

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

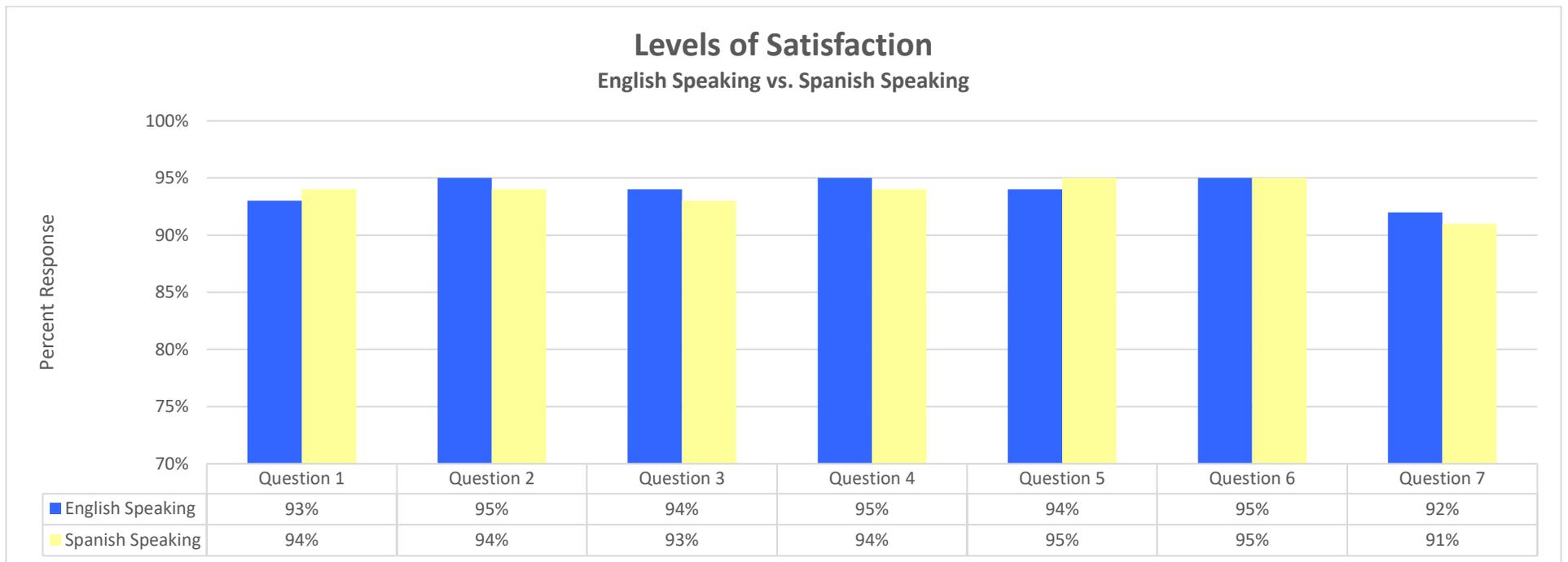
<b>135 E. Irving Park Rd., Streamwood – Survey Questions</b>	<b>Level of Satisfaction October 2025</b>	<b>Level of Satisfaction July 2025</b>	<b>Level of Satisfaction April 2025</b>	<b>Level of Satisfaction January 2025</b>
1. The phone operator staff and call center	93%	93%	92%	94%
2. The reception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

Total Greater Family Health Survey Question Responses	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025
1. The phone operator staff and call center	93%	93%	93%	93%
2. The reception staff	95%	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%	94%	94%	94%
5. The follow-up, coordination, and continuity of my care	94%	94%	94%	94%
6. The staff addressing my medical needs today	95%	95%	94%	95%
7. The time spent waiting	92%	91%	91%	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*	93%	93%	92%	93%
10. The handling of my personal medical information in a private and confidential	95%	94%	94%	94%
11. Your medical assistant	95%	95%	94%	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%	95%	94%	95%

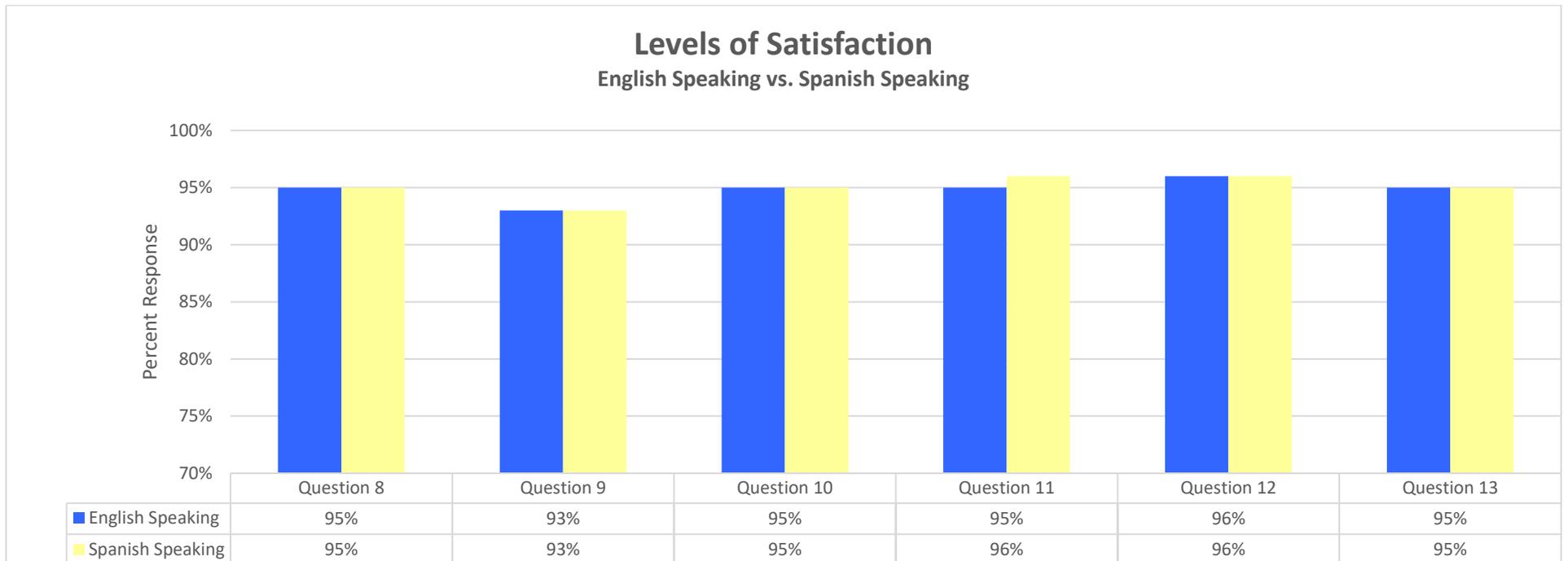
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	155 76%	279 78%	35 17%	54 15%	10 5%	16 5%	5 2%	5 1%	0	4 1%
2. The reception staff	168 81%	281 78%	28 14%	64 18%	9 4%	8 2%	2 1%	3 1%	0	3 1%
3. Receiving a timely appointment	161 79%	270 76%	30 15%	65 18%	8 4%	15 4%	5 3%	3 1%	0	4 1%
4. Education and explanation of plan provided in a way that I can understand	165 80%	278 78%	31 15%	60 17%	8 4%	12 3%	2 1%	2 1%	0	4 1%
5. The follow-up, coordination, and continuity of my care	162 79%	279 78%	31 15%	66 19%	10 5%	5 1%	1 1%	2 1%	1 1%	4 1%
6. The staff addressing my medical needs today	166 81%	292 82%	31 15%	54 15%	7 3%	6 2%	1 1%	1 1%	1 1%	5 1%
7. The time spent waiting	144 70%	250 71%	43 21%	71 20%	14 7%	20 6%	4 2%	8 2%	1 1%	5 1%



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	167 82%	292 83%	29 14%	49 14%	7 3%	8 2%	1 1%	2 1%	1 1%	3 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	153 76%	258 75%	30 15%	65 19%	16 8%	17 5%	1 1%	2 1%	1 1%	3 1%
10. The handling of personal medical info in a private and confidential manner	163 80%	292 82%	33 16%	51 14%	6 3%	8 2%	1 1%	2 1%	1 1%	3 1%
11. Your medical assistant	168 83%	304 85%	26 13%	41 12%	7 3%	6 2%	1 1%	1 1%	1 1%	4 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	177 86%	297 84%	19 9%	45 13%	8 4%	7 2%	1 1%	1 1%	1 1%	3 1%
13. Overall, how satisfied are you with the Health Center?	169 82%	296 84%	27 13%	46 13%	7 3%	5 1%	1 1%	2 1%	1 1%	5 1%



## **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: 42

N/A: 26

YES: 5

#### **Comments:**

1. "Great." (2)
2. "Excellent." "Excelente." (English response on a Spanish survey)
3. "Good experience."
4. "Thank you for making our baby experience amazing!" (Nettleton)
5. "My experience with Dr. Lorena is always amazing."
6. "Yes-very satisfied." (Layton)
7. "Good." (Tran)

#### **Spanish**

NO: 53

N/A: 5

YES: 8

#### **Comments:**

1. "Great." "Bien." (2)
2. "Excellent." "Excelente." (4)
3. "Perfect." "Perfecto." (Layton)
4. "Very great, they respond to me quickly." "Muy bien, me respondieron rápido." (Nettleton)
5. "No messages." "No mensajes." (White)
6. "Very great." "Muy buena." (2)
7. "The great attention and good work." "Un buen Asistencia y un buen laboral."
8. "Very satisfactory, thank you." "Muy satisfactoria, gracias."
9. "Very satisfied." "Muy satisfecho." (White)
10. "I have not left a message." "No he dejado mensaje." (Tran)
11. "Yes (it was very professional)." "Si (fue muy profesional)." (Layton)
12. "Regular." "Regular." (Carlton)
13. "Yes, waiting for a result, but it was yesterday at the end of the day." "Si, esperando respuesta, pero fue ayer a final del día." (Carlton)
14. "Satisfactory great attention." "Satisfactoria buena atencion." (Wenker)
15. "Yes, it was for a refill on a medication." "Si, fue para un relleno de una receta." (Tran)
16. "Very good, thank you." "Muy bien, gracias." (Wenker)

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

#### **English**

1. "N/A." (2)
2. "The care \$ doctors." (McComb)
3. "No comments." (2)
4. "Location." (2)
5. "The staff." (3)
6. "Communication." (Tran)
7. "Everything." (2)
8. "Fast appointment." (Tran)
9. "Satisfactory." (McComb)
10. "Everyone." (Carlton)
11. "Staff is so welcoming 😊." (Tran)

#### **Spanish**

1. "Satisfied." "Satisfecho." (Poggensee)
2. "N/A." "N/A." (3)
3. "Nothing." "Ninguno." (Carlton)
4. "Attention." "Atencion." (2)
5. "Everything." "Todo." (2)
6. "Everything is great." "Todo bien." (Wenker)
7. "How efficient they are." "Lo eficiente que son."
8. "That they speak Spanish." "Muy buen servicio." (McComb)

12. "Everyone is nice." (Aragones)
13. "Reception (so nice)." (McComb)
14. "Being able to speak with my doctor or nurse about my concerns in a friendly manner." (Tran)
15. "By providing more walk in appointments." (Wenker)
16. "The quick feedback and care." (McComb)
17. "The staff answer all my questions/concerns." (Nettleton)
18. "Front desk and check out girls are always so nice!" (McComb)
19. "Quick appointments, quality care." (Ali)
20. "The friendly staff." (Patel)
21. "Spanish speaking personnel." (Aragones)
22. "Nearby my house." (Ali)
23. "Speak Spanish."
24. "How well things are explained, doctor explains really well." (Wenker)
25. "Professionalism, care & kindness." (White)
26. "Support." (McComb)
27. "Quick & fast appointment." (Chaudhari)
28. "Women's health."
29. "Explanation about the baby growth." (Chaudhari)
30. "Different locations." (Poggensee)
31. "Kindness, listens." (Poggensee)
32. "The staff is incredibly and patient!"
33. "Always great service."
34. "Dr. was asome." (Tran)
35. "Yes, very." (Chaudhari)
36. "All."
37. "Greater yes." (White)
38. "The attention." "La atencion." (Spanish response on an English survey)
39. "Walk in appointment." (Ali)
40. "The help I got today from all staff was wonderful." (Tran)
41. "Great staff and helpful personal."
42. "My Dr. Aragones." (Aragones)
43. "Friendly & helpful."
44. "Whole visit." (Carlton0)
45. "Great patient care." (Wenker)
46. "Affordable care." (2)
47. "The helpfulness of staff." (Nettleton)
48. "Location, my doctor." (Carlton)
49. "Everyone helping out & being kind." (White)
50. "Wait time needs improvement." (McComb)
51. "Appointment availability." (Nettleton)
52. "The efficiency." (Poggensee)
53. "Time, + staff." (White)
54. "Friendly doctors and rest of staff."
55. "Dr. Aragones." (Aragones)
56. "Appt reminder." (Carlton)
57. "All is very helpful." (White)
9. "The communication." "La comonucacion." (Chaudhari)
10. "Ease and clarity in the process." "Facilidad y claridad en el proceso." (Nettleton)
11. "The attention and the human quality." "Su atencion y la calidad humana."
12. "To take control of my prenatal care in a secure form and very satisfied with the attention." "A llevar mi control prenatal de forma Segura y muy satisfecha con la atencion." (Nettleton)
13. "They are very kind the ladies at the front." "Son muy amables las chicas de enfrente." (Poggensee)
14. "The service is very professional." "El servicio muy profesional."
15. "They pay very good attention to me." "Me ponen muy bien atencion." (Tran)
16. "Their quickness, efficiency, and professionalism." "Su rapidez, eficiencia, y profesionalismo." (Wenker)
17. "A great service at a low cost." "Un buen servicio a bajo costo." (Tran)
18. "Great service from the assistants." "Buen servicio de la asistentes." (Ali)
19. "It is very efficient." "Es muy eficiente."
20. "That they tend to me quickly." "Me atienden pronto."
21. "Great attention." "Buena atencion."
22. "The care for my health." "El Cuidado de mi salud."
23. "They tend to very well." "Atienden super bien." (Chaudhari)
24. "The service." "El servicio." (2)
25. "With my health." "Mi salud."
26. "Maintaining my health in a good state." "Mantener mi salud en buen estado."
27. "With my medical appointments and orientation with the doctor's." "Con mis citas medicas y orientacion con doctores."
28. "It helps me have better health and how to take care of it." "Me ayuda a tener salud y a como cuidarla."
29. "The attetion is what helps me the most, their cost is accessible as well." "La atencion es lo que mas me ayuda, su costo accesible tambien." (Tran)
30. "To care for my health and gain interest in improving it." "A cuidar mi salud e interesarse en mejorarla." (Aragones)
31. "I adore my consults and medicine." "Adoro mis consultas y medicina."
32. "The humanity and the respect with which they treat their patients." "La humanidad y el respeto con el que tratan a sus pacientes."

58. "Friendly continence, affordable, fast service." (Layton)
59. "Everybody is helpful, and some exceed expectations." (Carlton)
60. "The staff & the dr's timing in labs/tests." (Chaudhari)
61. "The medical attention to details, the staff and the environment." (Nettleton)
62. "Easy access to appointments." (Carlton)
63. "Compassion and understanding of my health needs." (White)
33. "The explanations they provide." "Las explicaciones que dan."
34. "Care, privacy, accessible timely appointments." "Cuidado, privacidad, cita accesible pronto."
35. "They are kind and always find a solution." "Son amables y siempre buscan solucion." (White)
36. "The people that worked today are very kind." "Las personas que trabajaron hoy son muy amables." (White)
37. "That they speak Spanish and I can communicate with the doctor better." "Que hablan Espanol y me puedo comunicar mejor con el Doctor." (Poggensee)
38. "Everything seems fine to me." "Todo me parese muy bien." (Aragones)
39. "For me everything is great." "Para mi todo bien."
40. "Everything relating to my health." "Todo lo relacionado con mi salud." (Aragones)
41. "They explain what I need to know and it is accessible with the prices." "Ellos explican lo que necesito saber y es accesible con los precios." (Aragones)
42. "Walking services, they have taken care of my thyroid for many years; I am very grateful for their service." "Walking services, me han cuidado por muchos años mi tarodies, muy agradecida por su servicio."
43. "The personnel and the location are excellent." "Su personal y la ubicación es excelente."
44. "Practitioners/nurses that speak Spanish." "Medicos/enfermeras que hablan español." (White)
45. "Excellent service." "Excelente servicio." (Nettleton)
46. "It is very efficient." "Es muy eficiente." (Tran)
47. "With the appointment and everything." "En las citas y todo." (Wenker)
48. "Quick appointments." "Citas rápidas." (Tran)
49. "Communication and support." "Comunicación y suport." (Layton)
50. "The attention received is great." "La atencion recibida es buena." (Tran)
51. "The service they provide 100%." "El servicio que brindan 100%." (Wenker)
52. "That they are kind." "Que son amables." (Carlton)
53. "Yes, very." "Si mucho."
54. "Their excellent availability in their treatment and I adore the work from the social workers." "Su exelente disponibilidad en el trato y adoro el trabajo de las trabajadoras sociales." (Chaudhari)

55. "It is close to my home great attention and good personnel." "Esta cerca de mi casa buena atención y buen personal." (Carlton)
56. "They are very helpful with everything." (English response on a Spanish survey)
57. "Ease of attention." "Facilidad de atención."
58. "Everything is good with the attention." "Todo bien con la atención." (Nettleton)
59. "They are informing me with the state of my baby's health and it is close to home." "Me esta informando como esta mi bebe y me queda mas cerca de la casa." (Nettleton)
60. "Taking care of my health!" "Cuidar de mi salud!" (Aragones)
61. "The experience that they offer." "La experiencia que tienen." (McComb)
62. "Their quick and easy attention." "Su rapida y facil atención." (Layton)
63. "Efficient attention." "Atencion eficiente."
64. "it helps me with the care for my health." "Me ayudan con el cuidado de mi salud." (White)
65. "Knowing my state of health and also my baby's." "A saber mi estado de salud y de mi bebe." (Nettleton)
66. "Quick attention at reception." "Atencion en recepcion rapida." (Nettleton)
67. "The appointment reminders." "Los recordatorios de la cita." (Carlton)
68. "I mentioned it in the aforementioned page and the cost of the visit." "Lo mencionado en la pagina anterior y el costo de la visita." (Carlton)
69. "The immediate attention to tend to patients." "Lo immediate para atender a un paciente." (McComb)
70. "The ease of obtaining quick appointments." "La facilidad de obtener citas rápido." (Layton)
71. "How quick they tend to and the kindness." "Lo rapido que atienden y la amabilidad."
72. "Timely appointments and great doctors." "Citas prontos y buenos doctores." (Tran)
73. "Receiving reasonable timely appointments." "Recibir citas en tiempo razonable." (Layton)
74. "Their attention is very good, it has worked." "Su atencion es muy buena, ha funcionado." (Carlton)
75. "The quickness in which they tend to you, the professionalism, and respect towards the patient." "La repidez con la que te atienden el profesionalismo y respeto al paciente." (White)
76. "Patience, kindness." "Paciencia, amabilidad." (Poggensee)

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

1. "N/A." (19)
2. "All."
3. "Nothing." (2)
4. "No comments." (2)
5. "All is great as is." (McComb)
6. "By providing more walking appointment." (Wenker)
7. "Perfect." (Nettleton)
8. "None." (McComb)
9. "Nice dr. great service, friendly staff." (Ali)
10. "Everything is good." (2)
11. "Everything is great." (2)
12. "Waiting time might be." (Ali)
13. "Everything looks good."
14. "No comment; great service overall." (Wenker)
15. "Professionalism, care & kindness." (White)
16. "Support." (McComb)
17. "Quick & fast appointment." (Chaudhari)
18. "Always great service."
19. "Nice dr great service, friendly staff." (Ali)
20. "Very satisfied." (Aragones)
21. "All good." (Carlton)
22. "No need." (Nettleton)
23. "Referral wait times." (Carlton)
24. "Wait time needs improvement." (McComb)
25. "Keep up the good work."
26. "I'm very satisfied." (Layton)
27. "Things are good the way they are." (Carlton)
28. "Continue to listen to the need of the person." (White)
29. "Have more OB Doctors in this Streamwood location so we can all get appointments in a timely manner."
30. "Everything seems fine." (Tran)
31. "Get more staff like you have now." (Aragones)

**Spanish**

1. "Everything is excellent." "Todo exelente." (2)
2. "Everything is great." "Todo bien." (5)
3. "Everything is great." "Todo esta bien." (5)
4. "Everything." "Todo."
5. "Everything is very great." "Todo muy bien." (Layton)
6. "For me, everything is great." "Para mi, esta bien." (2)
7. "Everything seems fine to me." "Me parece todo bien." (Carlton)
8. "To be kind." "Ser amable." (Poggensee)
9. "I think that the dental services need attention." "Creo que el servicio dental necesita atención." (Tran)
10. "N/A." (8)
11. "No comment." "Sin comentarios."
12. "Congratulations!!" "Felicidades!!"
13. "It is great." "Es bueno."
14. "I think it is excellent." "Creo es excelente." (White)
15. "Very good service." "Muy buen servicio." (McComb)
16. "Great, the entire personnel and service." "Bien todo el personal y servicio."
17. "It seems perfect to me how it is." "Me parece perfecto como esta." (Aragones)
18. "Having more available appointments." "Tener mas citas disponible." (White)
19. "Be aware of people's appointments and don't leave them waiting for hours." "Estar al pendiente de la cita de las personas y no dejar esperar por horas."
20. "Everything seems to be very great." "Todo me parece que esta muy bien."
21. "Thank you 😊." "Gracias 😊."
22. "I do not know." "Nose."
23. "Nothing, everything is very great." "Nada todo muy bien." (McComb)
24. "It is great how it is." "A si esta bien." (3)
25. "Continue to work the way you have been." "Sigan trabajando como lo vienen haciendo." (Chaudhari)
26. "The time spent waiting is too long. They have you seated for an hour and have you wait more than 45 minutes." "El tiempo de espera es mucho te ciantan una hora y hacen esperar mas de 45 minutos." (Carlton)
27. "They returned the call when they had doubts." "Regresaron las llamadas cuando se tiene dudas." (Carlton)
28. "Excellent service." "Excelente servicio." (Wenker)

29. "For now, everything is very great." "Asta hora todo esta muy bien." (Wenker)
30. "In my opinion there is great service." "En mi opinion hay buen servicio." (Tran)
31. "To continue like this, do not change." "Que sigan asi, que no cambien." (Wenker)
32. "Wait less." "Durar menos la espera." (Carlton)
33. "No suggestions." "Ninguna sugerencia." (Nettleton)
34. "On my part, everything is great." "Por mi parte esta bien." (Nettleton)
35. "Having more available appointments (Not so far way)." "Tener mas citas disponibles (no tan lejanas)." (Nettleton)
36. "The service is excellent." "El servicio es exelente." (Carlton)
37. "With this type of survey, any failure can be evaluated." "Con este tipo de encuestas se puede evaluar cualquier falla." (McComb)
38. "Do not have us wait too long in the consutation." "No hacer esperar mucho tiempo en el consultorio." (Layton)
39. "Contine how it is." "Seguir como estan." (Layton)
40. "In general it is a great service." "En lo general es un buen servicio." (Layton)

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

**English**

- YES: 130
- NO: 0

**Spanish**

- YES: 160
- NO: 0

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

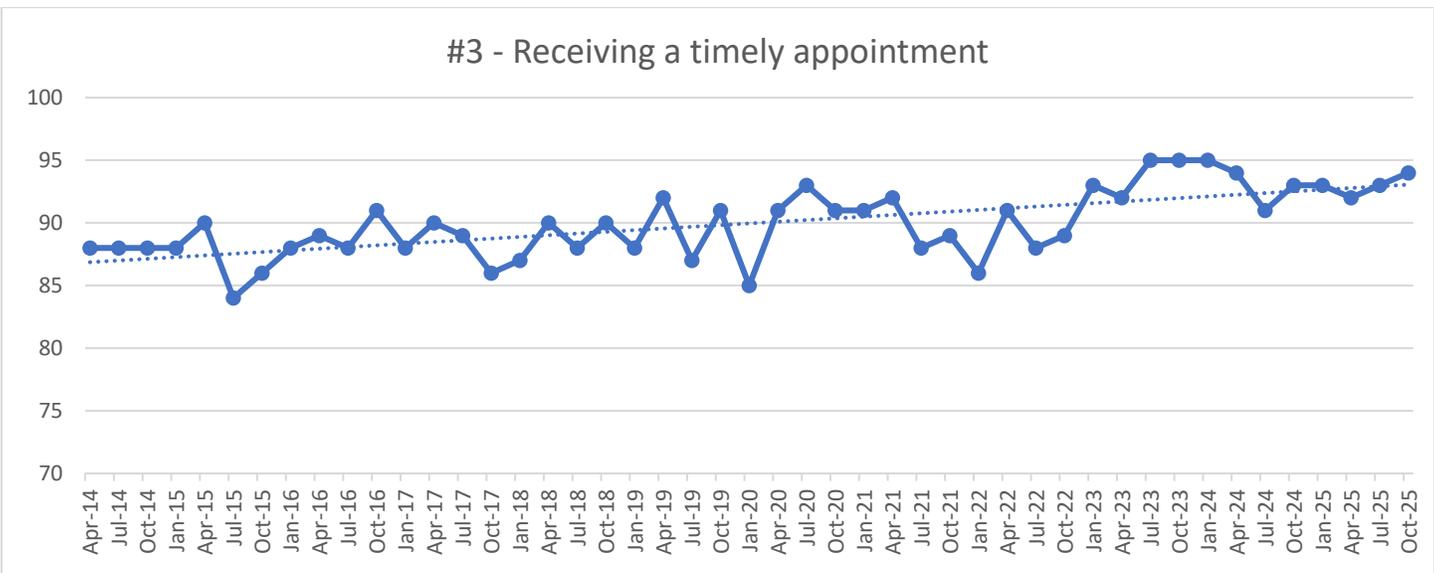
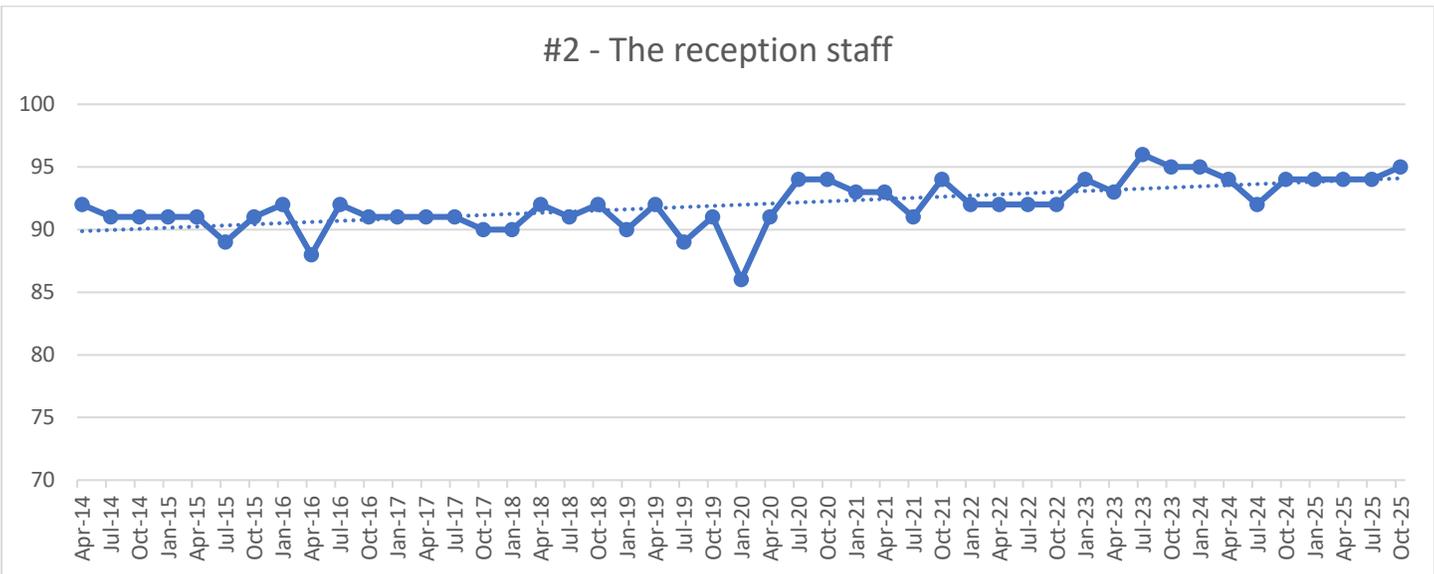
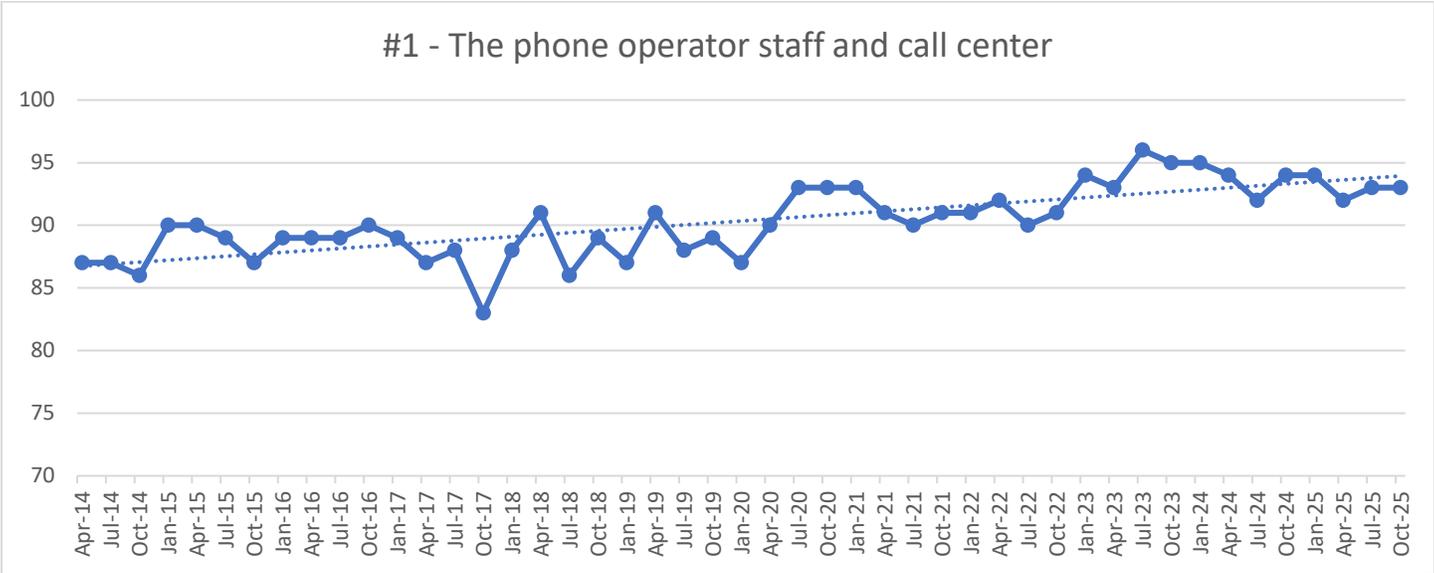
**English**

- Ali: 22
- Aragonese: 6
- Carlton: 2
- Chaudhari: 14
- McComb: 16
- Nettleton: 3
- Poggensee: 10
- Tran: 6
- Wenker: 11
- White: 7

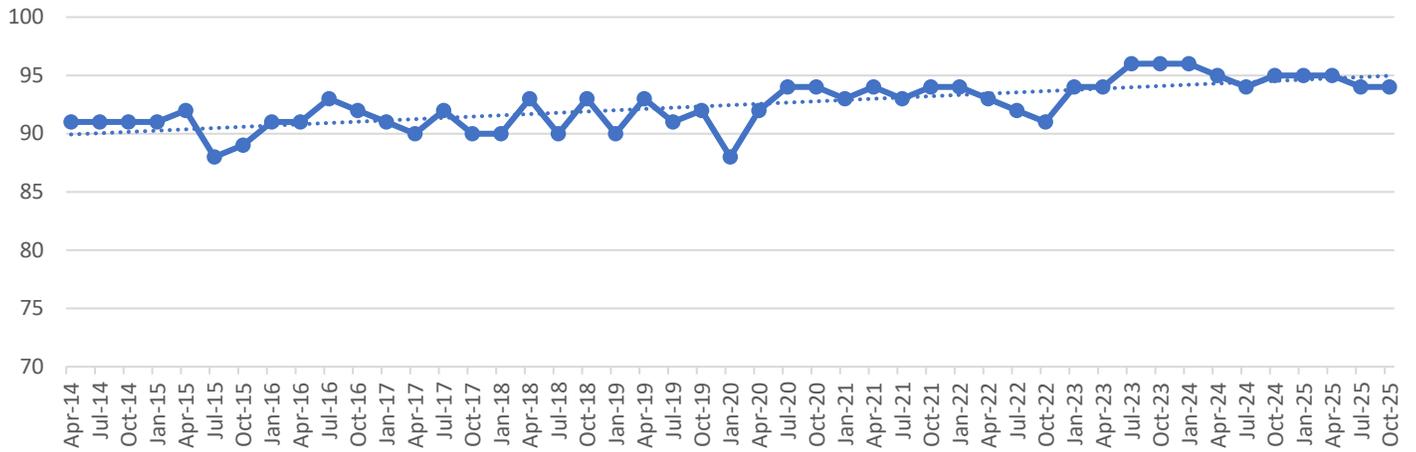
**Spanish**

- Ali: 26
- Aragonese: 19
- Carlton: 16
- Chaudhari: 25
- Layton: 6
- McComb: 36
- Nettleton: 16
- Poggensee: 33
- Shah: 1
- Tran: 27
- Wenker: 30
- White: 19

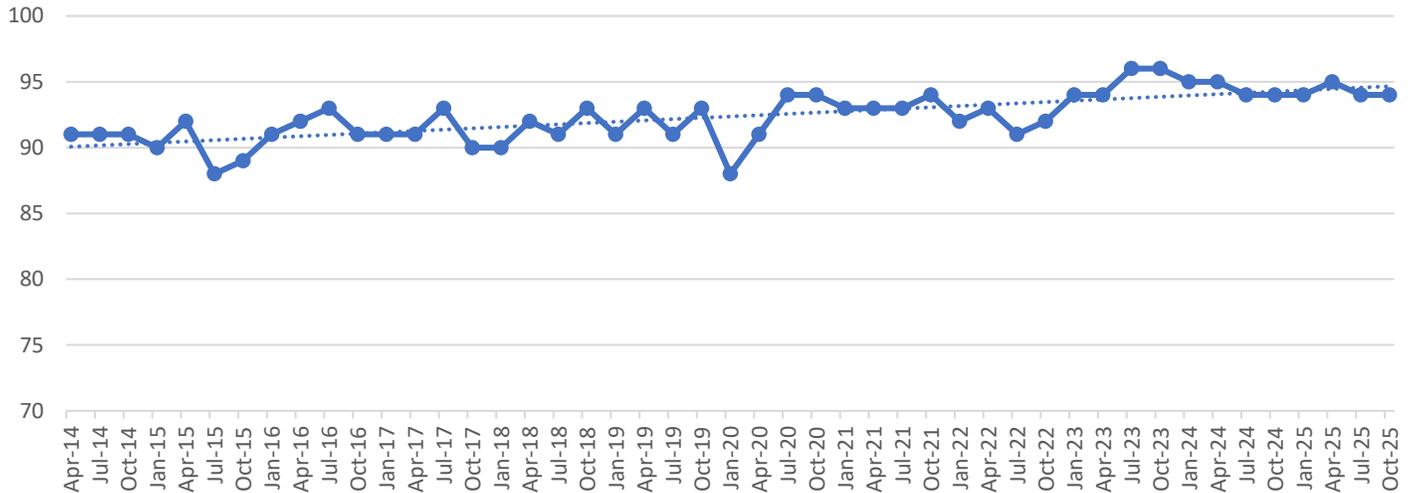
# Individual Question Results with Trendlines



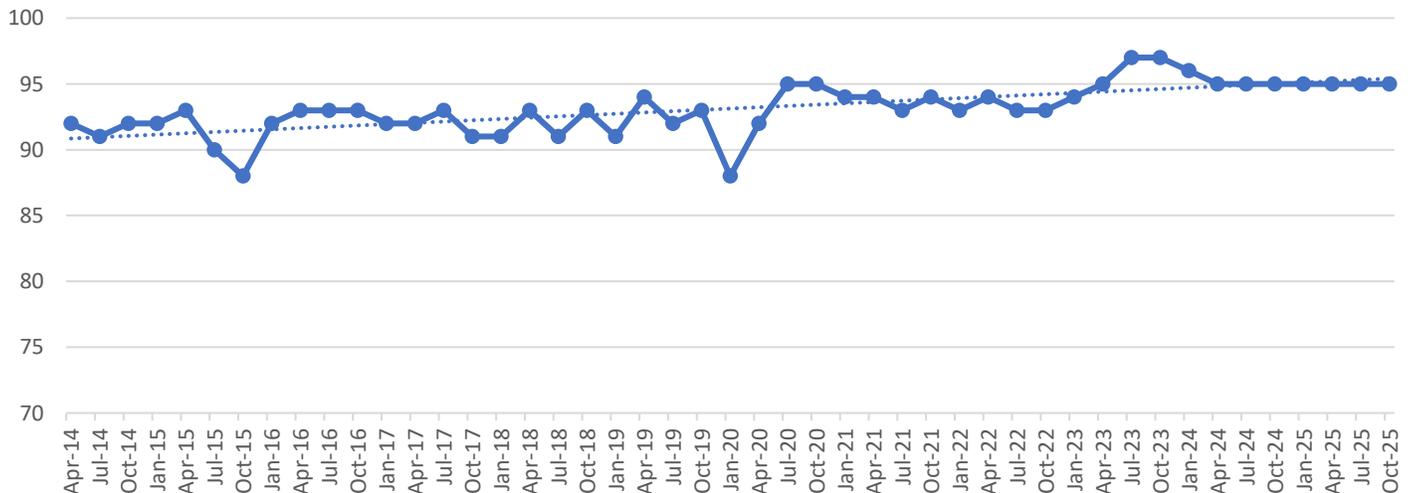
### #4 - Education and explanation of plan provided in a way that I can understand



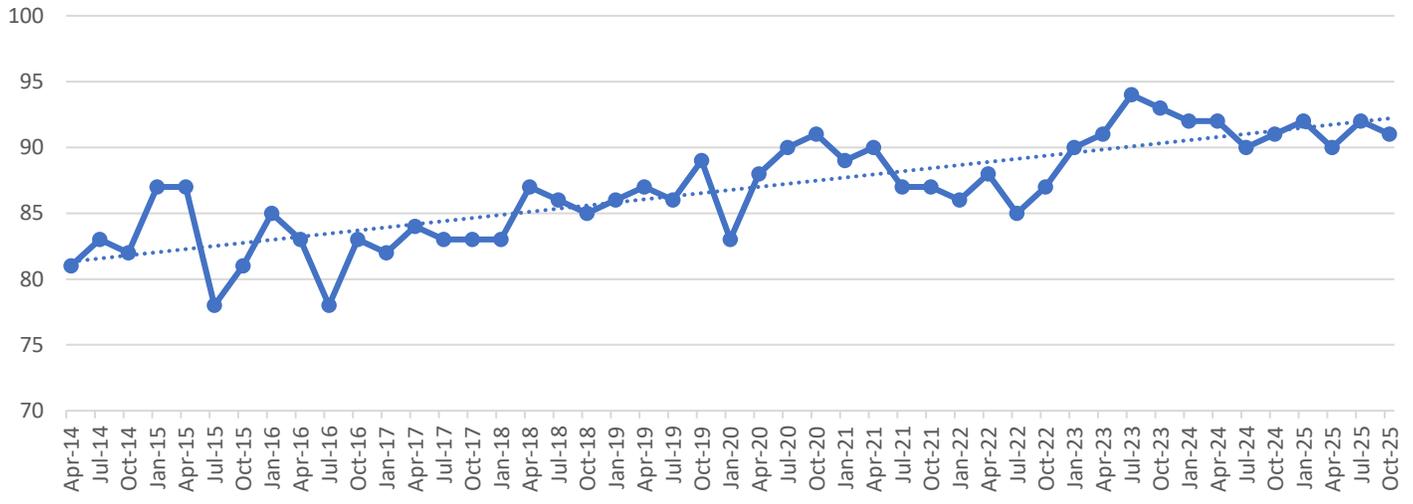
### #5 - The follow-up, coordination, and continuity of my care



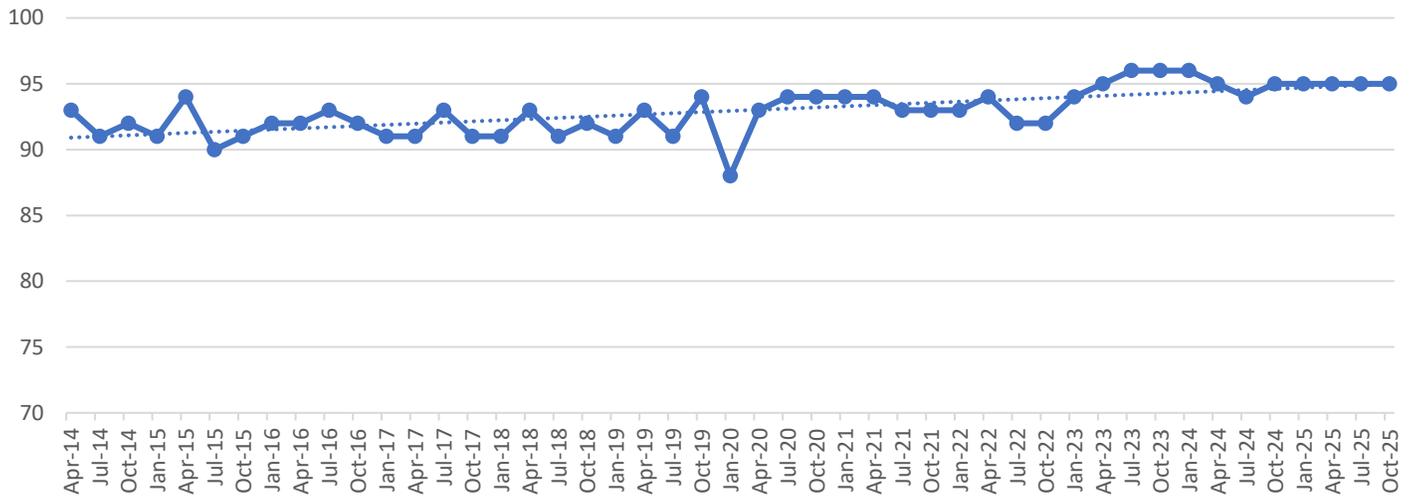
### #6 - The staff addressing my medical needs today



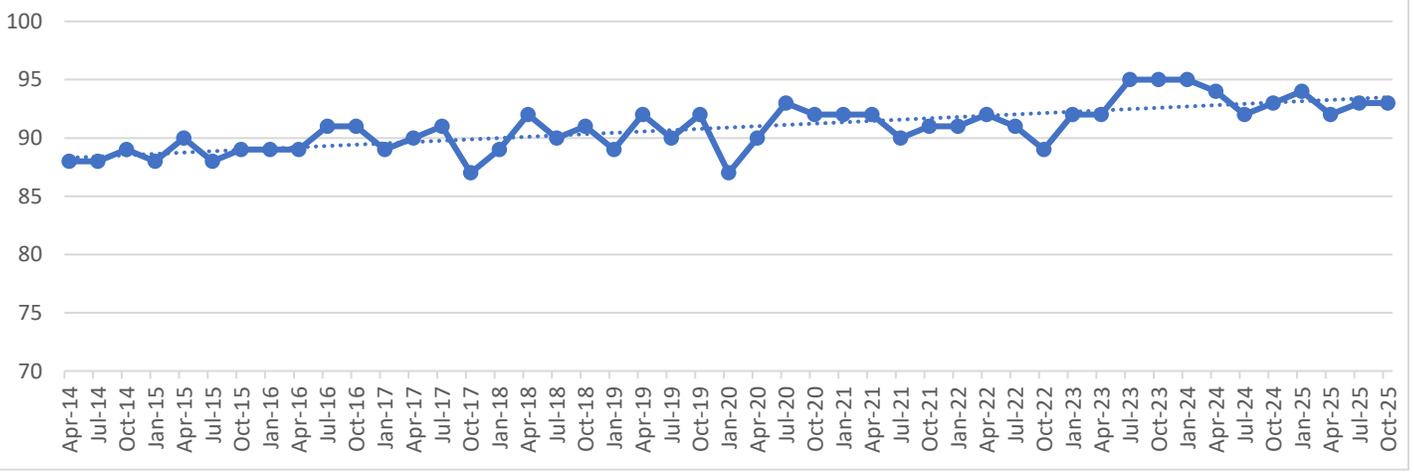
### #7 - The time spent waiting



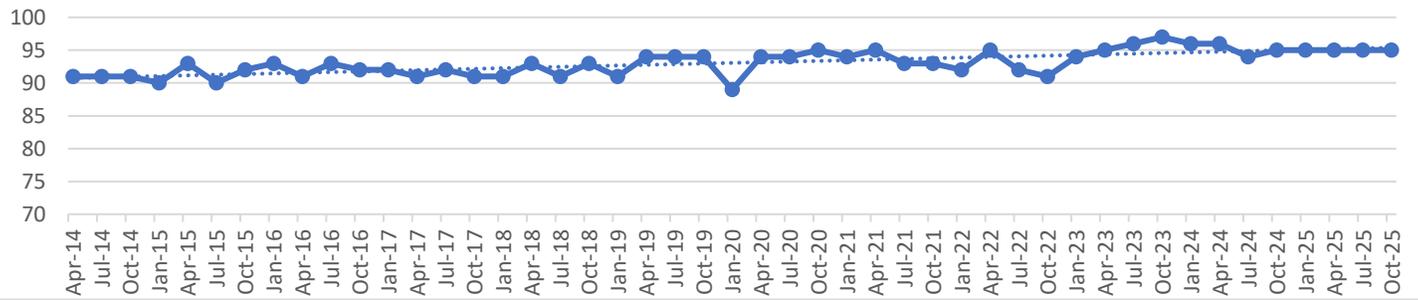
### #8 - The respectfulness of staff



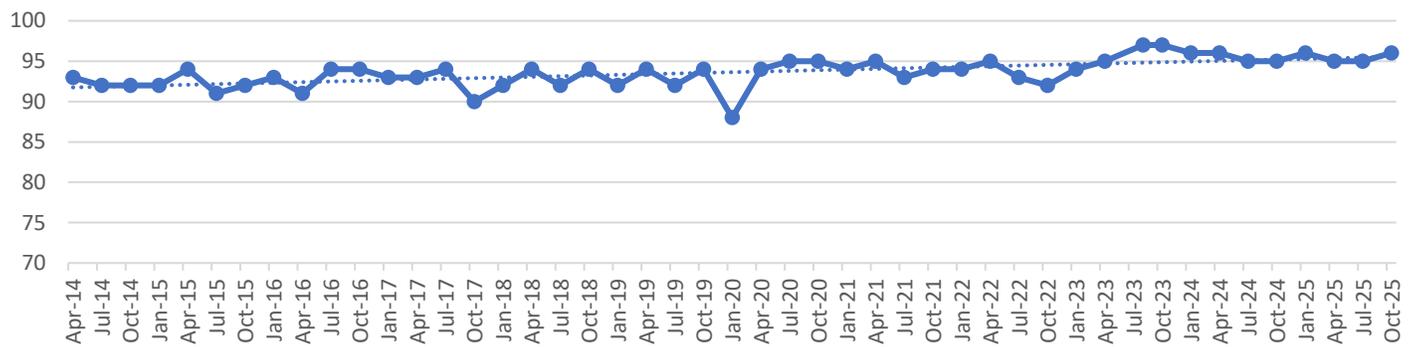
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



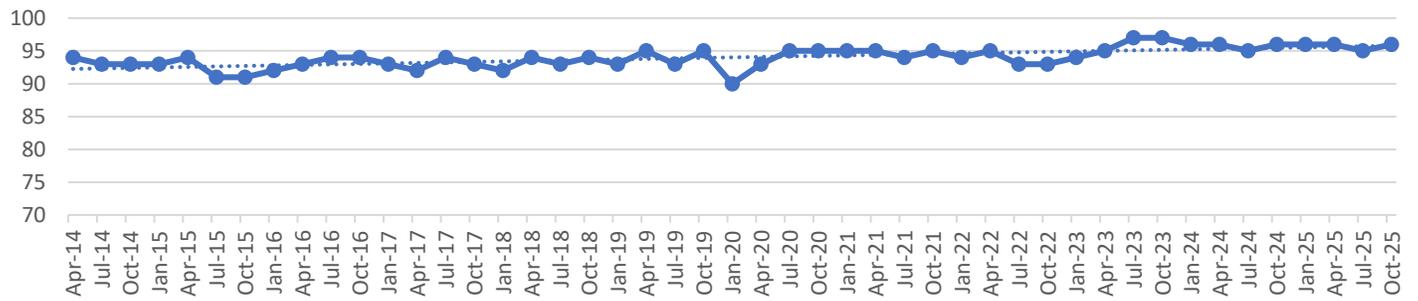
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

