

Patient Satisfaction Survey 1515 E. Lake St., Suite 202, Hanover Park 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 93% to 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

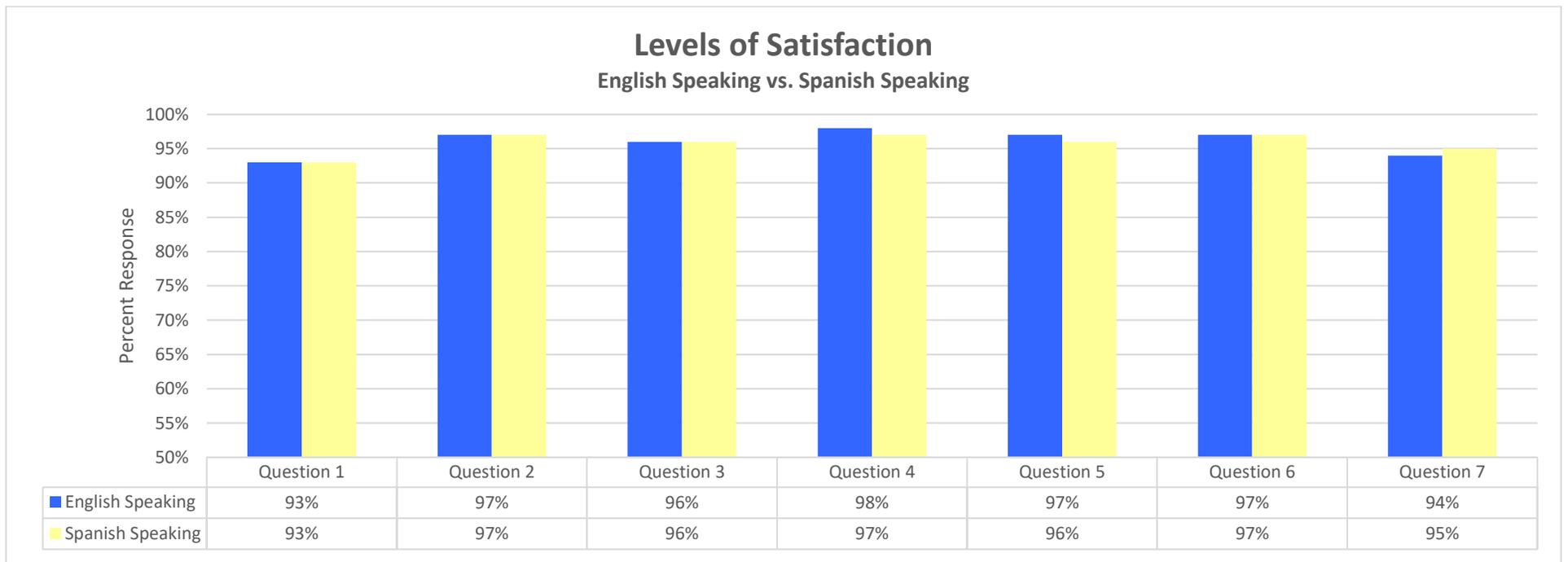
1515 E. Lake St., Suite 202, Hanover Park- Survey Questions	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025
1. The phone operator staff and call center	93%	87%	96%	97%
2. The reception staff	97%	96%	96%	99%
3. Receiving a timely appointment	96%	93%	96%	98%
4. Education and explanation of plan provided in a way that I can understand	97%	97%	97%	98%
5. The follow-up, coordination, and continuity of my care	97%	96%	97%	98%
6. The staff addressing my medical needs today	97%	96%	97%	99%
7. The time spent waiting	94%	92%	96%	97%
8. The respectfulness of staff	98%	97%	96%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	93%	95%	97%
10. The handling of my personal medical information in a private and confidential	98%	96%	96%	98%
11. Your medical assistant	98%	97%	96%	99%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	98%	96%	97%	99%
13. Overall, how satisfied are you with the Health Center?	98%	96%	97%	99%

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%

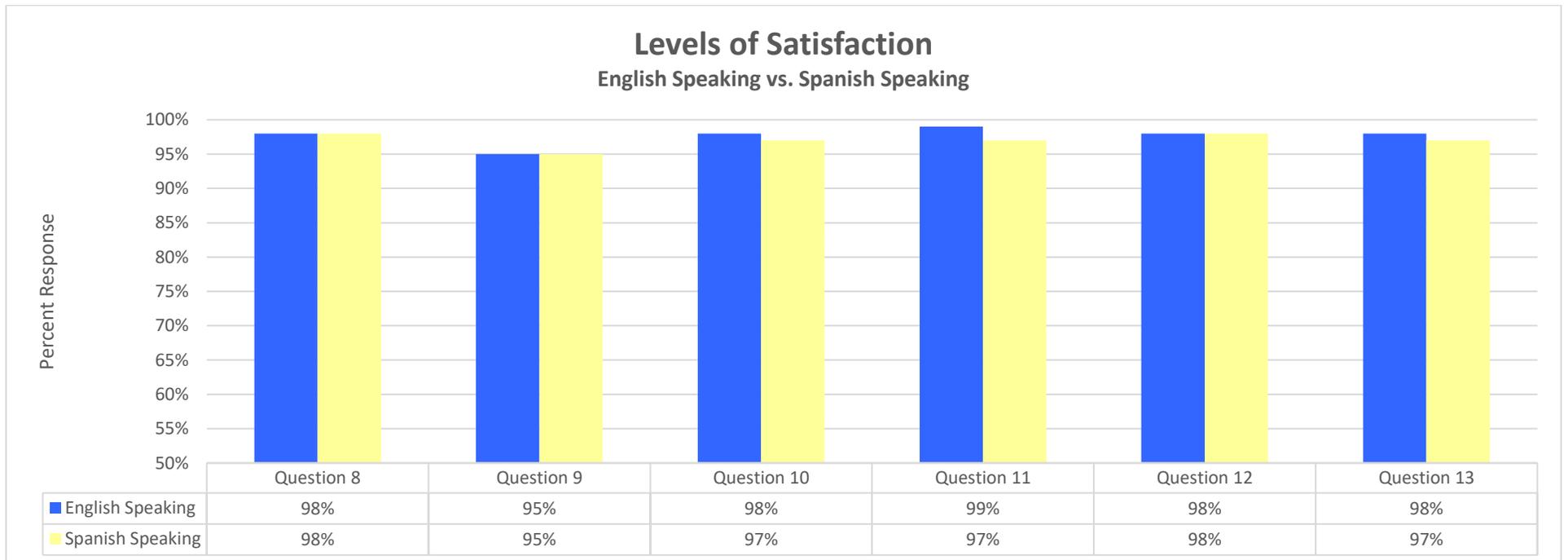
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	71 83%	38 79%	8 9%	7 15%	3 4%	1 2%	1 1%	1 2%	3 4%	1 2%
2. The reception staff	77 89%	43 90%	8 9%	4 8%	1 1%	0	0	0	1 1%	1 2%
3. Receiving a timely appointment	73 86%	41 85%	9 11%	6 13%	1 1%	0	1 1%	0	1 1%	1 2%
4. Education and explanation of plan provided in a way that I can understand	79 92%	42 89%	6 7%	4 9%	0	0	0	0	1 1%	1 2%
5. The follow-up, coordination, and continuity of my care	75 87%	43 90%	10 12%	3 6%	0	1 2%	0	0	1 1%	1 2%
6. The staff addressing my medical needs today	78 90%	43 90%	8 9%	4 8%	0	0	0	0	1 1%	1 2%
7. The time spent waiting	71 82%	39 81%	10 12%	7 15%	3 3%	1 2%	2 2%	0	1 1%	1 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	81 94%	46 96%	4 5%	1 2%	0	0	0	0	1 1%	1 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	65 84%	37 86%	5 7%	4 9%	6 8%	1 2%	0	0	1 1%	1 2%
10. The handling of personal medical info in a private and confidential manner	77 92%	44 94%	6 7%	2 4%	1 1%	0	0	0	0	1 2%
11. Your medical assistant	81 94%	44 94%	5 6%	2 4%	0	0	0	0	0	1 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	82 95%	45 94%	3 4%	2 4%	0	0	0	0	1 1%	1 2%
13. Overall, how satisfied are you with the Health Center?	79 92%	44 94%	6 7%	2 4%	0	0	0	0	1 1%	1 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: 18

N/A: 11

YES: 4

Comments:

1. "No, all calls were picked up." (Layton)
2. "Great experience every time I come here." (Ali)
3. "Yes, called back with info needed." (Layton)
4. "I have not." (Patel, N)
5. "Thank you." (Layton)
6. "All good." (Aragones)
7. "No message left." (Finnander)

Spanish

NO: 9

N/A: 0

YES: 8

Comments:

1. "Yes, very great." "Si, muy bien." (Ali)
2. "Scheduling an appointment." "Agendar una cita." (Ali)
3. "Very great!" "Muy bien!"
4. "Very good." "Muy buena." (Aragones)
5. "Very satisfied with the service." "Muy satisfecho del servicio."
6. "Excellent responses to my questions." "Excelente respuestas a mis preguntas." (Aragones)
7. "Yes, great they returned my call and they answered all of my concerns." "Si bien me regresaron la llamada y contestaron todas mis inquietudes." (Patel, Neelam)
8. "Great, it was for an appointment reminder." "Bien fue para recordatorio de cita."

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

English

1. "Rescheduling the appointment." (Ali)
2. "Simply the best."
3. "N/A." (2)
4. "Treated with care." (Ali)
5. "Flexible appointments." (Ali)
6. "The helpfulness and attention from staff and providers." (Layton)
7. "The staff." (7)
8. "Neelam Patel." (Patel, N)
9. "Staff was great." (Carlton)
10. "Affordable." (Patel, N.)
11. "Continue as is." (Aragones)
12. "Access." (Patel, N)
13. "Good."
14. "Provider and staff." (Patel, N)
15. "Working all good together." (Layton)
16. "All good." (Aragones)
17. "That you're here!" (Finnander)
18. "The staff, very helpful." (Aragones)
19. "Everyone being nice and welcoming." (Patel, N)
20. "The fact that they work with my income & provide great care." (Patel)

Spanish

1. "Medical exam." "Revision medica." (Ali)
2. "Tending to my medical health necessities." "Atender mis necesidades de salud medico." (Layton)
3. "The help with the language and the service." "La ayuda con el lenguaje y el servicio." (Ali)
4. "The kindness from the entire personnel." "La amabilidad de todo el personal."
5. "Service." "Servicio." (Aragones)
6. "The professionalism." "El profesionalismo."
7. "The attention." "La atención." (Layton)
8. "The attention is very great." "La atencion es muy buena." (Layton)
9. "The great attention." "La buena atencion."
10. "The communication." "La comunicacion."
11. "Available appointments." "Citas disponibles." (Layton)
12. "The attention is very good." "La atencion muy buena."
13. "The attention received, the respect provided to the patient." "La atención recibida, el respeto que brindan al paciente." (Finnander)

21. "Close to home all the people are very friendly and always answer the questions with respect." (Patel, N)
22. "Everyone here has been extremely helpful from reception n to nurses to the doctor. I am so glad and happy to be a patient here." (Patel, N)
23. "Friendliness, very helpful." (Patel, N)
24. "Great communication, helpful staff." (Patel, N)
14. "The help that is offered without having insurance." "La ayuda que ofresen aun sin tener segura." (Aragones)
15. "Quick and kind." "Rapidos y amables." (Finnander)
16. "The service." "El servicio." (Layton)
17. "Their quickness and efficiency." "Su rapidez y eficacia." (Layton)
18. "Knowing my state of health." "Saber como estoy de salud." (Layton)
19. "Always very attentive." "Muy atentos siempre." (Patel, N)
20. "To diagnose the symptoms and be able to treat them." "A diagnosticar los síntomas y poder tratarlos." (Patel, N)
21. "Nurse is very helpful!" (English response on a Spanish survey)
22. "Keeping up with my health." "Estar al dia con mi salud." (Layton)
23. "Maintaining my health in order." "Mantener mi salud en orden." (Aragones)
24. "Their close location to my home." "Sus localidades cerca de mi casa." (Aragones)
25. "That they have providers that tend to attentively and the cost for low income." "Que tienen provedores que atieden atentamente y los costos de bajo ingreso." (Patel, N)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (7)
2. "Nothing." (Aragones)
3. "Amazing."
4. "I have no idea."
5. "Right now, no improvements." (Ali)
6. "You guys do great work."
7. "Great." (2)
8. "Give Neelam a raise." (Patel, N)
9. "Keep up the good work!" (Finnander)
10. "Don't need to."
11. "No comment." (Aragones)
12. "No."
13. "Everything is great." (Patel, N)
14. "Continue as is." (Aragones)
15. "You guys doing great job." (Aragones)
16. "In my opinion, everyone is doing a great job." (Patel, N)
17. "For this clinic in Hanover Park maybe if they work on Saturday." (Patel, N)
18. "This place is great!! No need for improvement." (Patel, N)
19. "A little of the time wait. But this appointment was really good. Better than the past." (Layton)

Spanish

1. "Everything is great." "Todo esta bien." (2)
2. "Everything is great." "Todo bien." (Carlton)
3. "The professionalism." "El profecioanlismo."
4. "The attention." "La atencion." (Layton)
5. "Everything is perfect." "Todo es perfecto." (Aragones)
6. "Everything is great as is." (English response on a Spanish survey)
7. "It is excellent." "Es exelente." (Layton)
8. "No comments." "Sin comentarios."
9. "It continues to improve." "Seguida mejorando." (Aragones)
10. "To be honest it is very good it has helped me significantly." "La Verdad yo es muy bueno me ayudaron bastante." (Layton)
11. "Well sometimes, they do take a while but today it was excellent." "Pues solo el tiempo que algunas veces si se tardan pero hoy fue exelete."
12. "Better mood and more communication with the patient." "Mejor humor y mas comunicaci3n con el paciente." (Layton)
13. "More appointment availability." "Mas disponibilidad d citas." (Patel, N)

14. "Only that the receptionists should be more charismatic and tend to with more patience and kindness. From there everything is perfect." "Solo las recepcionistas deben ser mas carismaticas y atender con mucha paciencia y amabilidad de hi todo perfecto."
9Patel, N)

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

English

- YES: 68
- NO: 0

Spanish

- YES: 34
- NO: 0

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

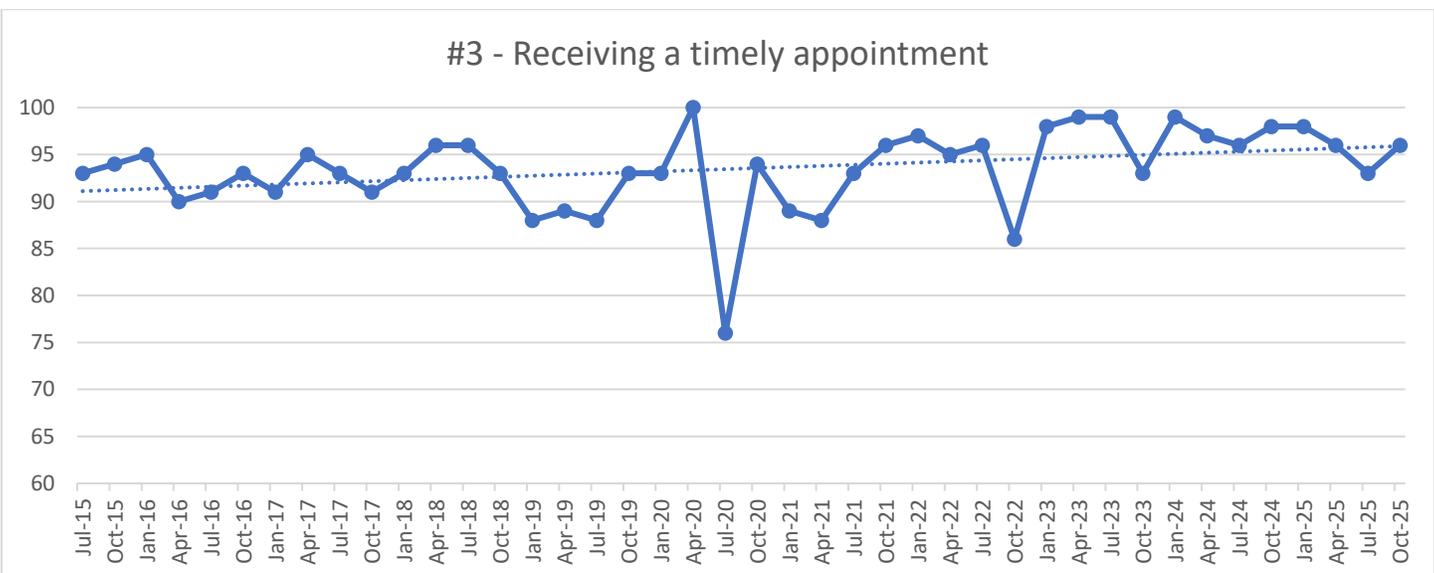
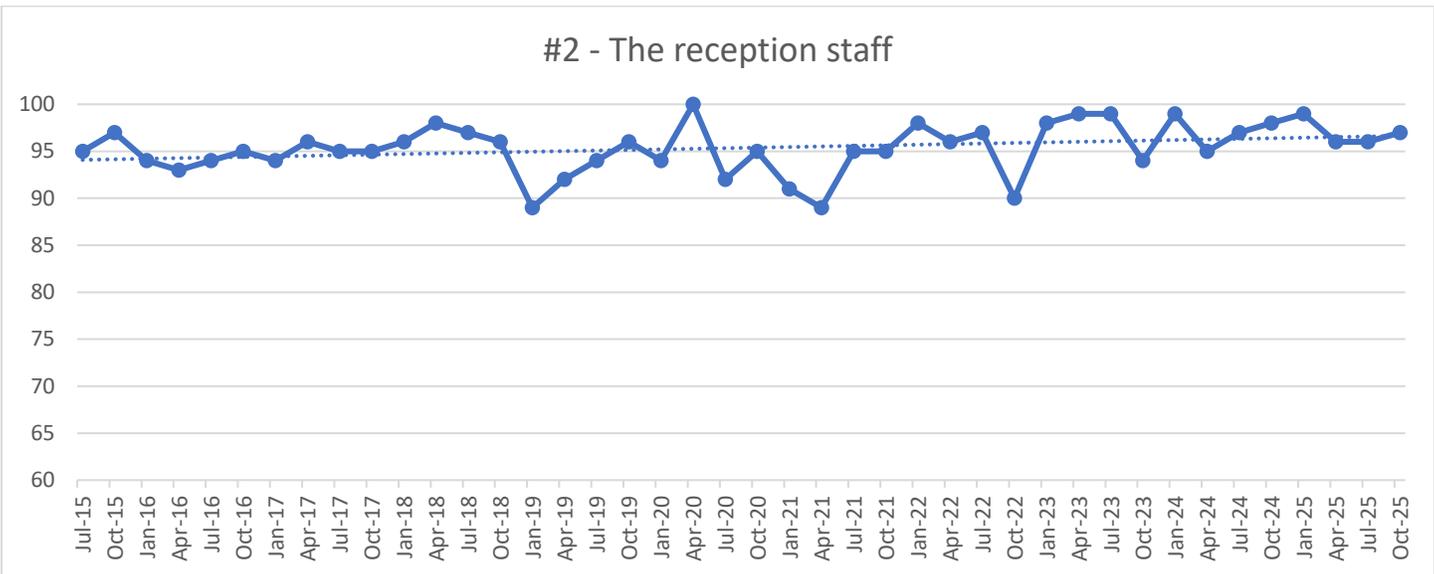
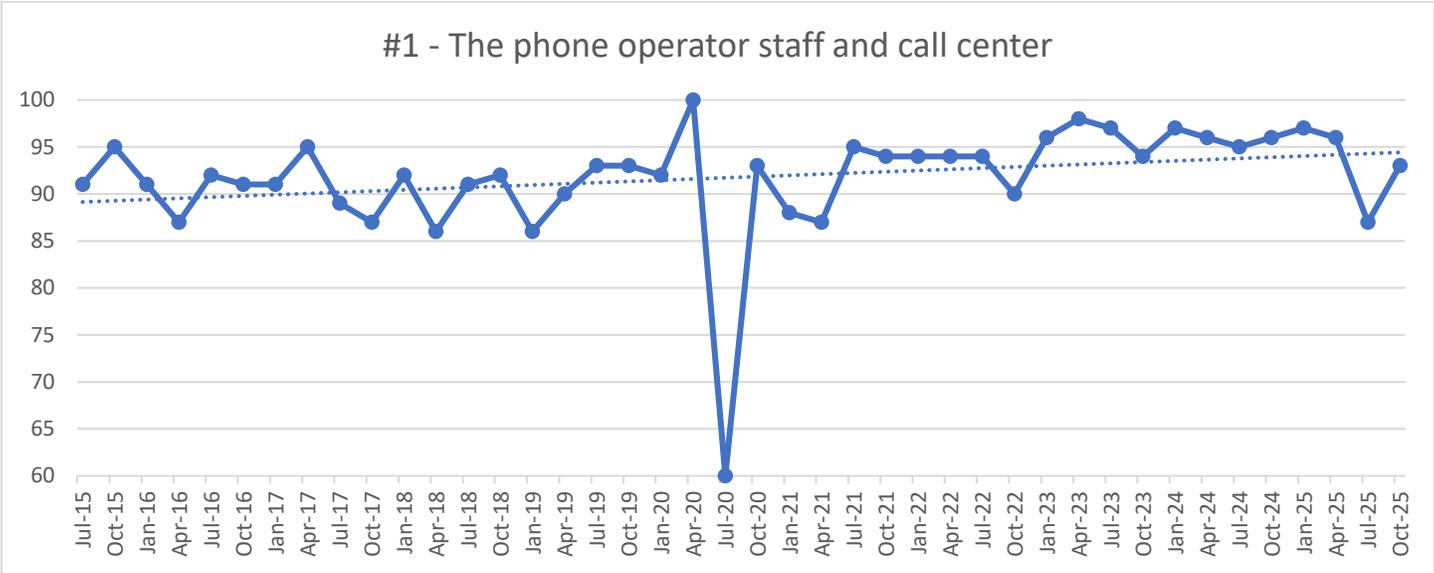
English:

- Ali: 7
- Aragoones: 5
- Carlton: 4
- Finnander: 7
- Layton: 22
- Patel, N: 34

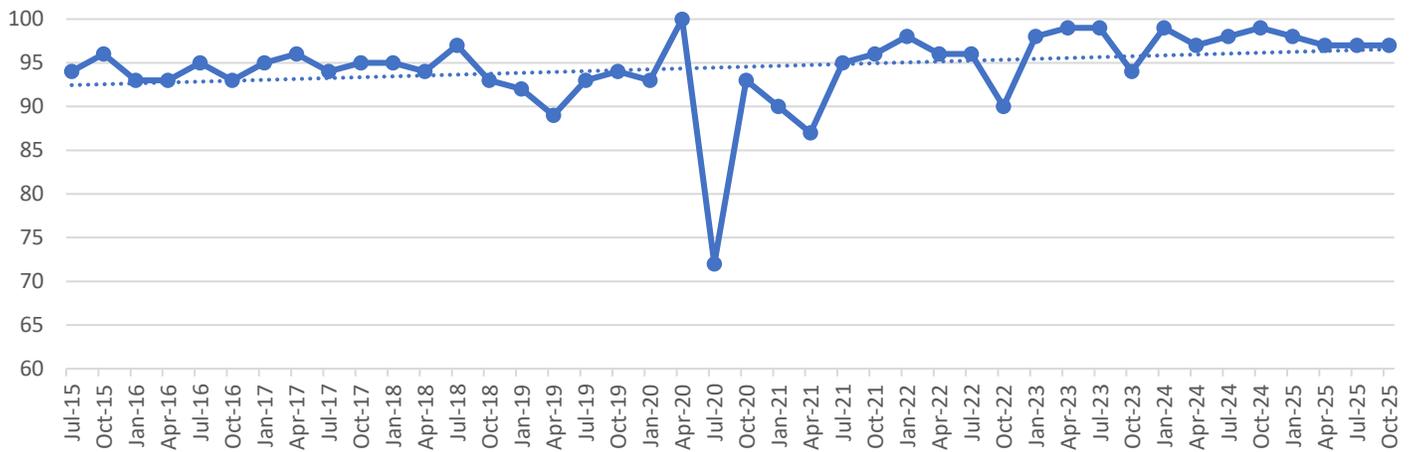
Spanish

- Ali: 4
- Aragoones: 6
- Carlton: 2
- Finnander: 2
- Layton: 15
- Patel, N: 11

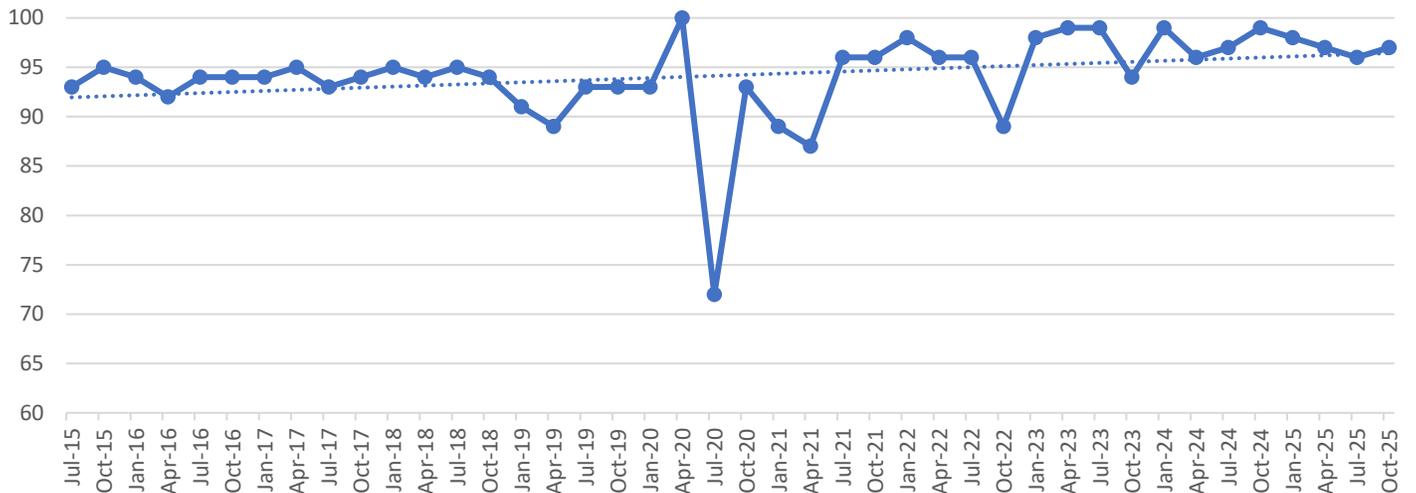
Individual Question Results with Trendlines



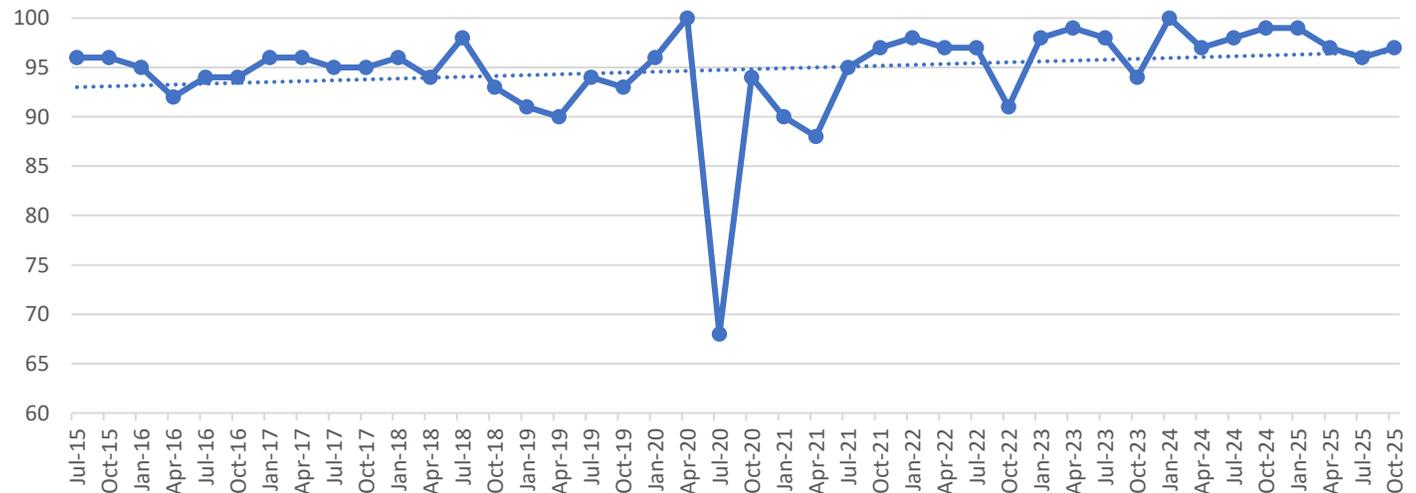
#4 - Education and explanation of plan provided in a way that I can understand



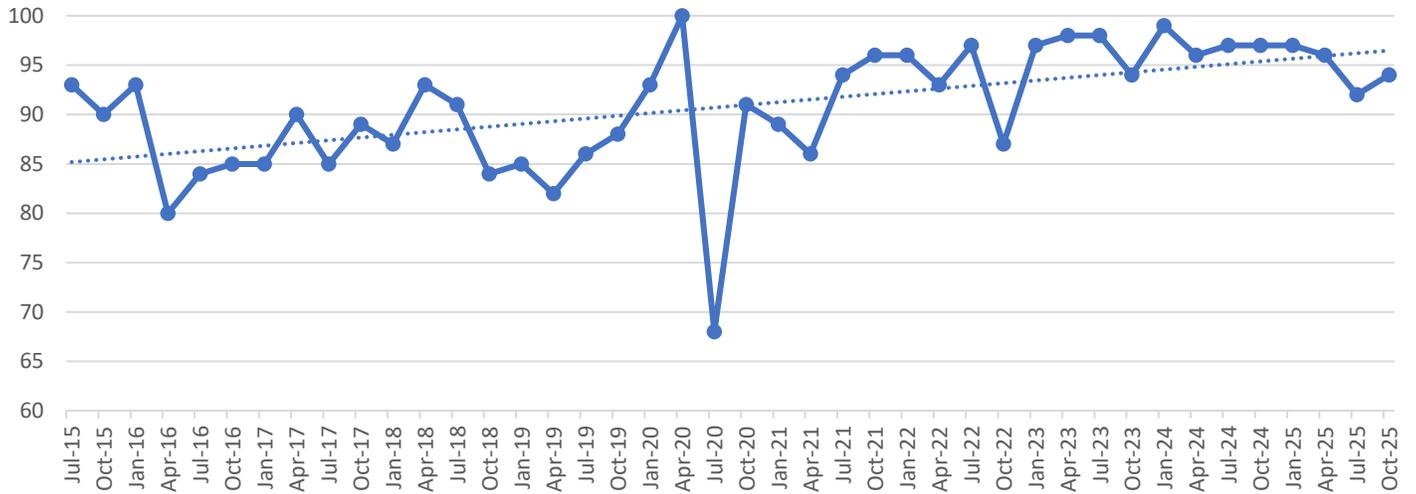
#5 - The follow-up, coordination, and continuity of my care



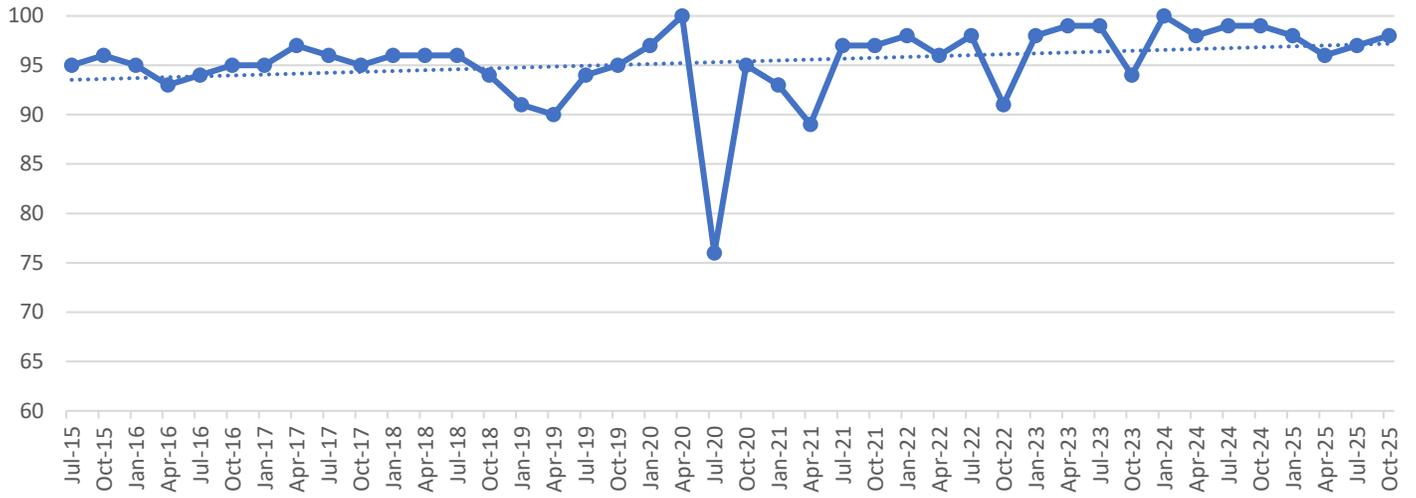
#6 - The staff addressing my medical needs today



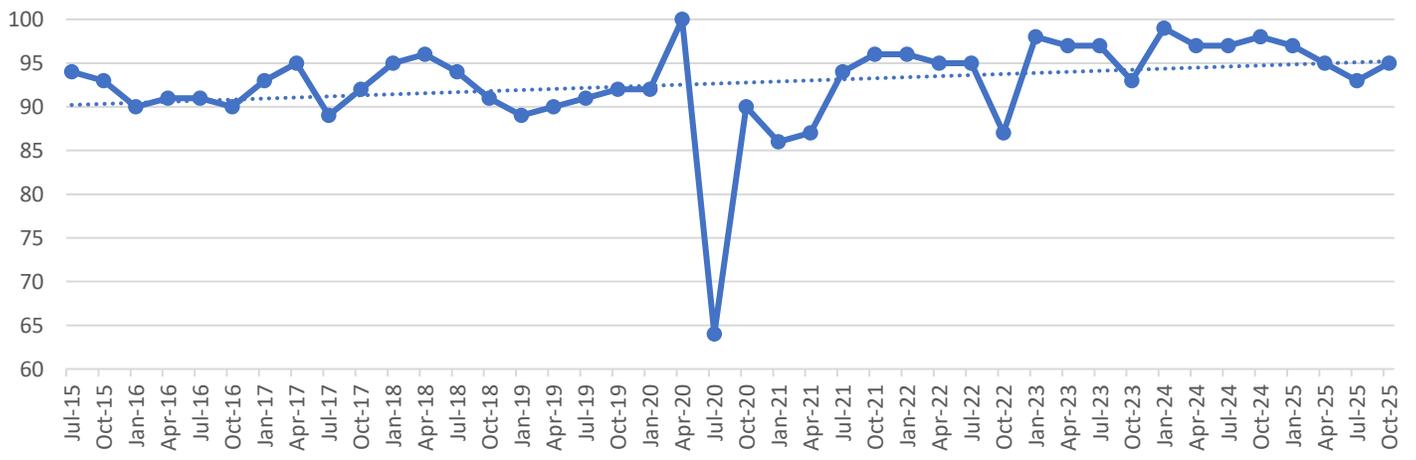
#7 - The time spent waiting



#8 - The respectfulness of staff



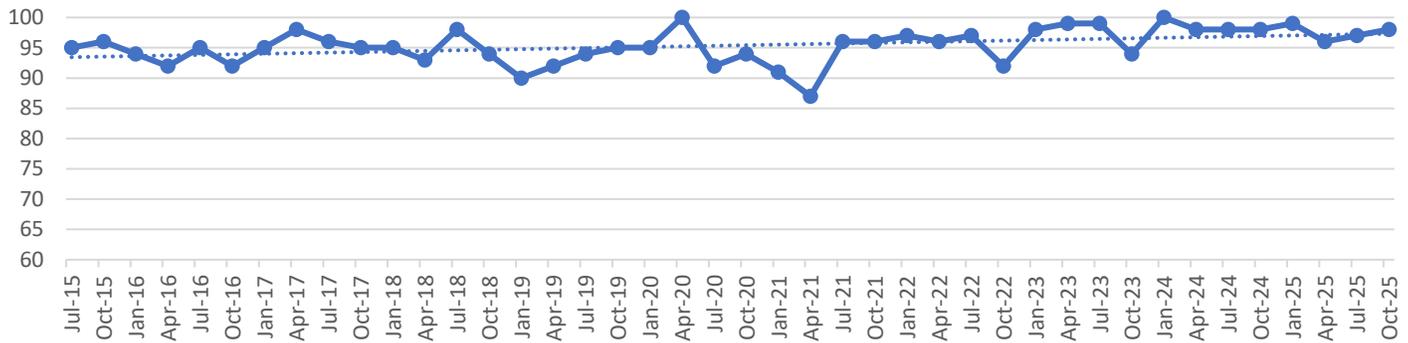
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



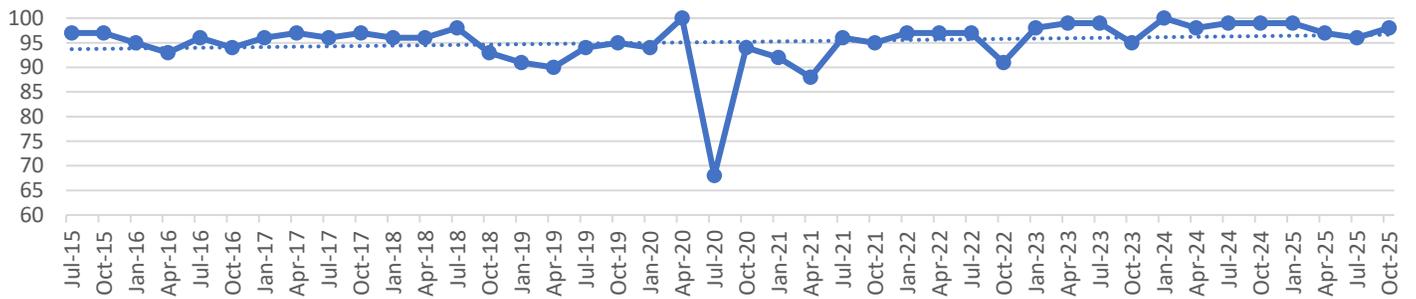
#10 - The handling of my personal medical information in a private and confidential manner



#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?

