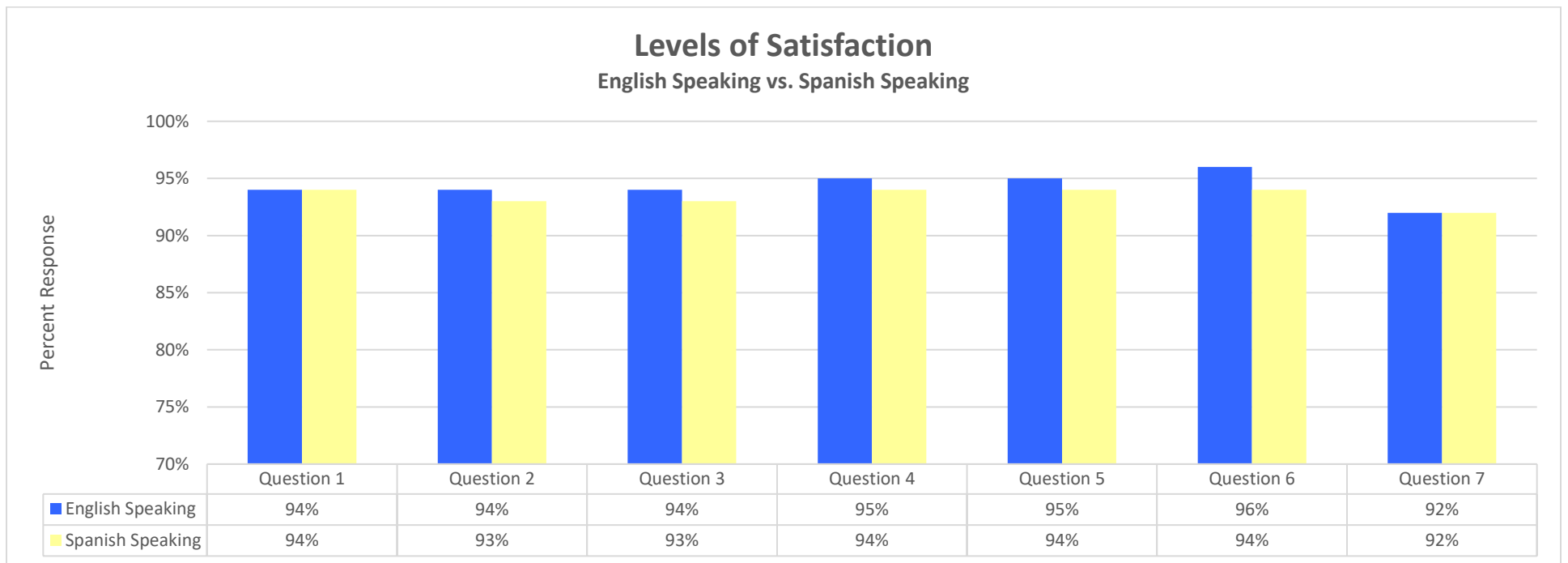
135 E. Irving Park Rd., Streamwood – Survey Questions	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	94%	94%	92%	94%
2. The reception staff	94%	94%	92%	94%
3. Receiving a timely appointment	93%	93%	91%	94%
4. Education and explanation of plan provided in a way that I can understand	95%	95%	94%	95%
5. The follow up and coordination of my care	94%	94%	94%	95%
6. The staff addressing my medical needs today	95%	95%	95%	95%
7. The time spent waiting	92%	91%	90%	92%
8. The respectfulness of staff	95%	95%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	94%	93%	92%	94%
10. The handling of my personal medical information in a private and confidential	95%	95%	94%	96%
11. Your medical assistant	96%	95%	95%	96%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	96%	95%	96%
13. Overall, how satisfied are you with the Health Center?	95%	95%	94%	96%

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	93%	94%	92%	93%
2. The reception staff	94%	94%	94%	94%
3. Receiving a timely appointment	93%	93%	92%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	94%	94%
5. The follow up and coordination of my care	94%	95%	94%	94%
6. The staff addressing my medical needs today	95%	95%	94%	94%
7. The time spent waiting	92%	92%	90%	91%
8. The respectfulness of staff	95%	95%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	93%	93%	92%	93%
10. The handling of my personal medical information in a private and confidential	94%	95%	94%	94%
11. Your medical assistant	95%	95%	94%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	95%	94%	95%
13. Overall, how satisfied are you with the Health Center?	95%	95%	94%	94%

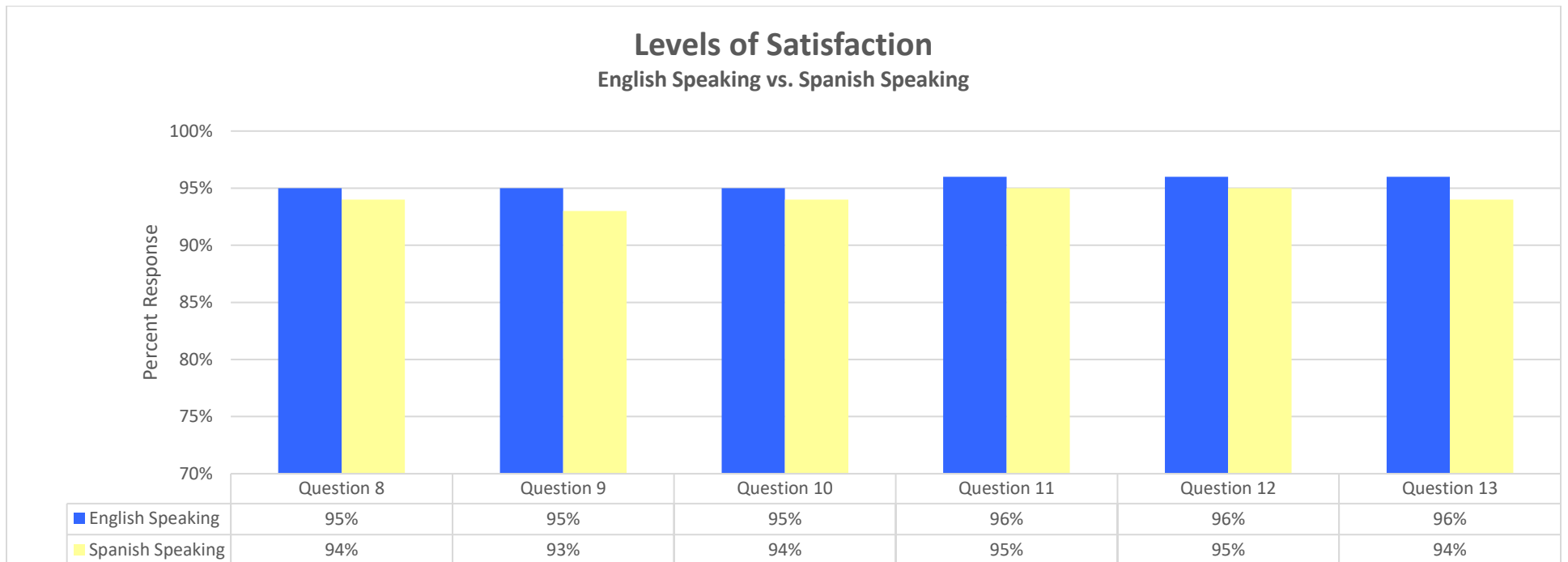
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	144 77%	147 79%	33 18%	28 15%	8 4%	5 3%	1 1%	2 1%	1 1%	4 2%
2. The reception staff	144 77%	140 77%	35 19%	35 19%	6 3%	2 1%	1 1%	1 1%	1 1%	5 3%
3. Receiving a timely appointment	138 75%	135 75%	38 21%	33 18%	8 4%	6 3%	0	1 1%	1 1%	4 2%
4. Education and explanation of plan provided in a way that I can understand	149 81%	147 81%	26 14%	26 14%	7 4%	4 2%	0	1 1%	1 1%	4 2%
5. The follow-up and coordination of my care	149 80%	142 79%	31 17%	28 16%	5 3%	5 3%	0	1 1%	1 1%	4 2%
6. The staff addressing my medical needs today	154 82%	148 81%	26 14%	25 14%	6 3%	4 2%	0	1 1%	1 1%	4 2%
7. The time spent waiting	130 70%	130 71%	40 22%	38 21%	12 7%	7 4%	2 1%	3 2%	1 1%	4 2%



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	149 81%	146 82%	28 15%	23 13%	7 4%	3 2%	0	1 1%	1 1%	5 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	142 80%	131 78%	26 15%	25 15%	8 5%	8 4%	1 1%	2 1%	1 1%	3 2%
10. The handling of personal medical info in a private and confidential manner	151 82%	143 80%	25 14%	25 14%	6 3%	6 3%	1 1%	1 1%	1 1%	4 2%
11. Your medical assistant	156 84%	156 85%	22 12%	19 10%	6 3%	3 2%	0	1 1%	1 1%	4 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	160 86%	150 85%	20 11%	19 11%	5 3%	3 2%	0	1 1%	1 1%	4 2%
13. Overall, how satisfied are you with the Health Center?	152 82%	148 84%	28 15%	19 11%	5 3%	3 2%	0	2 1%	1 1%	5 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: 24

N/A: 8

YES: 0

Comments:

1. "Good."
2. "No, I was very satisfied with all the people I met with today very nice people!!" (Carlton)
3. "Never received a call back regarding a refill."
4. "Best doctor + her assistant." (Chaudhari)
5. "Yes, thank you." (Carlton)
6. "Good service."
7. "No, just wanted to say Jessica (medical assistant) is the best! She has always gone above and beyond. Always happy to see her as a patient of 16 yrs at Greater Elgin its great seeing her every time. She is the best!!"
8. "Jessica pleasant as always. Since I was pregnant of my son, she has always been polite, caring, and very helpful, appreciate her caring & nurturing spirit, great nurse."

Spanish

NO: 42

N/A: 4

YES: 0

Comments:

1. "I have not done this yet." "A un no he hecho esto." (Tran)
2. "Very good." "Muy buena."
3. "Very great." "Muy bien." (3)
4. "Very bad, they never answered, and they also never returned my call." "Muy mala, nunca me contestaron y tampoco me regresaron la llamada."
5. "Very satisfied." "Muy satisfecha." (Wenker)
6. "Our experience has been excellent, as far as the doctor, and the assistants are very good." "Nuestra experiencia a sido excelente, tanto proveedor y asistente muy bueno."
7. "Great." "Buena." (2)
8. "Yes, for the personnel handling referrals but they have not returned the call." "Si, para el personal de referidos, pero no me han regresado la llamada."
9. "Everything very great, continue like this." "Todo muy bien, sigan así."

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

English

1. "N/A."
2. "Doctors communication."
3. "The doctor."
4. "Everything." (2)
5. "None."
6. "Staff." (McComb)
7. "All staff." (Shah)
8. "Fast & easy."
9. "How quick they are to help." (Wenker)
10. "Meeting my needs for my health and work." (Wenker)
11. "Timely appointments." (Wenker)
12. "Working week-end (Saturday)."
13. "Phone operator/doctors."
14. "Following up call & email." (McComb)
15. "How accommodating everything is, location & availability." (Poggensee)
16. "It is convenient." (Mccomb)

Spanish

1. "N/A."
2. "No." (2)
3. "Everything." "Todo."
4. "Nothing." "Nada."
5. "The doctor and nurses." "Los doctores y enfermeros." (Shah)
6. "Immediate response." "Respuesta inmediata." (Wenker)
7. "Neutral." "Neutral." (Ali)
8. "That the attention is great." "Que la atencion esta bien." (Tran)
9. "The quickness." "Su rapidez." (Chaudhari)
10. "Medical appointments." "Citas medicas." (Poggensee)
11. "Everything with the medical assistance." "Todo en ayuda medica." (Aragones)
12. "Greeting." "Saludar." (Poggensee)
13. "They are very patient when caring for." "Son muy pacientes al atendernos." (Poggensee)

17. "It is very convenient to get appointment when you need it in urgency." (Mccomb)
18. "Fast pediatrician appointments." (Tran)
19. "The medical assistants & receptionist are kind, & efficient. The PA is compassionate & kind." (Wenker)
20. "The nice people makes everything flow smoother." (Carlton)
21. "People, worker."
22. "Everything on one roof." (Shah)
23. "The help." (Wenker)
24. "Friendly, respect." (Aragones)
25. "Quick appointments."
26. "Walkins."
27. "Close to home."
28. "The kindness of the staff."
29. "All staff is very helpful, thank you."
30. "Dr. Carlton takes her role as personal advocate seriously and it is much appreciated." (Carlton)
31. "Staying on top of me for scheduling appointments." (Wenker)
32. "Great advice on helping my child."
33. "The friendliness of staff and convenient locations."
34. "Ease of appointment setting." (McComb)
35. "That the respectful all."
36. "They show they care; the timing and effort." (Shah)
37. "Overall care provided." (Carlton)
38. "Yes." (Carlton)
39. "The care." (Chaudhari)
14. "Very great attention." "Buena atencion." (Poggensee)
15. "The quick attention." "La atencion rapida." (Wenker)
16. "Rapid process." "Proceso rapido." (Wenker)
17. "Everything is a great service." "Todo buen servicio." (Wenker)
18. "Great services." "Buen servicios."
19. "The ease of scheduling appointments and that they can translate Spanish." "La facilidad para agendar cita y que pueden traducir al español." (Tran)
20. "My health is great with them." "Mi salud esta bien con ellos." (Wenker)
21. "In having physical results." "En tener mis resultados físicos." (Aragones)
22. "The service is excellent, and the doctors is very professional." "El servicio exelente y la doctora muy profesional." (Wenker)
23. "Thank you so much for your medical support and the attention is satisfactory." "Muchas gracias por el apoyo medico y la atencion muy satisfecho." (Poggensee)
24. "The closeness and the personnel are bilingual." "Lo cercano y el personal es bilingüe." (Chaudhari)
25. "That they are trying to improve the medical attention in general." "Que estan buscando mejorar la atención medica en general." (Wenker)
26. "That they are very efficient to help me or give me the medical attention that I need." "Que son muy eficientes para ayudarme o darme la atención medica que necesito." (Tran)
27. "The great attention that is received." "La buena atencion que se recibe." (Poggensee)
28. "Excellent personnel they offer great attention." "Excelente personal da muy buena atención." (McComb)
29. "They provide us with solutions and or answers to discomfort or illness that we may have." "Nos da solucion y respuesta al malestar o enfermedad que se tenga." (Chaudhari)
30. "Their personnel cares for really well and the illnesses as well 😊." "Su personal atiende muy bien y las enfermedades igual 😊." (Tran)
31. "The appointments, I can schedule them the same day." "Las citas las puedo hacer para el mismo día." (Wenker)
32. "With cancelling, accept 10 minutes late like 1pm and can arrive 10 minutes late." "En cancelar acepten los 10 minutos tarde como 1pm y se pasan 10 minutos tarde."

33. "Everything in general." "Todo en general."
(Aragones)
34. "My health." "Mi salud."
35. "Nothing to add, super kind and the
personnel." "Nada que agregar super
amable el personal."
36. "Service and time." "Servicio y tiempo."
(Carlton)
37. "The personnel that cares for." "El personal
que atiende." (Carlton)
38. "In reality everything is of great help and
support." "Todo realmente es de gran ayuda
y apoyo."
39. "To know if I have an illness." "A saber si
tenia alguna enfermedad." (Tran)
40. "Everything information is useful." "Todo
información útil."
41. "The accesibility." "La accesibilidad."
42. "The low cost." "Bajo costo." (Shah)
43. "With health." "En la salud."
44. "That they speak Spanish." "Que hablan
espanol." (Carlton)
45. "Whenever I have health problems, they help
me, and their prices are very accessible."
"Siempre que tengo problemas de salud, me
ayudan y sus precios muy accesibles."
46. "With my health." "Con mi salud."
47. "The closeness to my home." "La cercania a
mi hogar." (Nettleton)
48. "I have always been able to obtain
appointments to treat our medical problems."
"Siempre hemos conseguido citas para
atender Nuestros problemas de salud."
(Chaudhari)
49. "Their attention (great)." "Su atencion
(buena)."
50. "Location and that there are always means
available." "Ubicacion y que siempre hay
medios disponibles." (McComb)
51. "Quick and close." "Rápido y cercano."
(Chaudhari)
52. "Great customer service and providers
assistance helps me a lot." (English response
on a Spanish survey)
53. "Appointment accessibility and necessary
referrals." "Accesibilidad a citas y referidos
necesarios."
54. "The attention and availability from the entire
personnel is excellent." "La atencion y
disposición de todo el personal es excelente."
55. "Everything is great how patients are being
cared for." "Todo bien como atienden a los
pacientes." (Shah)
56. "The same day appointments." "Las citas del
mismo día."

57. "All of their services are of great help."
"Todos sus servicios son de gran ayuda."
58. "Good service." "Buen servicio." (Ali)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (12)
2. "No."
3. "None." (2)
4. "Excellent."
5. "Different phone system patient portal."
(Aragones)
6. "There nothing that need to be improved."
7. "N/A. Everything runs smoothly."
(Poggensee)
8. "Nothing I can think of." (Carlton)
9. "Satisfied." (Wenker)
10. "Completing appointments in a timely manner. Sometimes I have to wait a long time after my appointment time to be seen."
11. "We are satisfied and good staff."
12. "Sooner available appointments."
13. "Add an app to your portal." (McComb)
14. "I have no issues or changes."
15. "Dr. Aragones has continued to keep me as healthy as possible." (Aragones)

Spanish

1. "Nothing." "Nada." (2)
2. "It is ok." "Esta ok." (Wenker)
3. "N/A."
4. "No."
5. "For me, it is great." "Para mi esta bien."
(Tran)
6. "Everything is great." "Todo bien." (3)
7. "Everything is great." "Esta todo bien." (3)
8. "They are excellent." "Son exelentes."
(Aragones)
9. "Continue the same excellent." "Sigan igual excelente."
(Wenker)
10. "For me, everything is great perfect." "Para mi todo bien, perfecto."
(Poggensee)
11. "Everything is great with the service." "Todo esta bien con el servicio."
(Wenker)
12. "Receptionists are very ill-mannered."
"Recepcionistas muy malmodosas."
13. "Having frequent appointments when the people are sick." "Teniendo citas frecuentes cuando las personas estén enfermas."
(Ali)
14. "Try to keep appointments for states closer." "Tratar de las citas para estados sean cercanas."
(Aragones)
15. "Hire providers with vocation and quality. In the attention for the patient and bilingual personnel." "Contrar medico con vocacion y Calidad en la atencion del paciente y personal bilingüe."
(Wenker)
16. "I have considered that the way it is offered is fine." "Considero que esta bien el que ofrecen."
(Poggensee)
17. "Their service to me in accordance with my experience is excellent." "Su servicio para mi de acuerdo con mi experiencia es excelente."
(McComb)
18. "The new people or people whose first visit in a clinic should be helped step by step with what they need." "Las personas nuevas o que son su primera vez en una clínica solos poder ayudarles paso a paso en lo que necesitan."
(Tran)
19. "Everything is excellent." "Todo exelente." (2)
20. "Everything appears excellent." "Todo me parece exelente."
(Wenker)
21. "For now, everything is great." "Hasta ahora todo bien."
22. "Still like now." (English response on a Spanish survey)

23. "Why add, service is excellent." "Por que agregar servicio excelente."
24. "Time to coordinate appointments and doctors with insurance." "Tiempo para coordinar las citas y doctores con los seguros." (Carlton)
25. "Having more same day appointments." "Teniendo mas citas del mismo día."
26. "More services, I have been looking for psychologist for adults." "Mas servicios, he buscado psicologia para adultos." (Chaudhari)
27. "For now, I do not have anything to comment." "Por ahora tengo nada que comentar."
28. "Nothing everything is great." "Nada todo me parece muy bien."
29. "It seems to me that everything is functioning in order." "Me parece que todo funciona en orden."

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

English

- YES: 77
- NO: 0

Spanish

- YES: 105
- NO: 3

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

English

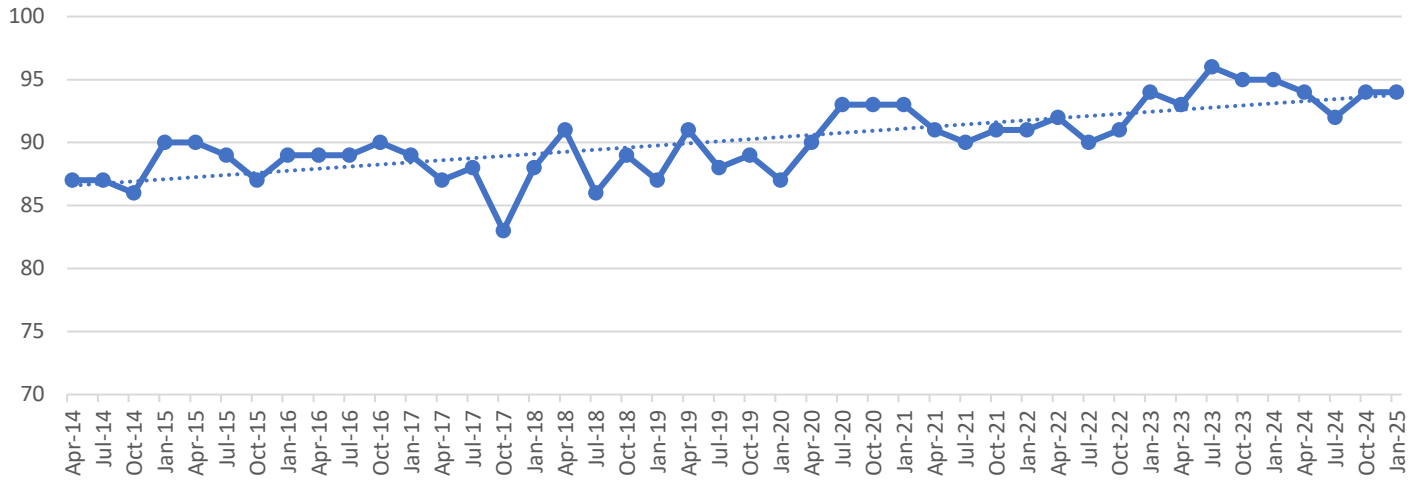
- Ali: 12
- Aragonese: 10
- Carlton: 13
- Chaudhari: 11
- Layton: 2
- McComb: 15
- Nettleton: 6
- Poggensee: 7
- Shah: 11
- Tran: 14
- Wenker: 17
- White: 3

Spanish

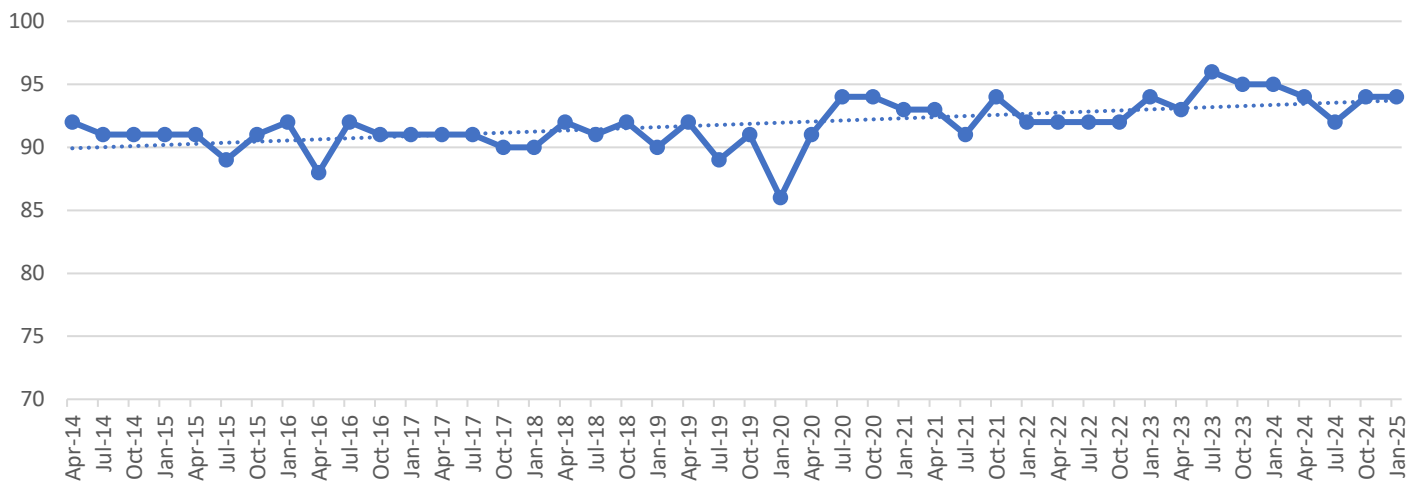
- Ali: 19
- Aragonese: 21
- Carlton: 17
- Chaudhari: 11
- McComb: 10
- Nettleton: 4
- Poggensee: 33
- Shah: 13
- Tran: 23
- Wenker: 28
- White: 12

Individual Question Results with Trendlines

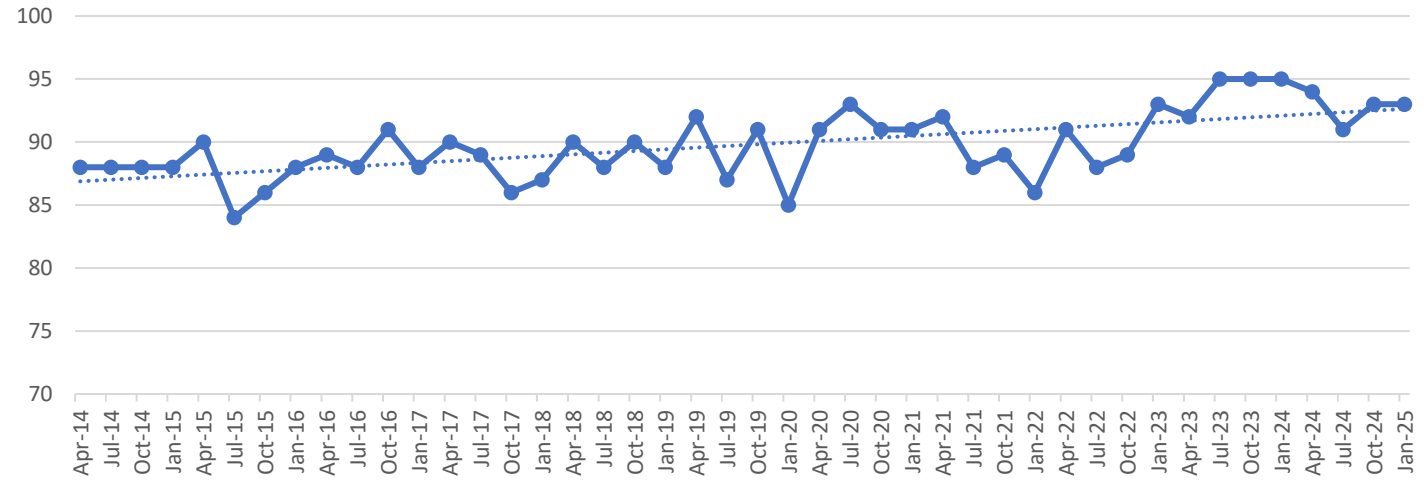
#1 - The phone operator staff and call center



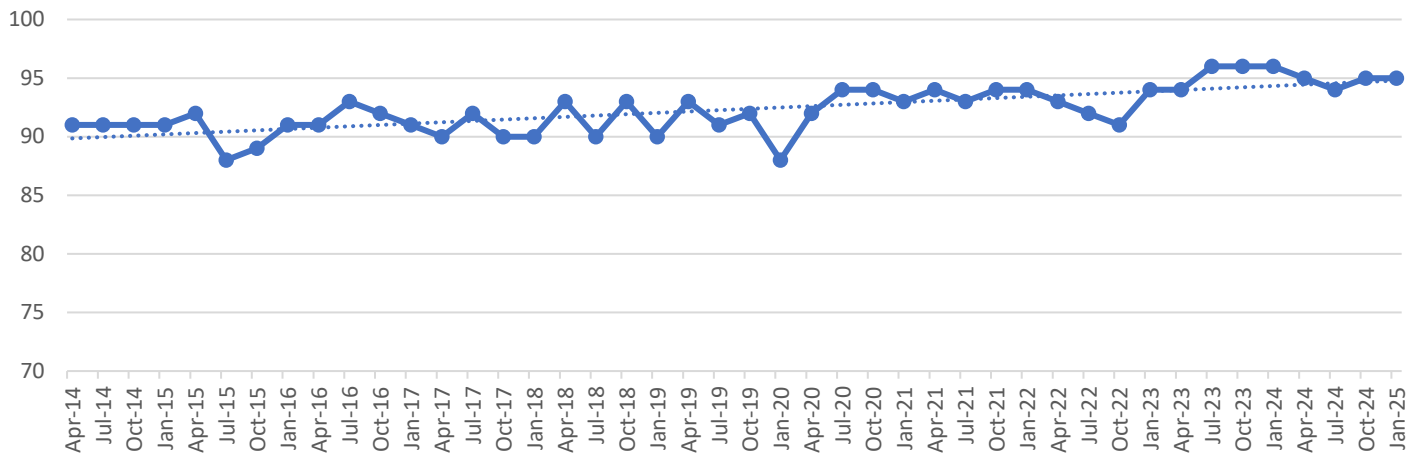
#2 - The reception staff



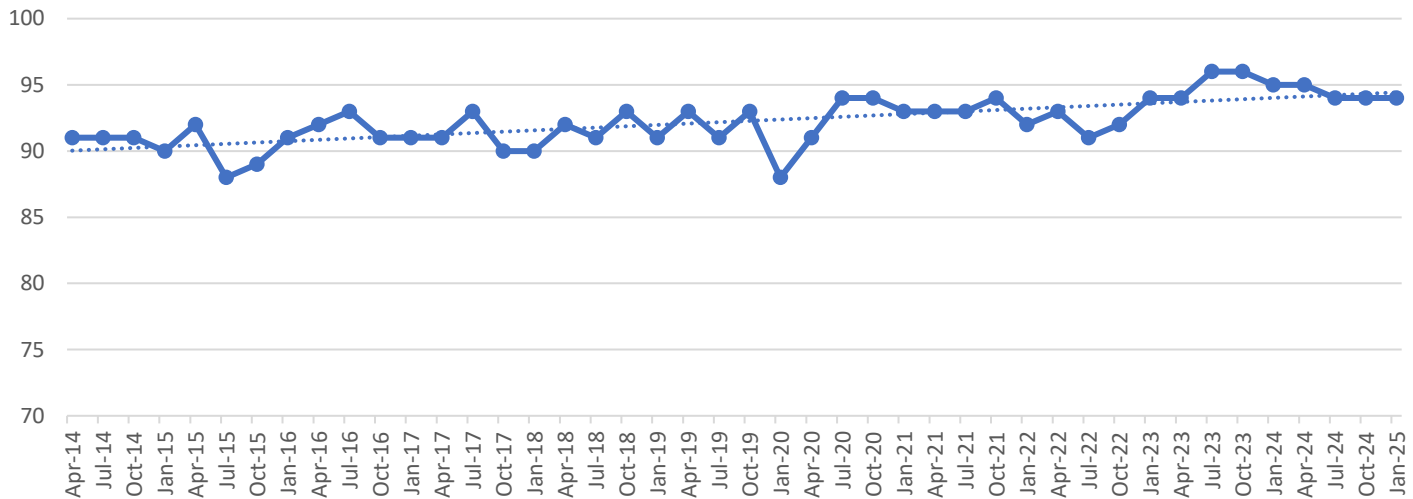
#3 - Receiving a timely appointment



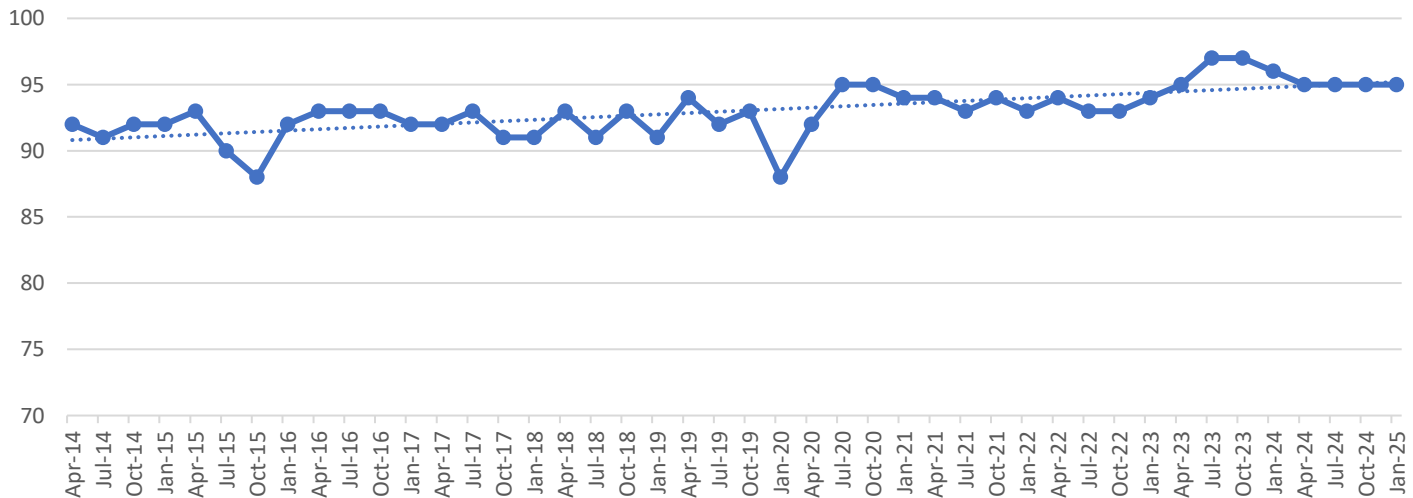
#4 - Education and explanation of plan provided in a way that I can understand



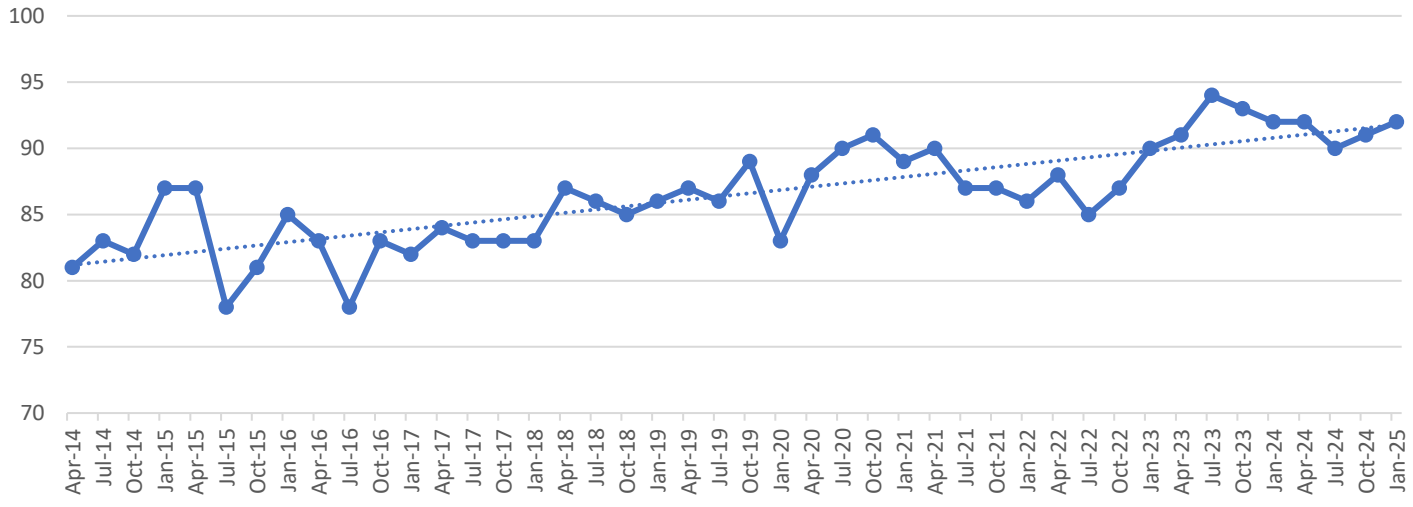
#5 - The follow-up and coordination of my care



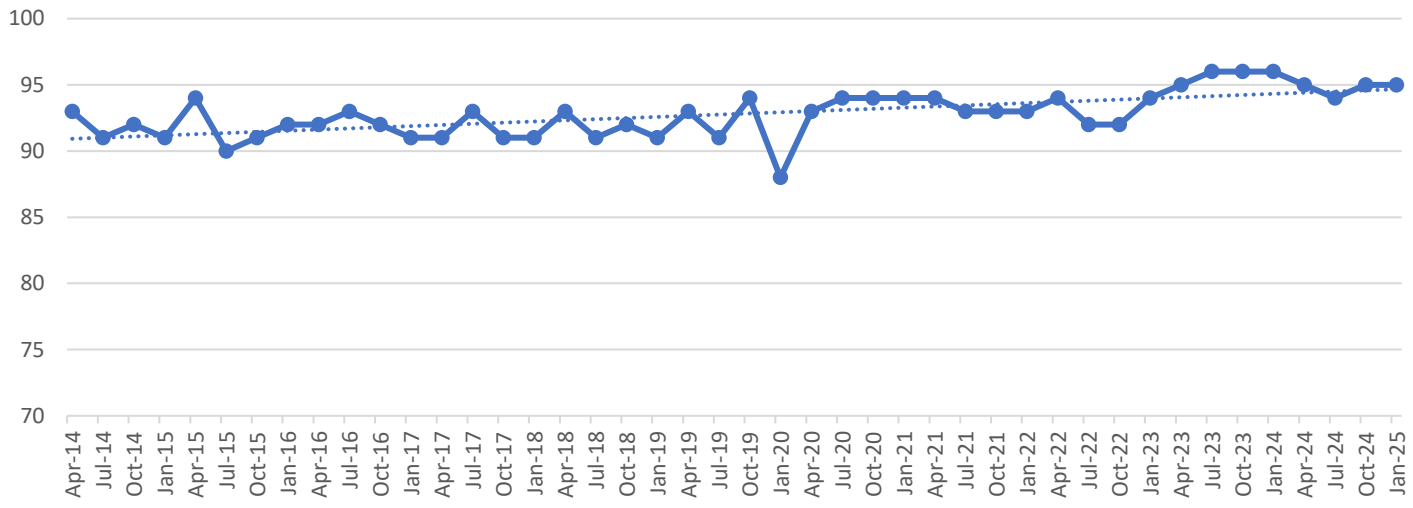
#6 - The staff addressing my medical needs today



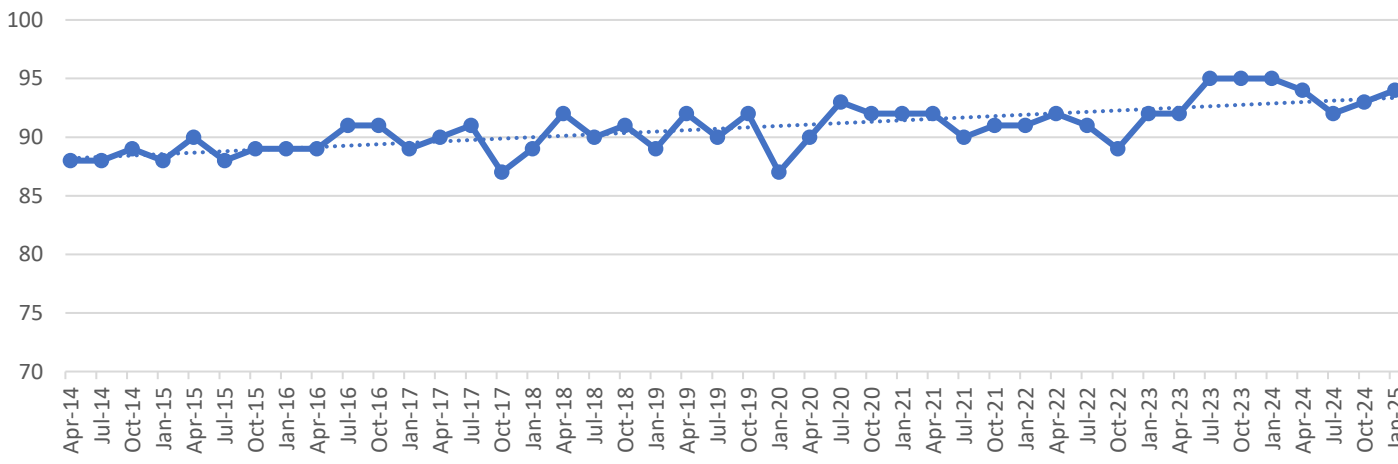
#7 - The time spent waiting



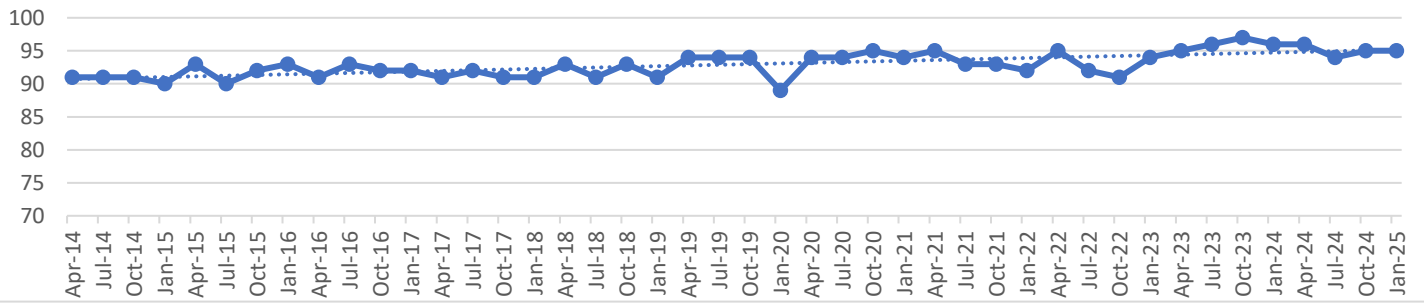
#8 - The respectfulness of staff



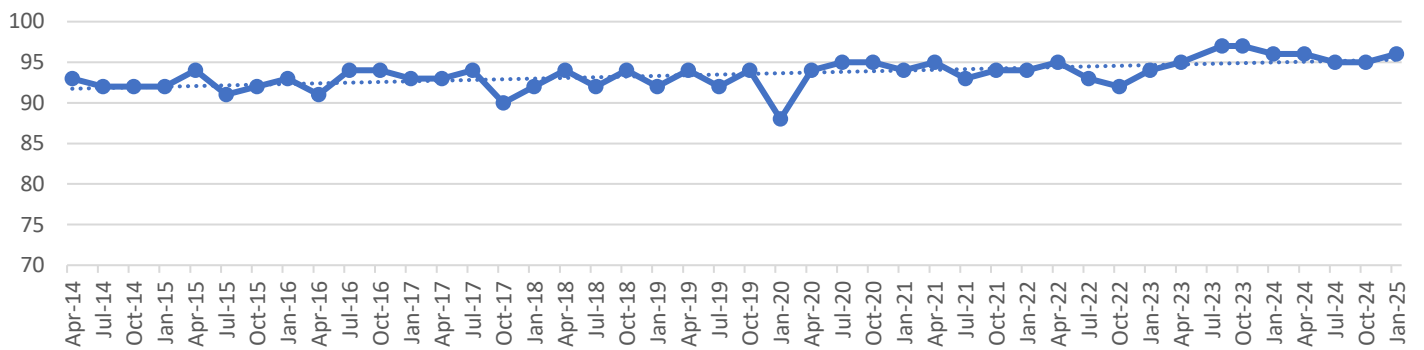
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



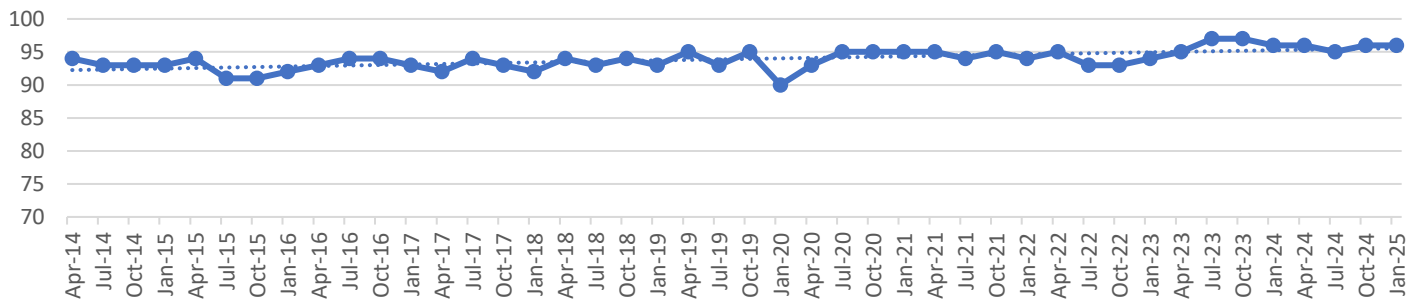
#10 - The handling of my personal medical information in a private and confidential manner



#11 - Your medical assistant



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



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

