

## Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 90% to 95%. 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.

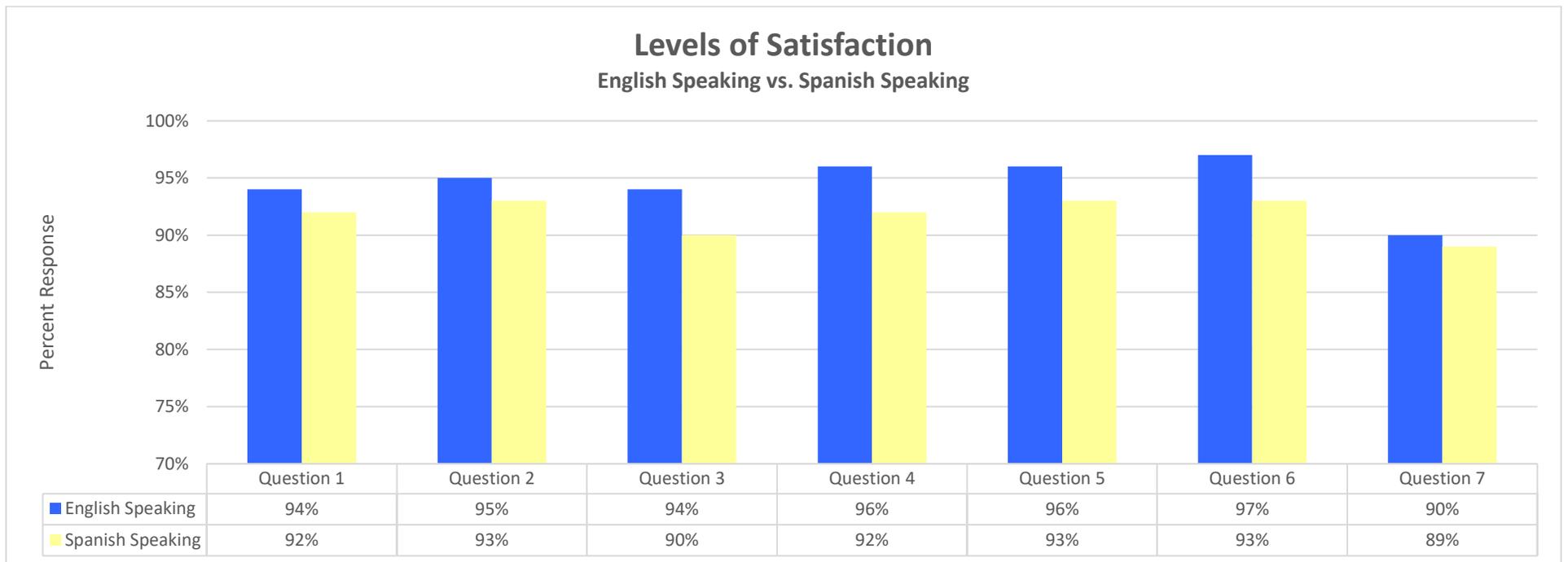
<b>300 McHenry Rd., Wheeling – Survey Questions</b>	<b>Level of Satisfaction October 2025</b>	<b>Level of Satisfaction July 2025</b>	<b>Level of Satisfaction April 2025</b>	<b>Level of Satisfaction January 2025</b>
1. The phone operator staff and call center	93%	93%	94%	96%
2. The reception staff	94%	94%	94%	95%
3. Receiving a timely appointment	92%	92%	92%	94%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	94%	95%
5. The follow-up, coordination, and continuity of my care	94%	95%	94%	95%
6. The staff addressing my medical needs today	95%	94%	94%	96%
7. The time spent waiting	90%	90%	92%	93%
8. The respectfulness of staff	94%	94%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	93%	93%	94%
10. The handling of my personal medical information in a private and confidential	94%	94%	94%	95%
11. Your medical assistant	95%	95%	95%	96%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	95%	95%	96%
13. Overall, how satisfied are you with the Health Center?	94%	94%	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%

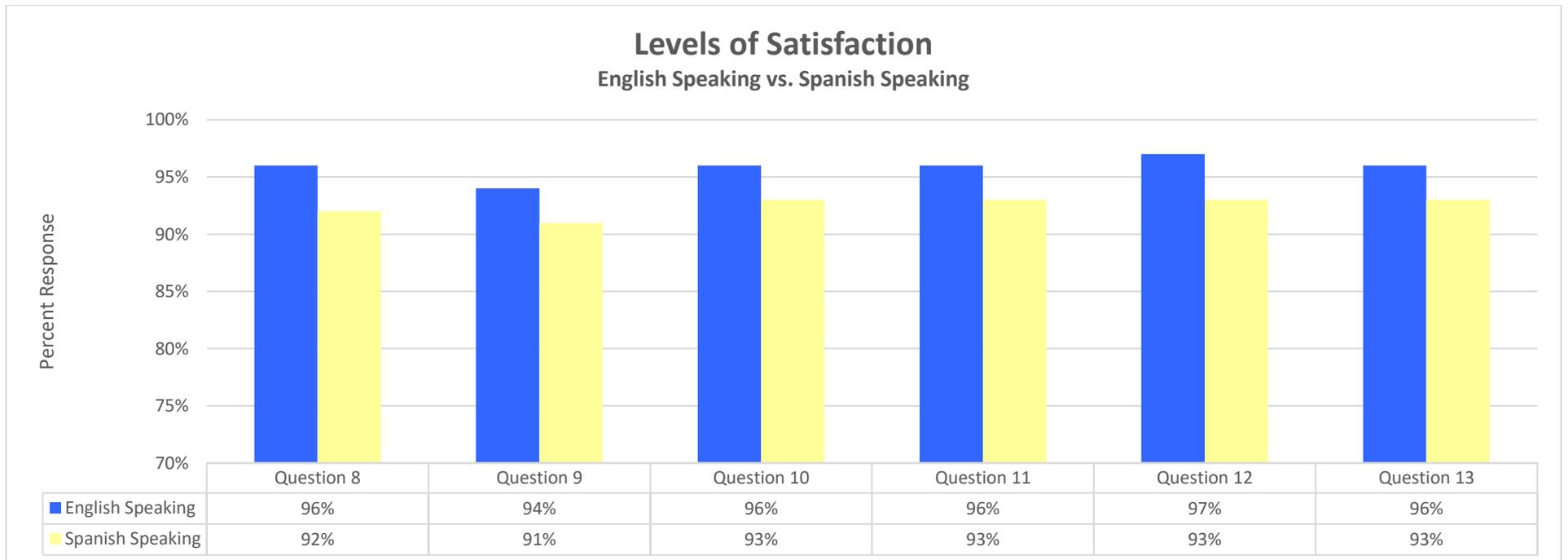
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	81 76%	107 74%	18 17%	29 20%	5 5%	4 3%	2 2%	1 1%	0	4 3%
2. The reception staff	84 79%	107 74%	17 16%	27 19%	5 5%	6 4%	0	1 1%	0	3 2%
3. Receiving a timely appointment	81 77%	98 70%	19 18%	29 21%	2 2%	7 5%	3 3%	3 2%	0	4 3%
4. Education and explanation of plan provided in a way that I can understand	87 83%	108 75%	17 16%	25 17%	1 1%	5 4%	0	0	0	6 4%
5. The follow-up, coordination, and continuity of my care	87 83%	108 75%	17 16%	26 18%	1 1%	6 4%	0	0	0	4 3%
6. The staff addressing my medical needs today	89 85%	114 79%	14 13%	20 14%	2 2%	5 4%	0	0	0	5 4%
7. The time spent waiting	71 68%	90 63%	18 17%	39 28%	12 12%	5 4%	2 2%	4 3%	1 1%	4 3%



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	87 84%	107 74%	14 14%	27 19%	3 3%	5 4%	0	0	0	5 4%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	73 76%	95 69%	19 20%	29 21%	4 4%	8 6%	0	1 1%	0	4 3%
10. The handling of personal medical info in a private and confidential manner	83 80%	109 76%	19 18%	25 18%	2 2%	5 4%	0	0	0	4 3%
11. Your medical assistant	90 86%	112 79%	13 12%	23 16%	1 1%	3 2%	0	1 1%	1 1%	4 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	92 89%	112 79%	9 9%	23 16%	3 3%	2 1%	0	0	0	5 4%
13. Overall, how satisfied are you with the Health Center?	85 82%	106 77%	15 14%	23 17%	4 4%	4 3%	0	0	0	5 4%



## 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: 33

N/A: 11

YES: 8

#### **Comments:**

1. "No none." (Lyman)
2. "Yes, very satisfied." (Hammer)
3. "Nice." (Hammer)
4. "Great." (2)
5. "Yes, it was good. They got back to be every time." (Patel, C)
6. "Not available." (Patel, C)
7. "Yes, and they got back right away." (Weaver)
8. "Yes, to see if my child record for a flu shot was in or not."
9. "Yes, good."

#### **Spanish**

NO: 37

N/A: 1

YES: 11

#### **Comments:**

1. "Very great." "Muy buena." (Hammer)
2. "Great." "Bien." (Hammer)
3. "It took some time but I received the prescription." "Tomo tiempo pero recibi la receta." (Hammer)
4. "Everything is great, thank you for your work." "Todo bien, gracias por su trabajo." (Lyman)
5. "Yes, I left a message and they responded to me quickly." "Si deje msj y me respondieron rapido." (Patel, C)
6. "Very great." "Muy buena." (Ninkovska)
7. "Yes, they always return my call the next day." "Si, siempre me regresan la llamda al día siguiente."
8. "All of the workers are very kind." "Muy amables todos los trabajadores." (Ninkovska)
9. "Satisfied." "Satisfecha." (Ninkovska)
10. "Everything is very good." "Todo muy bien." (Ninkovska)
11. "Great." "Buena." (Hammer)

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

#### **English**

1. "N/A." (4)
2. "None." (Patel, C)
3. "Translators." (Hammer)
4. "Ryan." (Weaver)
5. "Support."
6. "Excellent care." (Ninkovska)
7. "Very nice." (Ninkovska)
8. "Flexible scheduling." (Patel)
9. "Scheduling." (Hammer)
10. "Communication." (Patel)
11. "Detailed attention." (Weaver)
12. "Kind staff."
13. "Everyone helping." (Lyman)
14. "The providers." (Weaver)
15. "Reception." (Hammer)
16. "Everybody takes good care all the time." (Patel)
17. "Continued care by the same provider." (Patel, C)

#### **Spanish**

1. "Nothing." "Nada." (Lyman)
2. "Affordable." (English response on a Spanish survey)
3. "Their personal attention." "Su atencion personal." (Ninkovska)
4. "They help me a lot." "Me ayuda mucho."
5. "That the consult is a bit affordable." "Que es poco barata la consulta."
6. "The attention is really good." "La atencion es muy buena." (Lyman)
7. "Their efficiency." "Su eficiencia."
8. "It is close to my home." "Esta cerca de mi casa." (Ninkovska)
9. "Their service." "Su servicio." (Ninkovska)
10. "Their attention." "Su atención." (Patel, C)
11. "The Doctor Patel." "El Doctor Patel." (Patel, C)
12. "Medical care." "Cuidado medico." (Lyman)

18. "Everyone is helpful." (Patel, C)
19. "Family care/all in one pcp." (Hammer)
20. "The staff is good."
21. "Explanation of health care, lab results and overall communication has been great." (Hammer)
22. "Just the doctor's & nurses are lovey." (Hammer)
23. "Care plan/notes." (Lyman)
24. "Great communication." (Lyman)
25. "They are on time." (Hammer)
26. "Text reminders about appointments." (Patel)
27. "You people are ok." (Patel)
28. "The location. Staff are helpful." (Patel)
29. "Always have same day appointments available." (Hammer)
30. "Doctor's advice + recommendations for improved health." (Patel, C)
31. "Doctor and staff." (Patel, C)
32. "Kind ; courteous." (Lyman)
33. "The location is close and providers are very good." (Hammer)
34. "That the doctor's and staff care about my well being." (Weaver)
35. "The TV for my kids in waiting area." (Weaver)
36. "The follow up calls of appointment reminders." (Hammer)
37. "The staff and health providers." (Weaver)
38. "Friendliness of staff." (Ninkovska)
39. "All the services are top notch." (Patel, C)
40. "The reliability of providers + the range of child + adult providers." (Patel, C)
41. "Everyone is always so kind." (Patel)
42. "OB Jenny really helpful and nicely." (Mathews)
43. "How convenient it is to get here and be treated." (Lyman)
44. "Everything went okay today, thanks. A lot. Have a great day." (Hammer)
45. "Clear communication." (Mathews)
46. "Front desk, everyone, everything." (Patel, C)
47. "Attention is given right away." (Patel, C)
48. "Very nice always very helpful." (Weaver)
49. "Everything, the help keeping me informed. They me new inform of thing need knowing etc."
13. "That they speak Spanish." "Que hablan Espanol." (Lyman)
14. "In general, with my health." "En mi salud en general." (2)
15. "They are kind and with experience." "Son amables y con experiencia." (Ninkovska)
16. "Because it is close to home." "Porque me queda serca de mi casa." (Ninkovska)
17. "The information to all of my questions." "La informacion a todas mis preguntas." (Ninkovska)
18. "That if we do not understand the language, they find a way and they explain our care." "Que si entendemos el idioma ellos buscan la manera y nos explican sobre nuestros cuidados." (Ninkovska)
19. "That they tend to you at your appointment time." "Que atiende a la hora que tiene la cita."
20. "With my daughter's health." "En la salud de mis hijas."
21. "It is very close to home and they are very kind." "Es muy cerca de mi casa y son muy amables."
22. "Acquire medications prescribed without complications at the pharmacies, thank you." "Adquirir medicamentos recetados sin complicacion en las farmacias. Gracias." (Ninkovska)
23. "To conclude all of my concerns." "A culmiar todas mis preocupaciones." (2)
24. "With my daughter's health and the way she is treated." "Con la salud de mi hija y su forma de tratar." (Lyman)
25. "That they speak Spanish, and it is very close to home. And the entire personnel is very kind." "Que hablan Espanol y me queda muy cerca de mi casa. Y que todo el personal es muy amable." (Patel)
26. "That they speak Spanish and I have a translator." "Que hablan Espanol y tengo traductor." (Ninkovska)
27. "Speaking Spanish and the quality attention." "Hablar Espanol y la atencion de Calidad."
28. "My medical results from my studies." "Los resultados de mis exámenes médicos."
29. "Maintaining me healthy and keeping an eye on my health." "A mantenerme saludable y al pendiente de mi salud."

30. "Happy patients for the opportune attention."  
"Pacientes Felices por la atencion oportuna."  
(Ninkovska)
31. "The secure attention and immediate from the  
personnel." "La atencion Segura y imediata  
del personal." (Lyman)
32. "They tend to us very well." "Nos atiende  
muy bien." (Ninkovska)
33. "Having control of my ailments." "Control de  
mis enfermedades." (Ninkovska)
34. "How close it is to my home." "Lo cerca que  
esta de mi domicilio." (Lyman)
35. "Having good control of my diabetes." "A  
llevar un buen control de mi diabetes." (2)
36. "Sometimes it is a long wait time." "Mucho  
tiempo de espera algunas veces." (Lyman)
37. "That they are on the lookout for me." "Que  
estan al pendiente de mi."
38. "The attention to my diagnosis." "La atencion  
a mi diagnostico." (Hammer)
39. "That they tend to with excellence." "Que  
atiende exelente." (Ninkovska)
40. "That it is close to home." "Que esta cerca  
de mi casa." (Hammer)
41. "The personnel is kind and they help with the  
interpreter. They are profesional." "El  
personal amable y ayudan con interprete.  
Son muy profesionales." (Patel, C)
42. "Obtaining an immediate appointment when  
you need it." "Obtener una cita inmediata  
cuando la necesitas."
43. "With my medications and what I need to  
pay." "Con mis medicamentos y lo que tengo  
que pagar." (Ninkovska)
44. "That they help me with all of my medical  
necessities." "Que me ayudan en todas mis  
necesidades medicas."
45. "The distance is short, the personnel is very  
professional and the environment is  
pleasant." "La distancia es corta. El personal  
es muy profesional y el ambiente es  
agradable." (Lyman)
46. "What helped me most was how my provider  
helped me, Jenny Mathew. Very nice to me  
during my entire pregnancy." "Lo que mas  
me ayudo fue mi proveedora Jenny Mathew  
muy buena conmigo en todo mi embarazo."  
(Mathew)
47. "The appointment reminders that we have."  
"Las recordaciones para las citas que tiene  
uno." (Ninkovska)

48. "They tend to me with respect, and they help me feel secure with explaining my health problems." "Me atienden con respeto y me ayudan a sentirme segura de poder explicar los problemas de salud." (Ninkovska)

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

**English**

1. "N/A." (12)
2. "None." (Patel, C)
3. "Your great." (Lyman)
4. "Time waiting." (Patel, C)
5. "You good." (Patel, C)
6. "All good." (Patel, C)
7. "Not sure!" (Ninkovska)
8. "Nothing." (Patel C)
9. "No comment." (Patel, C)
10. "Good. Want." (Ninkovska)
11. "Improve patient portal." (Weaver)
12. "Not sure haven't had any issues so far."
13. "Don't yall are great." (Hammer)
14. "No suggestions at this time." (Hammer)
15. "So far I've never had issues." (Lyman)
16. "Doing great." (Hammer)
17. "No improvement needed." (Patel, C)
18. "Nothing good services."
19. "After a service to text me when my doctor is ready to see me so I can wait in my car if the waiting room is full." (Ninkovska)
20. "Please don't cancel appointments based on 15 min early window. It's not always possible to make up for appointments 15 minutes prior. Everyone has job, most work from home. Please understand. Only if you ae ok with strict appointment rules."
21. "Time spent waiting to get in rooms." (Ninkovska)
22. "IDK." (Weaver)
23. "Everything seems great for me."
24. "It's all good + well organized & justified." (Patel, C)
25. "I just like waiting to be called in when am required to be 15 minutes early." (Patel, C)
26. "Maybe a stool in the bathroom for kid to reach toilet & sink." (Hammer)
27. "Can't think of anything." (Patel, C)
28. "More great movies! Hocus pocus was on." (Mathews)
29. "Usually there a 15 grace period."
30. "If the office is running late + appointment are behind you should call the following patients that might have to wait over an 1-2hrs if they still want to wait or reschedule so they don't

**Spanish**

1. "N/A." (Patel, C)
2. "Everything is great." "Todo bien." (2)
3. "Everything is very good." "Todo esta muy bien." (2)
4. "Everything is great." "Todo esta vien." (Patel)
5. "Continue the way it is now." "Siga nasi." (Ninkovska)
6. "Nothing." "Ninguno." (Patel, C)
7. "The service is excellent." "El servicio es exelente."
8. "Exellent service." "Excelente servicio." (Mathews)
9. "It is very good." "Esta muy bien."
10. "None, everything is great." "Ninguna todo muy bien." (Ninkovska)
11. "The time spent waiting." "El tiempo de espera." (Patel, C)
12. "Very satisfied with everything." "Muy satisfecho en todo." (Vega)
13. "Providing the service like you provided today." "Dando el servicio como lo dieron hoy." (Ninkovska)
14. "For me, it is perfect." "Para mi esta perfecto."
15. "The service is excellent." "El servicio es excelente."
16. "Perhaps provide timely appointments because sometimes there aren't any." "Como dar las citas mas serca porque aveces no hay." (Ninkovska)
17. "Providing the appointments the soonest possible." "Dando las citas el pronto posible."
18. "Having more available appointments." "Teniendo citas mas disponibles."
19. "Having additional personnel." "Tener mas personal." (Lyman)
20. "For me, it is great." "Para mi esta muy bien." (Hammer)
21. "They are very nice." "Son muy buenos." (Ninkovska)
22. "Additional medical personnel." "Mas personal medico." (Hammer)
23. "For me, everything is great how it is." "Para mi todo esta bien así." (Patel, C)

- have to waste their time + gives them a heads up to this situation.” (Patel, C)
31. “By shorting the wait time especially when I come 20-30mins before my appointment and I still get seen hrs later.” (Weaver)

24. “Continue the way it is now.” “Sigan asi como asta hora.” (Ninkovska)
25. “The service now is satisfactory.” “A si como esta el servicio es satisfactorio.”
26. “Tending to patients at reception in a good manner.” “Atender en recepcion de buena manera.” (Mathew)
27. “Everything is great the way it is coordinated.” “Todo esta bien como la cordinan.” (Ninkovska)
28. “At the moment of requesting an urgent appointment we should be scheduled.” “Al momento de pedir una cita urgente sea atendida.”
29. “Well for me it is great, the doctors are very kind they explain everything to the patient.” “Pues para mi esta bien los doctores muy amables le explican bien todo al paciente.” (Ninkovska)
30. “The time spent waiting to schedule an appointment with a medica practitioner.” “El tiempo de espera al hacer una cita con un proveedor medico.” (Ninkovska)

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

**English**

- YES: 77
- NO: 1

**Spanish**

- YES: 75
- NO: 1

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

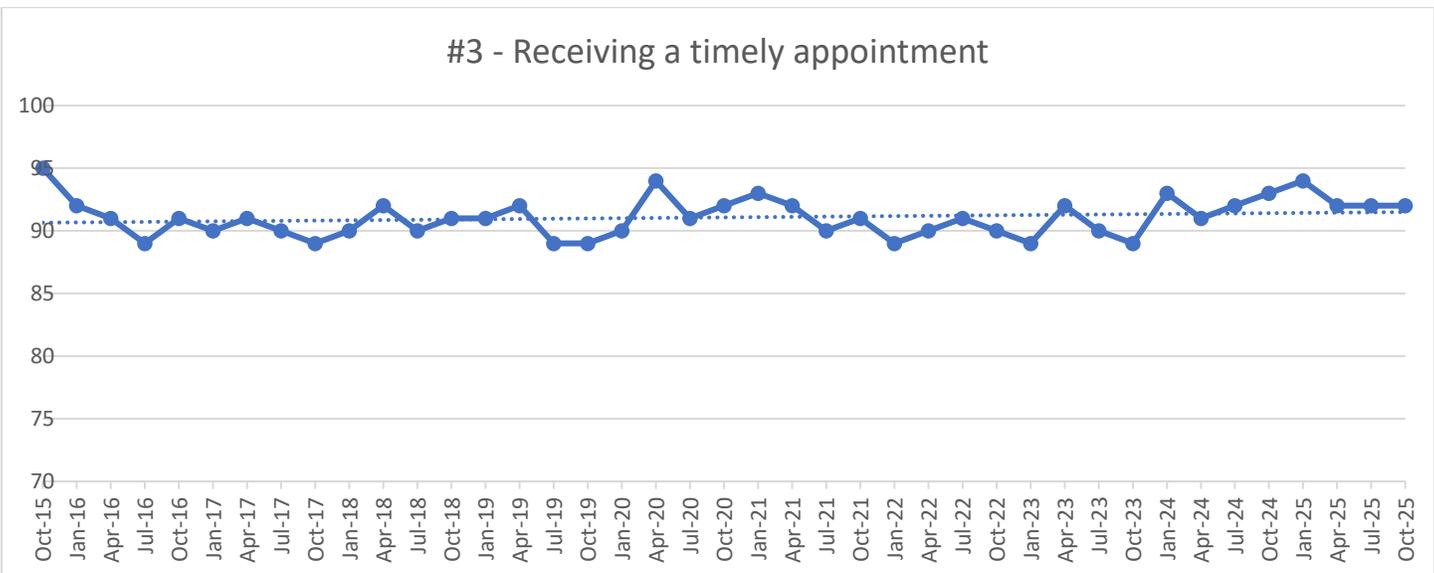
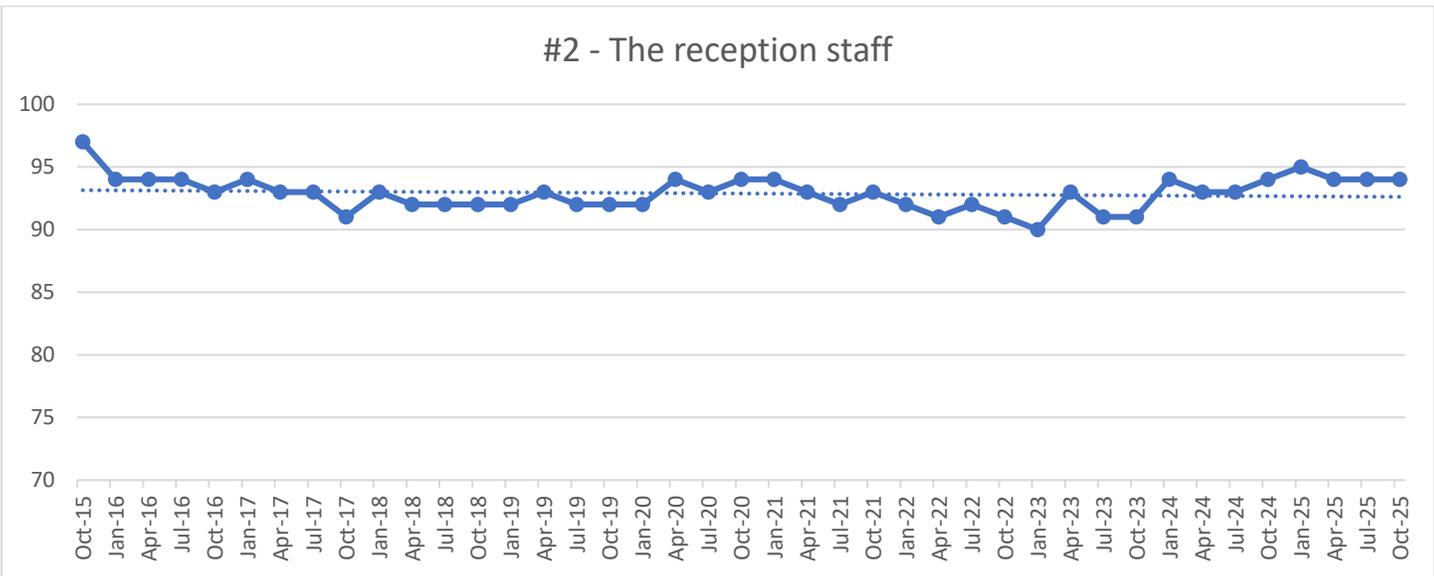
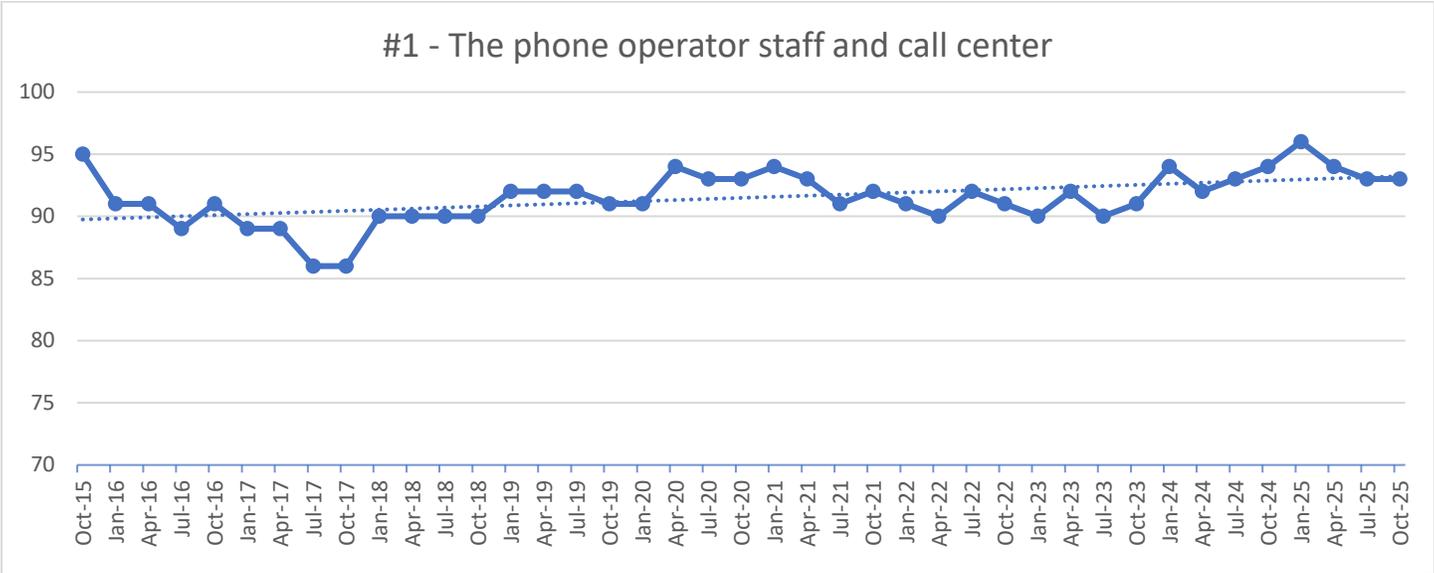
**English**

- Abraham: 2
- Hammer: 23
- Lyman: 13
- Mathew: 5
- Ninkovska: 12
- Patel, C: 25
- Shirazi: 1
- Vega: 1
- Weaver: 9

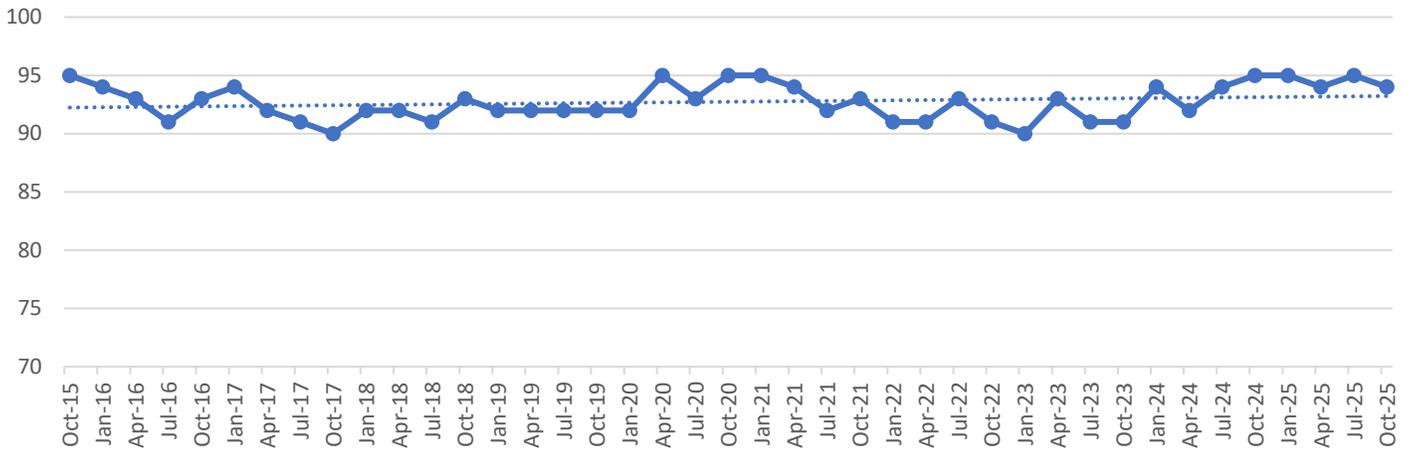
**Spanish**

- Hammer: 25
- Lyman: 26
- Mathew: 7
- Ninkovska: 36
- Patel, C: 16
- Vega: 5

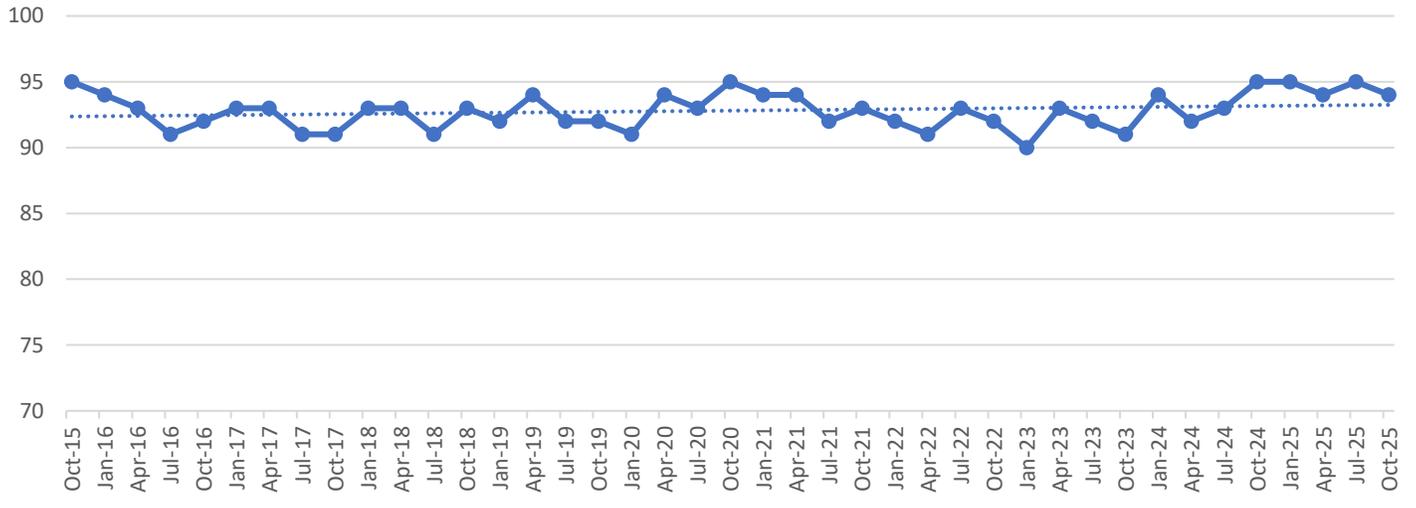
# Individual Question Results with Trendlines



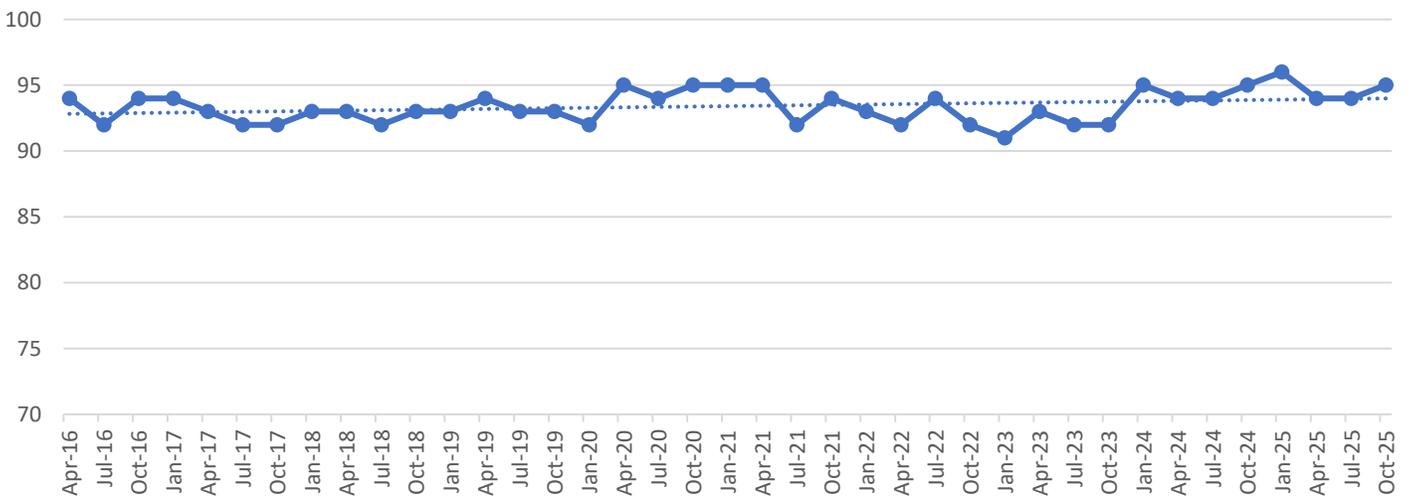
#### #4 - Education and explanation of plan provided in a way that I can understand



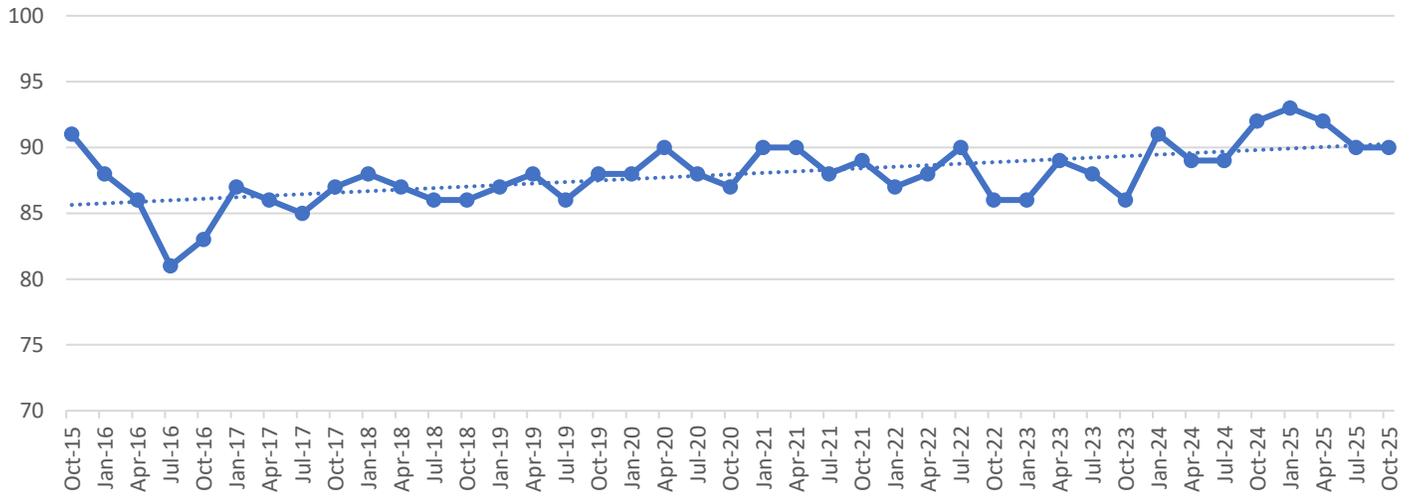
#### #5 - The follow-up, coordination, and continuity of my care



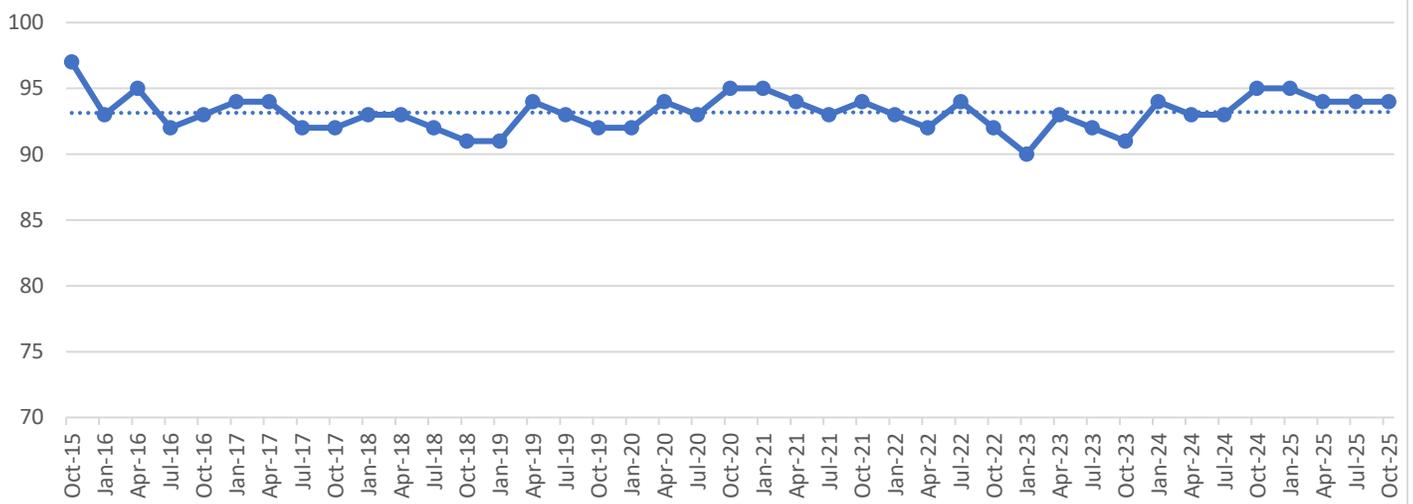
#### #6 - The staff addressing my medical needs today



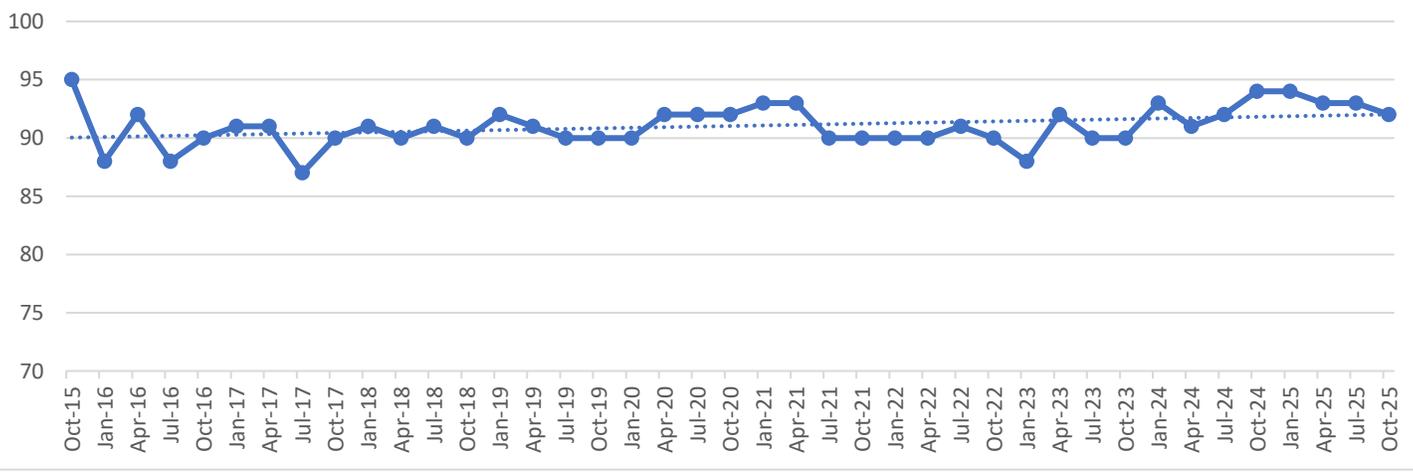
#7 - The time spent waiting



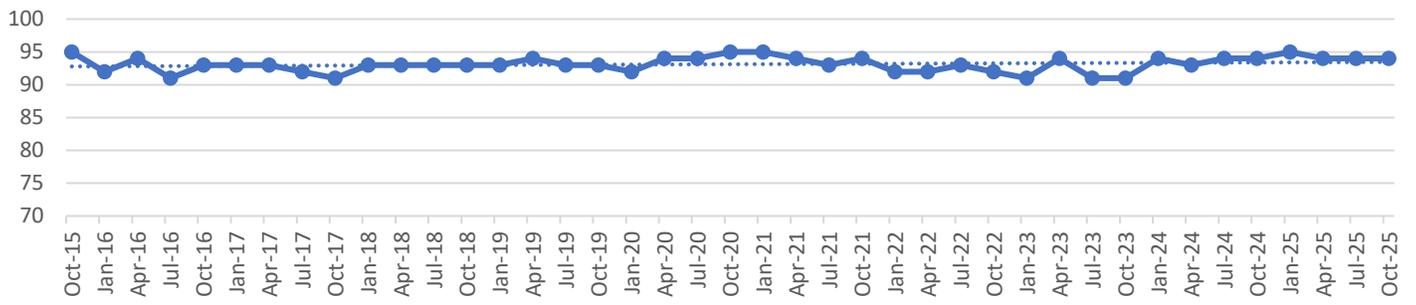
#8 - The respectfulness of staff



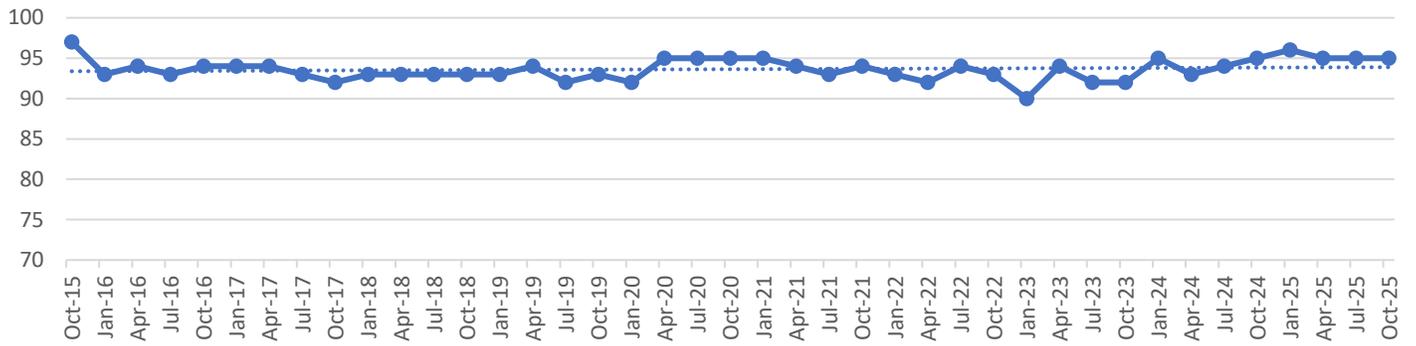
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



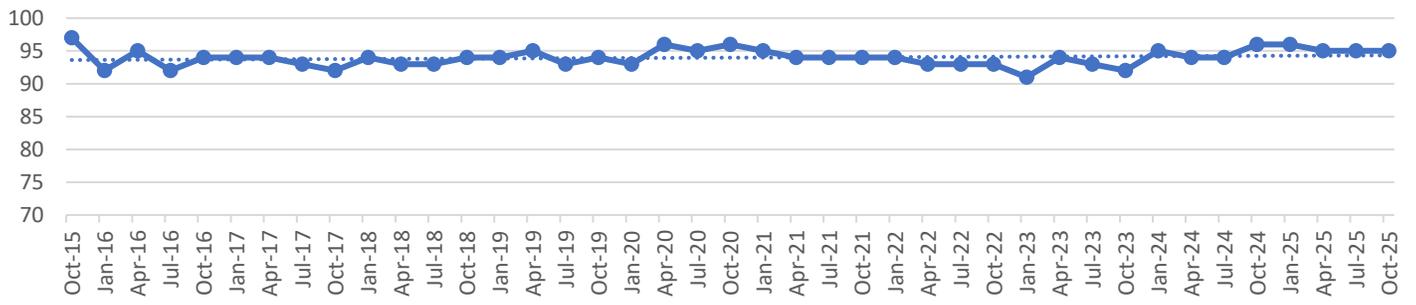
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

