

Patient Satisfaction Survey 300 McHenry Rd., Wheeling January 2026

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.

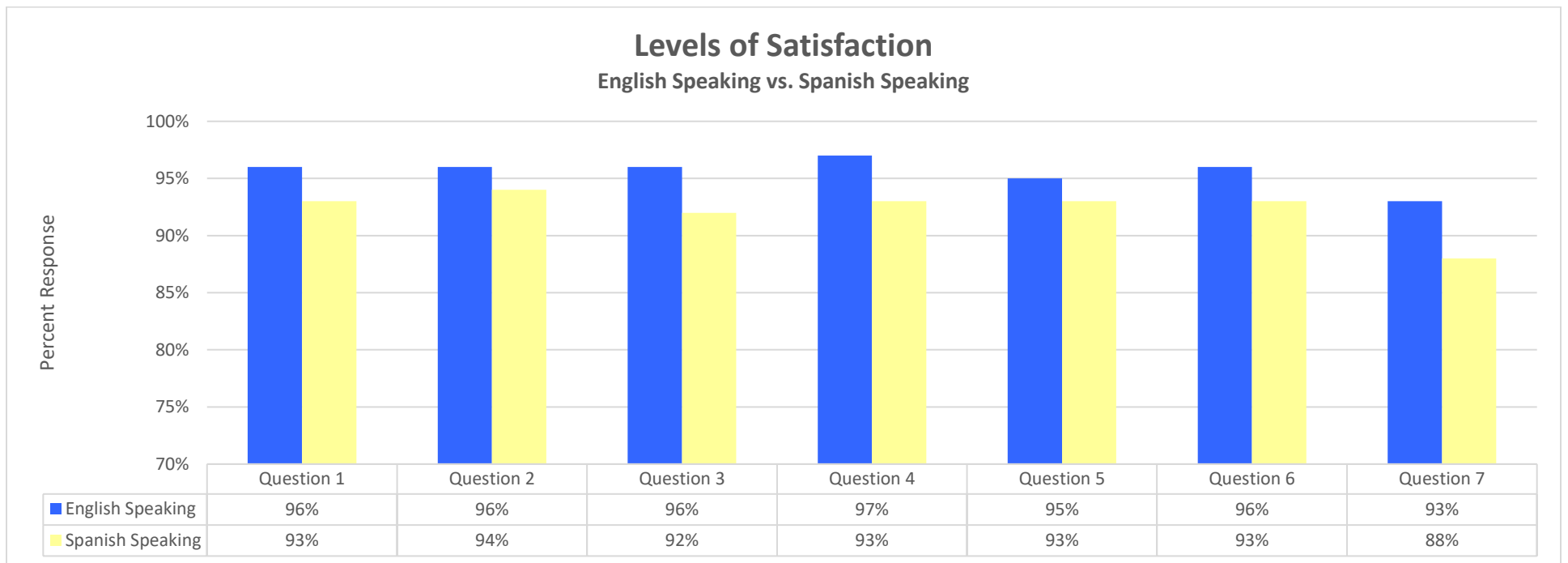
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	94%	93%	93%	94%
2. The reception staff	95%	94%	94%	94%
3. Receiving a timely appointment	94%	92%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	95%	94%
5. The follow-up, coordination, and continuity of my care	94%	94%	95%	94%
6. The staff addressing my medical needs today	95%	95%	94%	94%
7. The time spent waiting	90%	90%	90%	92%
8. The respectfulness of staff	95%	94%	94%	94%
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	95%	94%	94%	94%
11. Your medical assistant	96%	95%	95%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	95%	95%	95%
13. Overall, how satisfied are you with the Health Center?	95%	94%	94%	95%

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	94%	93%	93%	93%
2. The reception staff	95%	95%	94%	94%
3. Receiving a timely appointment	94%	93%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	95%	94%	94%	94%
5. The follow-up, coordination, and continuity of my care	95%	94%	94%	94%
6. The staff addressing my medical needs today	95%	95%	95%	94%
7. The time spent waiting	92%	92%	91%	91%
8. The respectfulness of staff	95%	95%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	94%	93%	93%	92%
10. The handling of my personal medical information in a private and confidential	95%	95%	94%	94%
11. Your medical assistant	95%	95%	95%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	95%	95%	95%
13. Overall, how satisfied are you with the Health Center?	95%	95%	95%	94%

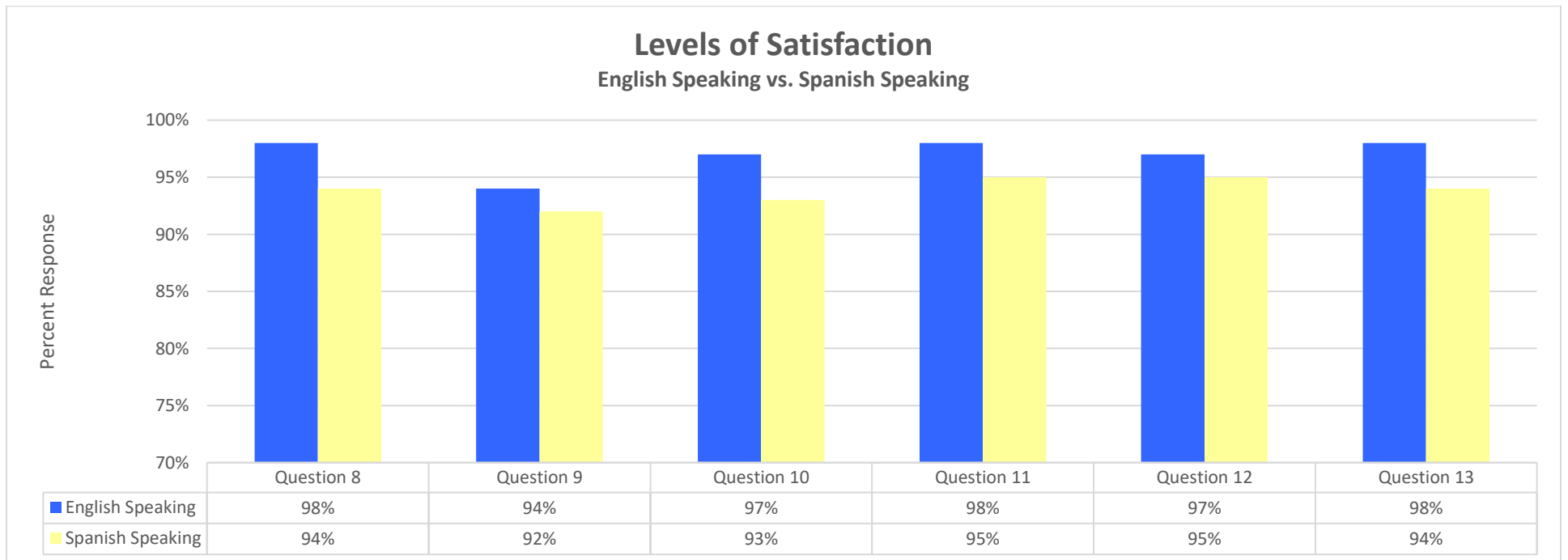
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	94 83%	141 75%	18 16%	36 19%	1 1%	6 3%	0	2 1%	1 1%	3 2%
2. The reception staff	95 83%	137 75%	17 15%	41 22%	2 2%	2 1%	0	1 1%	0	3 2%
3. Receiving a timely appointment	94 83%	127 69%	18 16%	44 24%	0	8 4%	0	2 1%	1 1%	2 1%
4. Education and explanation of plan provided in a way that I can understand	95 83%	132 73%	18 16%	40 22%	1 1%	6 3%	0	0	0	3 2%
5. The follow-up, coordination, and continuity of my care	93 82%	129 70%	16 14%	47 26%	5 4%	4 2%	0	2 1%	0	2 1%
6. The staff addressing my medical needs today	96 84%	140 75%	15 13%	40 21%	3 3%	3 2%	0	0	0	4 2%
7. The time spent waiting	85 75%	103 55%	20 18%	67 36%	8 7%	8 4%	1 1%	5 3%	0	3 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	100 90%	139 75%	10 9%	40 22%	1 1%	2 1%	0	0	0	4 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	83 78%	124 68%	13 12%	49 27%	10 9%	8 4%	0	0	0	2 1%
10. The handling of personal medical info in a private and confidential manner	96 85%	137 73%	16 14%	44 24%	1 1%	2 1%	0	1 1%	0	3 2%
11. Your medical assistant	101 87%	150 80%	12 11%	33 18%	1 1%	1 1%	0	0	0	4 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	98 87%	150 81%	13 12%	32 17%	2 2%	0	0	0	0	4 2%
13. Overall, how satisfied are you with the Health Center?	102 90%	146 78%	9 8%	33 18%	2 2%	3 2%	0	0	0	5 3%



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: 32

N/A: 19

YES: 4

Comments:

1. "Yes, my experience was awesome + great." (Patel)
2. "Today my first day being here I like it the nurse was so nice also she answer my questions help me."
3. "Very good staff."
4. "Good." (2)
5. "Great." (Shirazi)
6. "I have not left a message but all of the phone conversations have been very pleasant and efficient." (Ninkovska)
7. "Yes, and they return my voicemail within 2 hour." (Ninkovska)
8. "Yes, good response." (Patel)
9. "Missed my previous appt. They did not give me a courtesy call." (Patel)

Spanish

NO: 48

N/A: 3

YES: 8

Comments:

1. "Very satisfied with the attention from the entire personnel." "Muy satisfecha con la atención de todo el personal." (Patel)
2. "Yes, with sufficient appointments." "Si la suficiente cita."
3. "Very great." "Muy bien."
4. "Ok." "Ok." (Ninkovska)
5. "Good." "Bien."
6. "Yes, I am waiting for a response." "Si, a un espero respuesta." (Shirazi)
7. "Very great, no problems." "Muy bien, ningun problema." (Ninkovska)
8. "Yes, very great." "Si muy vien." (Ninkovska)
9. "Very good experience, kind." "Muy buena experiencia, amables."
10. "Excellent." "Exelente." (Ninkovska)

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

English

1. "N/A." (5)
2. "Health." (Shirazi)
3. "Everything." (4)
4. "Appointments." (Patel)
5. "Convenience."
6. "None." (Patel, C)
7. "Alexis." (Finnander)
8. "Everything is good."
9. "They see you get better."
10. "Convenient, nearby."
11. "I don't know." (Shirazi)
12. "Communication." (Vega)
13. "Customer service." (Hammer)
14. "The service." (Shirazi)
15. "The service is really good." (Hammer)
16. "Good communication." (Hammer)
17. "The care of some providers: Teodora Ninkovska, Lilian Lyman and Dr. Patel Cheerag. The availability of the visits + the lab." (Ninkovska)
18. "The pace and transparency." (Hammer)
19. "Location, close to home." (Hammer)

Spanish

1. "Ok." "Ok."
2. "No." "No."
3. "Helps me take care of myself." (English response on a Spanish survey)
4. "Excellent service." "Servicio excelente." (Ninkovska)
5. "The communication." "La comunicación."
6. "Attention." "Atencion." (Vega)
7. "The attention." "La atención." (Lyman)
8. "Everything is great." "Todo esta bien."
9. "Everything is great." "Todo bien." (Ninkovska)
10. "Everything." "Todo." (Ninkovska)
11. "The attention and the benefits." "La atencion y sus beneficios." (Vega)
12. "Medical attention." "Atencion medica." (Hammer)
13. "Having Access to my checkups at a modest price and great attention." "Tiene acceso a mis chequeos a precio modesto y lo buen atención."
14. "The medical attention that is offered." "La atencion medica que ofrece." (Vega)

20. "Affordable to help with first appt for pregnancy."
21. "Don't have to wait long periods of time to get an appointment." (Finnander)
22. "The doc makes you feel good." (Ninkovska)
23. "OB info." (Vega)
24. "Open walk-in appointments." (Shirazi)
25. "The convenience being able to see all my providers at the same place." (Finnander)
26. "Front desk has been very helpful." (Hammer)
27. "The positive and supportive attitude of both the providers & staff." (Ninkovska)
28. "The patient plan helps me a lot."
29. "The beautiful nurses + they are so friendly." (Patel)
30. "Teodora is outstanding!! I love coming to see her!" (Ninkovska)
31. "Dr. Patel." (Patel, C)
32. "Having bilingual staff." (Lyman)
33. "The availability." (Shirazi)
34. "Easy access." (Weaver)
35. "MAT." (Patel)
36. "Nice friendly service." (Weaver)
37. "All great." (Vega)
38. "Checkup." (Shirazi)
39. "All the treatment." (Lyman)
40. "Staff helps my coordinate my referrals to outpatient procedures." (Ninkovska)
41. "Teodora is the greatest and she makes me feel heard and seen." (Ninkovska)
42. "Kind & helpful staff." (Patel)
43. "Natalie Weaver is the very best nurse/Dr. I've had, and I have had many sub-par Drs, be my provider in my past, She is very up to date on current research + best practices which I appreciate so much. I am also impressed w/ her note taking of my case. The treatment plan is very clear to me and I am so thankful I found her!" (Weaver)
44. "Patient portal, afternoon appts." (Ninkovska)
45. "Near my home, very helpful and thorough staff." (Patel)
46. "Everything was amazing." (Lyman)
47. "Open on weekends (Sat)." (Weaver)
48. "I've been coming for years and am familiar with everything. I appreciate all of the resources provided here!" Ninkovska)
15. "Timely and quality medical care." "Atencion medica oportuna y de calidad."
16. "In everything necessary related to health." "En todo lo necesario con la salud."
17. "They are very efficient with everything." "Son muy eficientes en todo." (Lyman)
18. "They are kind and explain when I do not understand." "Son amables y explican cuando no entiendo." (Lyman)
19. "Financial assistance and that the doctors worry for the health of their patients." "Ayuda y que los doctores se preocupan por la salud de sus pacientes."
20. "The attention and ease to obtain medical services." "La atencion y facilidad de obtener servicios médicos." (Lyman)
21. "Having control of my health." "A llevar un control de mi salud."
22. "They explain everything in a very effective way." "Que explican todo de una manera muy eficaz." (Hammer)
23. "That they help with my medical necessities." "Que me ayudan con mis necesidades medicas." (Patel)
24. "The care for my children's health." "El Cuidado de mis hijos salud."
25. "That they have Spanish interpreter." "Que tienen interprete Spanol."
26. "The attention and the help with everything." "La atencion y la ayuda en todo." (Shirazi)
27. "The attention is what helps the most and that everyone is very kind." "La atencion es lo que mas las ayuda y que son muy amables todos."
28. "They are patient and very attentive at the time of appointment reminders." "Son pacientes y muy atentos al momento de recordar las citas."
29. "Sincerely, their attention is very efficient and the entire personnel is very nice." "Sinceramente su atencion es muy eficiente y todo el personal muy lindo." (Ninkovska)
30. "My follow-up." "Mi seguimiento." (Ninkovska)
31. "The doctors." "Las doctoras." (Shirazi)
32. "The service." "El servicio."
33. "Prevention." "Prevencion." (Hammer)
34. "Closeness." "Cerca." (Shirazi)
35. "The respectful service and cordial." "El servicio respetoso y cordial." (Mathew)
36. "With my health." "A mi salud." (Ninkovska)
37. "The medical attention." "La atencion medica."
38. "Near my address." "Serca de mi direcion."
39. "Great service." "Buen servicio." (Ninkovska)

40. "Great service and very professional team."
"Buen servicio y equipo muy profesional."
(Ninkovska)
41. "In economic terms, it's very reasonable."
"En lo economico muy rasobale." (Ninkovska)
42. "The kindness." "La amabilidad."
43. "To be able to attend to me." "Poder atenderme." (Ninkovska)
44. "With my health." "Con mi salud."
45. "The health." "La salud."
46. "Very good communication." "Muy buena comunicacion." (Hammer)
47. "Close to home." "Cerca de casa." (Patel)
48. "To inform me of my health." "A informarme de mi salud." (Hammer)
49. "Su amabilidad." "Their kindness."
(Ninkovska)
50. "Everyone is helpful." (English response on a Spanish survey)
51. "With my health." "Mi salud." (Ninkovska)
52. "Support for those who do not have health insurance." "El apoyo a quienes no contamos con seguro medico." (Patel)
53. "The attention from my provider." "La atencion de mi probedora." (Ninkovska)
54. "Their personnel in general and how they attend to us." "Su personal en general y como lo atienden." (Ninkovska)
55. "The medical attention." "La atencion medica." (2)
56. "Their hours and their services." "Sus horarios y servicio."
57. "They always help me if I need anything."
"Siempre me ayudan si necesito algo."
(Lyman)
58. "They always help with all of our necessities."
"Siempre ayudan en toda nuestra necesidades."
59. "The dr was very helpful." (English response on a Spanish survey)
60. "It is close to my home and when I need an appointment they provide one promptly."
"Esta serca de mi casa y cuando quiero hacer una cita me la dan pronto." (Ninkovska)
61. "Their recommendations and quickness."
"Sus recomendaciones y rapidez." (Hammer)
62. "My provider the care that they have more my health." "Mi provedora el cuidado que tiene a mi salud." (Ninkovska)
63. "Their efficiency and their human quality but above all their professionalism." "Su eficiencia y su calidad humana pero sobre todo su profesionalismo." (Shirazi)
64. "That they tend to you with respect and with the best attitude." (Patel)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (14)
2. "None." (3)
3. "Good." (Shirazi)
4. "Nothing." (2)
5. "Stay the same." (Patel)
6. "All good." (Lyman)
7. "Just making us wait too long to be called."
(Patel)
8. "Nothing so far."
9. "Everything is good."
10. "Keep hiring better doc."
11. "Nothing everything is great." (Finnander)
12. "Everything is really good." (Hammer)
13. "Nothing to improve, doing very well!"
(Hammer)
14. "Although the wait time "makes sense"
however, it would be much more beneficial to
see patients at their scheduled times and not
10-20 minutes past the apt." (Ninkovska)
15. "You decide + that will be good with me not
ok." (Patel)
16. "If EKG is installed." (Patel)
17. "You guys are doing a good job!!" (Vega)
18. "It would be nice if you could all get a text that
doctor is ready to see you so you can wait in
your car if waiting room is full." (Ninkovska)
19. "Get more doctors like Teodora." (Ninkovska)
20. "N/A you guys are awesome 😊."
(Ninkovska)
21. "My experience has been positive so far."
(Ninkovska)
22. "Last week I signed in to my appointment 4
mins too late and I was turned away (I do not
live in Wheeling) and they rescheduled
appointment was ludicrous. It wasn't until
March 4th when I had the appointment on
Jan, 21st my meds would have run out..."
(Weaver)

Spanish

1. "Great." "Bien."
2. "Ok."
3. "N/A." (3)
4. "For me, everything is great." "Para mi todo
esta bien."
5. "It appears it is excellent." "Me parece
exelente."
6. "Everything is very great!" "Todo muy bien!"
(Hammer)
7. "I believe that everything is perfect." "Creo
todo bien perfecto."
8. "Everything is great." "Todo bien." (4)
9. "Everything is very great." "Todo muy bien."
(3)
10. "They have done a great job." "Han hecho
muy bien trabajo."
11. "For me, it is great how it is." "Para mi esta
bien así como son." (Lyman)
12. "Everything is great, thank you." "Todo bien
gracias."
13. "Providing timely appointments." "Dando las
sitas mas pronto."
14. "Better follow-up." "Mejor seguimineto."
(Lyman)
15. "It seems to me that the service is great."
"Me parece que el servicio es bueno."
(Hammer)
16. "For me, they offer excellent services." "Para
mi tienen un servicio excelente." (Patel)
17. "The service is very good." "El servicio es
muy bueno."
18. "For my person and my child everything.
They are very kind." "Para mi persona y mi
hijo todo esta son muy amables." (Shirazi)
19. "Like I was saying, for me, your support is
heartwarming everything is great. Thank you
for keeping me calm and for answering my
questions now that I do not have any doubts."
"Como les decia para mi es muy grata su
apoyo todo bien. Muchas gracias por
tenerme calma y contestar mis preguntas ya
q no quedan dudas." (Ninkovska)
20. "It is great how it is." "Asi esta bien."
(Ninkovska)
21. "Everything is very great I like the service."
"Todo esta bien me gusta el servicio."
(Ninkovska)
22. "Complying with the consults." "Cumpliendo
con las consultas." (Ninkovska)
23. "Completing the services." "A siendo el
servicio." (Ninkovska)
24. "Having earlier appointments." "Teniendo
citas mas tempranas."

25. "Great services." "Buen servicios." (Mathew)
26. "I am satisfied with the services." "Estoy satisfecha con su servicio."
27. "Being kind." "Ser amables." (Ninkovska)
28. "The ease of appointments." "Facilidad de citas." (Ninkovska)
29. "For the calls, say things in a less cruel manner." "Para las llamadas decir las cosas un poquito menos cruel." (Hammer)
30. "Very clean office and helpful staff." (English response on a Spanish survey)
31. "That if we do not feel well, that same day we should be tended to." "Quesi se siento uno mal el mismo dia que nos atienda." (Ninkovska)
32. "The services is the best, I do not see how it can improve! In fact, it is very great." "Si de hecho es muy bueno." (Shirazi)
33. "For, the service that is provided has always been good." "Para mi el servicio que me an brindado siempre a sido muy bien." (Patel)

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

English

- YES: 73
- NO: 0

Spanish

- YES: 92
- NO: 1

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

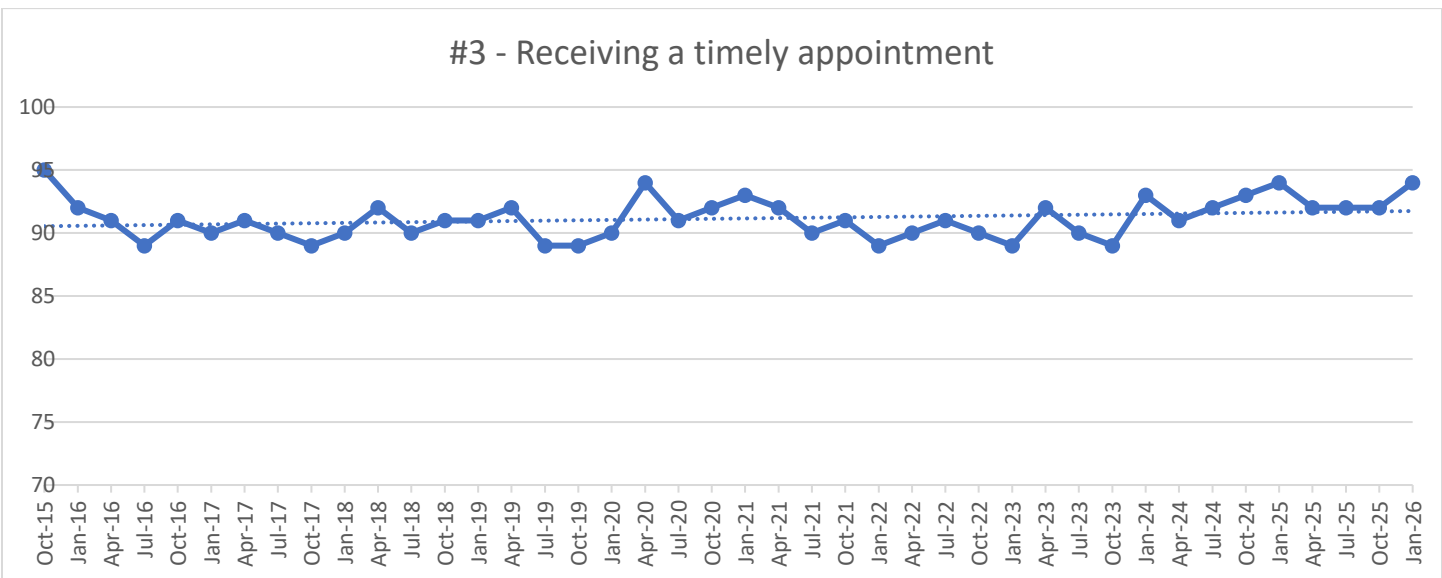
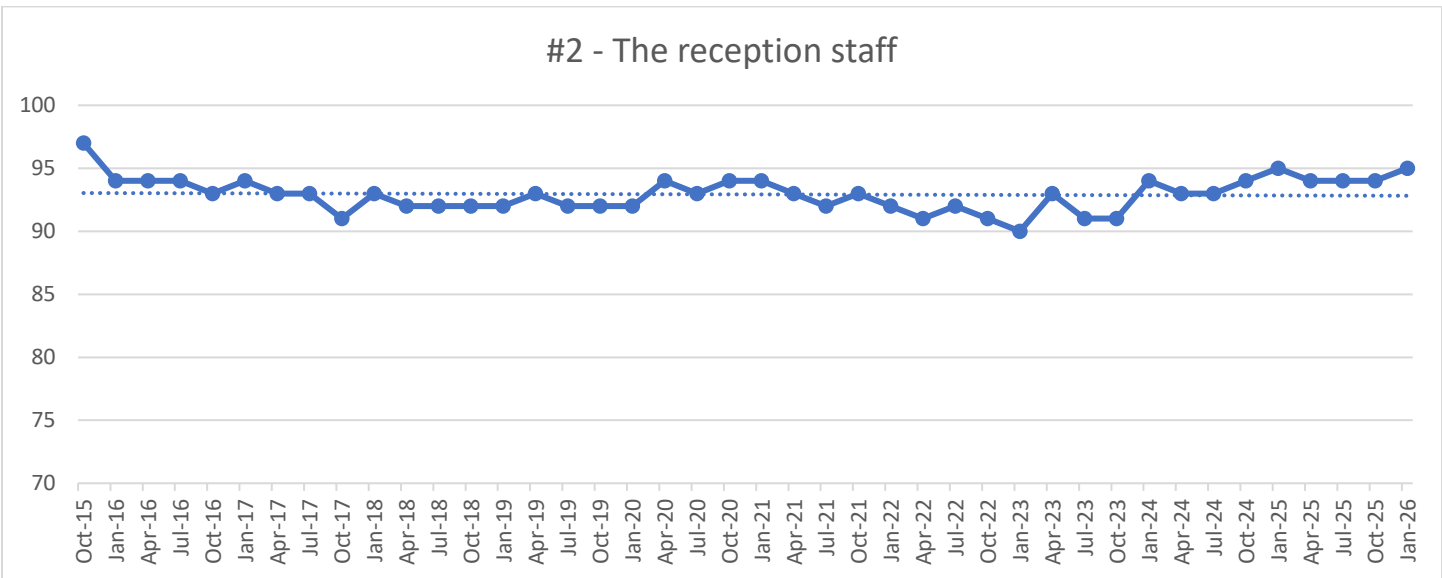
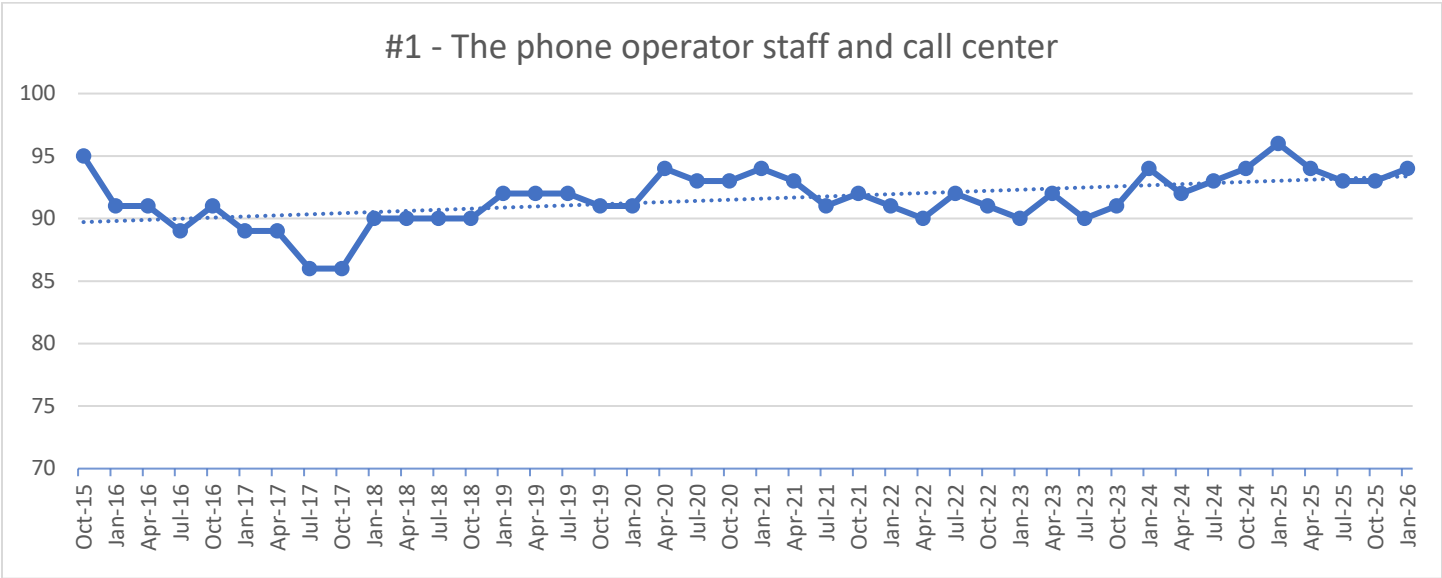
English

- Finnander: 4
- Hammer: 16
- Lyman: 10
- Mathew: 2
- Ninkovska: 16
- Patel, C: 21
- Shirazi: 12
- Vega: 9
- Weaver: 5

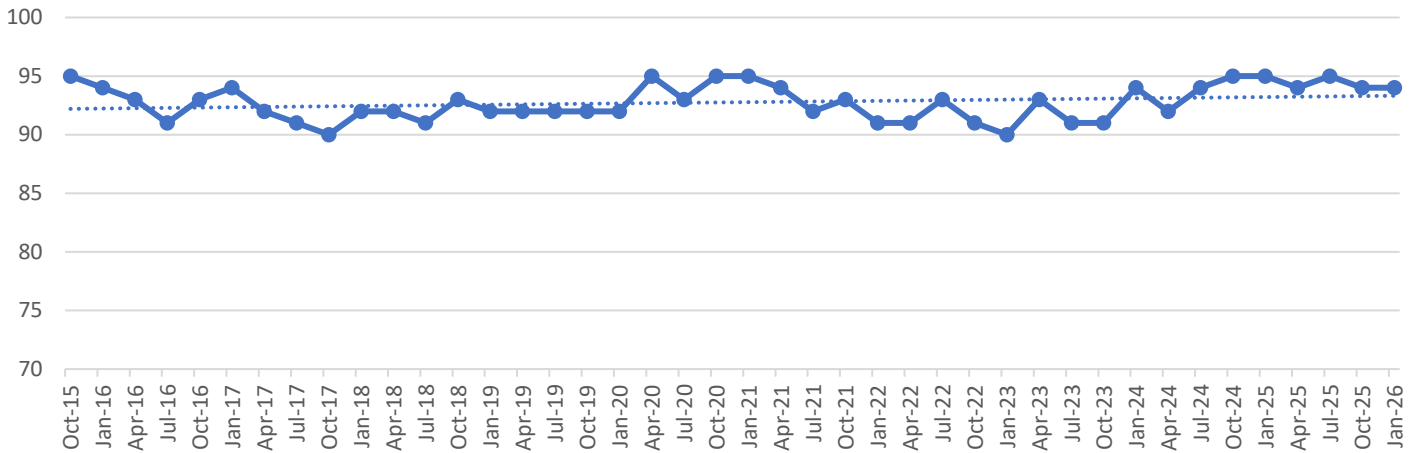
Spanish

- Hammer: 15
- Lyman: 23
- Mathew: 2
- Ninkovska: 41
- Patel, C: 16
- Shirazi: 21
- Vega: 6
- Weaver: 1

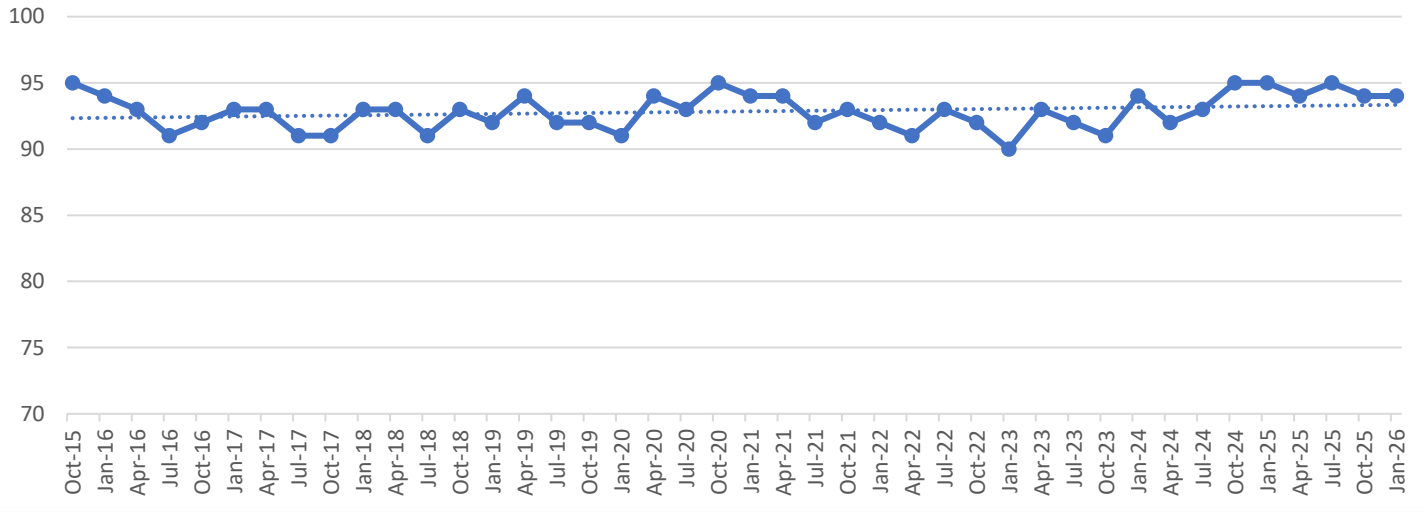
Individual Question Results with Trendlines



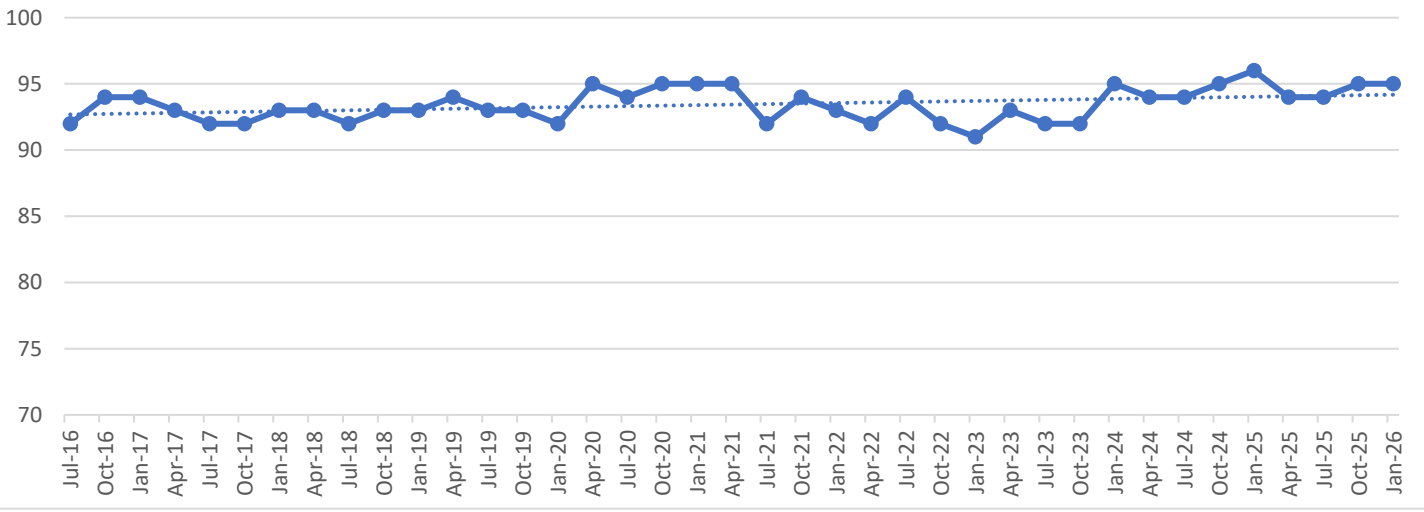
#4 - Education and explanation of plan provided in a way that I can understand



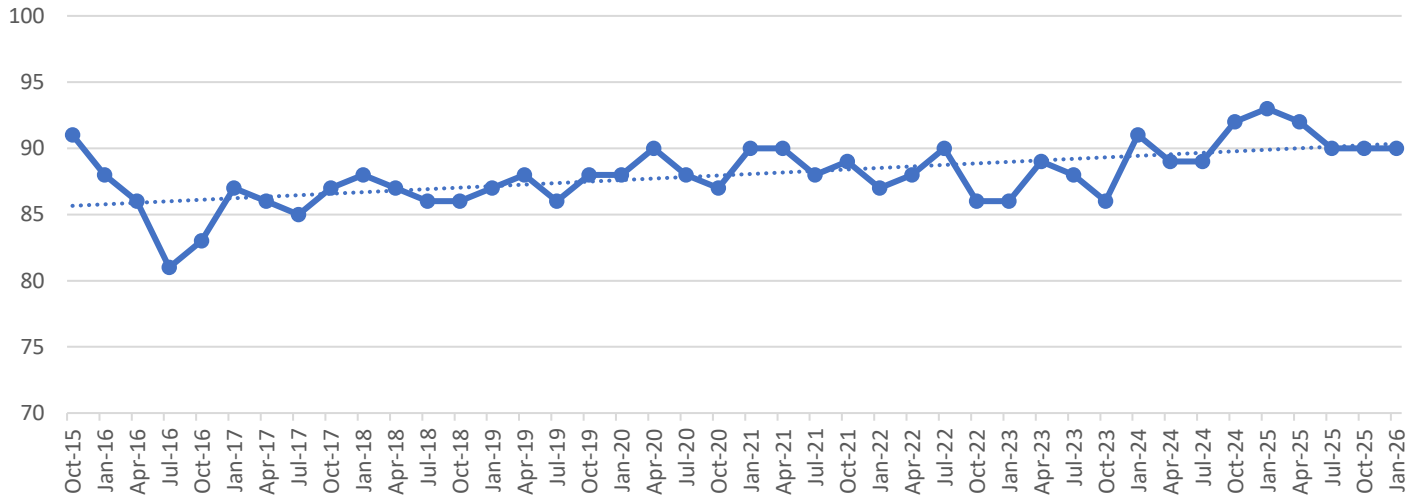
#5 - The follow-up, coordination, and continuity of my care



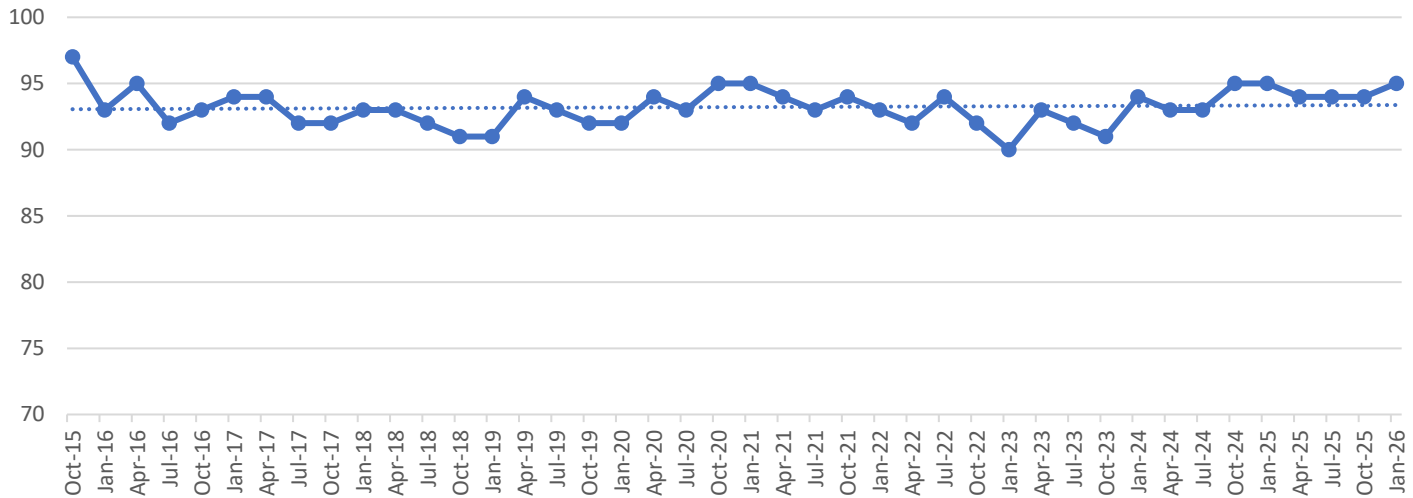
#6 - The staff addressing my medical needs today



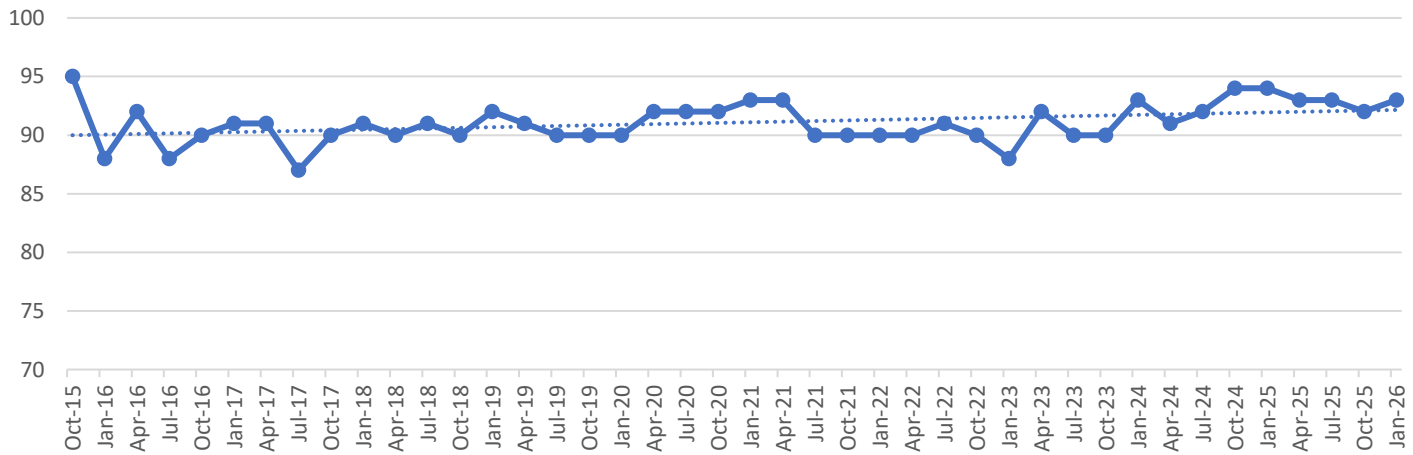
#7 - The time spent waiting



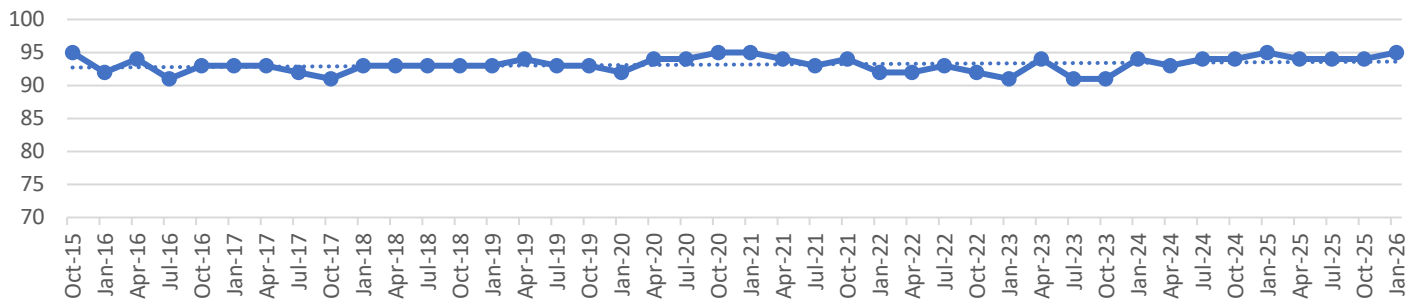
#8 - The respectfulness of staff



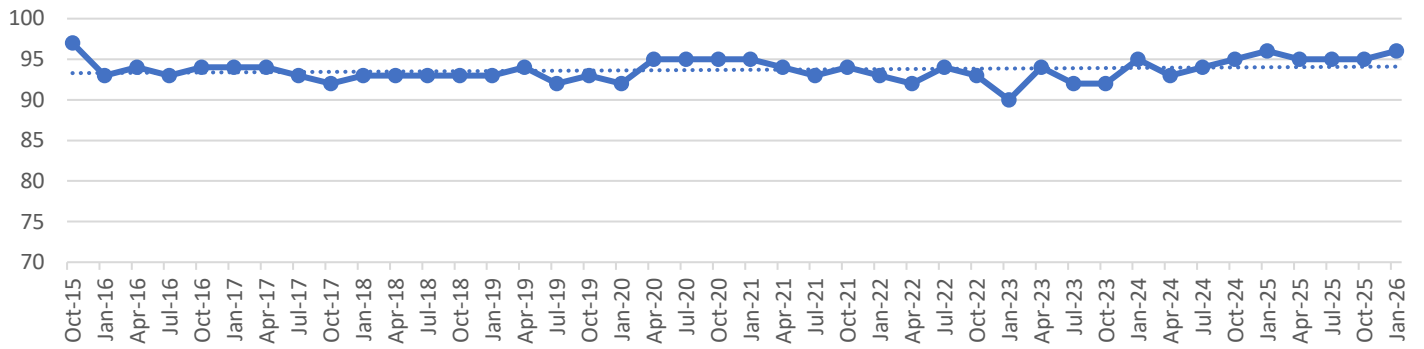
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



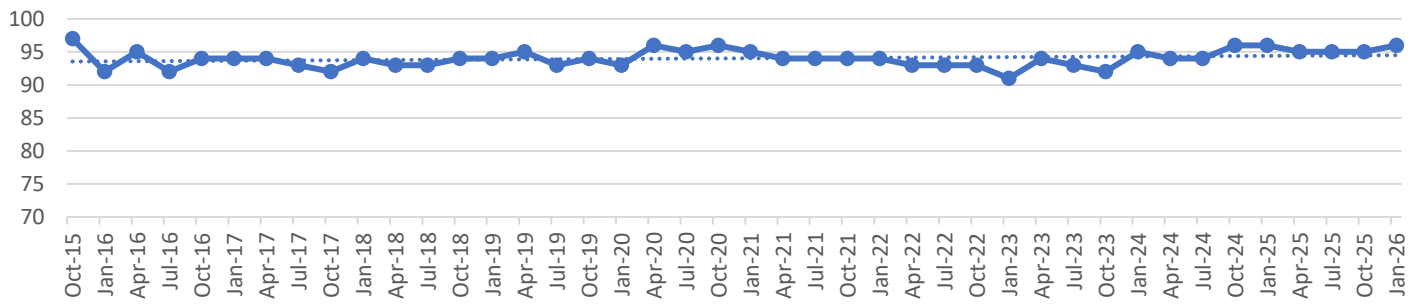
#10 - The handling of my personal medical information in a private and confidential manner



#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?

