Greater Family Health SM

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

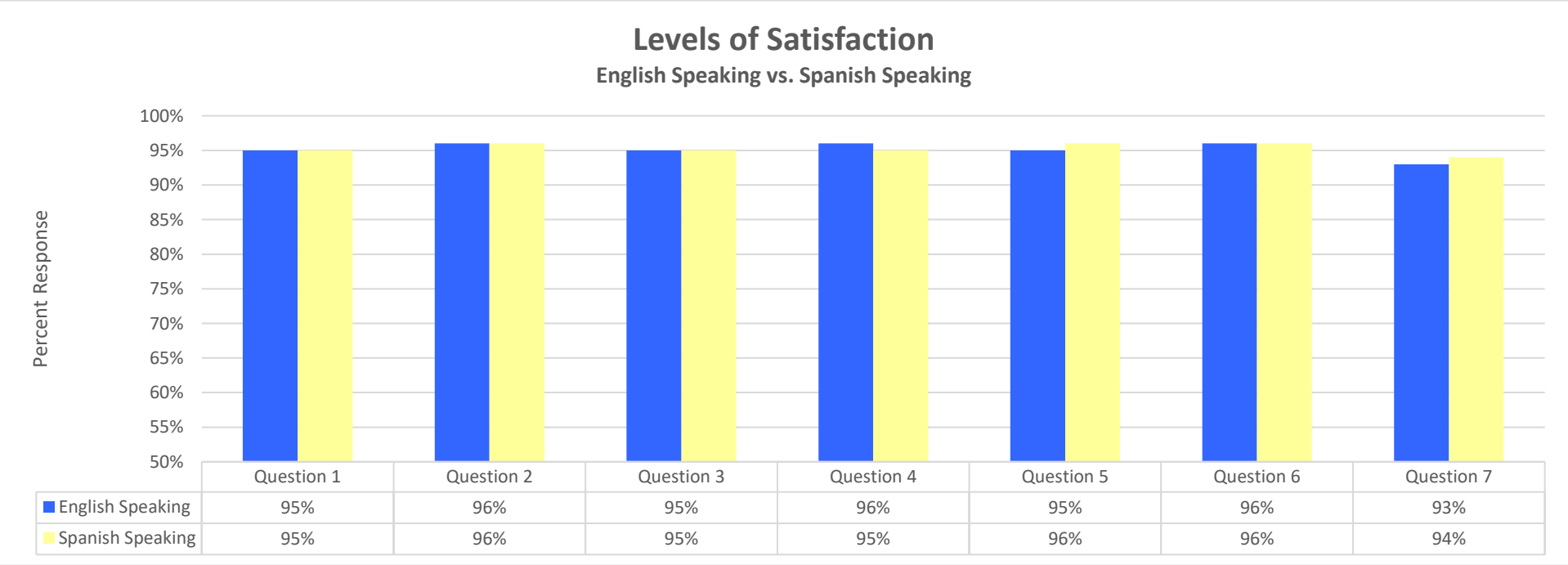
For the grading scale questions (1-13), the Level of Satisfaction (LOS) ranged from 93% to 96%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

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

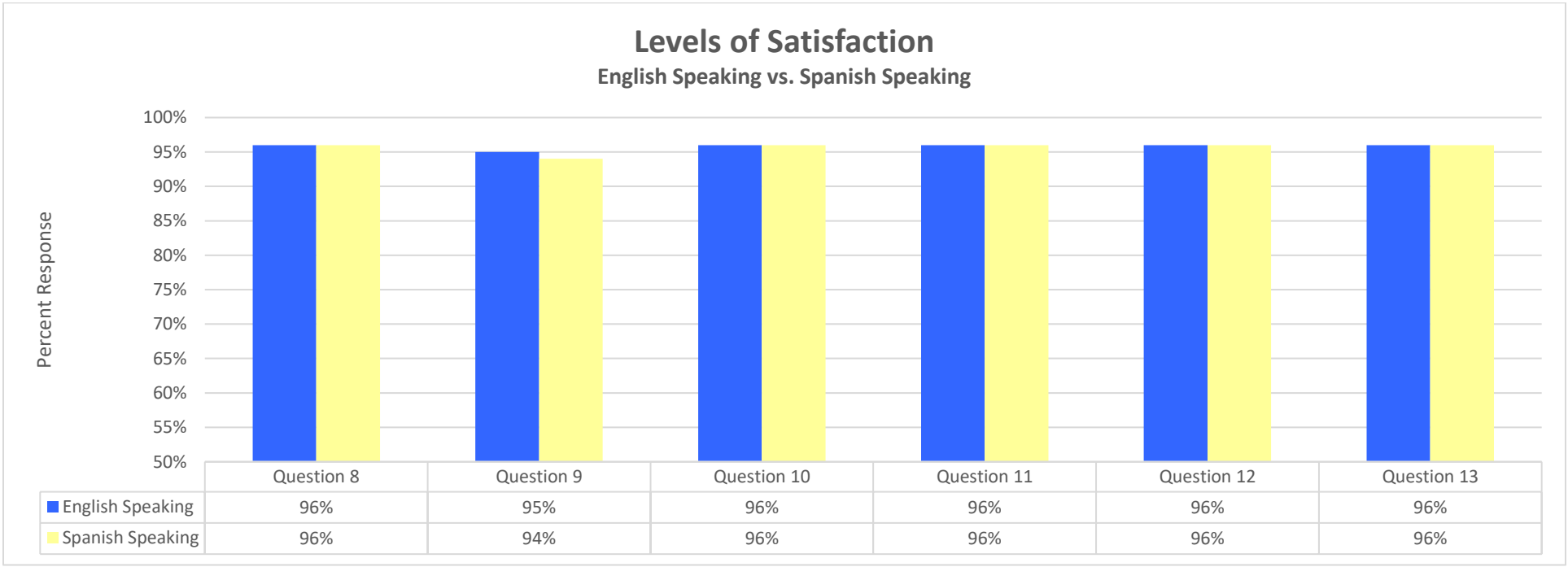
Total Greater Family Health Survey Question Responses	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025
1. The phone operator staff and call center	93%	93%	93%	93%
2. The reception staff	95%	94%	94%	94%
3. Receiving 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	147 80%	83 76%	32 17%	24 22%	5 3%	3 3%	1 1%	0	0	0
2. The reception staff	151 82%	88 81%	29 16%	19 17%	4 2%	2 2%	0	0	1 1%	0
3. Receiving a timely appointment	145 79%	85 77%	33 18%	22 20%	5 3%	3 3%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	153 83%	84 76%	26 14%	24 22%	5 3%	2 2%	0	0	0	0
5. The follow-up, coordination, and continuity of my care	146 80%	86 78%	32 18%	23 21%	4 2%	1 1%	1 1%	0	0	0
6. The staff addressing my medical needs today	149 82%	90 82%	29 16%	19 17%	4 2%	1 1%	0	0	0	0
7. The time spent waiting	129 70%	80 73%	45 25%	26 24%	8 4%	4 4%	1 1%	0	1 1%	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	147 81%	88 80%	29 16%	20 18%	5 3%	2 2%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	142 80%	81 74%	29 16%	27 25%	6 3%	2 2%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	148 82%	87 79%	28 16%	22 20%	4 2%	1 1%	0	0	0	0
11. Your medical assistant	151 83%	91 83%	27 15%	18 16%	4 2%	1 1%	1 1%	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	152 84%	91 83%	26 14%	18 16%	4 2%	1 1%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	150 82%	91 83%	28 15%	18 16%	5 3%	1 1%	0	0	0	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: 86
N/A: 22
YES: 0

Comments:

1. "Staff is very timely."
2. "Rapid response."
3. "Changed my appointment to a different date, very smooth."

Spanish

NO: 55
N/A: 4
YES: 0

Comments:

1. "Bad last month they did not act and continues to work there." "Mala en mes anterior que no actuaron sigue trabajando."
2. "The personnel is very kind and attentive." "El personal es amable y Atento."

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

English

1. "Everyone." (Mattes)
2. "All." (Mendyuk)
3. "N/A." (8)
4. "All staff is very nice." (Vega)
5. "Lindsay Mattes bedside manners & care for patients. She does not make you feel awkward." (Mattes)
6. "They are great, helpful." (Mattes)
7. "Experience." (Zgorka)
8. "Nurses." (Zgorka)
9. "Provider." (Zgorka)
10. "Staff." (4)
11. "Detail explanation by provider."
12. "Everything." (4)
13. "Personal health talk."
14. "As of now, we are visiting first time. The appointment time worked and the medical assistant helped with what we needed." (Perez)
15. "Friendly staff." (Headley)
16. "Staff." (Mendyuk)
17. "Translator."
18. "The care I received." (Mattes)
19. "Great staff." (Zgorka)
20. "Timely appointment." (Zgorka)
21. "Heather." (Zgorka)
22. "Everyone makes everything smooth." (Zgorka)
23. "Provider." (Zgorka)
24. "Good service." (Mendyuk)
25. "The same day appointment available each day." (Zgorka)
26. "Medical care." (Perez)

Spanish

1. "The attention was fast." "La rapida atencion." (Perez)
2. "The hours." "El horario." (Zgorka)
3. "It is close to home." "Esta cerca de casa." (Perez)
4. "The attention." "La atencion." (Perez)
5. "Health for my kids." "Salud para mis hijos." (Perez)
6. "Very good." "Muy bien."
7. "Receptionist." "Recepcionista." (Mattes)
8. "Everyone is very attentive." "Todos son muy atentos." (Zgorka)
9. "It is close to home." "Esta cerca a casa." (Mattes)
10. "They have helped me with everything, and I am very grateful and all the personnel." "Todo me ah ayudado y estoy agradecida con todo el personal." (Perez)
11. "Everything." "Todo." (2)
12. "No comments." "No comentarios."
13. "They treat you fast." "Te atienden rapido." (Perez)
14. "The medical control for my children and family." "El control medico de mis hijos y familia."
15. "The attention in Palatine health center." "La atención en clínica de Palatine."
16. "Control of my diabetes." "Control de mi diabetes." (Mattes)
17. "It helps me a lot with my diagnosis." "Me ayuda mucho con mi diagnosis." (Perez)
18. "They treat me and resolve my doubts about my health." "Me atienden y resuelven mis dudas sobre mi salud." (Perez)

27. “Finding a new primary Dr., very satisfied w/todays visit and my Dr. Perez.” (Perez)
28. “Prompt responses when I make phone calls.” (Mendyuk)
29. “Good care.” (Perez)
30. “Everything the entire visit was great.” (Zgorka)
31. “Professionalism, fast service.” (Zgorka)
32. “The communication.” (Zgorka)
33. “Therapy with Phylicia.” (Headley)
34. “All service.”
35. “Calling back possibility to make appt within requested time.” (Mendyuk)
36. “Dr. Nurses, reception.” (Mendyuk)
37. “Able to get an appointment in a timely manner. Great staff.”
38. “The call of reminder of appointment coming up.” (Mathew)
39. “Appointment availability to get regular care in a timely manner.” (Headley)
40. “Dr. speaks my language.” (Mendyuk)
41. “Healthcare.”
42. “Translation.” (2)
43. “Affordable healthcare.” (Headley)
44. “The thorough information provided by the doctor.”

19. “Close to home and they speak Spanish.” “Cerca de casa y hablan Espanol.” (2)
20. “They have a lot of locations.” “Tienen muchos locales.” (2)
21. “With my diabetes follow up.” “Con el seguimiento de mi diabetes.” (Perez)
22. “Accessible and close.” “Acesible y cerca.”
23. “It is close to home and they give good attention.” “Esta cerca de casa y dan Buena atencion.” (Mattes)
24. “Medication.” “Medicamento.” (Perez)
25. “They speak my language.” “Hablan mi idioma.” (Perez)
26. “Same day appointment.” “Cita el mismo dia.” (Perez)
27. “The attention was fast.” “La atencion fue rapida.” (Perez)
28. “Very good fast attention.” “Muy Buena atencion rapida.” (Perez)
29. “Good attention.” “Buena atencion.”
30. “Medical help.” “Ayuda medica.” (Mathew)
31. “Dr. are women.” “Dr. son mujeres.” (Mendyuk)
32. “They always help.” “Siempre ayudan.” (Mathew)
33. “I feel comprehended and satisfied.” “Me siento comprendida y satisfecha.” (Mathew)
34. “Fast attention.” “Atencion rapida.”

<u>Question 16</u>: How can we improve Greater Family Health?

English

1. “Keep the high standard with facilities.”
2. “None, Keep up the good work.” (Perez)
3. “Everything is good.” (4)
4. “None.” (2)
5. “I don’t know.”
6. “N/A.” (10)
7. “Friendly.” (Mendyuk)
8. “Nothing was satisfied with experience.” (Mattes)
9. “Nothing.” (8)
10. “All is good.” (Headley)
11. “Being able to see telehealth providers in the same location. (Why do I have to travel far to a physical location for a Microsoft teams call?).” (Headley)
12. “To remove the 15 min before the appt. As often we have to wait additionally 30-60 min.” (Mendyuk)
13. “Everything is perfect.” (5)
14. “Less wait time.” (Mendyuk)
15. “Good so far.” (Headley)

Spanish

1. “For the moment there is nothing to improve, it is good how it is.” “Por el momento no hay nada que mejorar, por ahora esta bien como esta.” (Zgorka)
2. “To me it is excellent.” “Para mi es excelente.”
3. “They give me fast appointments.” “Me dan citas rápido.” (Perez)
4. “No.”
5. “Nada.” (2)
6. “In my experience you have improved already.” “En mi experiencia ya ah mejorado.” (Perez)
7. “Everything is good.” “Todo esta bien.” (10)
8. “Everything is excellent.” “Todo esta excelente.”
9. “N/A.” (2)
10. “Don’t take too long with appointments.” “No tardar tanto en las citas.” (Perez)
11. “Satisfied with the service.” “Satisfecha con el servicio.” (Perez)
12. “With your kindness help.” “Con su amabilidad y ayuda.”

13. “In general, they do a good job.” “En general hacen buen trabajo.”
14. “More accesible appointments.” “Mas citas acesibles.”
15. “Up until now everything is good.” “Hasta ahora todo esta bien.” (Perez)

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

English

- YES: 163
- NO: 3

Spanish

- YES: 102
- NO: 0

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

English

- Acevez: 2
- Headley: 8
- Mathew: 5
- Mattes: 24
- Mendyuk: 63
- Perez: 23
- Sofowora: 9
- Vega: 1
- Zgorka: 37

Spanish

- Acevez: 1
- Headley: 1
- Mathew: 6
- Mattes: 28
- Mendyuk: 20
- Perez: 36
- Sofowora: 4
- Zgorka: 12

Individual Question Results with Trendlines