

Patient Satisfaction Survey 3901 Mercy Dr., McHenry April 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 90% to 94%. 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.

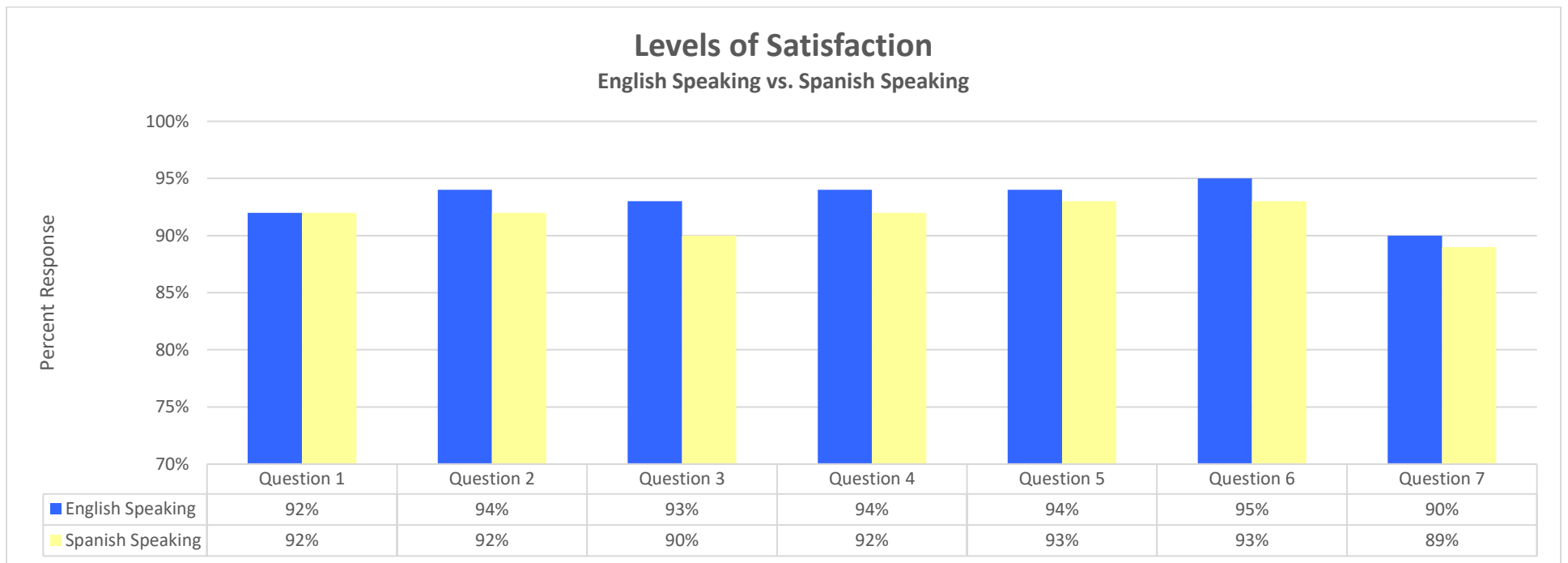
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024
1. The phone operator staff and call center	92%	92%	97%	91%
2. The reception staff	93%	93%	97%	92%
3. Receiving a timely appointment	92%	93%	97%	92%
4. Education and explanation of plan provided in a way that I can understand	93%	93%	97%	92%
5. The follow up and coordination of my care	94%	93%	98%	92%
6. The staff addressing my medical needs today	94%	94%	98%	93%
7. The time spent waiting	90%	91%	96%	89%
8. The respectfulness of staff	94%	94%	98%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	91%	96%	91%
10. The handling of my personal medical information in a private and confidential	94%	93%	97%	93%
11. Your medical assistant	94%	93%	98%	93%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	94%	94%	98%	93%
13. Overall, how satisfied are you with the Health Center?	94%	94%	98%	93%

Total Greater Family Health Survey Question Responses	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024
1. The phone operator staff and call center	93%	93%	94%	92%
2. The reception staff	94%	94%	94%	94%
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%	95%	94%
5. The follow up and coordination of my care	94%	94%	95%	94%
6. The staff addressing my medical needs today	94%	95%	95%	94%
7. The time spent waiting	91%	92%	92%	90%
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%	95%	94%
11. Your medical assistant	94%	95%	95%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	95%	95%	94%
13. Overall, how satisfied are you with the Health Center?	94%	95%	95%	94%

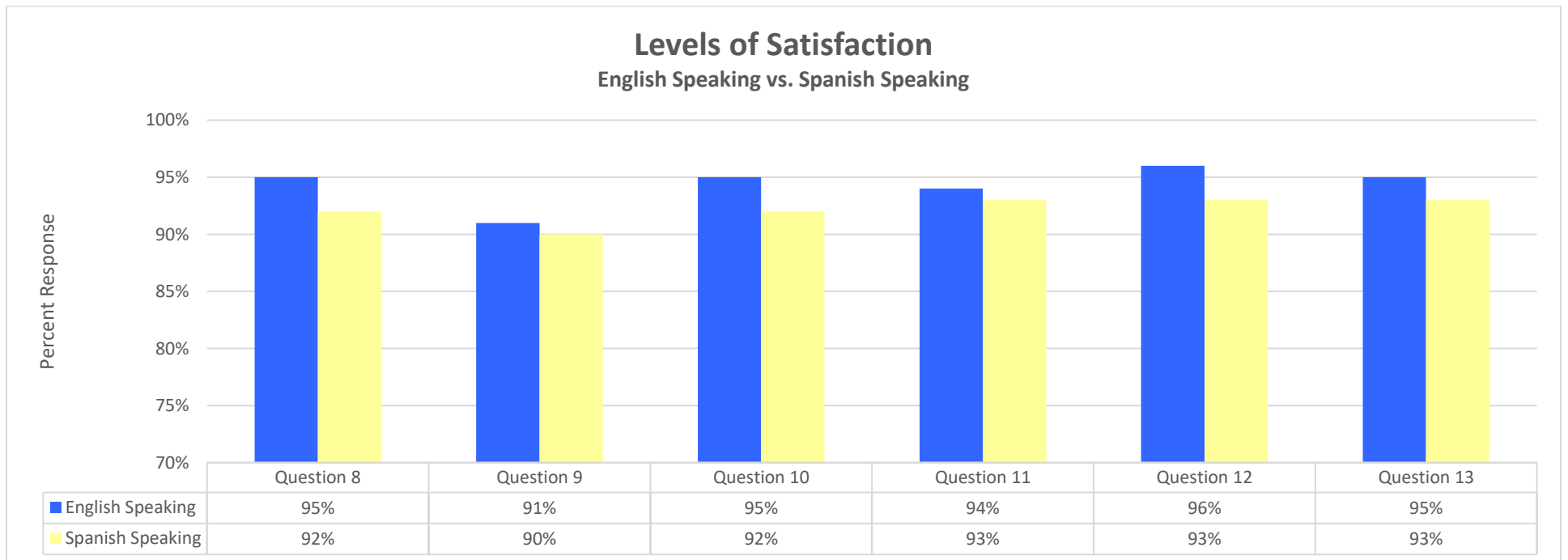
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	242 73%	210 73%	65 20%	58 20%	20 6%	11 4%	2 1%	2 1%	4 1%	8 3%
2. The reception staff	253 76%	216 75%	68 20%	50 17%	8 2%	11 4%	2 1%	1 1%	3 1%	9 2%
3. Receiving a timely appointment	243 73%	195 67%	72 22%	68 23%	15 5%	17 6%	2 1%	3 1%	2 1%	7 2%
4. Education and explanation of plan provided in a way that I can understand	252 76%	209 72%	66 20%	63 22%	10 3%	8 3%	1 1%	2 1%	1 1%	7 2%
5. The follow-up and coordination of my care	254 77%	215 75%	65 20%	57 20%	10 3%	6 2%	2 1%	1 1%	1 1%	8 3%
6. The staff addressing my medical needs today	257 78%	222 77%	60 18%	49 17%	12 4%	7 2%	1 1%	2 1%	1 1%	9 3%
7. The time spent waiting	214 65%	182 63%	81 24%	73 25%	31 9%	20 7%	4 1%	7 2%	2 1%	7 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	257 77%	213 74%	63 19%	57 20%	11 3%	10 4%	0	1 1%	1 1%	8 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	220 69%	189 66%	63 20%	72 25%	33 10%	15 5%	2 1%	1 1%	1 1%	8 3%
10. The handling of personal medical info in a private and confidential manner	258 78%	209 73%	63 19%	59 21%	9 3%	10 4%	1 1%	1 1%	1 1%	8 3%
11. Your medical assistant	256 77%	216 75%	61 18%	55 19%	14 4%	7 2%	1 1%	1 1%	1 1%	8 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	269 82%	219 77%	53 16%	51 18%	7 2%	5 2%	0	3 1%	1 1%	8 3%
13. Overall, how satisfied are you with the Health Center?	263 79%	219 77%	58 18%	47 17%	9 3%	8 3%	1 1%	1 1%	1 1%	8 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: 96

N/A: 40

YES: 1

Comments:

1. "Very speedy, efficient, very nice."
2. "Yes, very good."
3. "I waited a week to hear back I didn't need an apt which put me on hold seeing a referred doctor."
4. "Needed refilled meds, they were refilled immediately."
5. "Response was fast."
6. "No, I have in the past though and she always responds in at maximum 4 business days but usually 2." (Kiel)
7. "Not recently. But I have in the past and it was delivered to my doctor in a timely and reasonable manner."

Spanish

NO: 56

N/A: 3

YES: 1

Comments:

1. "Satisfied." "Satisfecho."
2. "It is a battle for referrals." "Para los referidos se batalla."
3. "Yes, very good they contact me very fast." "Si, muy buena se comunicaron conmigo muy rápido."

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

English

1. "Everyone." (Nambo)
2. "My doctor and nurse practitioner."
3. "Appt flexibility."
4. "Yes, having someone that cared for my health."
5. "The behavioral staff here."
6. "All staff I've had contact with in the past few years have been very nice and polite." (Siddiqui)
7. "Questions answered."
8. "N/A." (18)
9. "All staff is wonderful." (2)
10. "Reminders." (2)
11. "Walk-in."
12. "Everything is helpful." (Jones)
13. "The doctor."
14. "The reminders they give."
15. "They listened to me and treat me kind." (Jones)
16. "The help from the staff."
17. "The staff." (2)
18. "Explanation of answers to my questions." (Chang)
19. "They take their time answering questions." (Ali)

Spanish

1. "All your help." "Toda su alluda."
2. "Referrals." "Referidos." (Keclik)
3. "In every way with my comprehensive care." "En todos los sentidos con mi cuidado integral." (Malanfant)
4. "Attention." "Atención." (2)
5. "They give me an appointment when I need it." "Me dan cita muy rápido cuando necesito."
6. "Your help." "Su ayuda."
7. "In all my medical necessities." "En todas mis necesidades medicas." (Ali)
8. "Keep an eye on my health." "Estar pendiente de mi salud."
9. "Medical attention for my son." "Asistencia medica para mi hijo." (Nambo)
10. "To know my medical health." "Conoser mi salud medica."
11. "Good attention." "Buena atención." (4)
12. "Everyone speaks Spanish." "Todos hablan español." (Ali)
13. "The medical attention and the accessible cost." "La atención medica y el costo asesible." (Keclik)
14. "Everything." "Todo." (4)

20. "The variety of health care options." (Chang)
21. "Staff is very helpful." (Chang)
22. "The staff are very nice and always a huge help." (Keclik)
23. "Speedy service and friendly staff."
24. "Timely care!"
25. "Best care for me and my family."
26. "Doctors and Assistants."
27. "Close distance." (Chang)
28. "We love Doctor Siddiqui. She is a wonderful doctor. If it wasn't for Doctor Siddiqui we wouldn't come here." (Siddiqui)
29. "How fast everything is." (Siddiqui)
30. "The reminder phone calls."
31. "Convenience easy scheduling." (Keclik)
32. "Answered my ?'s & great listening."
33. "Quick appointments." (Aphaivong)
34. "My 2 care providers here are excellent, I have nothing but good things to say about them."
35. "Reminder calls."
36. "Check outs & immediate booking."
37. "Appointment availability." (Ali)
38. "Continue with the same kindness."
"Continue siendo amables." (Spanish response on an English survey)
39. "There was not bad service." "No hubo mal servicio." (Spanish response on an English survey)
40. "All the staff specially Dr. Siddiqui."
41. "Good staff and care."
42. "Everyone being kind."
43. "Reminder calls."
44. "Timing." (Malanfent)
45. "It is good." "Esta bien." (Spanish response on an English survey)
46. "Everything is perfect." "Todo esta perfecto."
47. "Es excelente." "Esta excelente." (2)
48. "Everything is good." "Todo esta bien." (10)
49. "Nothing." "Nada." (3)
50. "More personnel." "Mas personal."
51. "Excellent." "Excelente." (3)
52. "Continue the same." "Continue igual."
53. "Treating us at the time." "Atendiendo a la hora." (Chang)
54. "Very good attention." "Buena atencion."
55. "Continue having a good service."
"Manteniendo el buen servicio." (Keclik)
56. "The receptionist today had a horrible attitude with the patient." "Las recepcionistas del dia de hoy, terrible actitud con el paciente." (Cekova) (Spanish response on an English survey)
57. "Some of the reception personnel." "Algun personal de recepcion." (Spanish response on an English survey)
15. "The service is excellent." "Todo excelente servicio." (5)
16. "Improve my medical health." "Mejorar el estado de mi salud." (Aphaivong)
17. "Attention and kindness." "Atención y amabilidad." (3)
18. "The personnel is very attentive." "El personal muy atento."
19. "They have payment plans." "Tienen plan de pagos." (Aphaivong)
20. "Improve my health." "Mejorar mi salud." (Jones)
21. "Good providers." "Buenos médicos."
22. "The attention from Miriam Hernandez is the best, she helps me understand my disease."
"La atención de la doctora Miriam Hernandez es lo mejor, me ayuda a entender mi enfermedad."
23. "Services for my kids." "Servicios para mis hijos."
24. "I like the availability of appointments." "Me gusta la disponibilidad de citas." (Ali)
25. "Good service." "Buen servicio." (3)
26. "The attention from the personnel." "La atención del personal."
27. "The personnel is very kind." "El personal es muy amable." (3)
28. "Everything is good." "Todo esta bien." (4)
29. "My health." "Mi salud."
30. "Same day appointments." "Citas el mismo día." (2)
31. "The cost and attention." "El costo y la atención." (Chang)
32. "They help me with an interpreter." "Me ayudan con una interprete."
33. "They are very kind and professional." "Son muy amables y profesionales." (Keclik)
34. "They always try to accommodate earlier appointments." "Siempre tratan de acomodar citas mas pronto." (Siddiqui)
35. "Very good attention and they don't make you wait." "Muy buena atención y no te hacen esperar."
36. "General studies with blood work." "Estudios generales y análisis de sangre." (Aphaivong)
37. "Your availability with appointments and attention." "Su amabilidad para citas y atención." (Origer)
38. "Respond to all my questions and help me with my health." "Responder todas mis dudas y ayudarme con mi salud."
39. "They help me with my kid's health." "Me ayuda con la salud de mis hijos." (Ali)
40. "Quick and efficient." (Comment written in English on a Spanish survey)

58. "Great."
59. "The bilingual staff." (2)
60. "The reminders before an appointment." (Ali)
61. "The doctor's explanation about my health."
(Chang)
62. "Keeping regular providers."
63. "Good service."
64. "Doctors availability to answer questions."
(Ali)
65. "Thoroughness & Professionalism."
66. "The doctor explained my results and offer
me solutions." (Origer)
67. "Friendly, helpful close to home." (Origer)
68. "Psych."
69. "Time ability." (Chang)
70. "The doctors."
71. "Medical care." (Aphaivong)
72. "Late appointments." (Aphaivong)
73. "Clarity."
74. "How willing to help all the staff & all bilingual
people." (Nambo)
75. "The friendly staff." (Talwar)
76. "Location."
77. "Online check in. Availability of service by my
doctor." (Siddiqui)
78. "Quick."
79. "Explain information very well when giving
appts." (Ali)
80. "Can get in fast." (Origer)
81. "Therapy." (Jones)
82. "The effective/convenient and listening." (Ali)
83. "Doctors- always answering questions."
84. "Availability."
85. "Communication." (Origer)
86. "The efficiency." (Talwar)
87. "Taking my concerns seriously." (Origer)
88. "Therapy and professional care." (Fischer)
89. "Always get seen right away." (Siddiqui)
90. "Great doctors and close to home."
91. "No comment." (Cekova)
92. "Staff is always helpful." (Cekova)
93. "Friendly staff." (Cekova)
94. "Affordable care." (Cekova)
95. "Accommodated as a new patient." (Chang)
96. "Being in and out quick/ reminder calls."
(Weaver)
97. "Ease of appointments, ease of checking in
and care provided." (Origer)
98. "Hour availability." (Origer)
99. "Timely appointment." (Talwar)
100. "The therapy." (Jones)
101. "Behavioral Health services and more
behavioral health personnel." (Weaver)
102. "Staff friendly."
103. "The staff." (3)
104. "Easy appointment." (Chang)
41. "Being listened to about my concerns and
have a good idea of treatment." (Comment
written in English on a Spanish survey)
42. "When my kids are sick." "Cuando mis hijos
están enfermos."
43. "They treat me when I need them." "Me
atienden cuando los necesito." (Cekova)
44. "They give excellent attention and the
economic help." "Dan excelente atención y
sobre todo la ayuda económica." (Siddiqui)
45. "They treat me very good." "Me tratan muy
bien." (3)
46. "They remind us about our appointments."
"Que nos recuerdan de las citas."

105. "Communication." (Cekova)
106. "The accessibility to help with appointment." (Nambo)
107. "The time management." (Keclik)
108. "Service."
109. "Helpful and respectful staff make my appointments quick and easy."
110. "Location." (Talwar)
111. "Everyone very kind." (Origer)
112. "I appreciate all the doctors/nurses."
113. "Late appt availability." (Ali)
114. "Appointment making."
115. "Text reminder/phone reminder."
(Hering)
116. "Support and professionalism."
(Chang)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (43)
2. "Unknown at this time."
3. "All good." (2)
4. "No need."
5. "Educate more." (Keclik)
6. "IDK."
7. "Nothing." (3)
8. "Please improve front desk area, absolutely unprofessional." (Siddiqui)
9. "None." (2)
10. "Hotline."
11. "I think its great that way it is!" (Keclik)
12. "Very good customer svc." (Ali)
13. "It's amazing."
14. "More available appointments."
15. "Too long waiting time; today we waited more than 30 min."
16. "Let me be late 😊" (Cekova)
17. "Waiting room noise can be too loud at times."
18. "Wait time." (2)
19. "Add more behavioral specialties." (Kiel)
20. "Whoever answers phones for apts, more so gyno- get a better attitude!"
21. "I don't see anything right now." (Origer)
22. "Great experience staff is always friendly and helpful." (Blasinski)
23. "Can't already very good." (Jones)
24. "Faster call for appointment." (Origer)
25. "I'm unsure how to make it even better."
(Origer)
26. "No comments." (2)
27. "More fidgets and maybe a shall play area and hot chocolate machine." (Fischer)

Spanish

1. "Why nobody called me to cancel my appointment that I had on 3/31/25? I got here 15 minutes, before my appointment and the lady on the desk said that its canceled, she said they called me, nobody called me! Somebody called me when I got out from here and hung up on me without saying anything. Check the phone calls records and will know that what I'm saying its true."
(comment written in English on a Spanish survey)
2. "Everything is good." "Todo esta bien." (8)
3. "Today I feel good with the service." "Hoy me siento bien con el servicio."
4. "With the medical attention for my daughter." "Con la atención medica para mi hija." (Ali)
5. "Don't make us wait a long time and be able to explain without speaking too fast." "No hacer esperar tanto y poder explicar bien hablar tanto." (Chang)
6. "Be more considerate with the cost of the consult." "Ser mas consideradas con el costo de las consultas." (Keclik)
7. "Everything is perfect." "Todo esta perfecto."
8. "Less wait time." "Menos tiempo de espera."
9. "Appointments on time." "Citas a tiempo."
10. "Give us referrals close to our house." "Que nos den los referidos mas cerca a nosotros."

28. "All good." (2)
29. "You're doing great." (Ali)
30. "To be seen on time." (Ali)
31. "Just stay quick." (Origer)
32. "Later in the day appointments for Dr. Talwar." (Talwar)
33. "More availability for walk-ins maybe." (Nambo)
34. "Keep doing good."
35. "Have more same day appointments." (Nambo)
36. "Everything is great no need for improvements." (Origer)
37. "Nothing at this time."
38. "I'm satisfied with my care." (Chang)
39. "Take patients if they are not late for the appointment." (Keclik)
40. "Appointments can be more flexible. (Don't like how they are given so far out, when at times its' needed sooner example when sick and needed to be seen)" (Cekova)
41. "Its wonderful."
42. "Phone operators are very disrespectful, condescending almost always a problem." (Chang)
43. "Everything is perfect."
44. "Number of actual place not operator."
45. "Better call system for getting a hold of a provider." (Weaver)

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

English

- YES: 261
- NO: 2

Spanish

- YES: 85
- NO: 0

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

English

- Ali: 29
- Aphaivong: 21
- Beall:
- Blasinski: 3
- Cekova: 13
- Chang: 27
- Fischer: 2
- Hering: 3
- Jones: 13
- Keclik: 19
- Kiel: 1
- Malanfand: 3
- Nambo: 14
- Origer: 35
- Siddiqui: 22

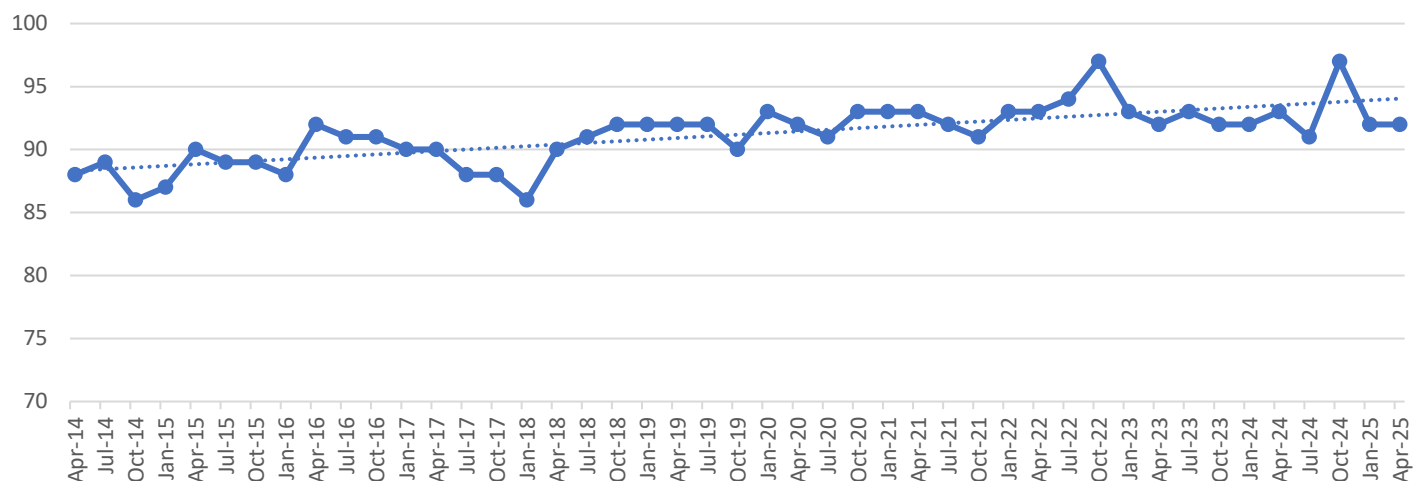
Spanish

- Ali: 12
- Aphaivong: 13
- Cekova: 5
- Chang: 8
- Hering: 3
- Jones: 2
- Keclik: 17
- Kiel: 1
- Nambo: 20
- Origer: 8
- Siddiqui: 8

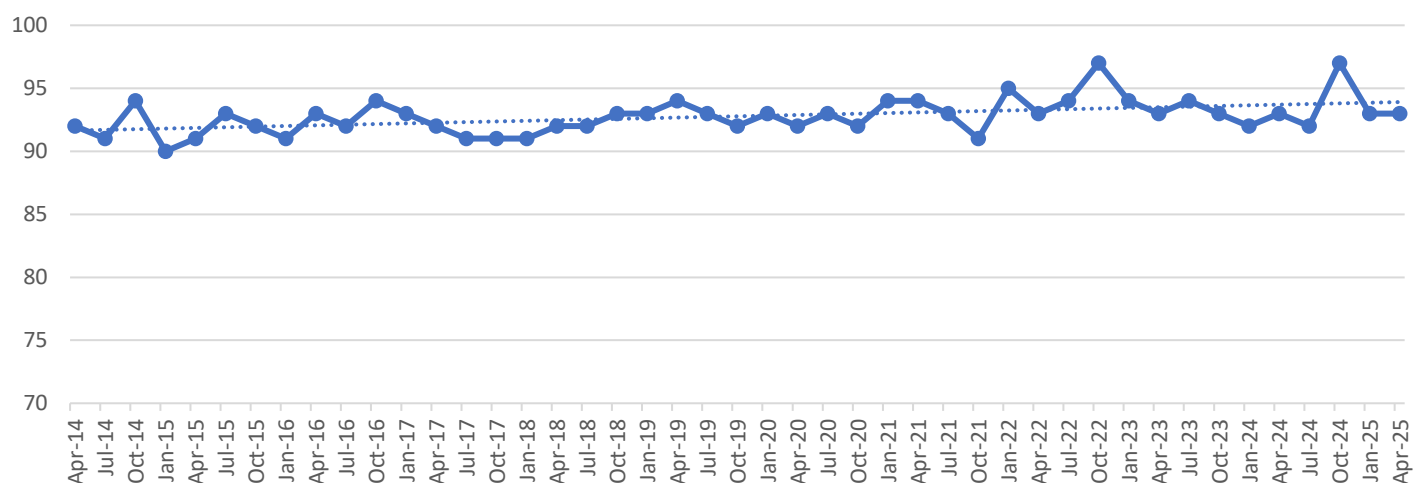
- Talwar: 8
- Weaver: 4

Individual Question Results with Trendlines

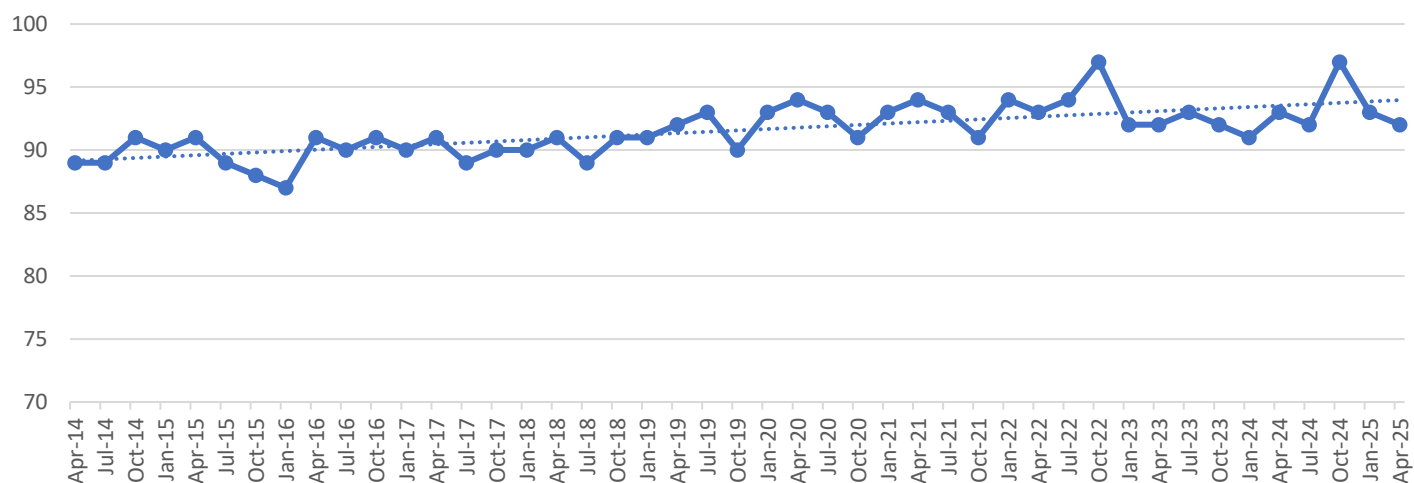
#1 - The phone operator staff and call center



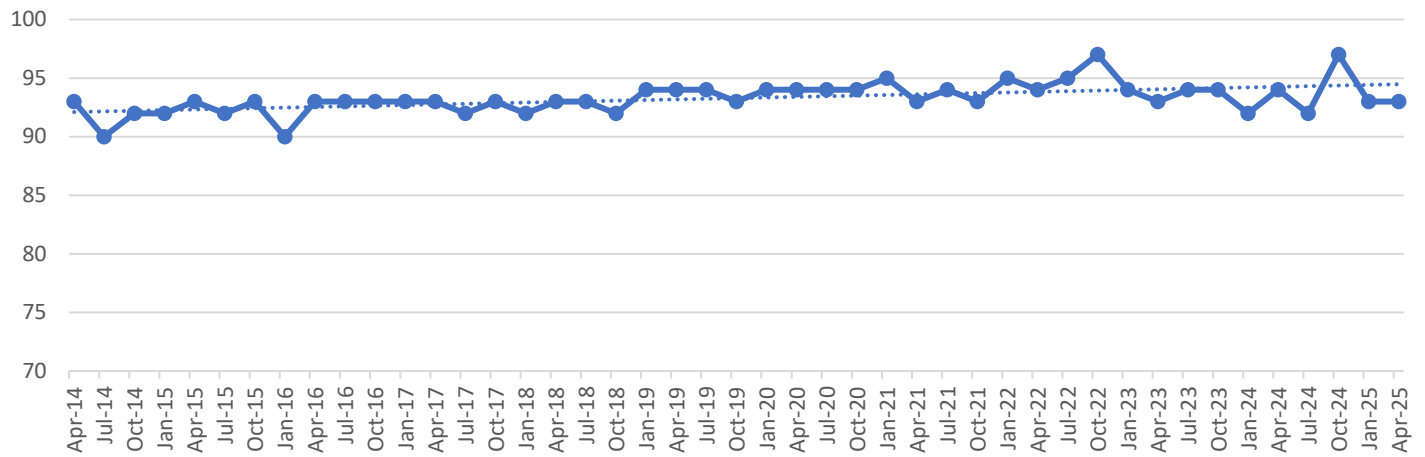
#2 - The reception staff



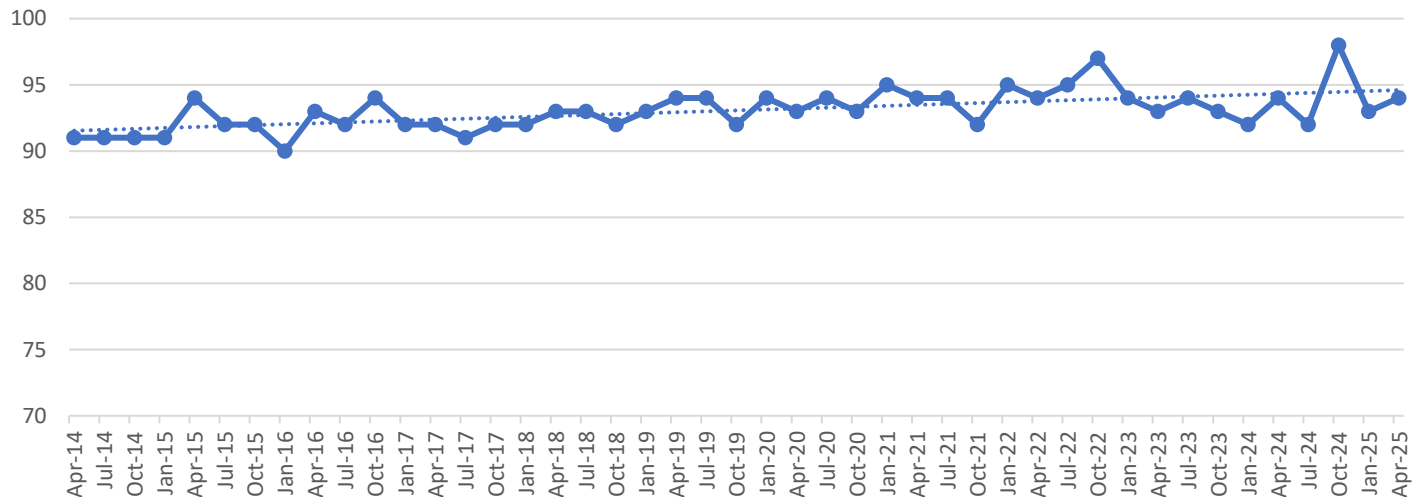
#3 - Receiving a timely appointment



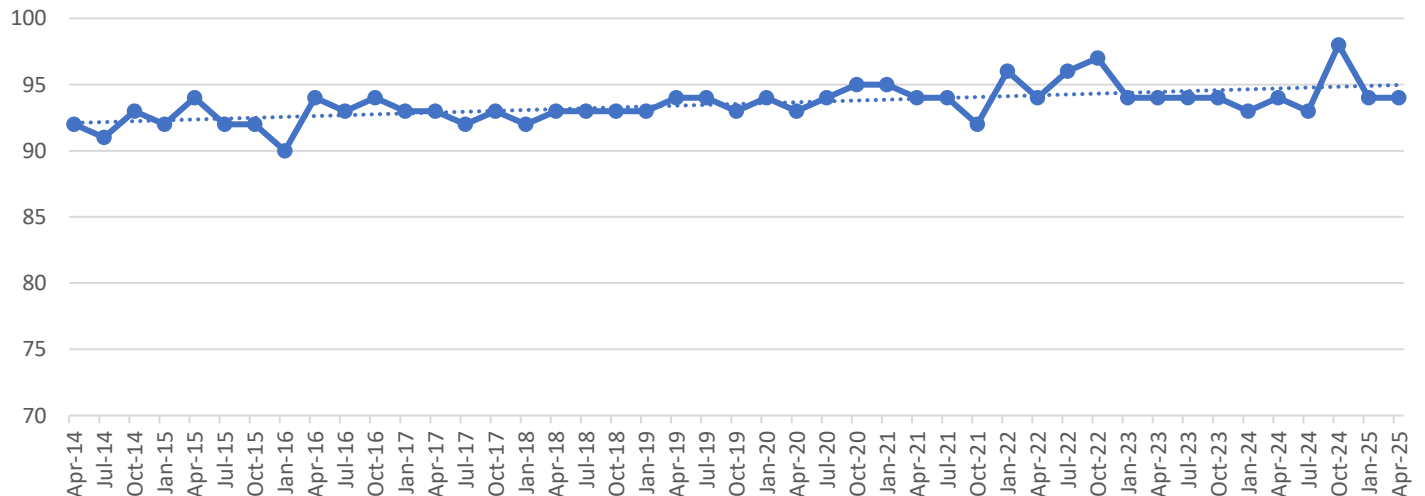
#4 - Education and explanation of plan provided in a way that I can understand



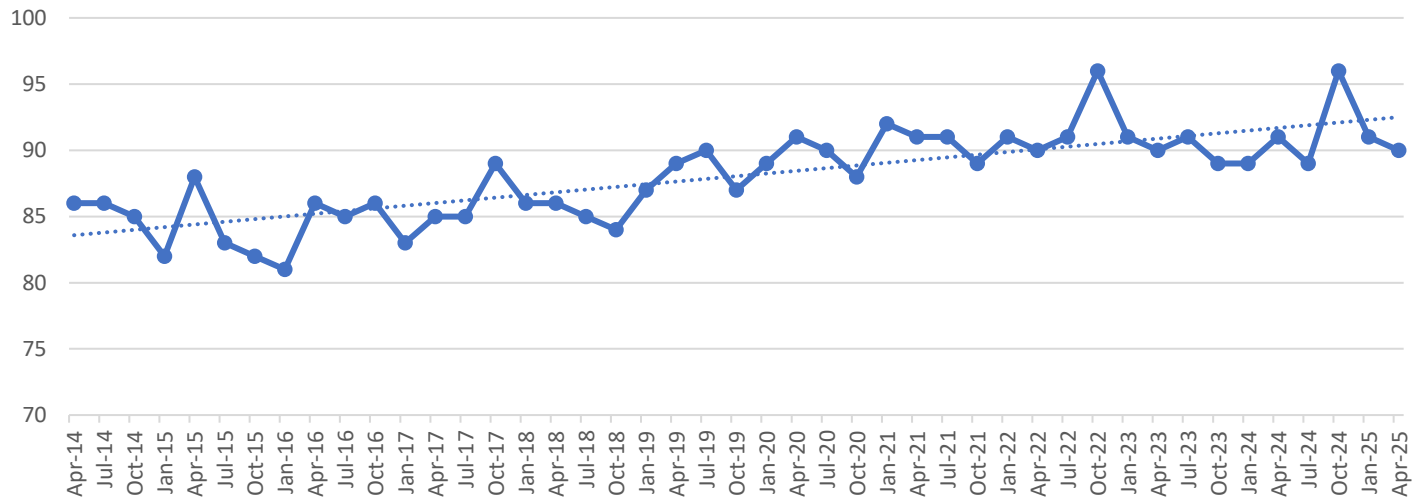
#5 - The follow-up and coordination of my care



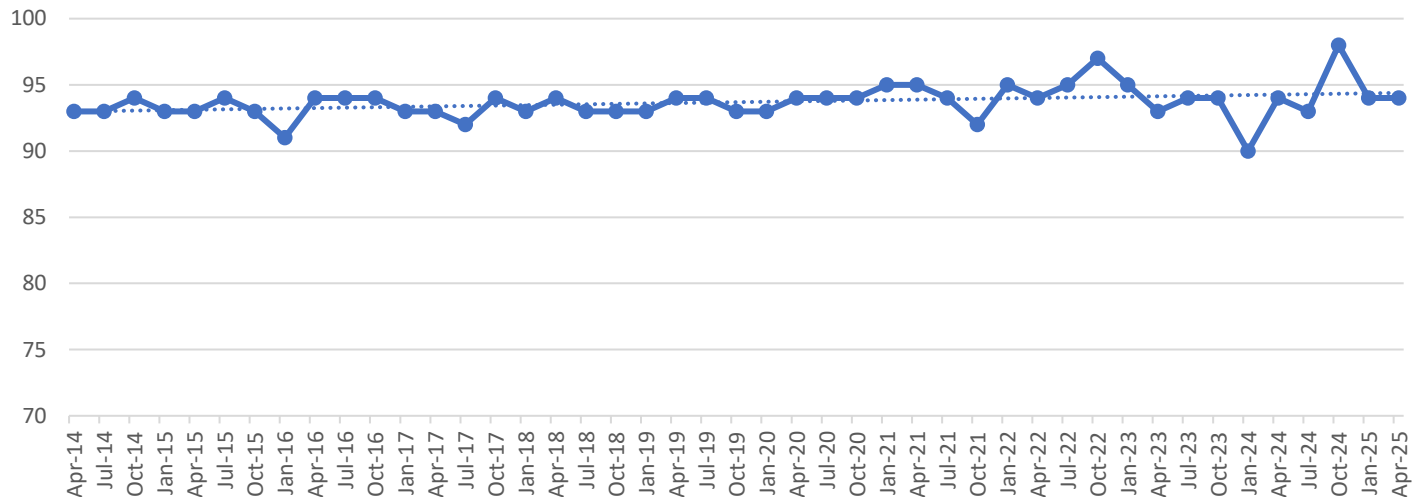
#6 - The staff addressing my medical needs today



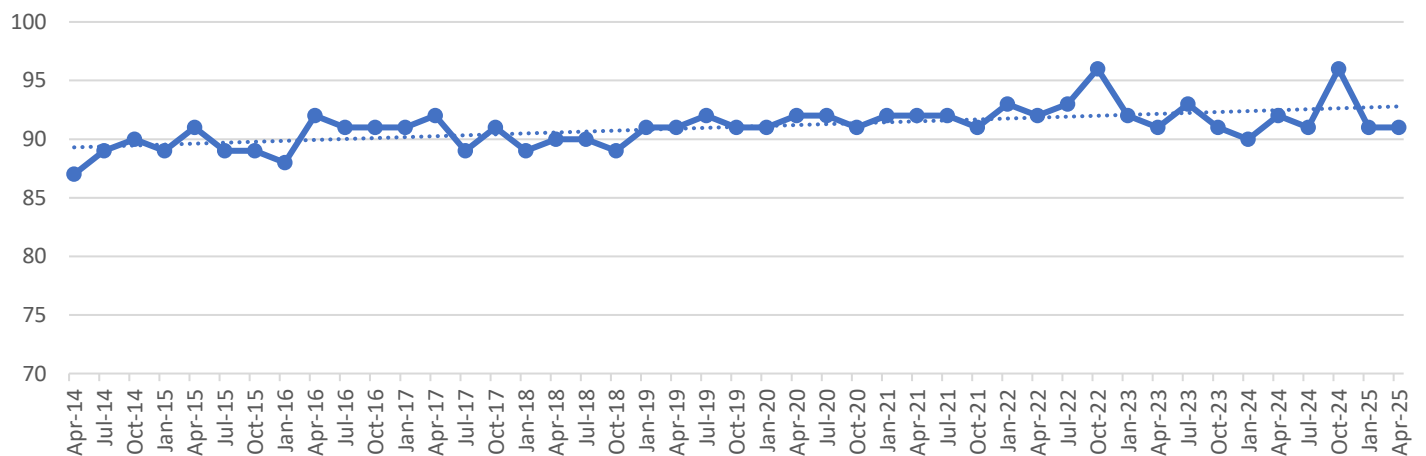
#7 - The time spent waiting



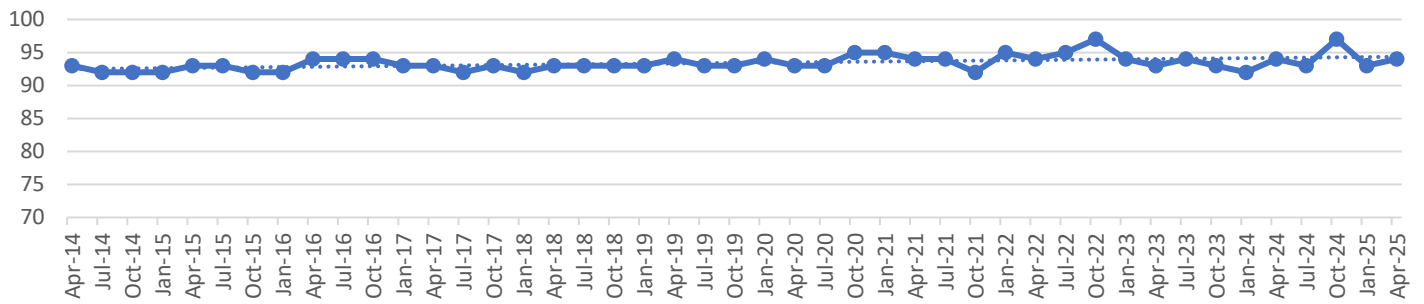
#8 - The respectfulness of staff



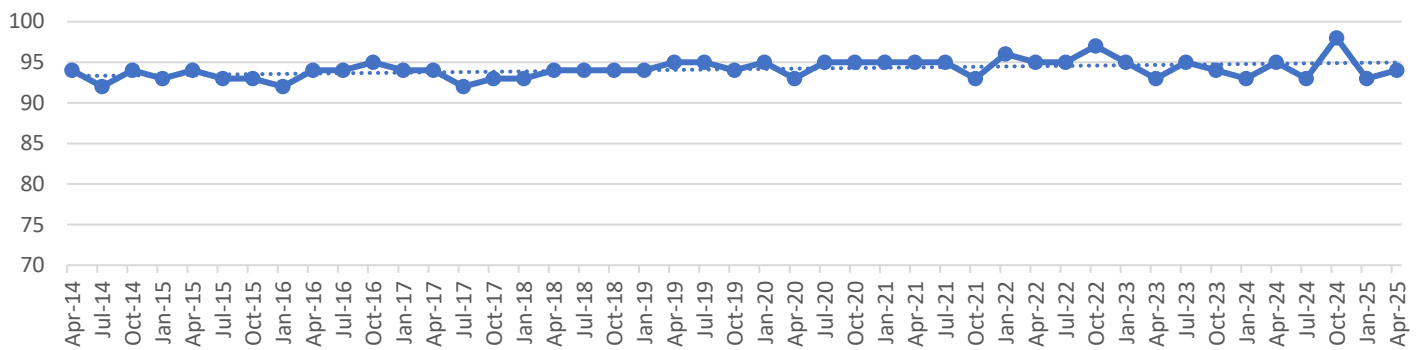
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



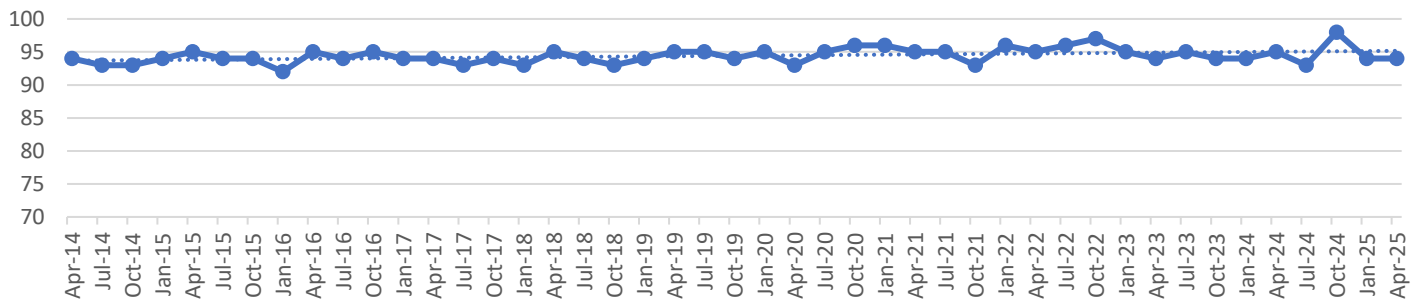
#10 - The handling of my personal medical information in a private and confidential manner



#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?

