



Patient Satisfaction Survey
345 W. Northwest Hwy., Palatine
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 91% to 97%. 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.

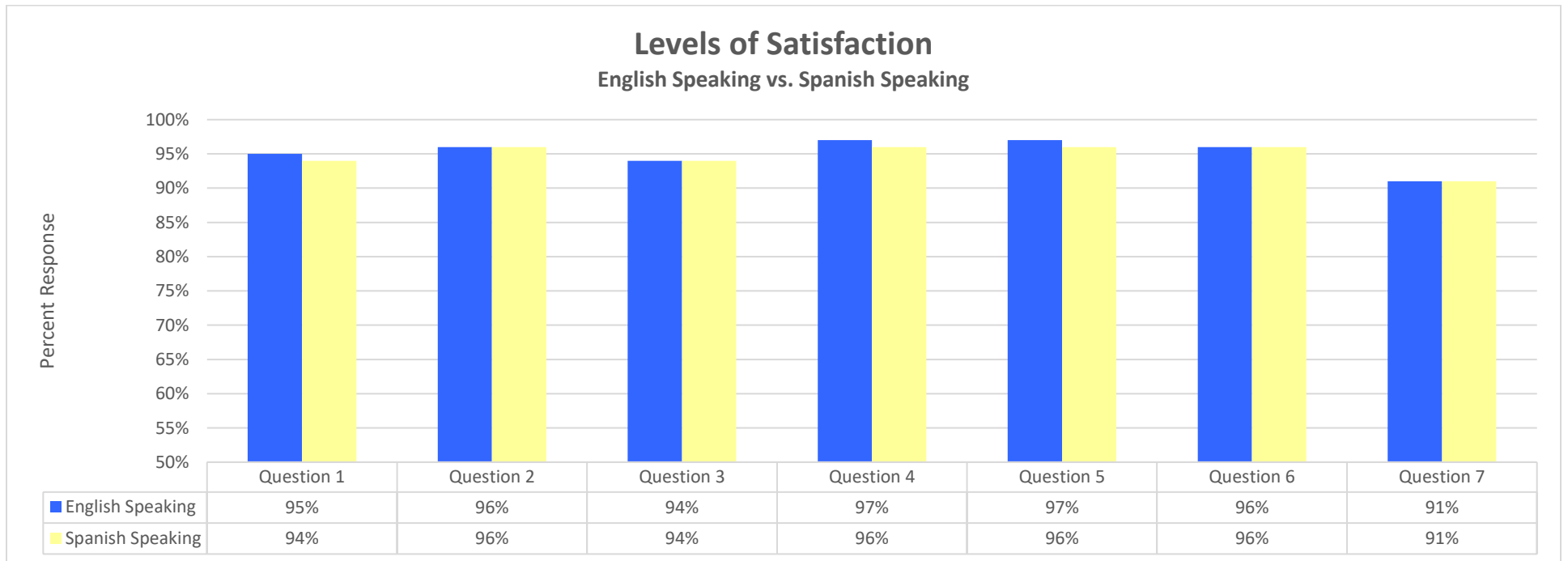
345 W. Northwest Hwy., Palatine – Survey Questions	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024
1. The phone operator staff and call center	95%	94%	84%	84%
2. The reception staff	96%	97%	86%	87%
3. Receiving a timely appointment	94%	95%	85%	84%
4. Education and explanation of plan provided in a way that I can understand	96%	97%	85%	86%
5. The follow up and coordination of my care	96%	97%	86%	86%
6. The staff addressing my medical needs today	96%	97%	87%	86%
7. The time spent waiting	91%	95%	80%	79%
8. The respectfulness of staff	96%	97%	87%	86%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	94%	97%	86%	85%
10. The handling of my personal medical information in a private and confidential	96%	97%	86%	86%
11. Your medical assistant	97%	97%	87%	87%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	97%	98%	87%	87%
13. Overall, how satisfied are you with the Health Center?	96%	97%	87%	86%

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%

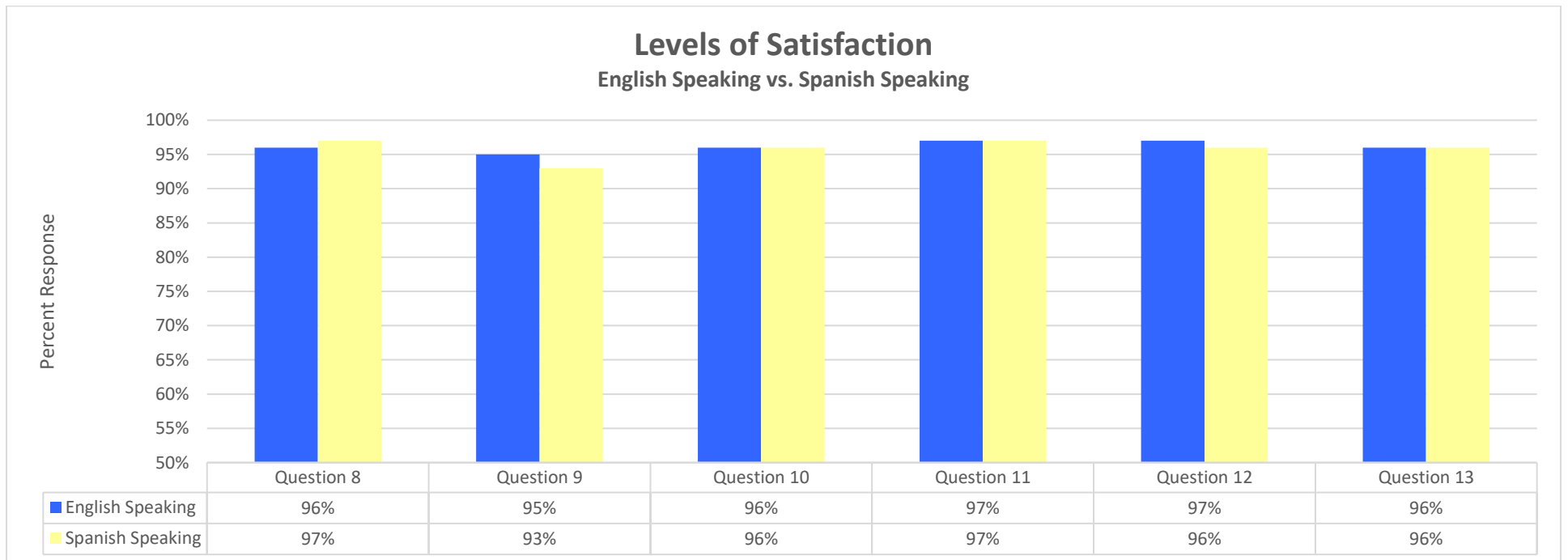
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	111 83%	85 79%	19 14%	16 15%	2 2%	3 3%	0	2 2%	2 2%	1 1%
2. The reception staff	117 87%	85 79%	16 12%	21 20%	0	1 1%	0	0	2 2%	0
3. Receiving a timely appointment	104 77%	77 73%	23 17%	24 23%	5 4%	3 3%	1 1%	1 1%	2 2%	0
4. Education and explanation of plan provided in a way that I can understand	116 86%	87 82%	17 13%	16 15%	1 1%	3 3%	0	0	1 1%	0
5. The follow-up and coordination of my care	117 87%	84 80%	16 12%	20 19%	1 1%	0	0	1 1%	1 1%	0
6. The staff addressing my medical needs today	115 86%	88 82%	16 12%	19 18%	1 1%	1 1%	0	0	2 2%	0
7. The time spent waiting	94 70%	68 64%	24 18%	29 27%	15 11%	8 8%	0	1 1%	2 2%	0



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	117 87%	88 83%	14 10%	18 17%	2 2%	0	0	0	2 2%	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	105 82%	76 72%	15 12%	25 24%	6 5%	3 3%	1 1%	0	1 1%	1 1%
10. The handling of personal medical info in a private and confidential manner	113 84%	87 81%	19 14%	20 19%	2 2%	0	0	0	1 1%	0
11. Your medical assistant	118 87%	93 87%	15 11%	14 13%	0	0	0	0	2 2%	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	120 89%	90 83%	13 10%	17 16%	0	0	0	1 1%	2 2%	0
13. Overall, how satisfied are you with the Health Center?	116 86%	89 82%	15 11%	18 17%	2 2%	1 1%	0	0	2 2%	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: 34

N/A: 15

YES: 1

Comments:

1. "Thank you for everything."
2. "Thank you."
3. "Helping rescheduling appointment."
4. "Yes, doctor called me back to schedule appt I needed."

Spanish

NO: 28

N/A: 2

YES: 1

Comments:

1. "Not this week, but in the past, I have and never got a call back." "Si, no esta semana pero en el pasado y nunca me regresaron la llamada."
2. "Last time I could not see a provider, the staff you have is rude." "La ultima vez no pude ver al doctor, el personal es grocero."

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

English

1. "Availability." (Mendyuk)
2. "Good." (Zgorka)
3. "How nice the staff is, it makes me feel more comfortable." (Perez)
4. "Support."
5. "Being efficient."
6. "Same day appointments."
7. "N/A." (4)
8. "Staff." (9)
9. "Doctors." (5)
10. "Takes Medicaid insurance." (Perez)
11. "How well they explain everything." (Zgorka)
12. "The quality of care." (Headley)
13. "I am always satisfied after a visit." (Sofowora)
14. "Everything." (2)
15. "Staff and very timely." (Mendyuk)
16. "Very convenient and great staff." (Perez)
17. "Them showing where to go." (Perez)
18. "The ability to change appointment." (Mendyuk)
19. "They take good care of my health." (Zgorka)
20. "The communication."
21. "How much the doctor care and deals with my concerns." (Perez)
22. "Fast care and talking health out to try to solve thing." (Perez)
23. "Appointments the same day." (Perez)
24. "They always find an appointment for me and my child." (Perez)
25. "Accessibility." (2)
26. "Location." (Acevez)

Spanish

1. "The attention the patients receive." "La atencion que recibimos los pacientes."
2. "The good attention including the cost." "La buena atención y el costo." (Mattes)
3. "My health." "Mi salud." (2)
4. "Your attention." "Su atención." (2)
5. "They speak Spanish, and they have close appointments." "Hablan español y tienen citas pronto."
6. "The follow up." "El seguimiento."
7. "They are professional and patient." "Son profesionales y pacientes."
8. "Respect the time of the appointments." "Respeten el tiempo de citas." (Zgorka)
9. "Improve my health." "Mejorar mi salud." (Zgorka)
10. "Close to home, it covers all the medical care we need, good prices." "Cerca de casa, cubre todo el cuidado medico que necesitamos y buenos precios." (Zgorka)
11. "Good attention from the providers." "Buena atención de proveedores." (Zgorka)
12. "All the good service." "Todo el buen servicio." (Perez)
13. "The nurse and provider speak Spanish, and they are kind." "La enfermera y la proveedora hablan Espanol y son amables." (Perez)
14. "I like how they treat me." "Me gusta como me tratan." (Perez)
15. "Maintain my health stable." "Mantener mi salud estable." (Mattes)

27. "The doctors helpfulness."
28. "Timely appointment."
29. "Everyone is so nice and helpful."
30. "Timely and always ready to help."
31. "Interpreter." (Mendyuk)
32. "Friendly and accommodating service."
(Mattes)
33. "Everything, except waiting times at times."
(Mattes)
34. "Good services."
35. "Quality time with my provider." (Headley)
36. "Easiness of setting up appointment."
(Headley)
37. "Everything is good." (Vega)
38. "The day before appt calls." (Mathew)
39. "Everyone is very helpful."

16. "Attention for the people, they are very professional." "Atención para las personas, son muy profesionales." (Perez)
17. "Availability." "Disponibilidad." (2)
18. "The attention." "La atención." (2)
19. "They explain everything with patience and kindness." "Te explican todo con paciencia y amabilidad." (Fargotstein)
20. "They speak Spanish." "Hablan español."
21. "Improve my health and my families."
"Mejorar mi salud y la de mi familia."
22. "Lab work." "Exámenes de sangre."
23. "My mental health is addressed immediately."
"Mi salud mental es atendida inmediatamente."
24. "All the services." "Todos los servicios."
25. "They help me feel better." "Me ayuda a estar mejor." (Perez)
26. "Continue with the good job." "Continue con el buen trabajo." (Sofowora)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (13)
2. "Everything is good."
3. "Communication is always important."
(Headley)
4. "More providers." (Mattes)
5. "I just thought it was odd that my daughter has to swab herself. The provider mentioned because she was 14, but when I was 14 a doctor checked me." (Mattes)
6. "Nothing." (2)
7. "No need to already great!" (Perez)
8. "None." (2)
9. "Everything is fine." (Zgorka)
10. "Everything is great." (Mendyuk)
11. "Service is already great." (Sofowora)
12. "Keep doing what you are doing." (Headley)
13. "Very good." (Perez)
14. "No comment at this time." (Headley)
15. "Sometimes you have to wait a long time (more 30 min) to see the doctor." (Mattes)
16. "Good." (2)
17. "Doing an amazing job." (Perez)
18. "Many of issues I saw years ago are no longer there, so I'd say they're doing well."

Spanish

1. "It is good." "Esta bien." (10)
2. "Continue the same, good job thank you."
"Continue igual, buen trabajo gracias."
3. "Expanding the personnel with specialist."
"Ampliando el personal con especialistas." (Perez)
4. "It is perfect." "Es perfecto."
5. "More receptionist." "Mas recepcionistas."
6. "Be more informed regarding the patient's case before hand." "Estar mas informado sobre el caso del paciente antemano." (Fargotstein)
7. "For the moment it is good." "Por el momento estoy bien."
8. "Everything is excellent." "Todo es excelente."
9. "Up until now it is good." "Hasta ahora todo bien."
10. "I would like for the receptionist to be more kind." "Me gustaría que las recepcionistas fueran mas amables." (Perez)
11. "Don't charge me the \$25 and giving me the medicines." "No cobrándome los \$25 y dándome mis medicinas." (Perez)
12. "Sometimes if someone arrives 5 or 10 minutes before the appointment, they do not see you before, but then when you arrive late, they do not see you or they leave you sitting in the waiting room a long time." "Hay veces que cuando alguien llega 5 o 10 minutos antes de la cita no te ven, pero cuando llegas tarde no te ven o te dejan

esperando en el cuarto mucho tiempo.”
(Zgorka)

13. “Having emergency walk-ins’ available same day.” “Tener walk-ins para emergencia disponibles el mismo día.”
14. “Don’t make us wait too long in the waiting room.” “No nos hagan esperar tanto en la sala de espera.”
15. “Be more cordial.” “Mas cordialidad.”
16. “There are people who serve us that look like they don’t want for us to ask questions.”
“Hay personas que nos atienden que parece que no quieren que les hagamos preguntas.”

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

English

- YES: 101
- NO: 0

Spanish

- YES: 72
- NO: 0

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

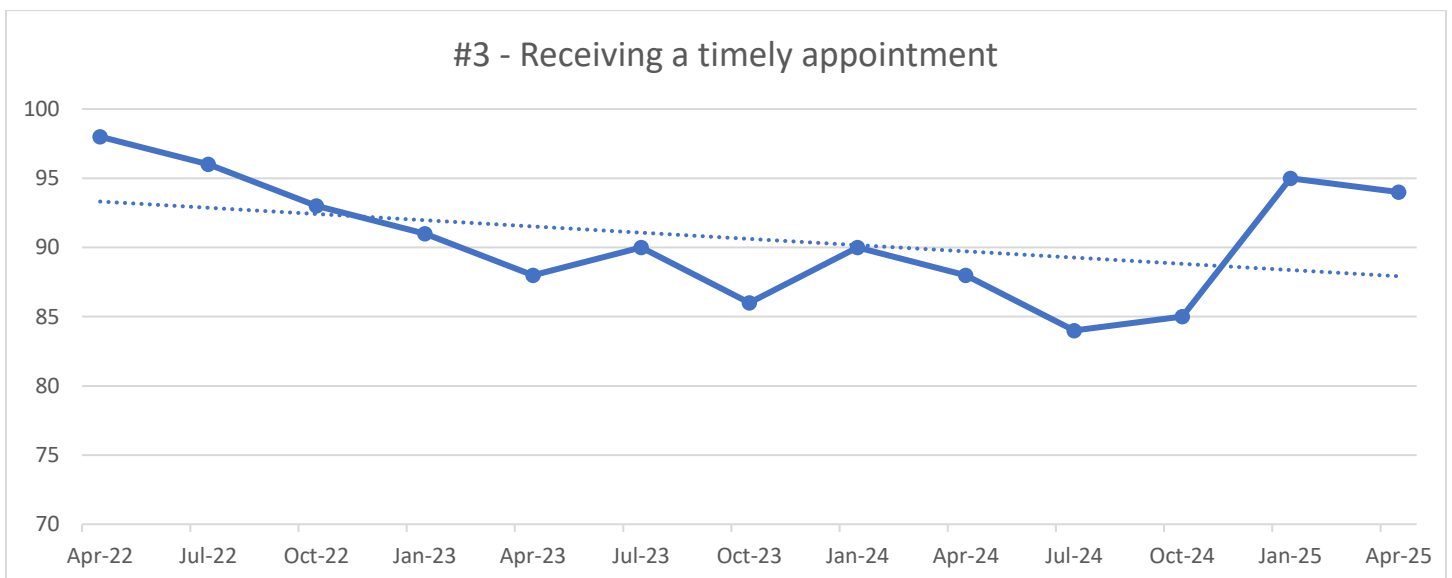
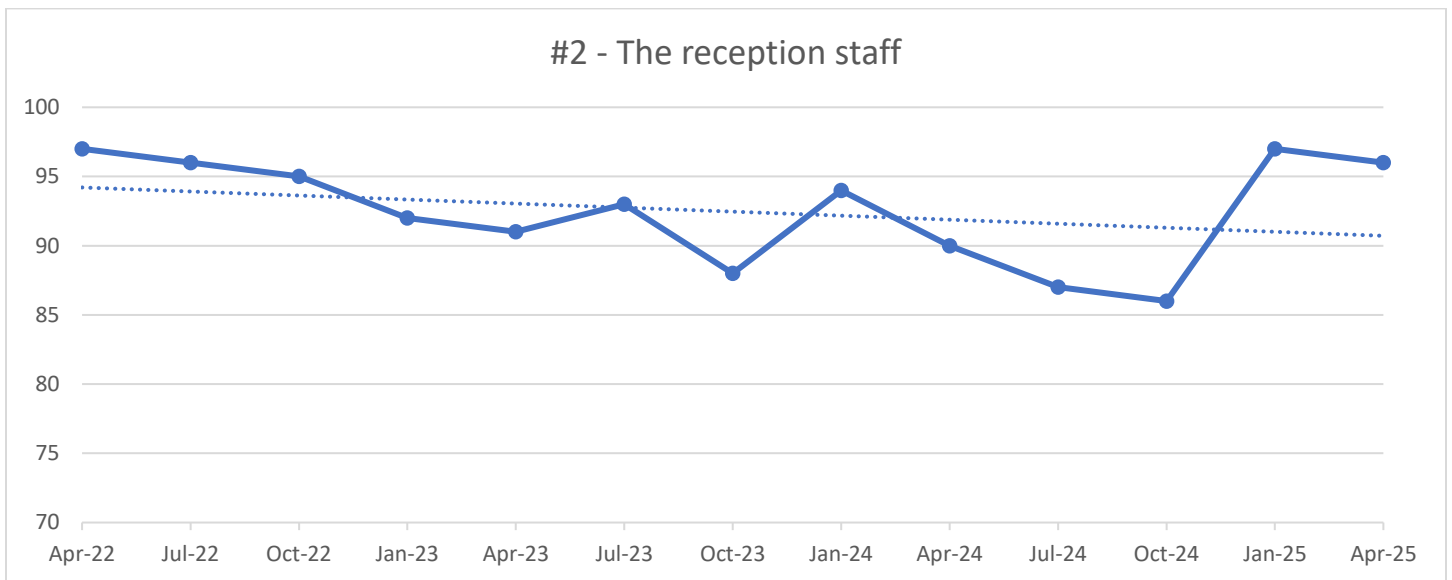
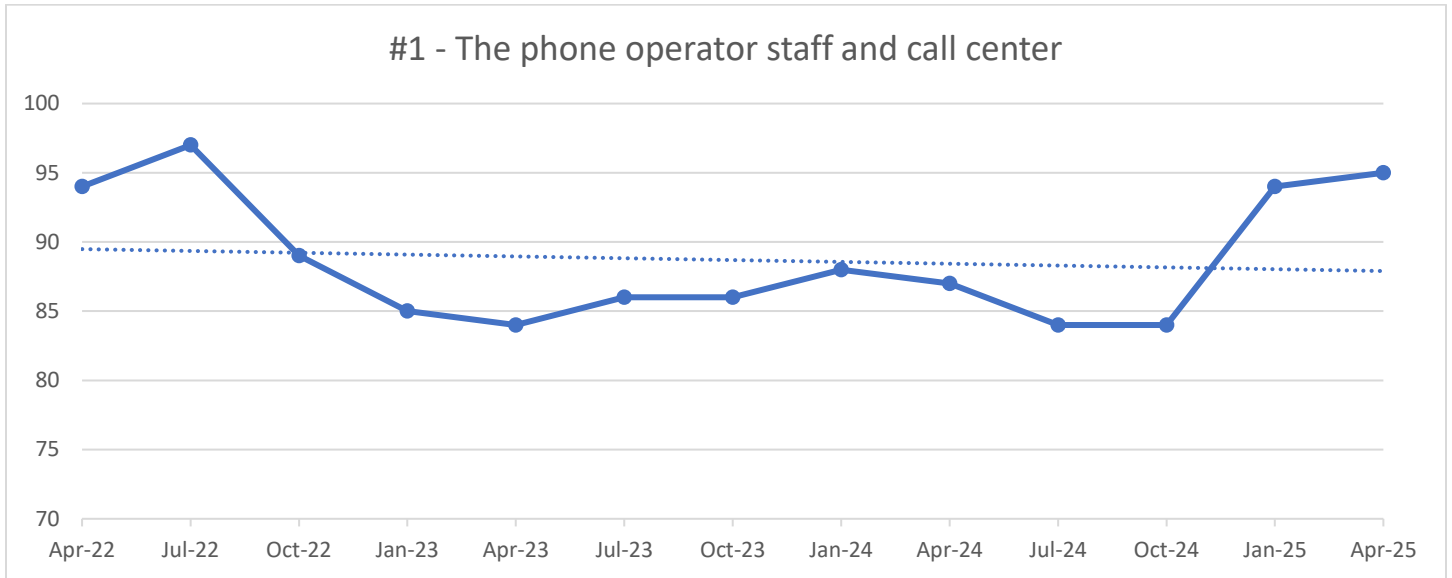
English

- Acevez: 3
- Headley: 6
- Mathew: 5
- Mattes: 4
- Mendyuk: 32
- Perez: 31
- Sofowora: 6
- Vega: 1
- Zgorka: 30

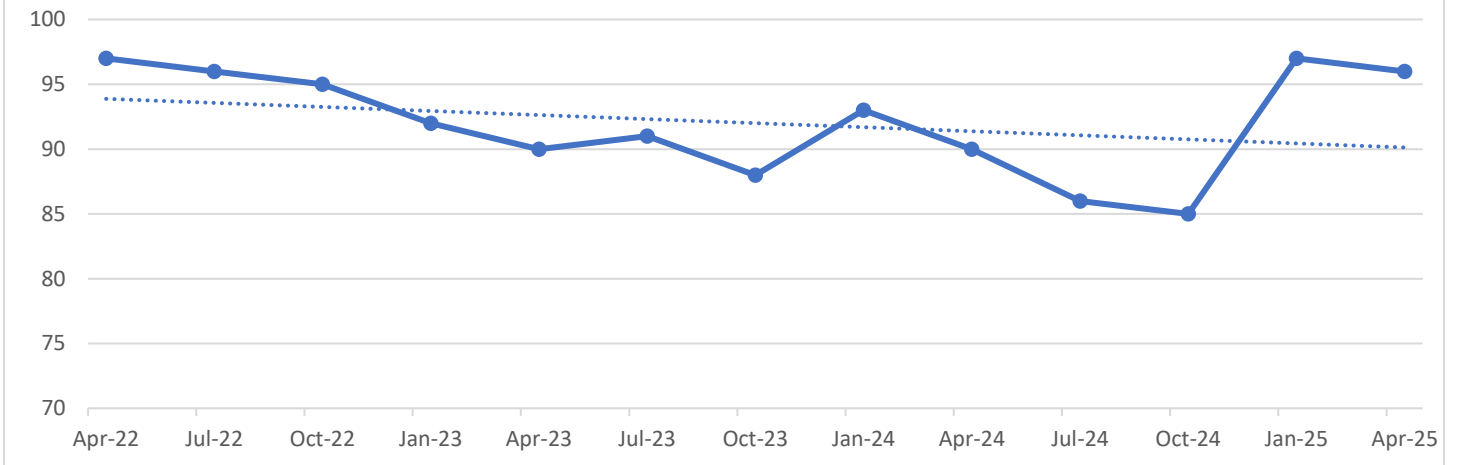
Spanish

- Acevez: 2
- Fargotstein: 2
- Headley: 1
- Mathew: 3
- Mattes: 13
- Perez: 40
- Sofowora: 3
- Zgorka: 21

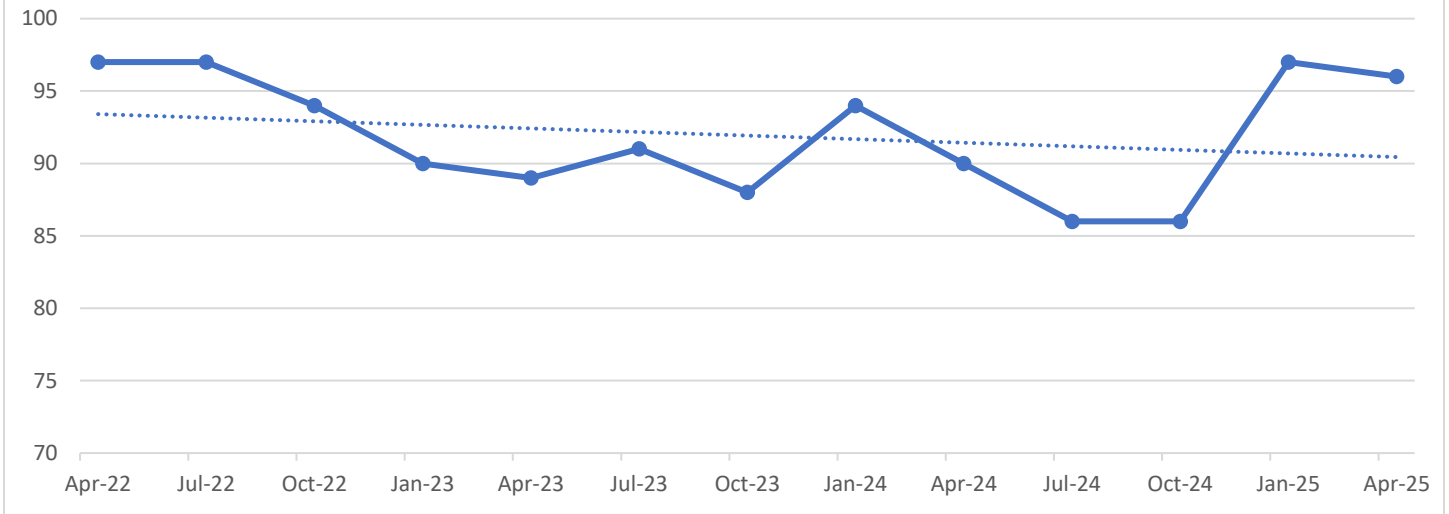
Individual Question Results with Trendlines



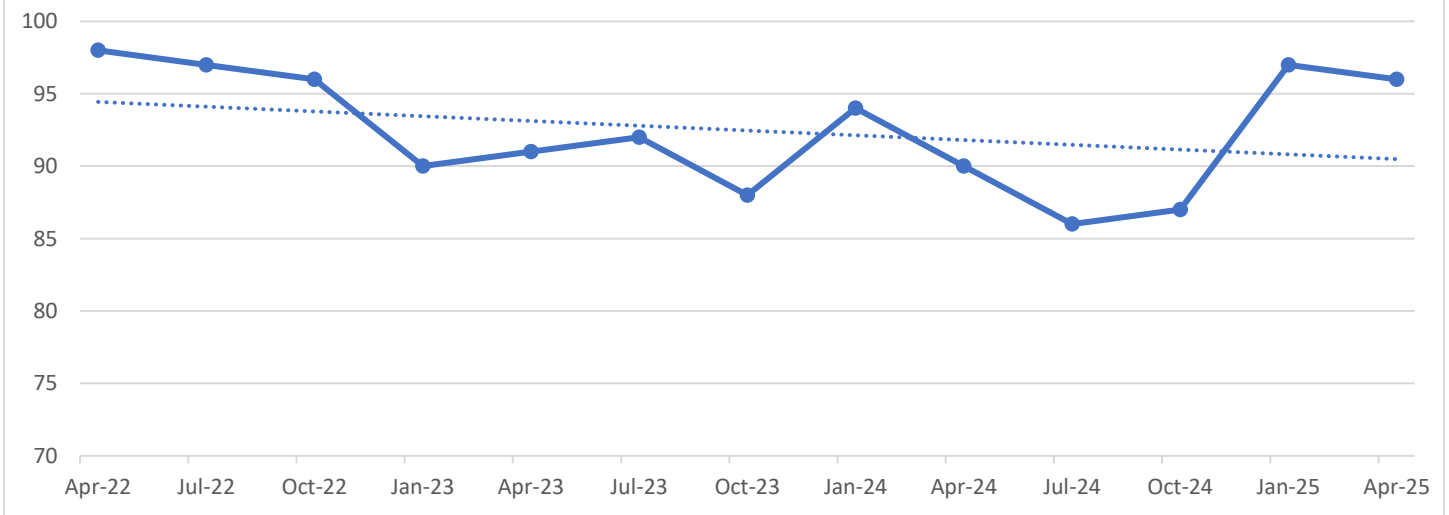
#4 - Education and explanation of plan provided in a way that I can understand



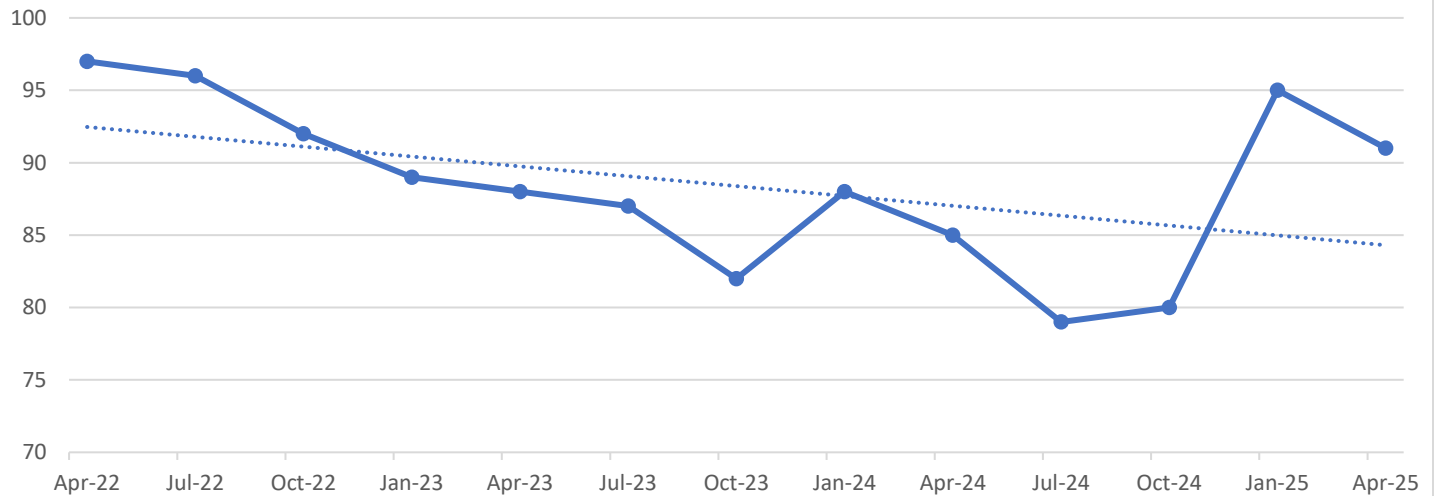
#5 - The follow-up and coordination of my care



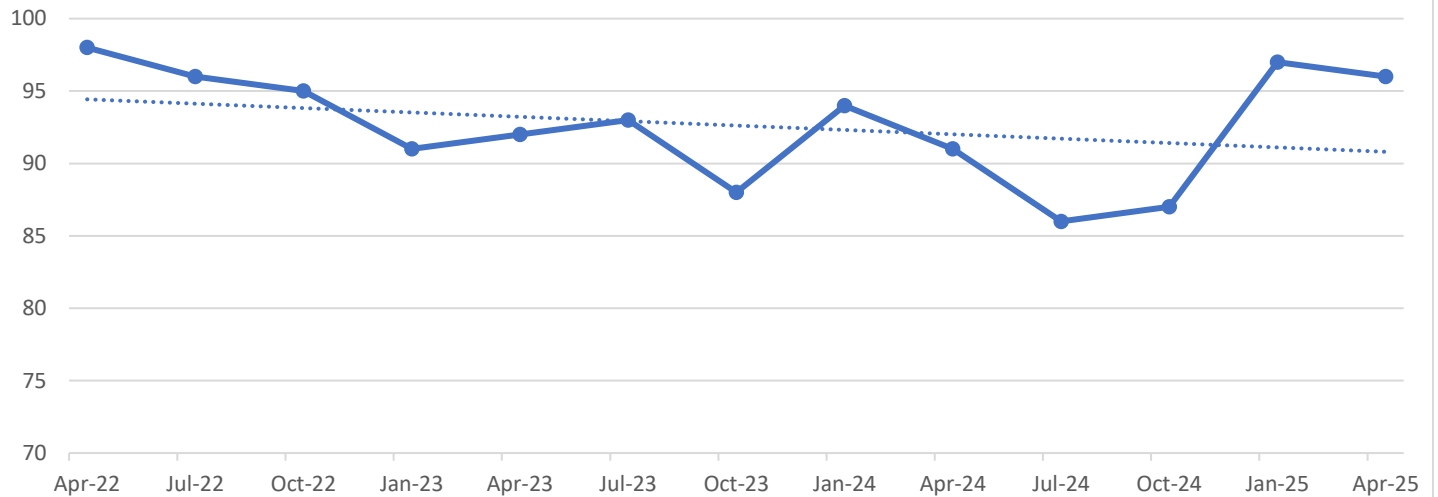
#6 - The staff addressing my medical needs today



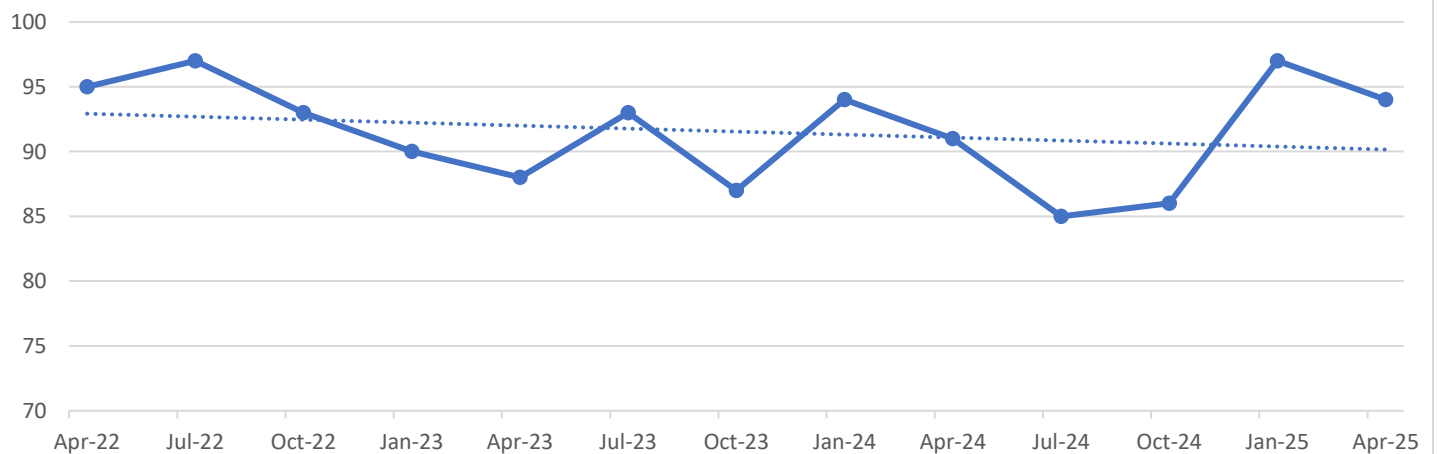
#7 - The time spent waiting



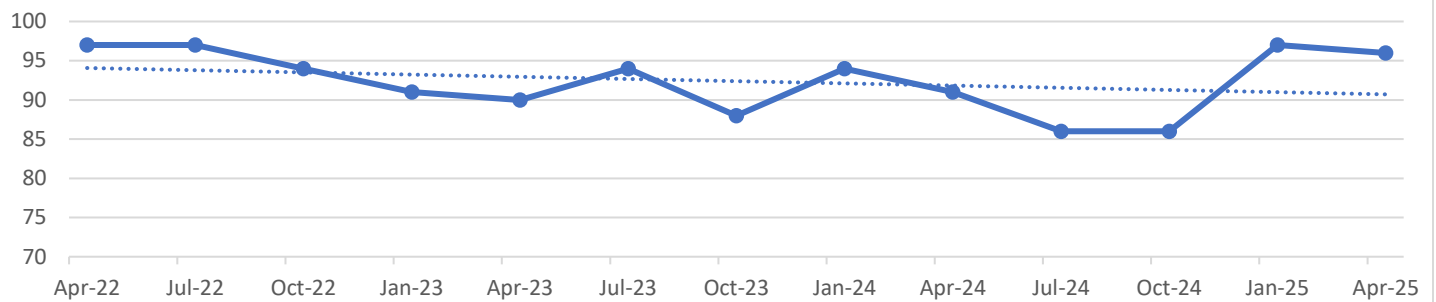
#8 - The respectfulness of staff



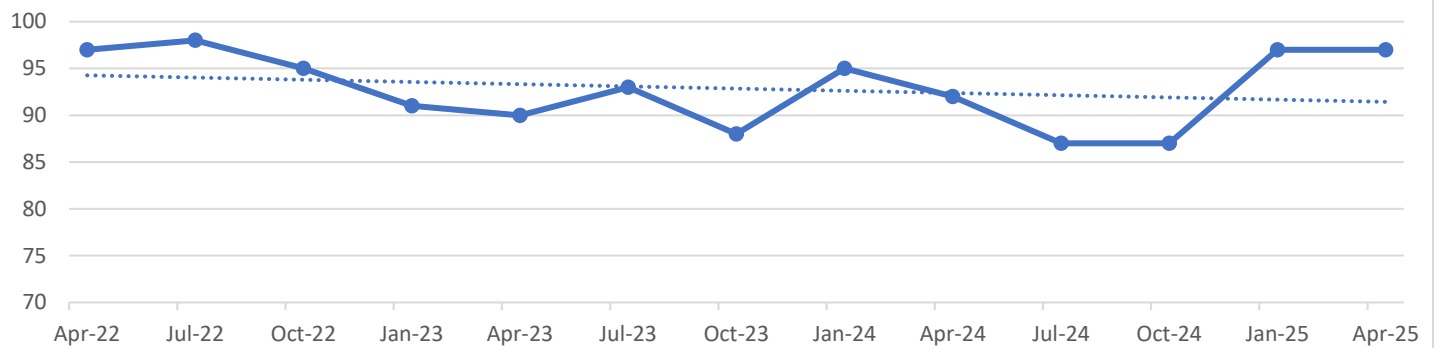
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



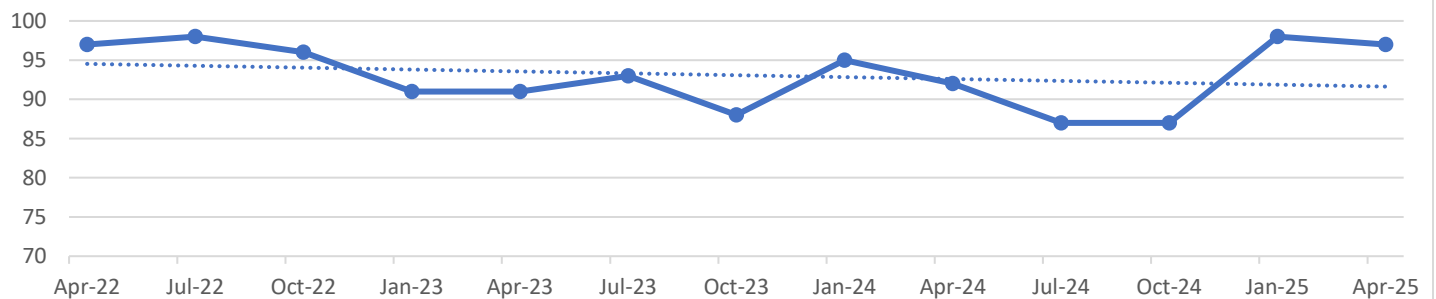
#10 - The handling of my personal medical information in a private and confidential manner



#11 - Your medical assistant



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



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

