

Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 91% 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.

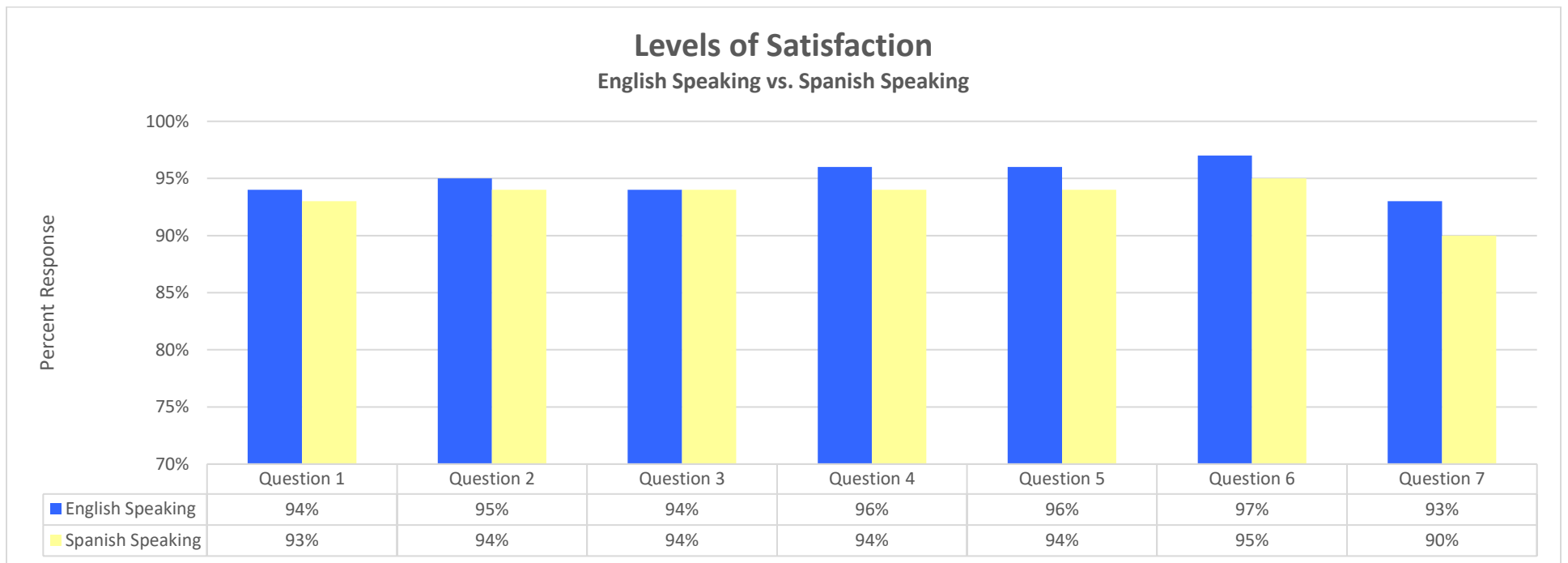
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	94%	94%	93%	92%
2. The reception staff	95%	94%	94%	93%
3. Receiving a timely appointment	94%	93%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	95%	95%	94%	93%
5. The follow-up, coordination, and continuity of my care	95%	95%	95%	94%
6. The staff addressing my medical needs today	96%	95%	95%	94%
7. The time spent waiting	91%	92%	91%	90%
8. The respectfulness of staff	95%	95%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	93%	93%	91%
10. The handling of my personal medical information in a private and confidential	95%	95%	95%	94%
11. Your medical assistant	96%	95%	95%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	96%	95%	94%
13. Overall, how satisfied are you with the Health Center?	96%	95%	95%	94%

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%

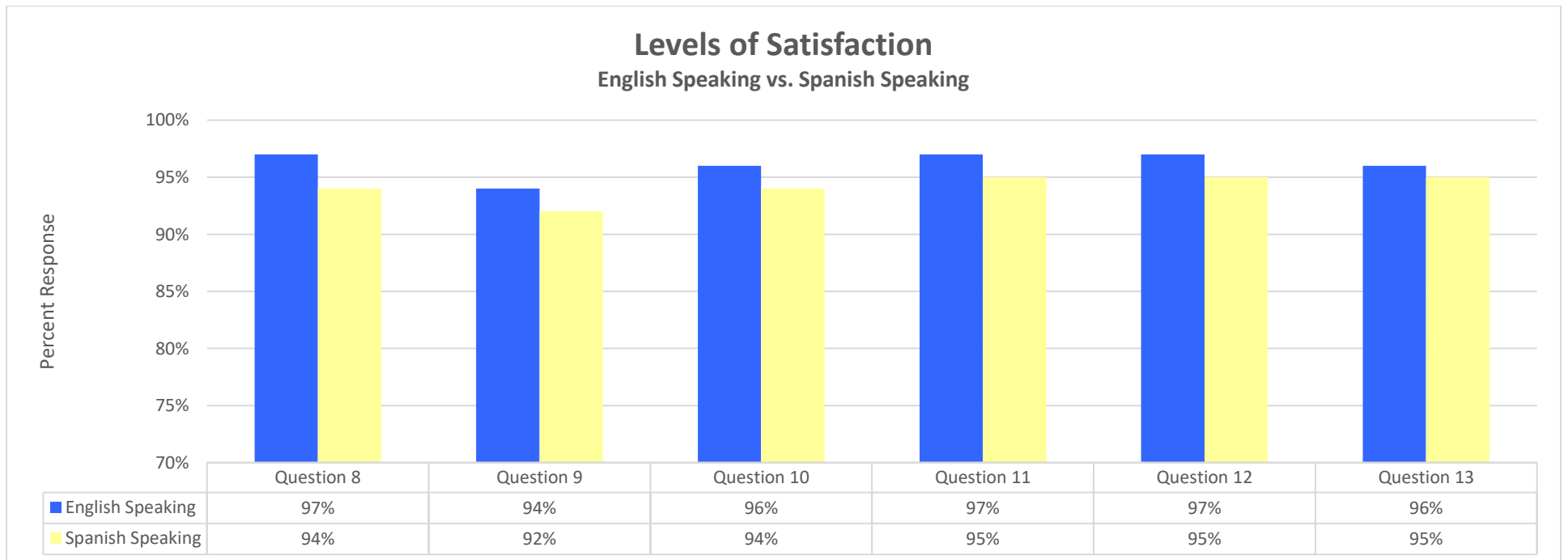
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	173 78%	141 74%	38 17%	41 22%	9 4%	3 2%	1 1%	4 2%	2 1%	1 1%
2. The reception staff	182 80%	145 77%	38 17%	37 20%	6 3%	3 2%	0	3 2%	1 1%	1 1%
3. Receiving a timely appointment	179 79%	139 75%	36 16%	38 20%	9 4%	6 3%	2 1%	2 1%	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	191 84%	144 76%	35 15%	41 22%	1 1%	2 1%	0	2 1%	1 1%	1 1%
5. The follow-up, coordination, and continuity of my care	190 83%	142 75%	35 15%	41 22%	2 1%	3 2%	0	2 1%	1 1%	1 1%
6. The staff addressing my medical needs today	193 85%	148 78%	34 15%	38 20%	0	2 1%	0	2 1%	1 1%	1 1%
7. The time spent waiting	166 73%	118 62%	45 20%	52 27%	11 5%	14 7%	4 2%	4 2%	1 1%	2 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	191 84%	143 75%	34 15%	40 21%	1 1%	4 2%	0	2 1%	1 1%	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	163 77%	128 69%	37 17%	50 27%	11 5%	4 2%	1 1%	2 1%	1 1%	2 1%
10. The handling of personal medical info in a private and confidential manner	190 83%	138 73%	34 15%	45 24%	3 1%	3 2%	0	2 1%	1 1%	1 1%
11. Your medical assistant	197 86%	147 78%	28 12%	39 21%	2 1%	0	0	2 1%	1 1%	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	198 87%	154 82%	29 13%	31 16%	0	1 1%	0	2 1%	1 1%	1 1%
13. Overall, how satisfied are you with the Health Center?	187 82%	149 80%	38 17%	34 18%	2 1%	1 1%	0	2 1%	1 1%	1 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: 41

N/A: 22

YES: 3

Comments:

1. "Dr. Followed up in timely manner." (Nambo)
2. "Overall very satisfied." (Ali, K)
3. "Always friendly."
4. "Amazing."
5. "Requested a call back."
6. "I was very satisfied."
7. "Yes, very good."
8. "With Natalie Weaver she listens to my concerns & is kind & thorough."
9. "Yes, called back immediately."
10. "Alejandro was wonderful."

Spanish

NO: 40

N/A: 2

YES: 0

Comments:

1. "Everyone is excellent, thank you for the attention." "Todos son excelentes, gracias por la atencion."

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

English

1. "Interpretation of results." (Nambo)
2. "Make you feel comfortable and treated nicely." (Ali, K)
3. "Wonderful staff and doctors." (Ali, K)
4. "Communication." (3)
5. "Everyone." (Aphaivong)
6. "Doctor." (2)
7. "N/A." (10)
8. "Getting in today." (Aphaivong)
9. "Latter appointments times." (Nambo)
10. "Dr. Siddiqui is a wonderful doctor- she spend more than enough time on me, I enjoy my visits with her." (Siddiqui)
11. "Staff." (6)
12. "How respectful everyone is." (Ali, K)
13. "Phones." (Blasinski)
14. "Dr. Explaining everything in detail." (Nambo)
15. "Everything in general." (Ali, K)
16. "On time appointment." (Weaver)
17. "The test & advice." (Siddiqui)
18. "Friendly staff & supportive."
19. "Amount of resources." (Chang)
20. "Fast appointments." (Chang)
21. "My Dr. and nurses."
22. "Great staff."
23. "Great health care provided."
24. "My team of doctors & nurses while pregnant." (Beall)
25. "Thorough information."

Spanish

1. "Everything." "Todo." (4)
2. "Very kind." "Muy amable." (3)
3. "Available appointments." "Citas disponibles."
4. "Excellent service." "Excelente servicio."
5. "Alot of medical help." "Mucha ayuda medica." (Nambo)
6. "Kindness." "Amabilidad."
7. "They are accesible and very attentive." "Son muy accesibles y muy atentos."
8. "The attention from the providers and nurses." "La atencion de los provedores y enfermeras." (Beall)
9. "Good service." "Buen servicio." (2)
10. "The service." "El servicio." (2)
11. "The help they give." "La ayuda que dan."
12. "The appointments with interpreters." "Las citas con interpretes."
13. "Health." "Salud."
14. "Everything in general." "Todo en general."
15. "The personnel is very profesional." "El personal es muy profesional."
16. "They always treat me when I am sick." "Siempre me atienden cuando estoy enfermo." (Aphaivong)
17. "Convenient appointment times." "Horarios de citas cómodos." (Siddiqui)
18. "The personnel is very kind." "El personal es muy amable."

26. "Same day appointments." (Aphaivong)
27. "Nice Drs." (Siddiqui)
28. "Everything." (4)
29. "All of it." (Aphaivong)
30. "Close to home, affordable care." (Siddiqui)
31. "Provider."
32. "The customer service, very helpful."
33. "The staff is always helpful." (Ali, K)
34. "On time appointments." (Chang)
35. "We love Natalie/Doug!!"
36. "Getting appts right away."
37. "Getting advice and being comfortable."
(Beall)
38. "Candice was awesome."
39. "Same day appointments." (Ali, K)
40. "Yes, they are very professional." (Siddiqui)
41. "Dr. is very informative." (Beall)
42. "No wait time/friendly staff." (Aphaivong)
43. "Hours."
44. "On time."
45. "Kindness and work ethics." (Talwar)
46. "Closer to home." (3)
47. "Phone call reminder/text."
48. "The kindness, understanding and patience."
49. "Very helpful, good w/answering any
question." (Origer)
50. "Helping communication."
51. "Psychiatry." (Talwar)
52. "Toys/books/fidgets." (Fischer)
53. "Keep enough therapist on staff."
54. "Satisfied ATM."
55. "Caring, helpful humans."
56. "Flexibility and understanding."
57. "The entire staff is helpful."
58. "Maybe if some of the staff members could
speak a little slower as to be understood
better."
59. "I don't know."
60. "Patient information explained very well."
61. "I have been a patient for over 20 years."
62. "Getting my health needs met."
63. "How helpful everyone is."
64. "Getting my prescriptions on time."
19. "Staff." "Personal."
20. "Take care of my health." "Cuidar mi salud."
21. "All the personnel, and the doctor paid close
attention." "Todo el personal, el doctor puso
mucha atención."
22. "The prices." "Los precios."
23. "The attention and the cost of appointments."
"La atención y el costo de citas." (Siddiqui)
24. "Prenatal appointments." "Citas prenatales."
25. "The reminder calls, everyone has been so
kind." "Las llamadas de recordatorio, por
ahora todos han cido muy amables."
26. "Good attention and the service delivered on
time." "Buena atención y el servicio en el
tiempo esperado." (Aphaivong)
27. "Reasonable family support." "Ayuda familiar
razonable."
28. "I always find the attention and help needed."
"Siempre encuentro la atención y ayuda
necesaria."
29. "Appointments in the morning." "Citas por la
mañana." (Aphaivong)
30. "Everything is good." "Todo esta bien." (2)
31. "With everything." "Con todo."
32. "They treat us good." "Nos atienden bien."
33. "You do a great job." "Hacen un buen
trabajo."
34. "It is very convenient, and they treat us
without insurance at a reasonable price."
"Que es conveniente, y nos atienden sin
aseguranza a un precio conveniente."
35. "The appointments." "Las citas."
36. "N/A." "N/A."

Question 16: How can we improve Greater Family Health?

English

1. "Nothing you guys are awesome."
2. "N/A." (32)
3. "No suggestions at this time." (Ali, K)
4. "Coffee."
5. "Nothing to note."
6. "No comment." (Chang)
7. "Nothing." (28)
8. "Everything is perfect." (Ali, K)
9. "Perfect so far." (Cekova)

Spanish

1. "Everything is good." "Todo esta bien." (10)
2. "You are doing a great job." "Estan hacienda
buen trabajo."
3. "They are more comprehensive." "Son mas
comprensibos."
4. "Just the appointment times." "Solo el tiempo
de citas." (Beall)
5. "I am fine the way it is." "Estoy bien como
esta."
6. "To me it is fine." "Para mi esta bien." (5)

10. "A box for used pens and clean pens labeled." (Ali, K)
 11. "Don't rush, slow down be more conscious of patients, families and put yourself in their shoes." (Ali, K)
 12. "More same day appointments." (Nambo)
 13. "Perfect so far." (Ali, K)
 14. "More availability." (Blasinski)
 15. "Dr. Availability scheduling." (Ali, K)
 16. "Front people sometimes could be a bit nicer." (Ali, K)
 17. "More sick appointments availability, hire more NP's and or more Dr's if need be. It shouldn't take 2 weeks to get any appointment for a sinus infection."
 18. "You're doing a good job!" (Siddiqui)
 19. "Follow up to referrals could be better."
 20. "Nothing everything is amazing."
 21. "Allow more wiggle room for same day week appointments." (Aphaivong)
 22. "Able to get someone on phone."
 23. "Provide books, toys, or fidgets for patients to enjoy in waiting room." (Fisher)
 24. "Being more informed about staff by telling us more."
 25. "Bring back comment cards and the ability to give actual feedback instead of me having the ability to elect people for EPIC."
 26. "No improvements needed."
 27. "Set appointment >3 months out. I am supposed to come every 6 months." (Talwar)
 28. "Don't need to change anything, great job."
 29. "Everything is perfect."
7. "Having closer appointments." "Tener citas mas cercanas." (Ali, K)
 8. "Good service." "Buen servicio." (2)
 9. "In all honesty the best for me." "Toda honestidad es la mejor para mi."
 10. "Having ultrasound services in the McHenry area." "Teniendo servicios de ultrasonido en el area de McHenry."
 11. "I am satisfied with the service." "Estoy satisfecha con el servicio." (Siddiqui)
 12. "Continue the same." "Continue igual." (2)
 13. "You are doing a great job." "Estan hacienda buen trabajo."
 14. "Everything is perfect." "Todo esta perfecto." (3)
 15. "You do a good job." "Hacen buen trabajo."
 16. "No." "No."
 17. "Only the wait time." "Solo en el tiempo de espera."

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

English

- YES: 149
- NO: 2

Spanish

- YES: 86
- NO: 0

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

English

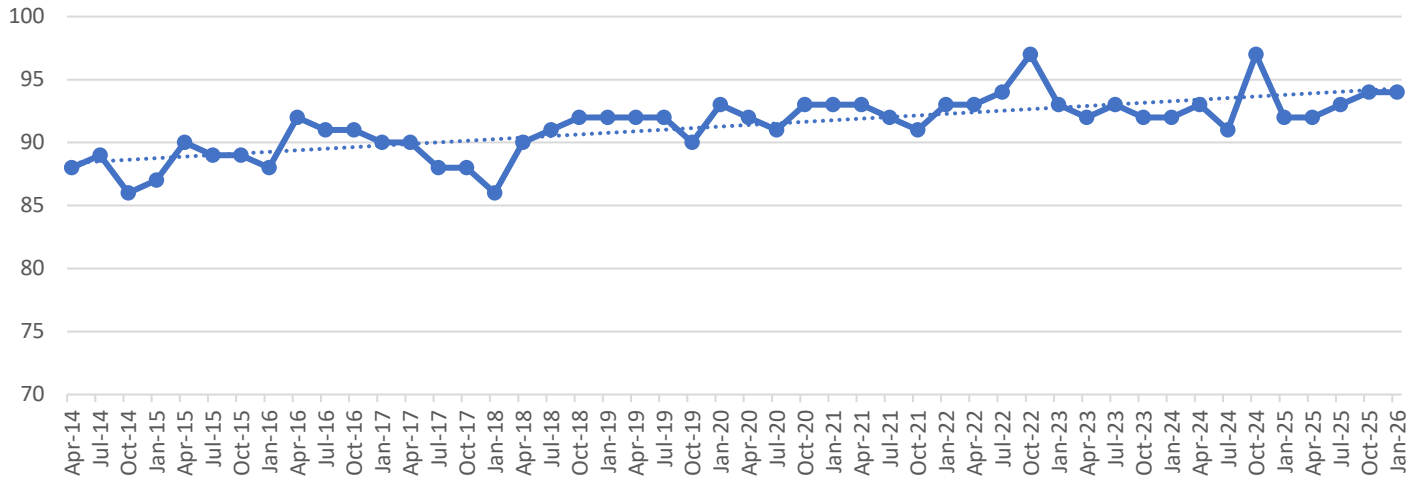
- Ali: 20
- Aphaivong: 22
- Beall: 4
- Blasinski: 5
- Cekova: 6
- Chang: 20
- Fischer: 1
- Hering: 1
- Nambo: 13
- Origer: 12
- Siddiqui: 14
- Talwar: 7
- Weaver: 6

Spanish

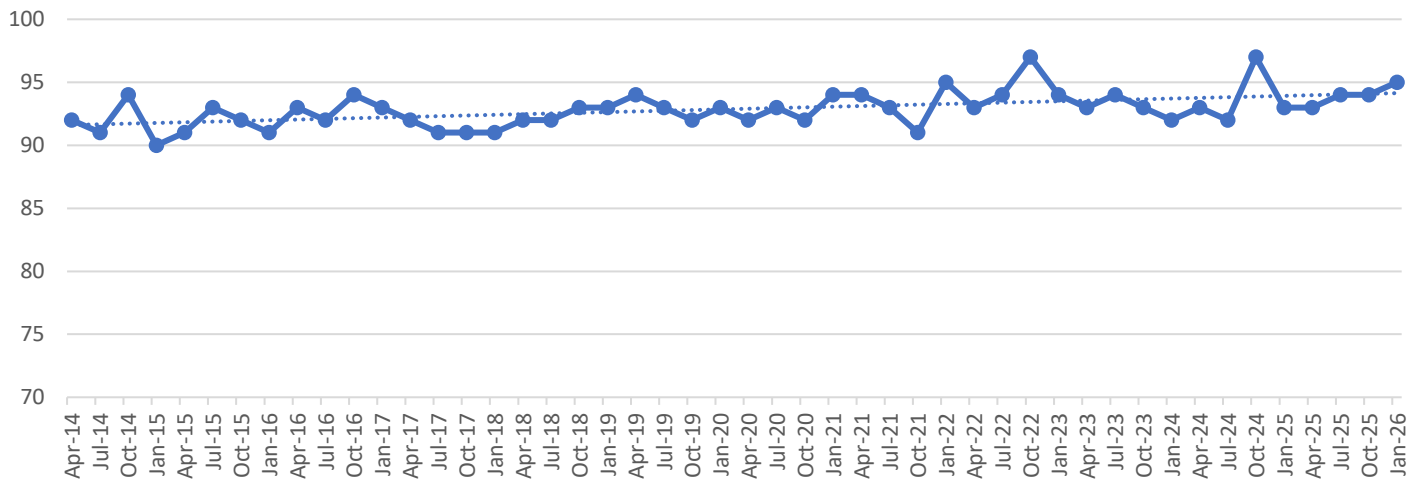
- Aphaivong: 10
- Beall: 4
- Cekova: 5
- Chang: 12
- Hering: 2
- Keclik: 2
- Nambo: 11
- Origer: 13
- Siddiqui: 14

Individual Question Results with Trendlines

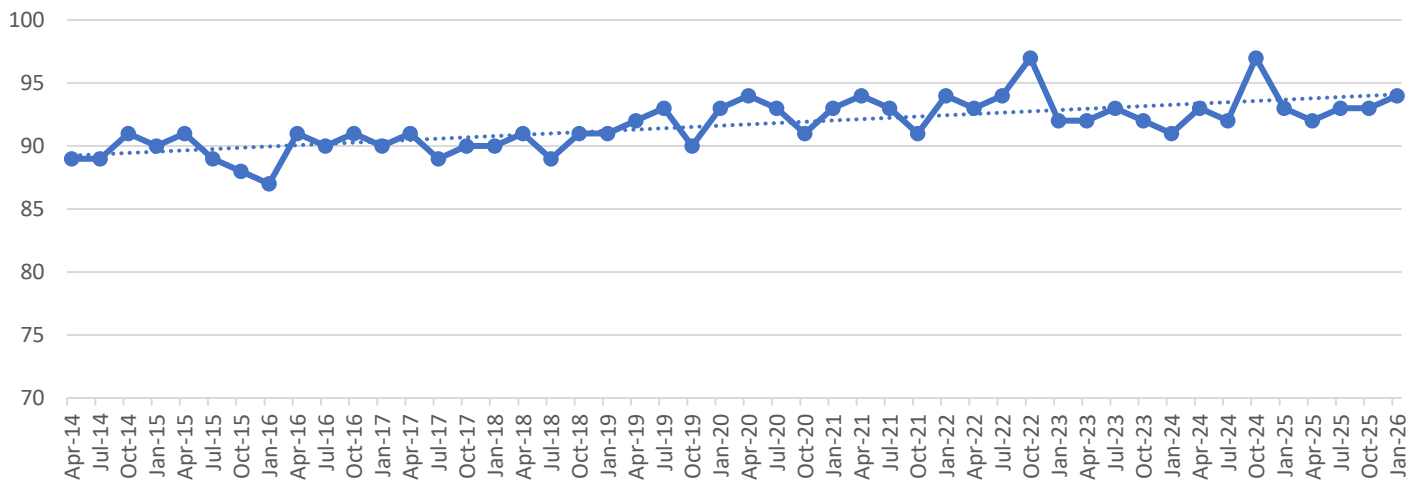
#1 - The phone operator staff and call center



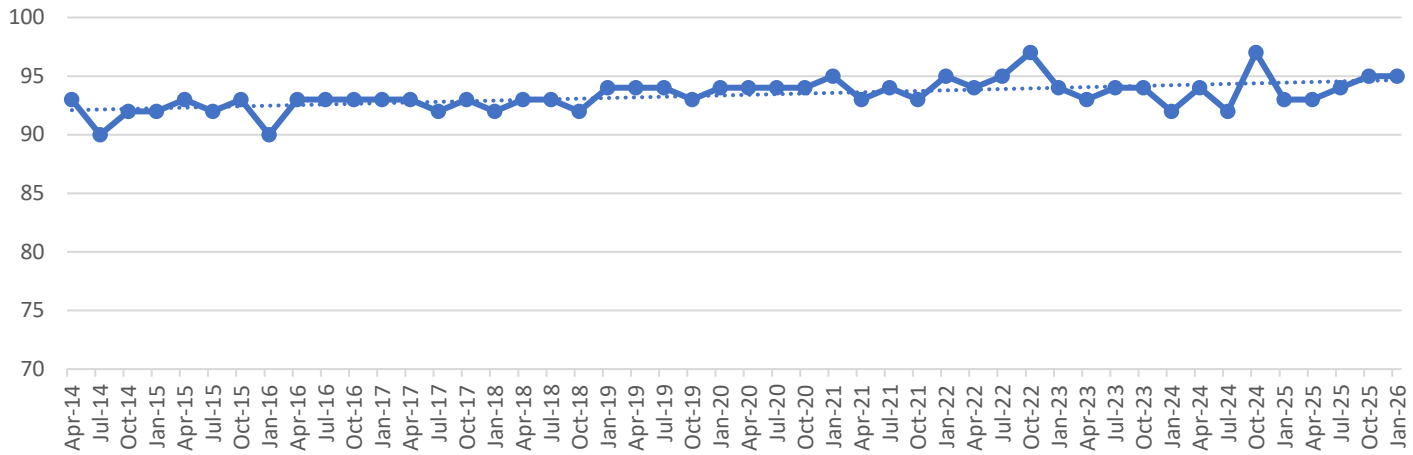
#2 - The reception staff



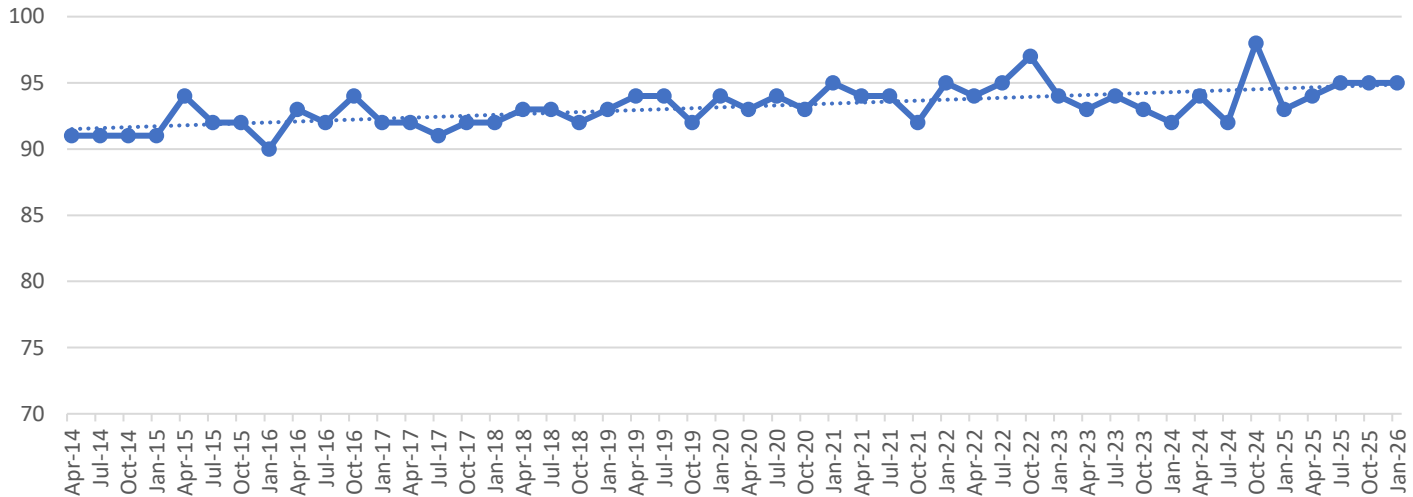
#3 - Receiving a timely appointment



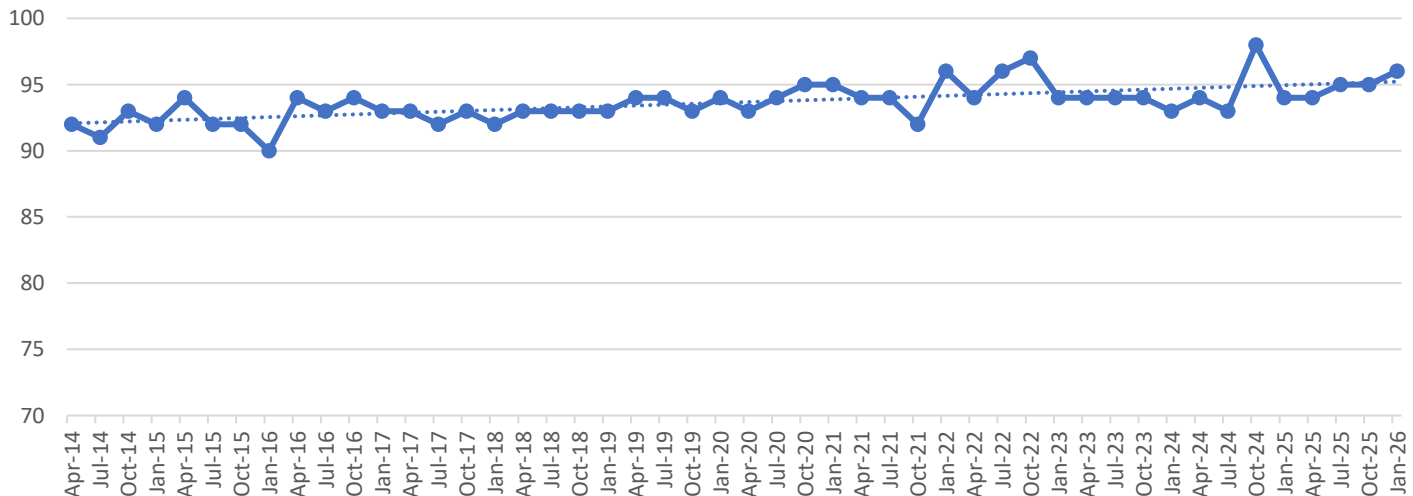
#4 - Education and explanation of plan provided in a way that I can understand



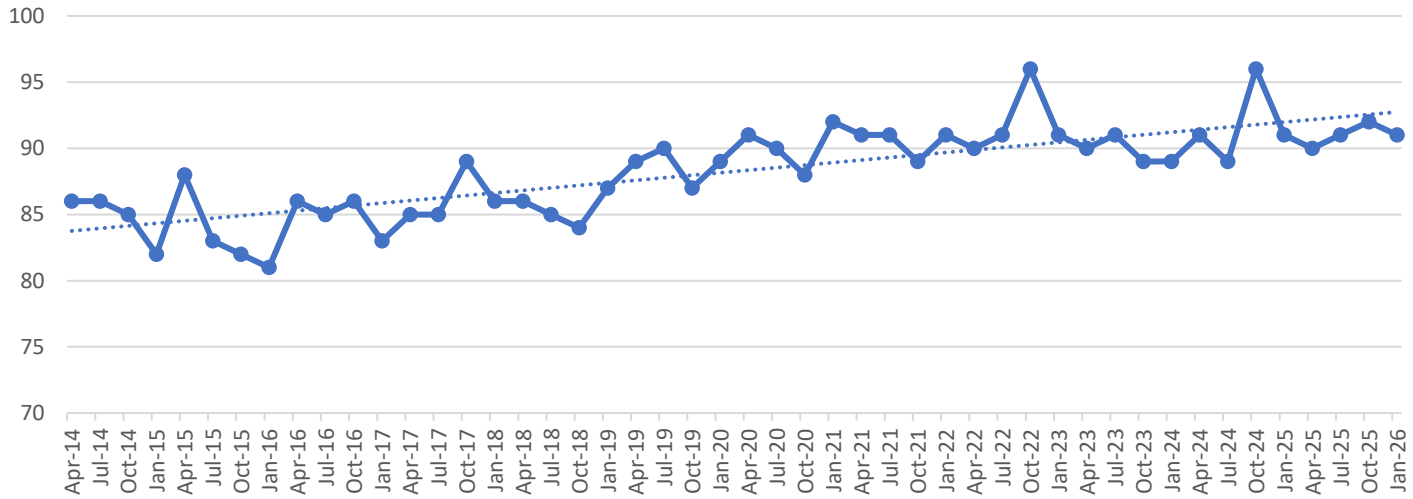
#5 - The follow-up, coordination, and continuity of my care



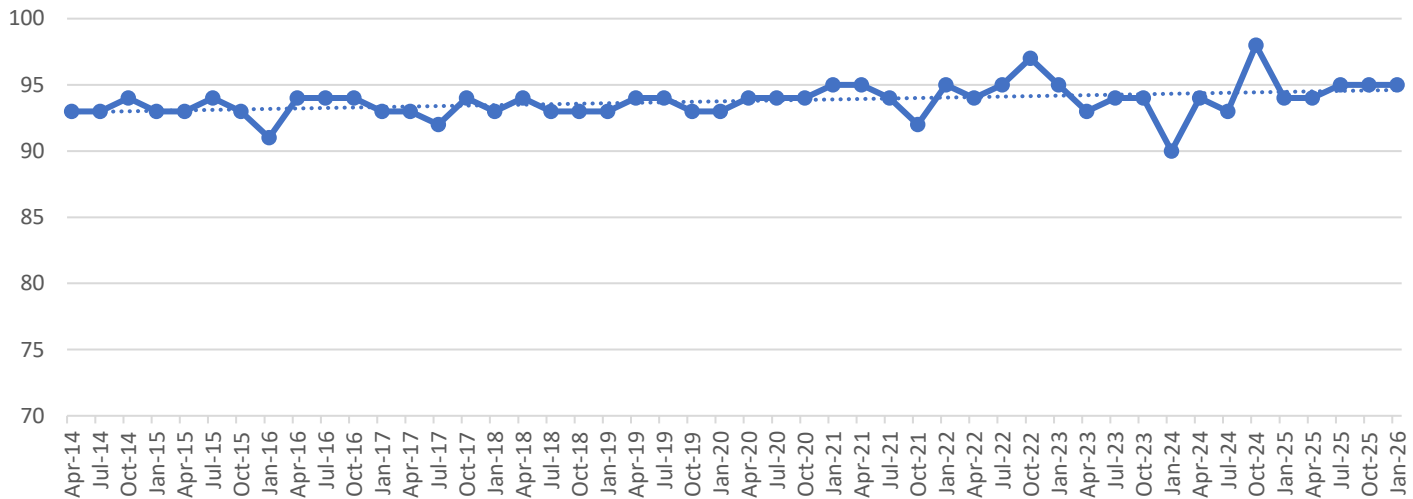
#6 - The staff addressing my medical needs today



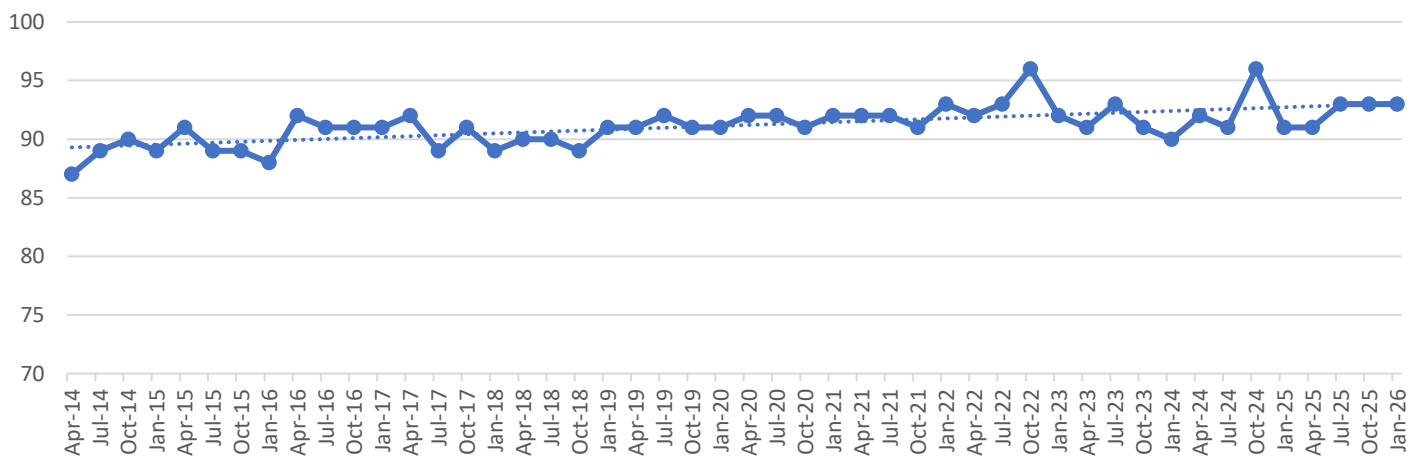
#7 - The time spent waiting



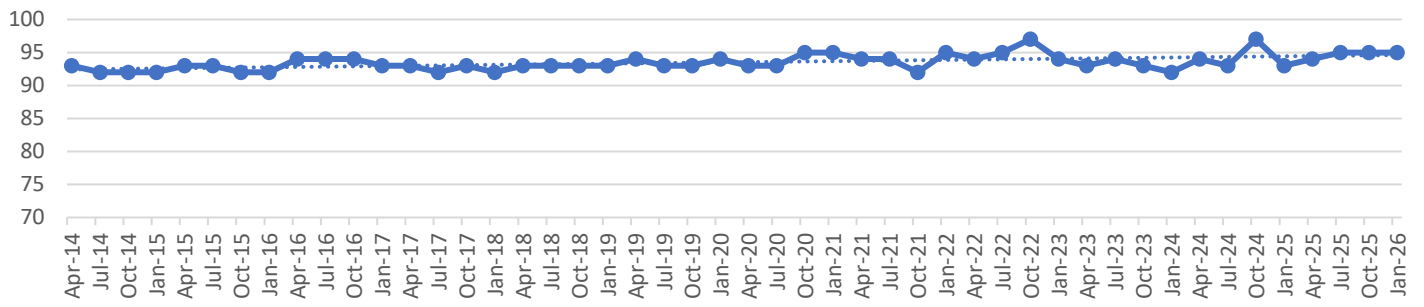
#8 - The respectfulness of staff



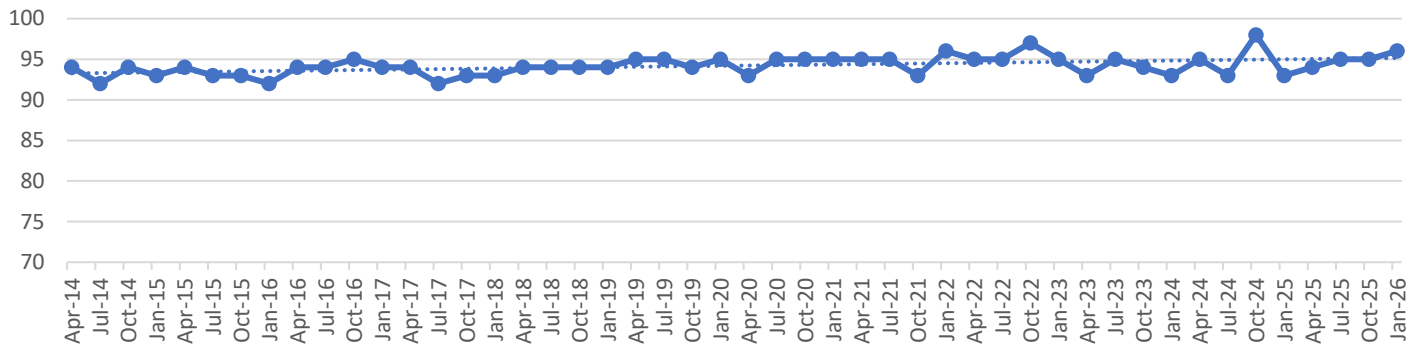
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



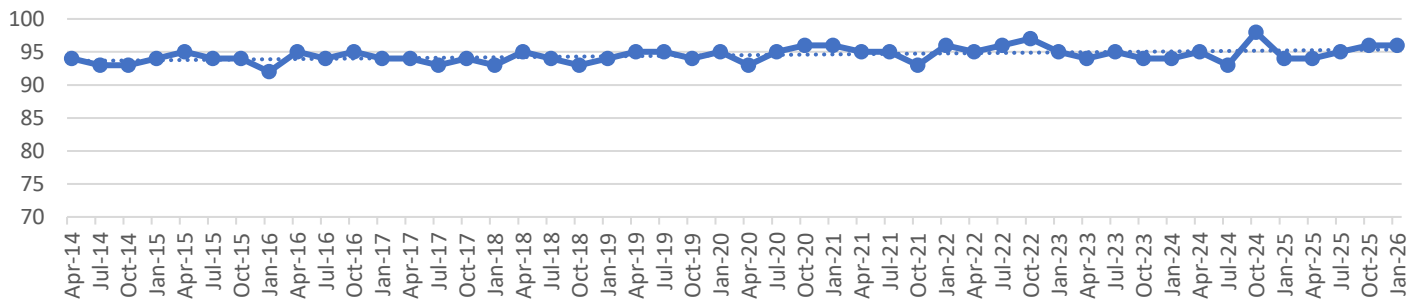
#10 - The handling of my personal medical information in a private and confidential manner



#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?

