

Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine July 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 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.

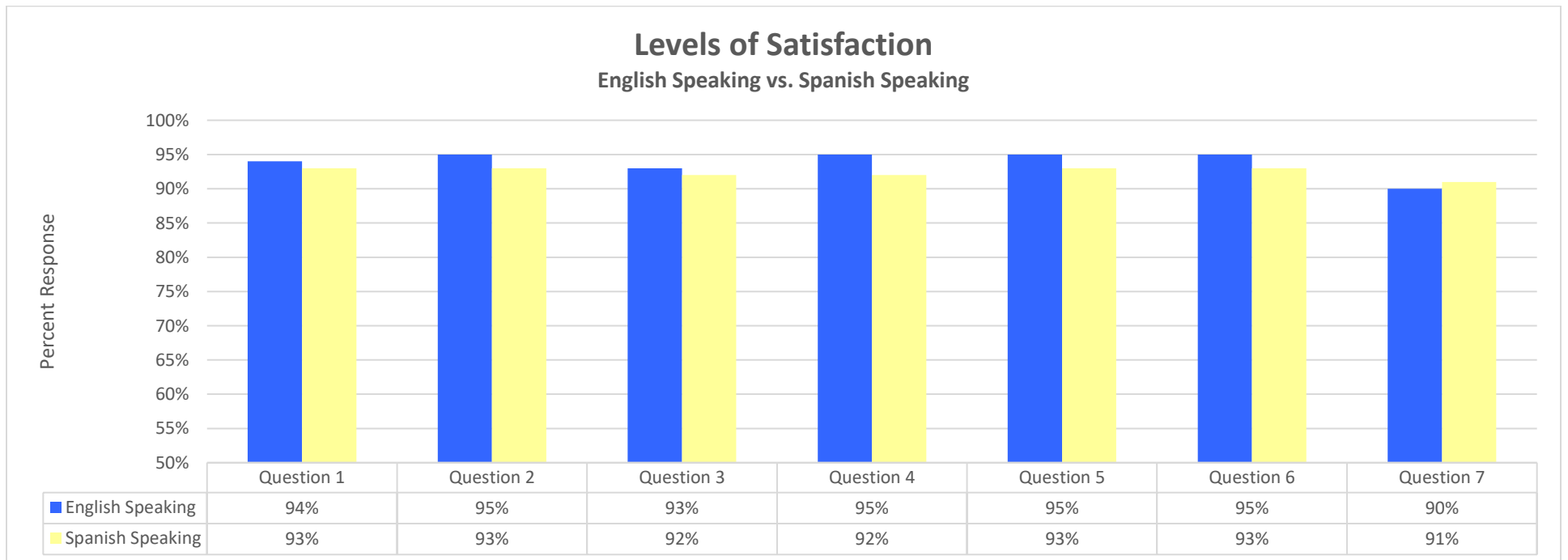
345 W. Northwest Hwy., Palatine – Survey Questions	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024
1. The phone operator staff and call center	93%	95%	94%	84%
2. The reception staff	94%	96%	97%	86%
3. Receiving a timely appointment	92%	94%	95%	85%
4. Education and explanation of plan provided in a way that I can understand	94%	96%	97%	85%
5. The follow up and coordination of my care	95%	96%	97%	86%
6. The staff addressing my medical needs today	95%	96%	97%	87%
7. The time spent waiting	90%	91%	95%	80%
8. The respectfulness of staff	95%	96%	97%	87%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	94%	97%	86%
10. The handling of my personal medical information in a private and confidential	95%	96%	97%	86%
11. Your medical assistant	95%	97%	97%	87%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	97%	98%	87%
13. Overall, how satisfied are you with the Health Center?	94%	96%	97%	87%

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

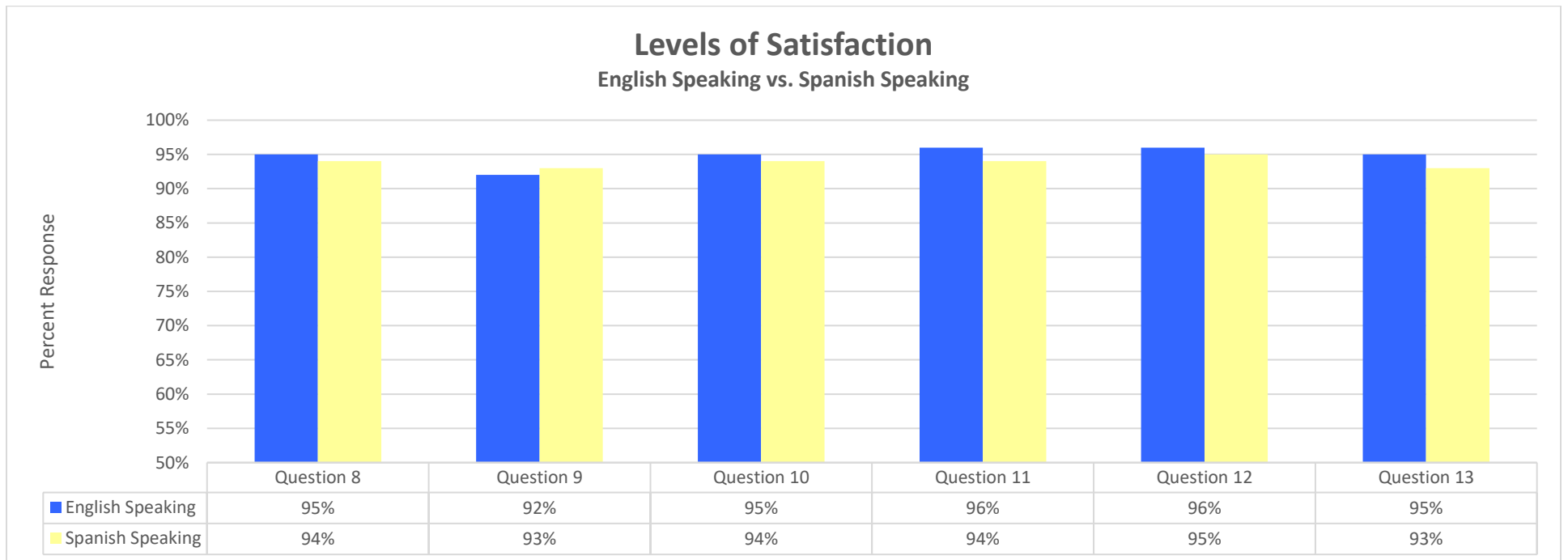
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	131 78%	82 76%	24 14%	17 16%	10 6%	6 6%	1 1%	1 1%	1 1%	2 2%
2. The reception staff	132 79%	81 76%	27 16%	17 16%	7 4%	6 6%	0	1 1%	1 1%	2 2%
3. Receiving a timely appointment	125 75%	76 72%	27 16%	22 21%	13 8%	4 4%	1 1%	2 2%	1 1%	2 2%
4. Education and explanation of plan provided in a way that I can understand	132 80%	78 73%	29 18%	22 21%	4 2%	3 3%	0	2 2%	1 1%	2 2%
5. The follow-up and coordination of my care	134 81%	83 77%	26 16%	19 18%	4 2%	2 2%	0	2 2%	1 1%	2 2%
6. The staff addressing my medical needs today	136 81%	83 77%	26 16%	18 17%	4 2%	4 4%	0	1 1%	1 1%	2 2%
7. The time spent waiting	114 68%	74 71%	32 19%	20 19%	15 9%	6 6%	4 2%	3 3%	2 1%	2 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	137 82%	82 77%	23 14%	20 19%	6 4%	2 2%	0	1 1%	1 1%	2 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	116 71%	81 76%	32 20%	18 17%	15 9%	4 4%	0	1 1%	1 1%	2 2%
10. The handling of personal medical info in a private and confidential manner	133 81%	83 78%	26 16%	18 17%	5 3%	3 3%	0	1 1%	1 1%	2 2%
11. Your medical assistant	139 83%	84 79%	24 14%	17 16%	3 2%	3 3%	0	1 1%	1 1%	2 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	141 84%	87 82%	21 13%	15 14%	4 2%	1 1%	0	1 1%	1 1%	2 2%
13. Overall, how satisfied are you with the Health Center?	139 83%	84 79%	20 12%	15 14%	7 4%	5 5%	1 1%	1 1%	1 1%	2 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: 41

N/A: 16

YES: 0

Comments:

1. "My experience was great."
2. "I would like to thank them for their work, everything was great."
3. "Very friendly."
4. "I left email 2 weeks ago about long waiting time."
5. "Thank you for helping me when I needed."

Spanish

NO: 24

N/A: 3

YES: 0

Comments:

1. "My experience has been good, the personnel is well trained." "Mi experiencia ha sido Buena y el personal está bien entrenado."

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

English

1. "Easy access." (Zgorka)
2. "That they have a person who can translate something I needed." (Perez)
3. "Quickly got appointment." (Mendyuk)
4. "Doctor knows what she is doing. Working with daughter to manage her weight." (Perez)
5. "Mathew is the best OB." (Mathew)
6. "Great atmosphere." (Zgorka)
7. "Good and polite employees." (Zgorka)
8. "Availability." (Zgorka)
9. "The friendliness of staff." (3)
10. "All." (Zgorka)
11. "Doctor." (Mendyuk)
12. "N/A." (7)
13. "Good with explaining health." (Mattes)
14. "The people." (Mathew)
15. "Staff." (3)
16. "Friendly and understanding staff." (Zgorka)
17. "Everything."
18. "Ukrainian- speaking doctor." (Mendyuk)
19. "Plenty of locations." (Mendyuk)
20. "Therapy."
21. "Your recommendations." (Perez)
22. "Heather, I love her!" (Zgorka)
23. "Saniya was spectacular! Very kind and sweet." (Zgorka)
24. "Very friendly staff." (Zgorka)
25. "Ukrainian doctor Olha." (Mendyuk)
26. "Friendliness of staff." (Zgorka)
27. "Communication."
28. "Location."

Spanish

1. "They are very patient." "Son muy pacientes." (Perez)
2. "To maintain good health for all my family." "A mantener Buena salud a toda mi familia."
3. "The control of my pregnancy." "El control de mi embarazo." (Mathew)
4. "It helps me with my medical care." "Me ayuda con mi Cuidado medico." (Perez)
5. "Everything." "Todo."
6. "Bilingual and kind." "Bilingues y amables." (Perez)
7. "The trust and security." "La confianza y seguridad." (Zgorka)
8. "Your hospitality." "Su hospitalidad." (Mathew)
9. "To be healthy." "A tener salud." (Perez)
10. "All the service is very good." "Todo el servicio es bueno." (Perez)
11. "The person who helps us translate is very kind." "La persona que nos ayuda a traducir es muy amable." (Mendyuk)
12. "Your kindness, hours, and dates of appointments." "Su amabilidad, horarios, y fechas para las citas." (Zgorka)
13. "It is trustworthy to treat every single person of my family." "Son confiables para tratar a cada persona de mi familia." (Zgorka)
14. "They help me in everything." "Me ayudan en todo." (Perez)
15. "They are very kind." "Son muy amables." (Perez)

29. "I like how the doctors are quickly response and answer questions fast." (Mendyuk)
30. "Well explained with everything." (Perez)
31. "Professional staff." (Perez)
32. "Caring staff." (Perez)
33. "Therapy." (Acevez)
34. "They are already to help." (Acevez)
35. "Appointment, I always get an early appointment." (Zgorka)
36. "Reminder for appointment or vaccines." (Mattes)
37. "The appointments when I need." (Zgorka)
38. "Communication." (Mattes)
39. "Reception kindness helpfulness." (Perez)
40. "Providers." (Zgorka)
41. "How respectful the staff is." (Perez)
42. "The staff is great and helpful." (Zgorka)
43. "All staff are nice and helpful, feel comfortable to come here." (Zgorka)
44. "Every medical concern." (Perez)
45. "Comprehensive care." (Zgorka)
46. "There is a Ukrainian doctor which is good for most countries." (Zgorka)
47. "On time, very professional." (Acevez)
16. "They give me medicine for my necessities." "Me dan medicina para mis nesesidades." (Perez)
17. "Always very kind." "Siempre muy amables." (Mattes)
18. "The explanation the provider gives to patients." "La explicacion que dan los doctores a los pacientes." (Mattes)
19. "I like everything, I'm very happy with all personnel everyone is very professional." "Me gusta todo, estoy muy contenta con todo el personal, todos son muy profesionales." (Acevez)
20. "They treated me fast." "Me atendieron rapido." (Mattes)
21. "They reminded me of my appointment." "Me recordaron de mi cita." (Mattes)
22. "Everything, the doctors, the assistants." "Todo, los doctores, las asistentes." (Sofowora)
23. "Your medical attention." "Su atencion medica." (Zgorka)
24. "They always have appointments available, and I don't have to wait." "Siempre tienen citas disponibles y no tengo que esperar tanto tiempo." (Mattes)
25. "The doctors are very good." "Los doctores son muy buenos." (Perez)
26. "Low medication cost and good medical attention." "Bajo costo del medicamento y atencion medica." (Mattes)
27. "Patient portal." "Portal de paciente." (Perez)
28. "They treat my medical necessities." "Atienden mi necesidades de salud." (Sofowora)
29. "They speak Spanish." "Que hablan Espanol." (Perez)
30. "They treat my necessities in a short time." "Atienden mis necesidades en poco tiempo."

Question 16: How can we improve Greater Family Health?

English

1. "Everything is fine." (2)
2. "Keep it up your good work." (Mattes)
3. "N/A." (10)
4. "Time the doctor comes into the room to see the patient, sometimes it takes 15-20 minutes." (Zgorka)
5. "15-minute policy." (Mendyuk)
6. "Better wait time from front waiting room to seeing a physician." (Zgorka)
7. "Nothing." (Headley)
8. "Great staff." (Zgorka)
9. "More Dr. Heather." (Zgorka)
10. "Some staff on their cell phones." (Zgorka)

Spanish

1. "Everything is good." "Todo esta bien." (7)
2. "Nothing." Nada.
3. "Continue being kind." "Continue siendo amables." (2)
4. "Continue having a good service." "Continue teniendo buen servicio."
5. "N/A." "N/A." (2)
6. "I think everything is good." "Creo que todo esta bien." (Zgorka)
7. "Keep up the good work." "Sigam así con su labor." (Sofowora)
8. "Very good." "Muy bueno." (Sofowora)

11. "How about some ceiling fans or AC during warmer weather like today or summer in general." (Zgorka)
12. "No improvement needed." (Zgorka)
13. "I think everything is good." (Mathew)
14. "Keep it the same." (Zgorka)
15. "None."
16. "By staying the same you guys are the best." (Zgorka)
17. "Everything is just wonderful." (Zgorka)
18. "Don't wait too long for an appointment." (Perez)
19. "Will keep you posted." (Zgorka)
20. "More schedule more clearly and don't cancel appointments if customer comes not 15 min earlier." (Mathew)
21. "More smiles- have coffee and tea." (Perez)
22. "It is already good." (Zgorka)
23. "We are very satisfied with the clinic. Wonderful doctors and very polite administrators." (Sofowora)
24. "More doctors." (Acevez)
25. "No need to improve." (Zgorka)
26. "Reduce repeat q's from forms & then dr."
9. "Very good clinic and great doctors." (English comment written on a Spanish survey)
10. "The 15 min arrival policy and the person in reception was rude." "La polica de 15 min antes, y la persona en recepción fue rudo." (Zgorka)
11. "The wait list." "La lista de espera." (Perez)
12. "Up until now everything is good." "Todo hasta ahora esta bien." (Mattes)

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

English

- YES: 145
- NO: 0

Spanish

- YES: 88
- NO: 0

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

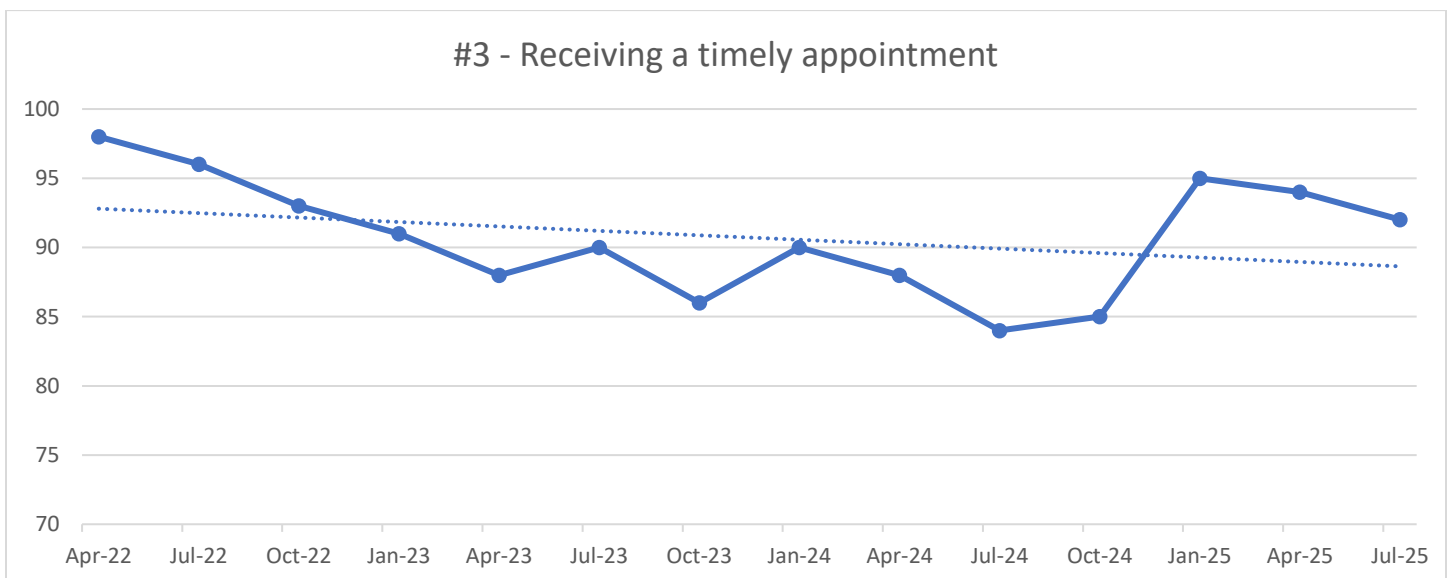
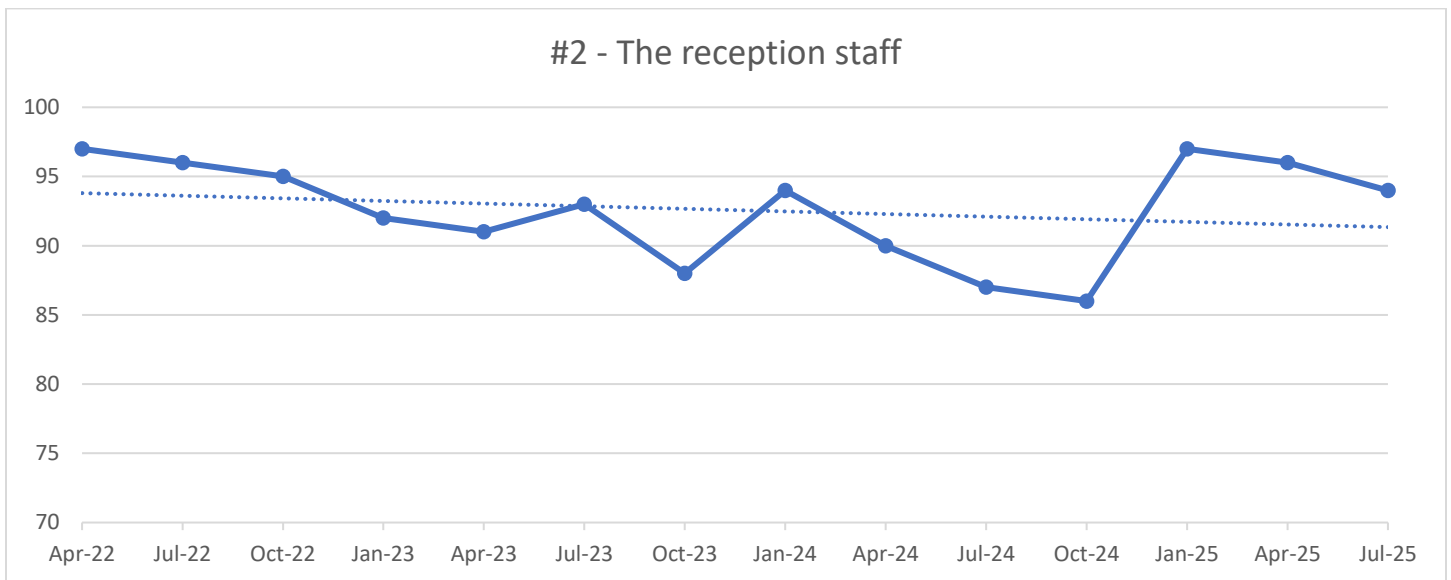
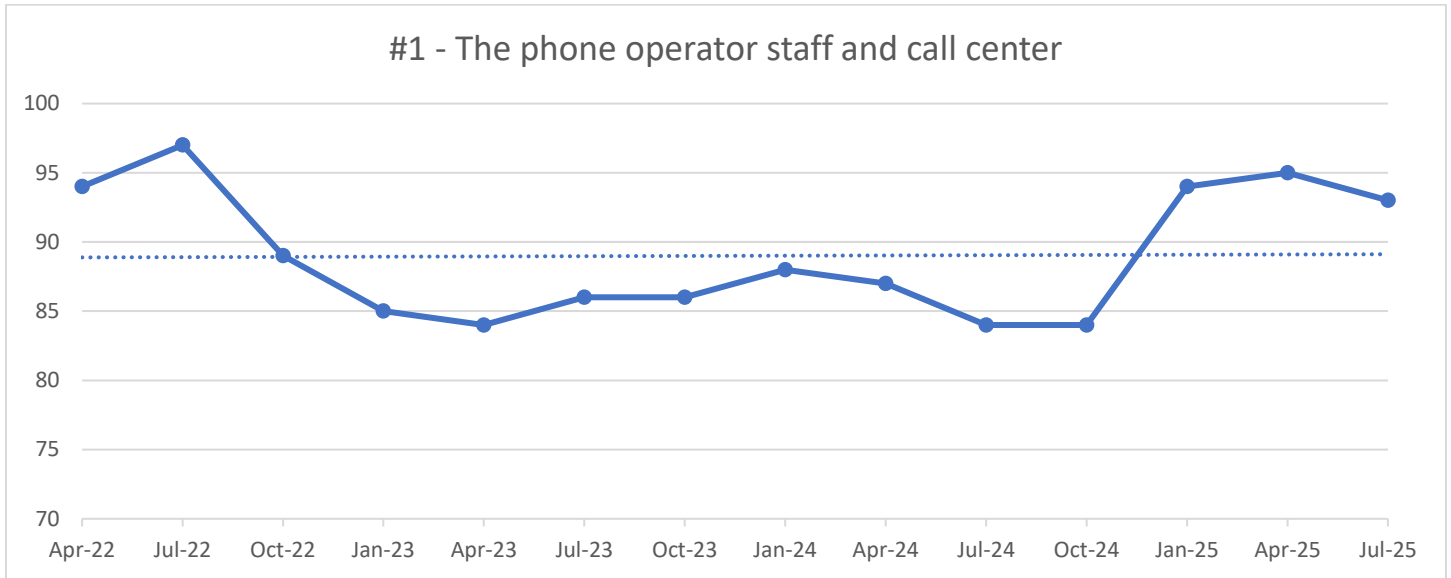
English

- Acevez: 8
- Fargotstein: 1
- Headley: 5
- Mathew: 15
- Mattes: 15
- Mendyuk: 27
- Perez: 30
- Sofowora: 14
- Zgorka: 45

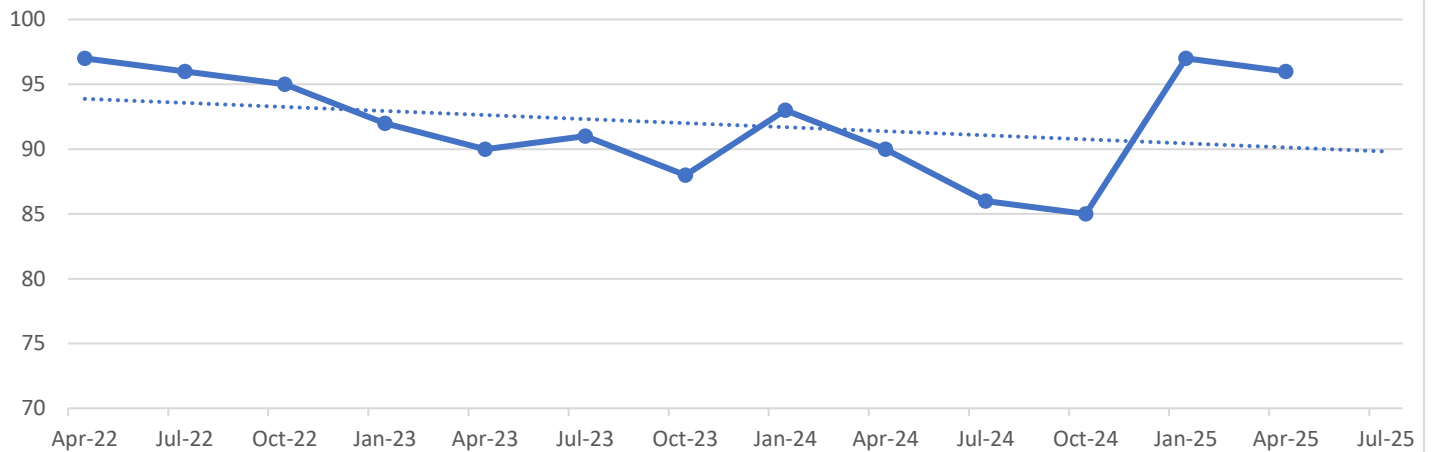
Spanish

- Acevez: 2
- Fargotstein: 2
- Headley: 1
- Mathew: 8
- Mattes: 16
- Mendyuk: 3
- Perez: 44
- Sofowora: 5
- Zgorka: 19

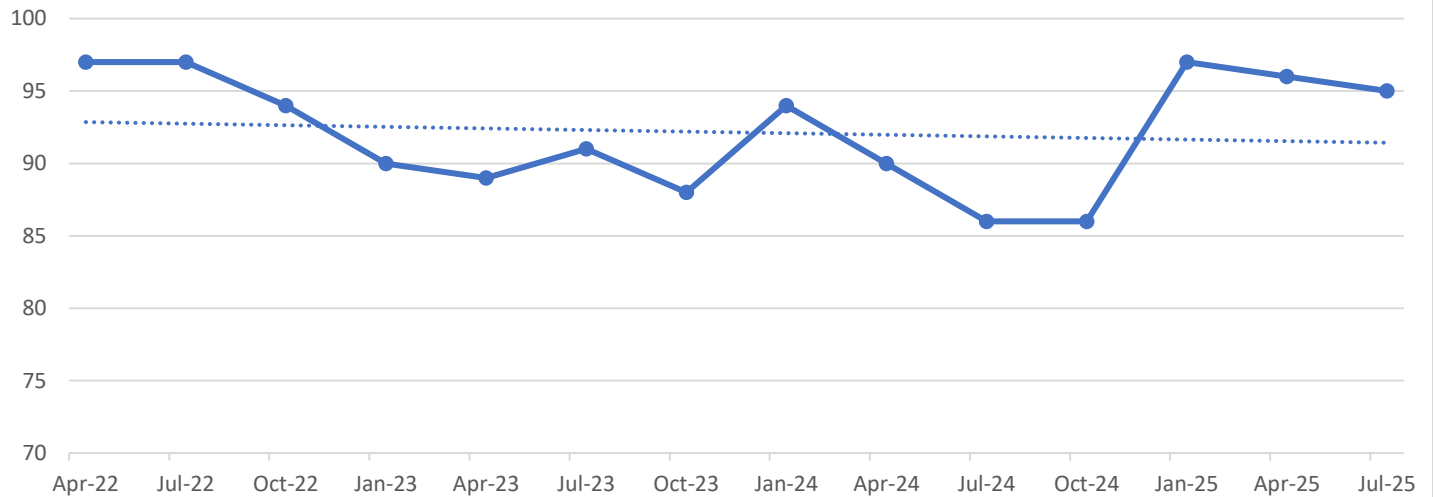
Individual Question Results with Trendlines



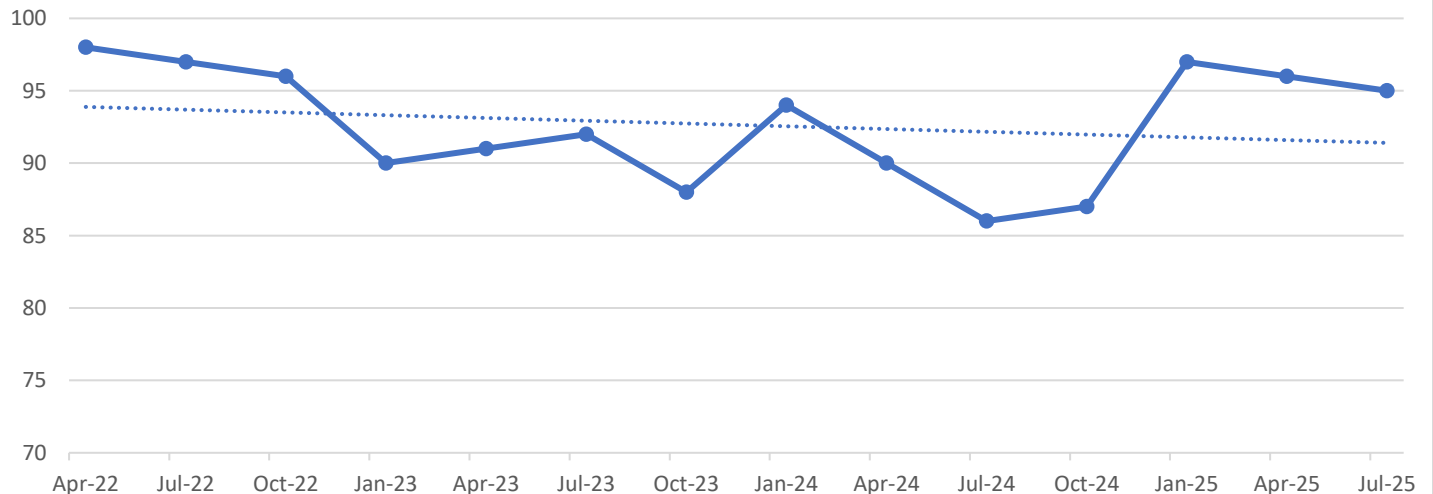
#4 - Education and explanation of plan provided in a way that I can understand



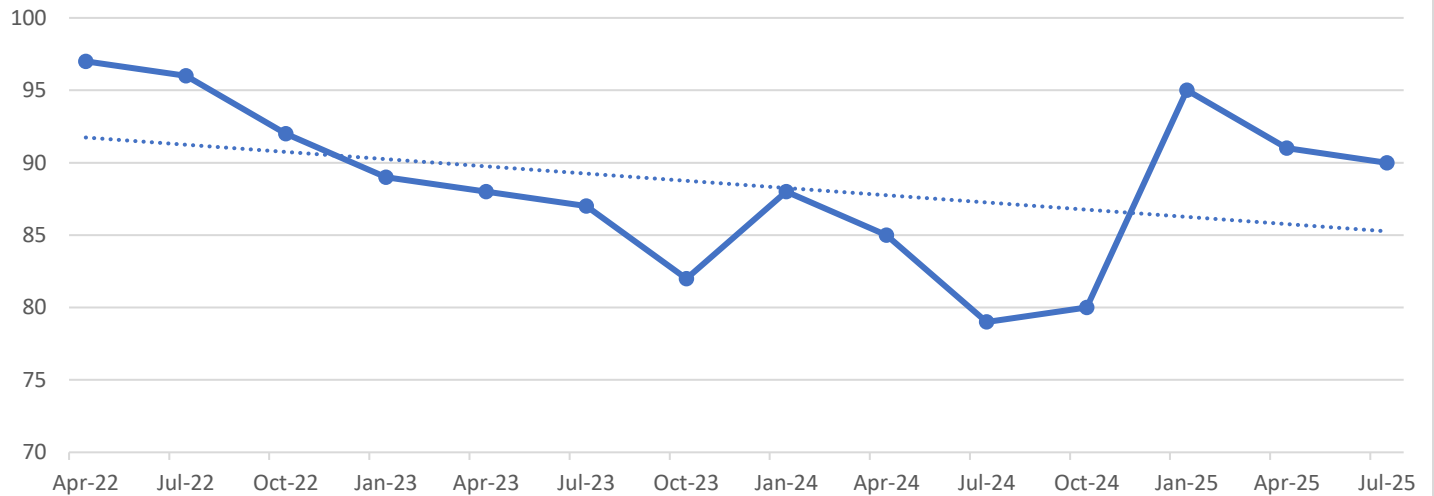
#5 - The follow-up and coordination of my care



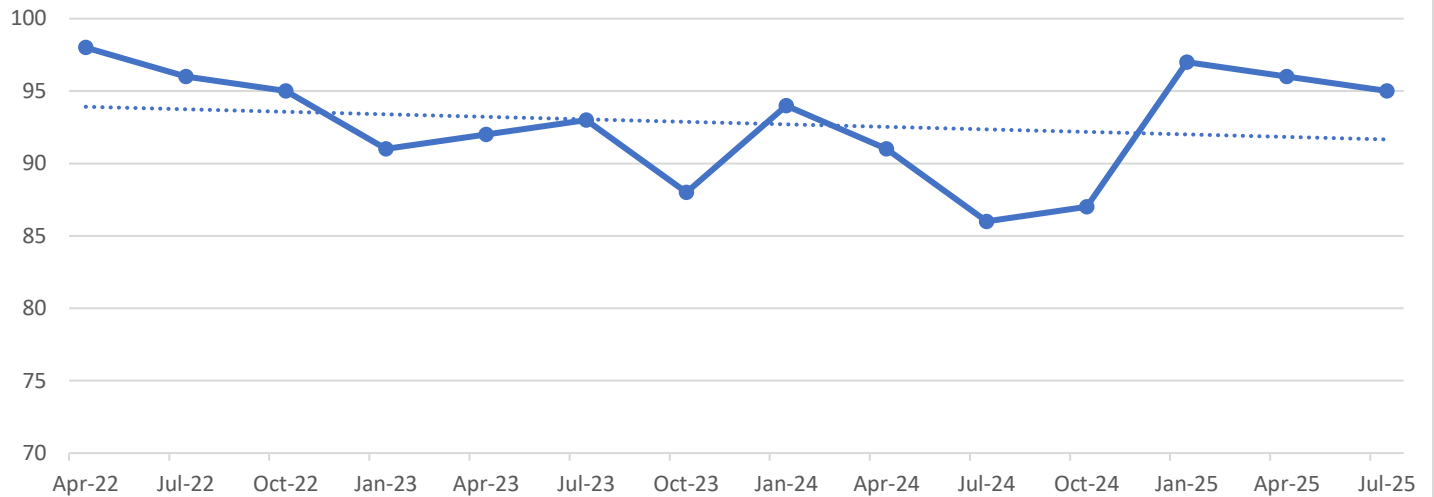
#6 - The staff addressing my medical needs today



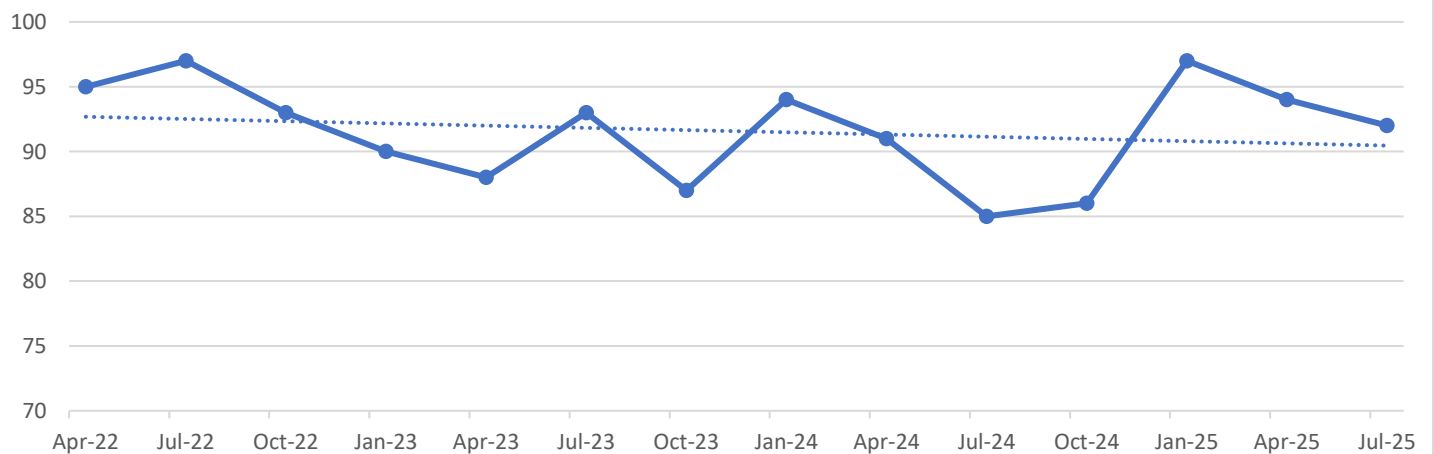
#7 - The time spent waiting



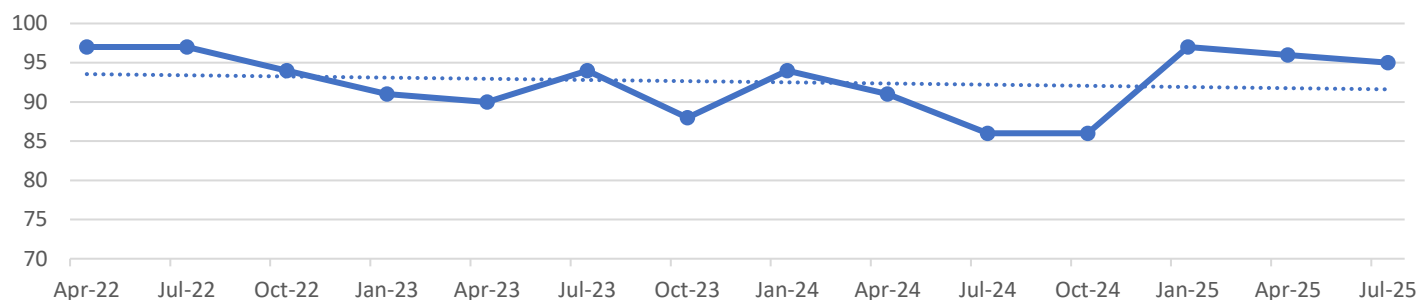
#8 - The respectfulness of staff



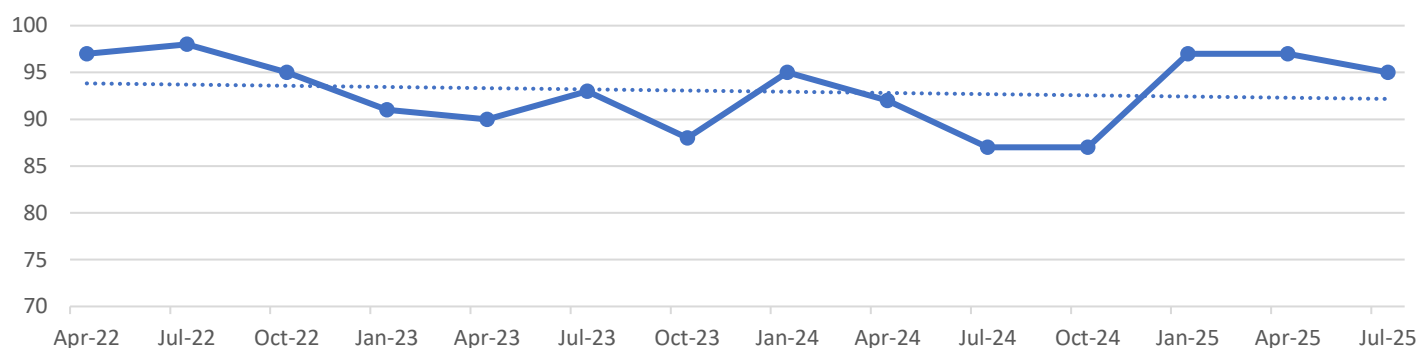
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



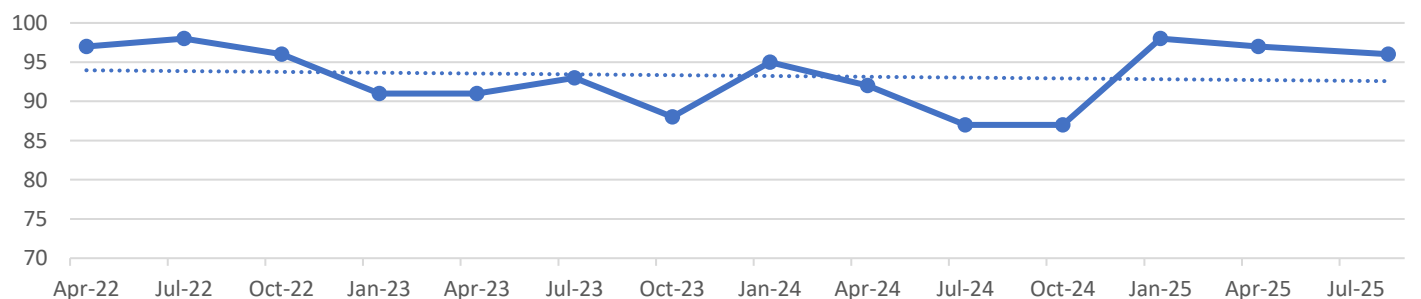
#10 - The handling of my personal medical information in a private and confidential manner



#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?

