

## Patient Satisfaction Survey 135 E. Irving Park Rd., Streamwood April 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 92% to 97%. 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.

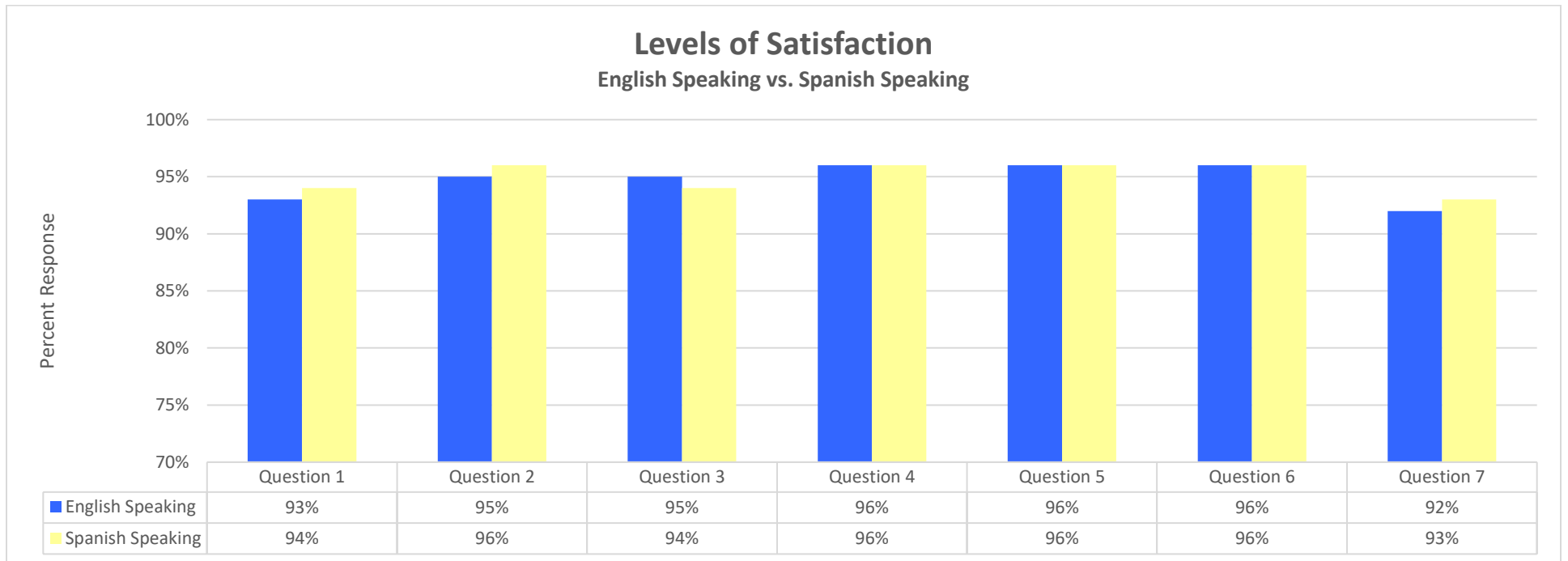
<b>135 E. Irving Park Rd., Streamwood – Survey Questions</b>	<b>Level of Satisfaction April 2026</b>	<b>Level of Satisfaction January 2026</b>	<b>Level of Satisfaction October 2025</b>	<b>Level of Satisfaction July 2025</b>
1. The phone operator staff and call center	93%	94%	93%	93%
2. The reception staff	96%	96%	95%	94%
3. Receiving a timely appointment	95%	94%	94%	93%
4. Education and explanation of plan provided in a way that I can understand	96%	96%	94%	94%
5. The follow-up, coordination, and continuity of my care	96%	95%	94%	94%
6. The staff addressing my medical needs today	96%	96%	95%	95%
7. The time spent waiting	92%	91%	91%	92%
8. The respectfulness of staff	96%	96%	95%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	94%	93%	93%
10. The handling of my personal medical information in a private and confidential	96%	96%	95%	95%
11. Your medical assistant	96%	96%	96%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	97%	96%	96%	95%
13. Overall, how satisfied are you with the Health Center?	96%	96%	95%	95%

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

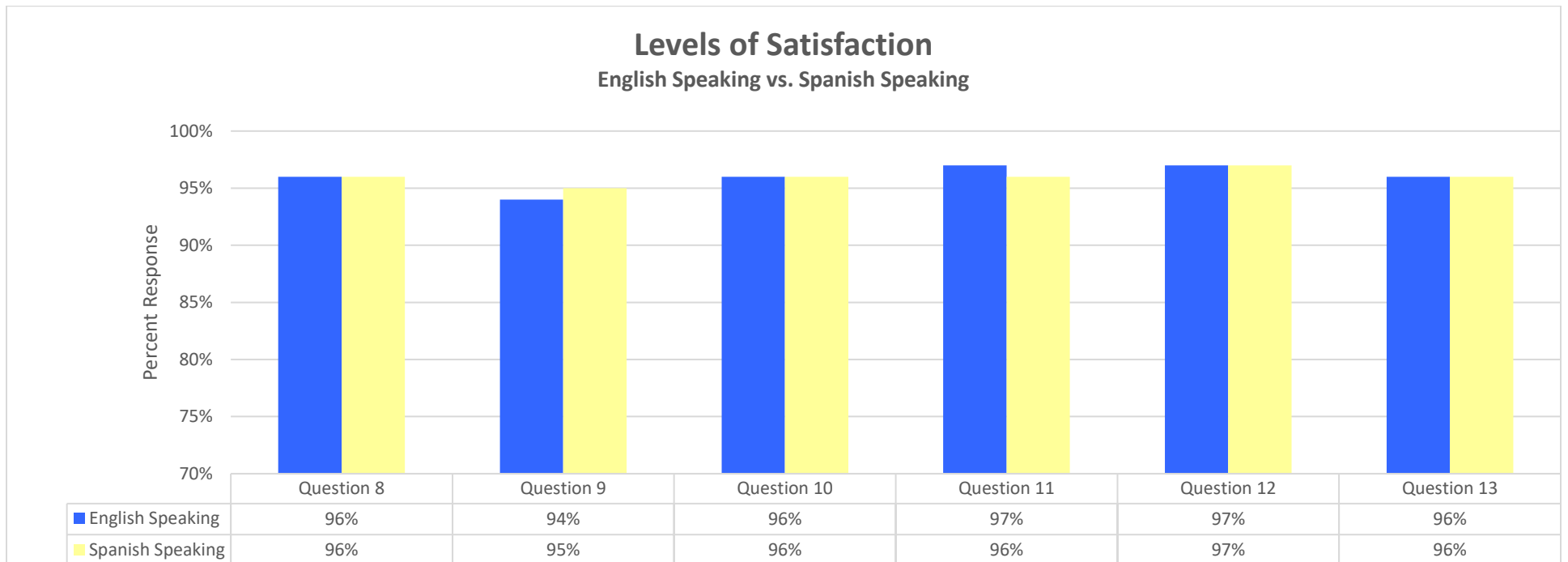
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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 75%	225 77%	33 17%	46 16%	14 7%	14 5%	1 1%	3 1%	2 1%	3 1%
2. The reception staff	160 81%	245 85%	30 15%	36 12%	7 4%	5 2%	0	3 1%	1 1%	1 1%
3. Receiving a timely appointment	157 80%	224 77%	32 16%	57 20%	7 4%	6 2%	0	3 1%	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	166 84%	239 82%	25 13%	46 16%	5 3%	3 1%	0	4 1%	1 1%	0
5. The follow-up, coordination, and continuity of my care	165 83%	235 81%	26 13%	50 17%	6 3%	3 1%	0	2 1%	1 1%	1 1%
6. The staff addressing my medical needs today	166 84%	252 86%	24 12%	36 12%	6 3%	2 1%	0	1 1%	1 1%	3 1%
7. The time spent waiting	147 74%	212 73%	32 16%	59 20%	13 7%	15 5%	4 2%	6 2%	2 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	165 84%	242 83%	25 13%	41 14%	5 3%	4 1%	0	3 1%	1 1%	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	152 80%	220 78%	24 13%	51 18%	13 7%	9 3%	0	1 1%	1 1%	1 1%
10. The handling of personal medical info in a private and confidential manner	169 86%	240 83%	23 12%	43 15%	4 2%	4 1%	0	3 1%	1 1%	0
11. Your medical assistant	171 86%	247 85%	21 11%	39 13%	5 3%	0	0	3 1%	1 1%	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	173 88%	250 87%	20 10%	34 12%	3 2%	1 1%	0	2 1%	1 1%	2 1%
13. Overall, how satisfied are you with the Health Center?	166 85%	244 86%	25 13%	37 13%	4 2%	0	0	1 1%	1 1%	3 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: 29

N/A: 16

YES: 1

#### Comments:

1. "Great." (Ali, N.)
2. "Experience was nice 😊." (White)
3. "Good experience check and everything. Staff is very helpful." (Olasunkanmi)
4. "All was great." (Ali, N.)
5. "No, but they were helpful when I had to reschedule." (Chaudhari)
6. "I love Dr. Chaudhari she's amazing! Her m.a was just amazing!" (Chaudhari)
7. "I was simple and easy!" (Modi)
8. "Very nice."
9. "Good." (Wenker)

#### Spanish

NO: 46

N/A: 7

YES: 9

#### Comments:

1. "Very good." "Muy buena."
2. "Very great." "Muy bien." (2)
3. "Great." "Bien."
4. "Good." "Bueno." (Aragones)
5. "Nothing." "Ninguno." (Olasunkanmi)
6. "Negative." "Negativa." (White)
7. "Excellent." "Excelente." (2)
8. "No, for now." "No por ahora." (Chaudhari)
9. "The entire time I've been coming here, it has always been a good experience." "El tiempo que he estado viniendo siempre ha sido buena experiencia." (Ali, N.)
10. "Yes, I have left and I have always received a response." "Si he dejado y me responde siempre." (Modi)
11. "No, but everything is great." "No, pero todo bien." (Ali, N.)
12. "It has been very great." "A sido muy buena." (Nettleton)
13. "Maybe my doc get mistake for my only time a day." (English response written on a Spanish survey)
14. "Very excellent service." "Muy exelente servicio." (Chaudhari)
15. "Very satisfied." "Muy satisfecha." (Ali)
16. "Bety from the lab and my Dr. Aragones! They are great! :)." "Bety, de laboratorio y mi Dr. Aragones !Es Super! :)." (Aragones)

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

#### English

1. "None." (White)
10. "N/A." (3)
2. "Health." (Chaudhari)
3. "The staff." (3)
4. "?" (Layton)
5. "Perfect!" (Ali)
6. "Good." (Wenker)
7. "Staff in general." (Ali, N.)
8. "Staff and patient portal." (Olasunkanmi)
9. "The medical assistant and economic." (Shah)

#### Spanish

1. "Attention." "Atencion." (2)
2. "N/A." (Chaudhari)
3. "Great." "Bien."
4. "Everyone." "Todos." (2)
5. "Their attention." "Su atención." (Shah)
6. "Economically." "Economicamente." (McComb)
7. "It is excellent." "Es excelente." (Shah)
8. "Great attention." "Buena atención."
9. "Quickness." "Rapidez." (Nettleton)

10. "The staff and it is nearby the house." (Chaudhari)
11. "Yes, it's very helpful family health." (Olasunkanmi)
12. "Fast check up, attentive, competent doctor, nurse." (Ali, N.)
13. "Always friendly and able to get me an appointment quickly and in and out quickly." (Shah)
14. "Good doctor." (Aragones)
15. "Professionals." (Shah)
16. "Timing." (McComb)
17. "Yes!" (Chaudhari)
18. "Sliding scale cost." (Shah)
19. "Even with no insurance it is still affordable." (McComb)
20. "Got it right in early hours." (Shah)
21. "Timely response not too long wait time." (Chaudhari)
22. "The Spanish speaking staff thank you!" (Chaudhari)
23. "Same day appointments." (Tran)
24. "Easy appointments scheduling." (McComb)
25. "Accessible healthcare." (Tran)
26. "Staff enthusiasm." (Ali)
27. "The promptness to help." (McComb)
28. "Appointment reminders. Physician messaging is very prompt." (Tran)
29. "Angelica provided me resources that I didn't know were available to me." (Tran)
30. "Thank you for this office." (Olasunkanmi)
31. "The doctors & nurses who actually listen explain things." (Chaudhari)
32. "Reception was very nice." (Olasunkanmi)
33. "Very patient + caring." (Tran)
34. "Little wait time." (White)
35. "Nice friendly staff." (Modi)
36. "Appointments for same day." (Layton)
37. "Overall explained medical procedure." (Aragones)
38. "The doc." (Layton)
39. "Affordable and great health care." (Modi)
40. "Very helpful staff!" (Olasunkanmi)
41. "Appointment availability is good." (Aragones)
42. "All was very helpful." (Layton)
43. "Close to my house." (Wenker)
44. "Availability." (Modi)
45. "The attention and care expressed for my son. Making him comfortable after ER visits." (Modi)
46. "Staff is very friendly and they have you in and out quickly and they address all concerns." (Olasunkanmi)
10. "Everything is great." "Todo bien." (Aragones)
11. "How they serve." "Como atienden." (McComb)
12. "Close to home." "Cerca de casa." (Tran)
13. "Very great attention." "Muy buena atencion." (Chaudhari)
14. "Their attention." "Su atencion." (Ali)
15. "My health." "Mi salud." (Aragones)
16. "The kindness." "La amabilidad." (Olasunkanmi)
17. "The attention." "La atencion." (Olasunkanmi)
18. "In my language." "Con mi language." (Tran)
19. "More timely appointments." "Citas mas rapidas." (Chaudhari)
20. "My family's health." "Salud de mi familia." (Aragones)
21. "With the personnel." "Con el personal." (Olasunkanmi)
22. "The support." "El apoyo." (Modi)
23. "With my health." "En mi salud." (Aragones)
24. "Capable personnel." "Personal capacitado." (Ali, N.)
25. "The attention." "La atención." (2)
26. "How kind they are." "Lo amable que son." (Olasunkanmi)
27. "Service is efficient, confident, and quick." "Servicio eficiente confiable, y rápido." (Aragones)
28. "Their doctors are excellent." "Sus doctores son excelentes." (Ali, N.)
29. "The help they provide for our health." "La ayuda que nos brindan a nuestra salud." (Modi)
30. "To improve my medical attention." "Mi atencion medica a mejorar." (White)
31. "Assistance for all types of general health needs, such as diabetes care and women's health." "Ayuda para todo tipo de salud en general como, cuidado del diabetes, y cuidado de la mujer." (McComb)
32. "May they remain as they have been up to this point." "Que permanescan como hasta el momento." (Aragones)
33. "The cost is accesible." "El costo es accesible." (Shah)
34. "That they tend to my needs in a timely manner. Thank you." "Que me atienden mis necesidades a tiempo gracias." (McComb)
35. "The good service and the hours." "La buena atencion y el horario." (Olasunkanmi)
36. "Taking care of my health." "Cuidado de mi salud." (Wenker)
37. "They always help me with my health." "Siempre me ayudan con mi salud." (Modi)
38. "With healthcare." "Al cuidado de la salud." (Ali, N.)

39. "The service because they always take care of me." "La atencion porque siempre me atienden." (Modi)
40. "That it is nearby and accessible." "Que esta cerca y accecible." (Ali)
41. "They are very effective, and the consultations are accessible." "Son muy eficaces las consultas son accesibles." (McComb)
42. "They provide appointments in a timely manner and send a reminder one day before the appointment." "Proveen citas a buen tiempo y recuerdan un dia antes de la cita." (Aragones)
43. "That is close to my home." "Que esta cerca de mi domicilio." (Aragones)
44. "To ensure I remain very confident about my health." "Mantenerme muy seguro de mi salud." (Aragones)
45. "Generally everything, the language, the friendliness, and the speed of the processes." "Generalmente todo, el idioma, la amabilidad y la rapidez para los procesos." (Tran)
46. "Access to your care." "Accesso a su Cuidado." (Aragones)
47. "I like the way they treat me." "Me gusta como me atienden." (Shah)
48. "It's close to my house, and they help." "Que esta cercas de mi casa y ayudan." (Olasunkanmi)
49. "When I need an appointment, they schedule it quickly; that helps me a lot." "Cuando necesito una cita lo hacen pronto eso me ayuda mucho." (Mccomb)
50. "They help me and give me an appointment whenever I need one." "Que me ayudan y medan una cita cuando lo necesito." (Wenker)
51. "I have been treated very well, and the medications are improving my health quickly." "Me han atendido muy bien y los medicamentos mejoran rapido mi salud." (Modi)
52. "They provide great services, and it's close to me." "Atienden muy bien es cercas para mi." (Ali)
53. "It helps me stay in good health." "Me ayuda para estar bien con mi salud." (Mccomb)
54. "Everything is very good." "Todo es muy bueno." (Chaudhari)
55. "They attend to me and explain things, but above all, I appreciate their help." "Me atienden y me explican pero sobre todo su ayuda." (Ali)
56. "Taking care of my health." "Cuidado de mi salud." (Tran)

57. "They are meticulous and detail-oriented." "Son minuciososy detallistas." (White)
58. "Everyone was very kind." "Todos muy amables."
59. "Appointments on Saturdays." "Citas los Sabados." (Olasunkanmi)
60. "Very knowledgeable." (English response recorded on a Spanish survey)
61. "With my health." "En mi salud." (Olasunkanmi)
62. "The nurses." "Las enfermeras." (Olasunkanmi)
63. "Monitor my health." "Monitorear mi salud."
64. "That they are keeping an eye on my health." "Que estan pendientes de mi estado de salud." (Wenker)
65. "Everyone is very friendly!" "Que todos son muy amables!" (Tran)
66. "They are close to home and very quick to help." "Esta cerca de casa y muy rapido en ayudar." (Tran)
67. "The kindness with which I am treated." "La amabilidad con que soy bien tratado." (Tran)
68. "To check on the state of my health and, above all, my financial situation." "Ha checar mi estado de salud y sobretodo en lo economico." (Modi)
69. "Taking care of my health! Great!" "A cuidado de mi salud! Great!" (Partial English response recorded on a Spanish survey)
70. "See doctors like Morgan White!" "Ver a los medicos como Morgan White!" (White)
71. "Receive my medications on time." "Recibir mis medicamentos a tiempo." (Aragones)

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

**English**

1. "None." (3)
2. "N/A." (10)
3. "Nothing." (2)
4. "Good." (Wenker)
5. "Great." (Aragones)
6. "Water." (McComb)
7. "Perfect!" (Ali)
8. "?" (Layton)
9. "Less wait." (McComb)
10. "Doig great work." (Tran)
11. "No improvement needed." (Modi)
12. "N/A you guys are amazing." (Shah)
13. "No comment." (Olasunkanmi)
14. "Everything is perfect." (Chaudhari)
15. "I heart Greater Family." (Chaudhari)
16. "Providing resources, also when someone walks in, maybe greet and let someone know which window to go to." (Tran)

**Spanish**

1. "There is nothing." "No hay nada." (Chaudhari)
2. "N/A."
3. "😊." (Tran)
4. "Time spent waiting." "Tiempo de espera." (2)
5. "All good." (English response recorded on a Spanish survey)
6. "It is ok." "Es ok."
7. "Everything is very great." "Todo muy bien." (Wenker)
8. "Everything is great!" "Todo esta bien!" (Chaudhari)
9. "Everything is very great." "Todo muy vien." (Tran)
10. "It is fine." "Esta bien."
11. "Excellent!" "Exelente!" (Ali)

17. "Less time waiting!" (Olasunkanmi)
18. "Things are fine as is." (Tran)
19. "Shorter wait times." (Layton)
20. "Reduce & improve wait times." (Modi)
21. "Not qualified to tell."
22. "None doing great." (Layton)
12. "Everything is excellent." "Todo exelente." (Olasunkanmi)
13. "For me, everything is great." "Para mi esta muy bien." (Aragones)
14. "Treating everyone the way they deserve it." "Tratando a todos como de merecen." (Mccomb)
15. "Personally, I am satisfied." "Para mi estoy satisfecha." (Modi)
16. "Everything is great." "Todo bien." (4)
17. "Everything is great." "Todo es genial." (Olasunkanmi)
18. "Everything is perfect." "Todo es perfecto." (3)
19. "I think that everything is great." "Yo creo que todo esta bien." (McComb)
20. "Always giving their best." "Dando siempre lo mejor de si." (Ali, N.)
21. "I haven't been attended to upon arrival; on occasion, I haven't been able to arrive on time." "No me an atendido a llegar a la hora en ocaciones no e podido llegar a tiempo." (Nettleton)
22. "Personally, I feel very satisfied; I expect it to this remaining the same." "Yo en lo particular me siento muy satisfecha las expecto a seguir así." (White)
23. "Retaining the same staff." "Manteniendo al mismo personal."
24. "Additional Hispanic Doctors." "Mas doctores hispanos." (Shah)
25. "For now, I think the service is good." "Por ahora pienso tiene buen servicio." (Wenker)
26. "Iti s perfect the way it is." "Asi esta perfecto." (Chaudhari)
27. "Keep doing what you're doing; I like the care provided and the way you explain things to patients." "Seguir como siguen, me gusta la atencion, y el como le explican a los pacientes." (Olasunkanmi)
28. "Speed up wait times in the waiting room." "Acelerar el tiempo de espera en la sala."
29. "For the moment, everything is fine." "Por el momento todo esta bien." (Chaudhari)
30. "Avoid the time spent waiting to see the doctor." "Evitar la espera para ver al medico." (Aragones)
31. "That when we request an appointment, we get one promptly." "Que cuando pedimos una cita nos la den pronto." (Aragones)
32. "They said 8:30 reschedule but it was 11:30 am." (English response recorded on a Spanish survey)
33. "All is good she ate." (English response recorded on a Spanish survey)

34. "You guys are excellent!" "Ustedes son excelentes!" (Tran)
35. "It looks good to me." "Lo veo bien." (Modi)
36. "They're already doing it!" "¡Ya lo estan haciendo!" (Aragones)
37. "Customer services." (English response recorded on a Spanish survey)
38. "A long wait." "Mucho tiempo de espera." (Olasunkanmi)
39. "Less waiting time." "Menos tiempo de espera." (Olasunkanmi)
40. "I think it's a very good service." "A mi me parece muy buen servicio."
41. "Longer wait times to get an appointment." "Mas tiempo de espera para tener una cita." (Olasunkanmi)
42. "The waiting time is sometimes long!" (English response recorded on a Spanish survey)
43. "Thanks, they're great just like that. Congratulations." "Gracias asi stan muy bien felicitaciones." (Wenker)

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

**English**

- YES: 100
- NO: 0

**Spanish**

- YES: 136
- NO: 0

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

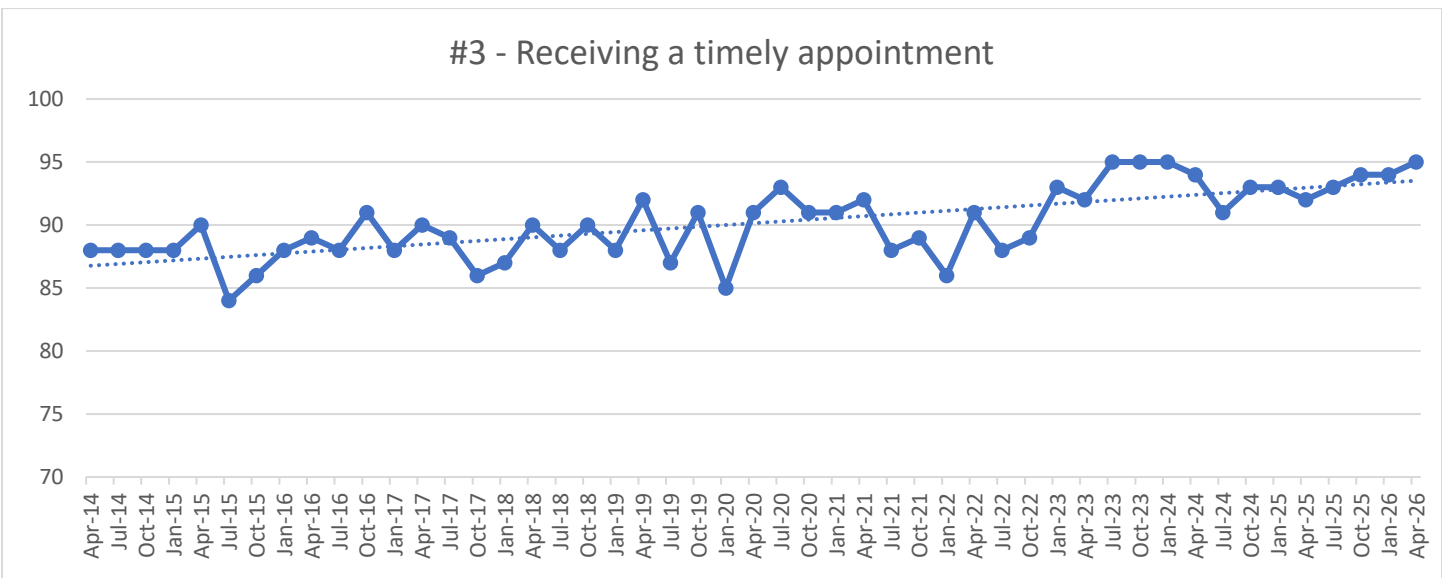
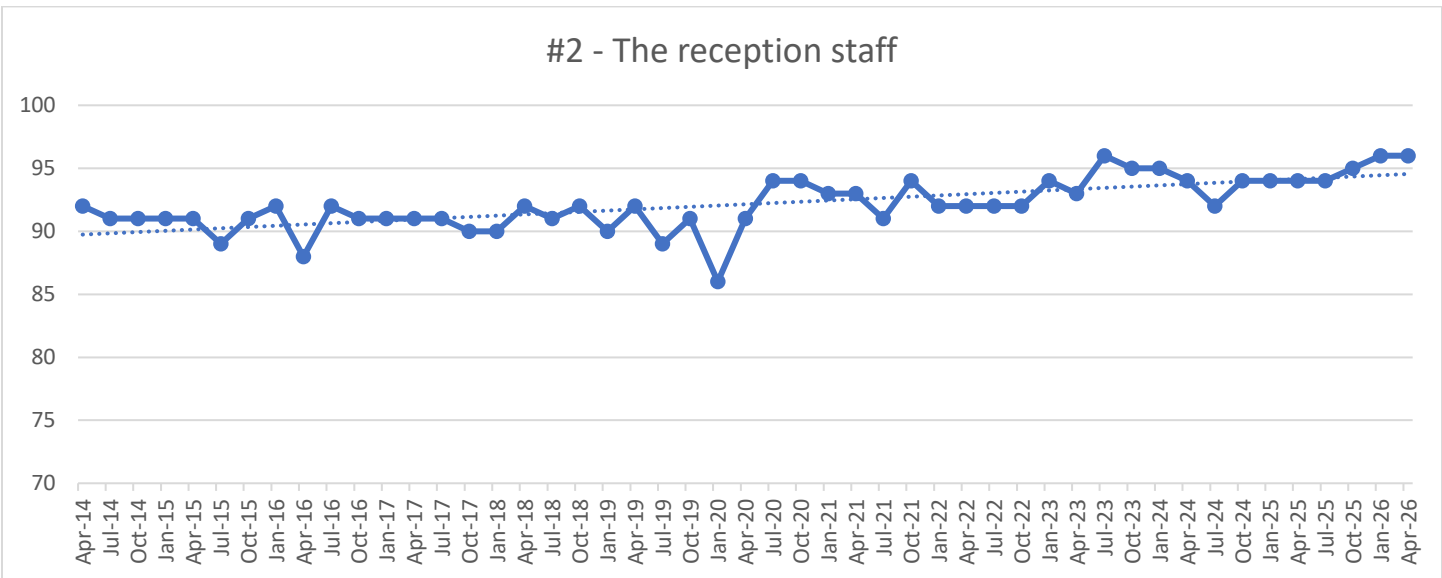
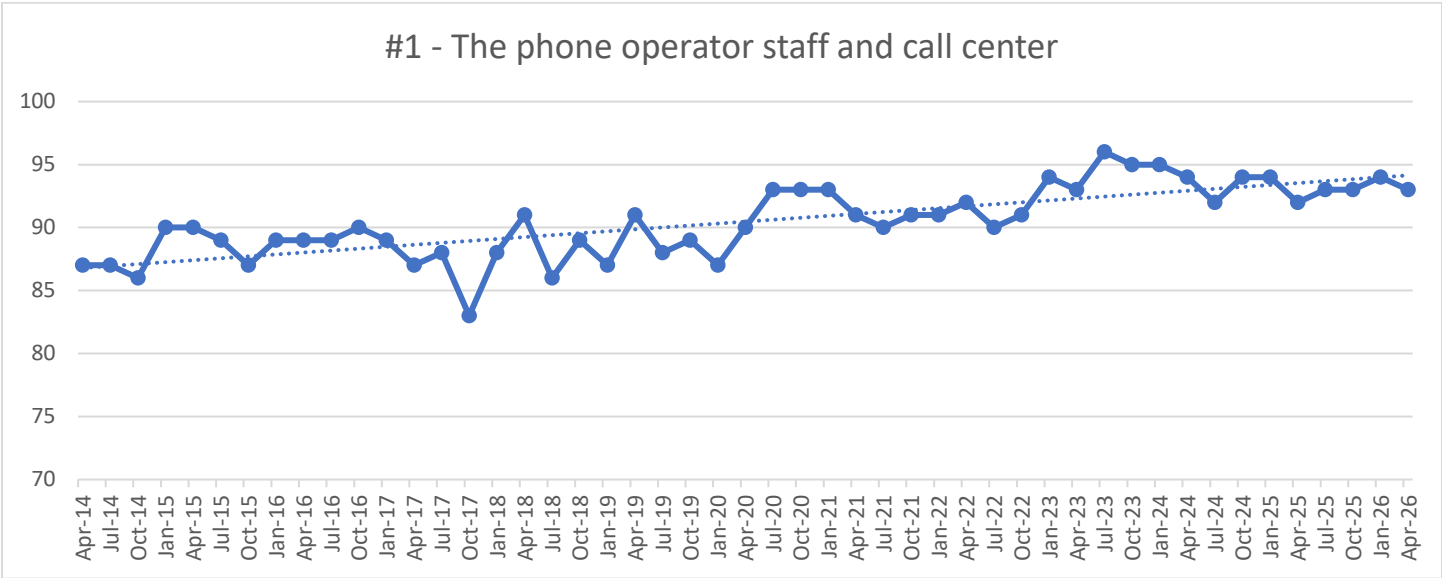
**English**

- Ali, N: 14
- Aragones: 11
- Chaudhari: 17
- Layton: 8
- McComb: 18
- Messina: 2
- Modi: 17
- Olasunkanmi: 30
- Nettleton: 3
- Shah: 28
- Tran: 23
- Wenker: 12
- White: 7

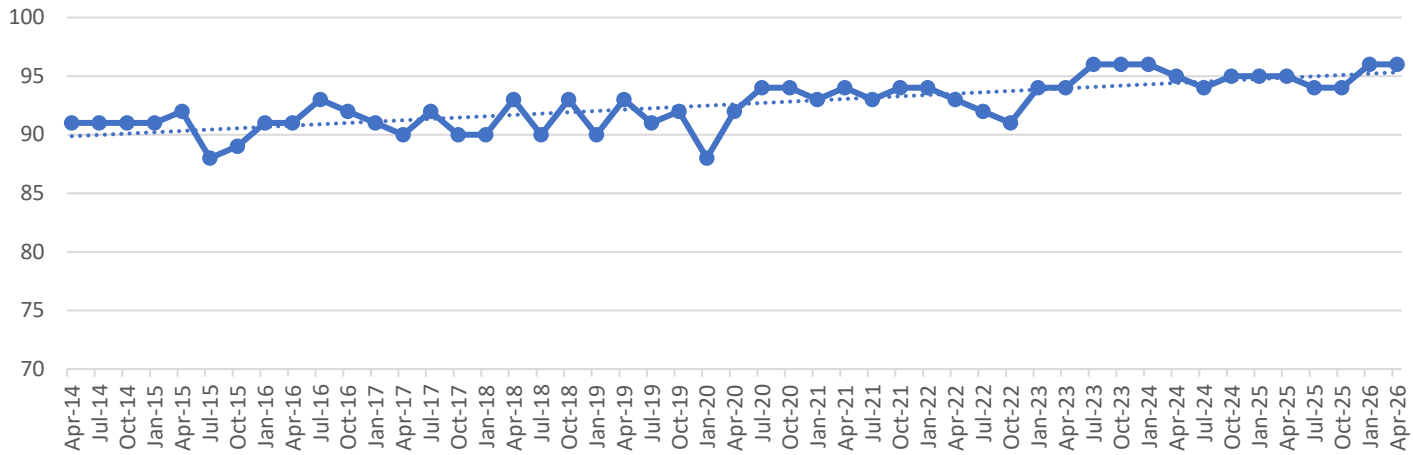
**Spanish**

- Ali, N: 12
- Aragones: 7
- Chaudhari: 18
- Layton: 3
- McComb: 31
- Messina: 7
- Modi: 25
- Olasunkanmi: 39
- Nettleton: 7
- Shah: 27
- Tran: 45
- Wenker: 26
- White: 1

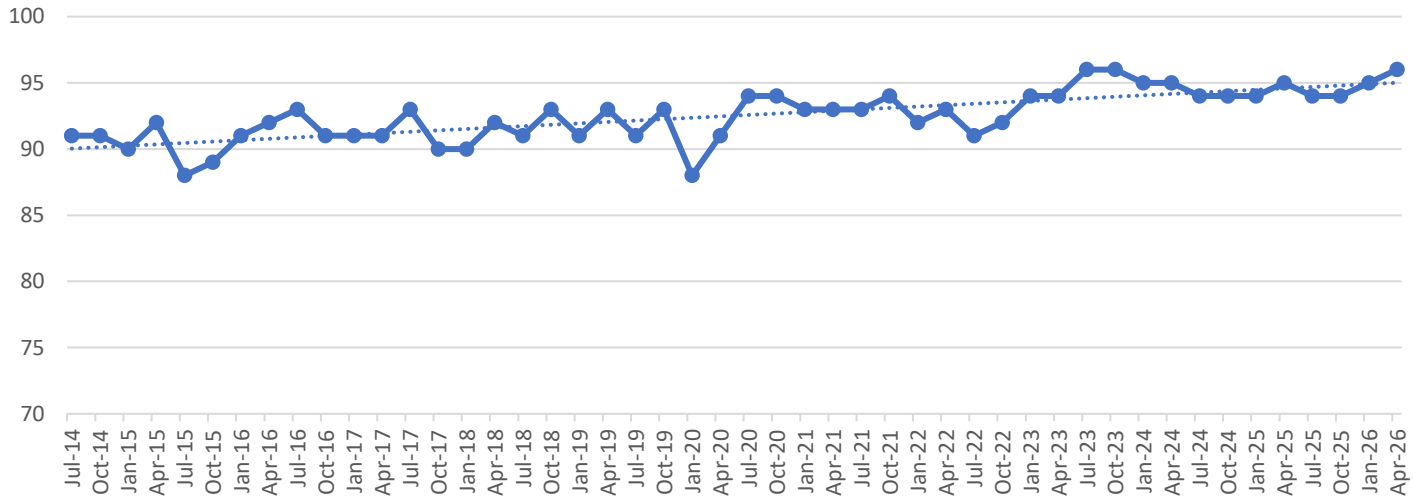
# Individual Question Results with Trendlines



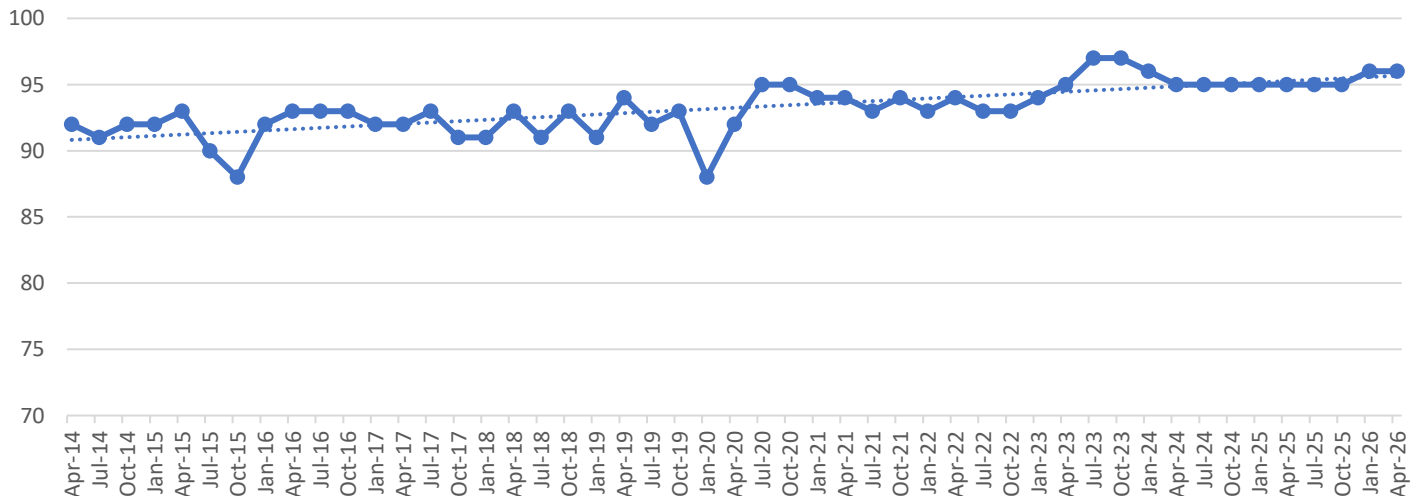
### #4 - Education and explanation of plan provided in a way that I can understand



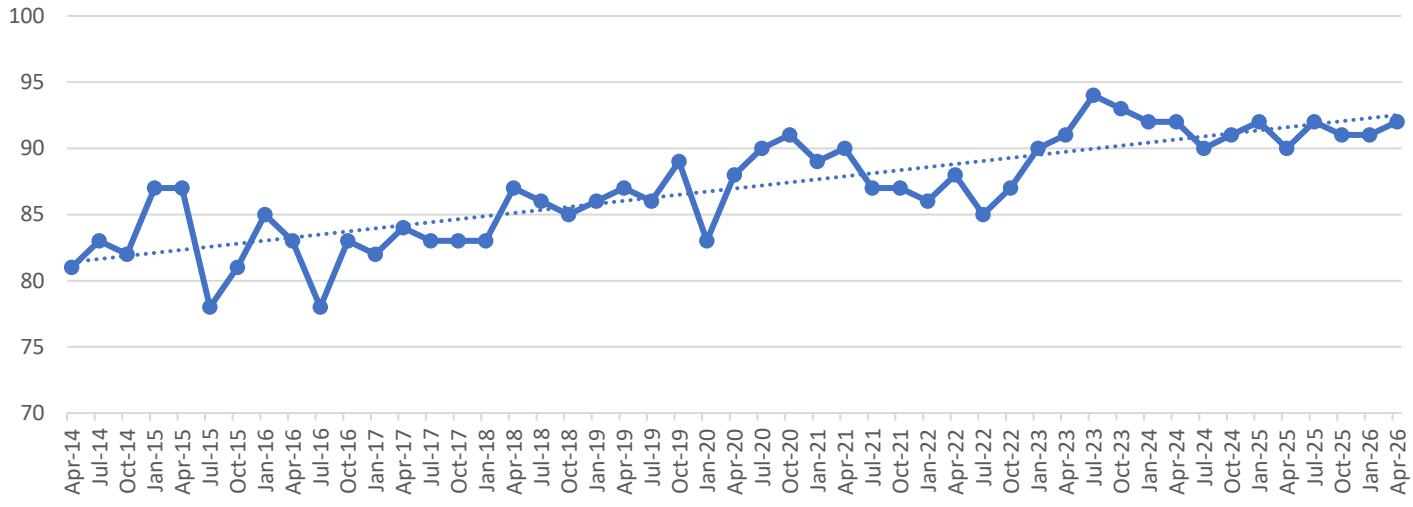
### #5 - The follow-up, coordination, and continuity of my care



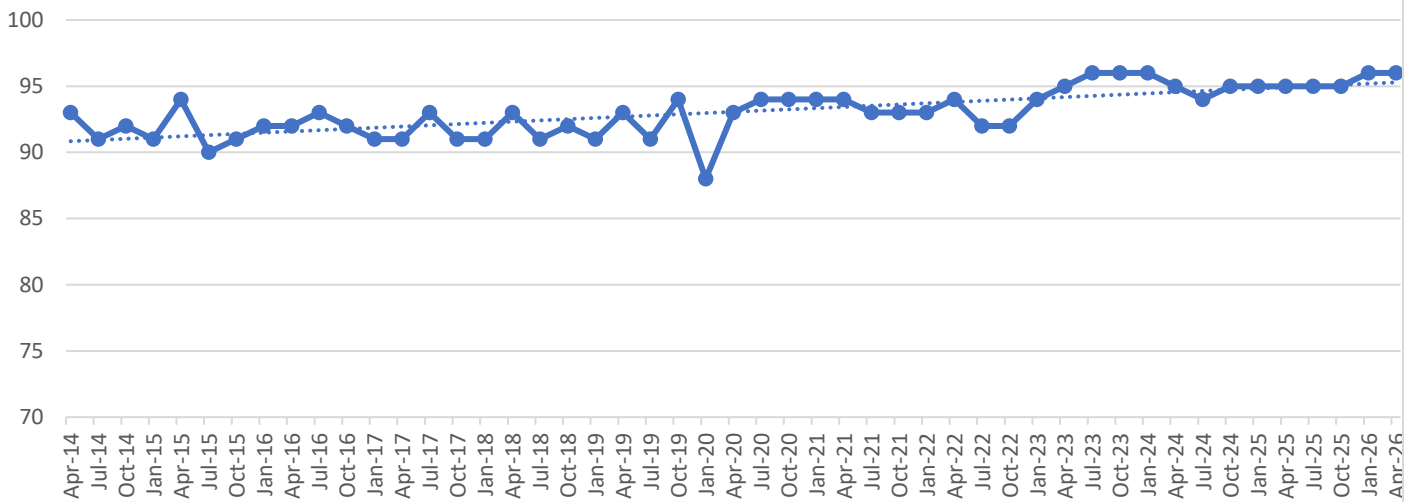
### #6 - The staff addressing my medical needs today



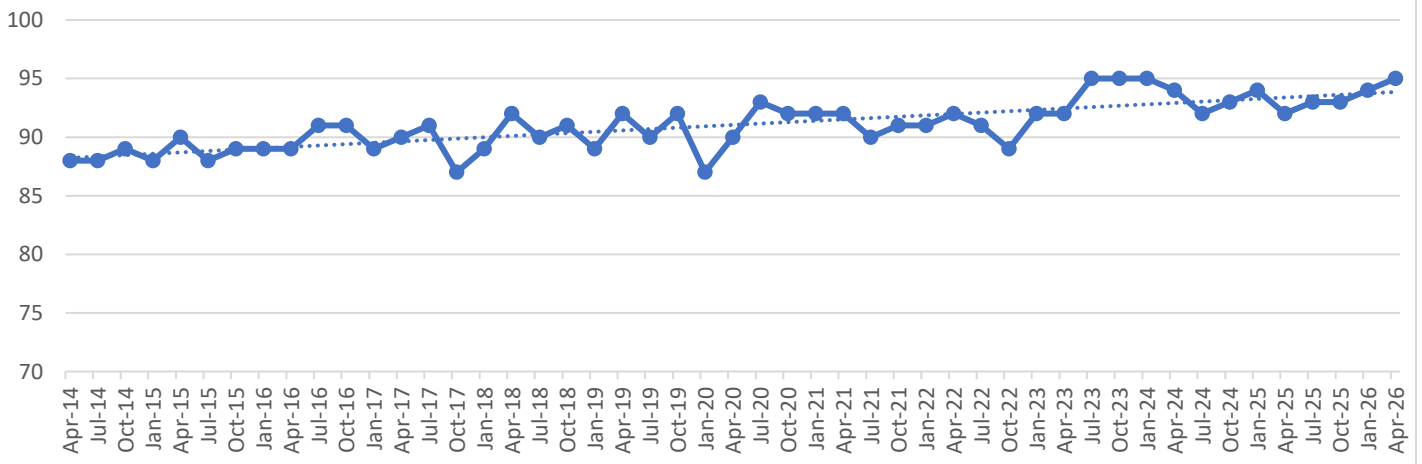
#7 - The time spent waiting



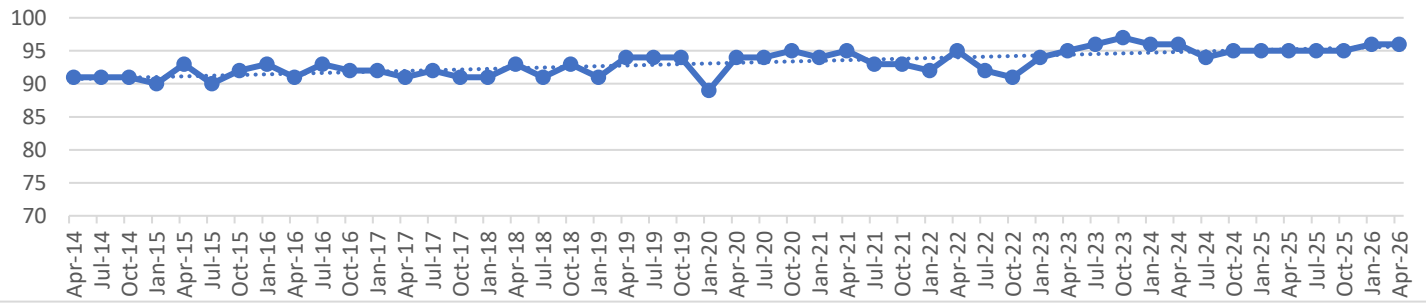
#8 - The respectfulness of staff



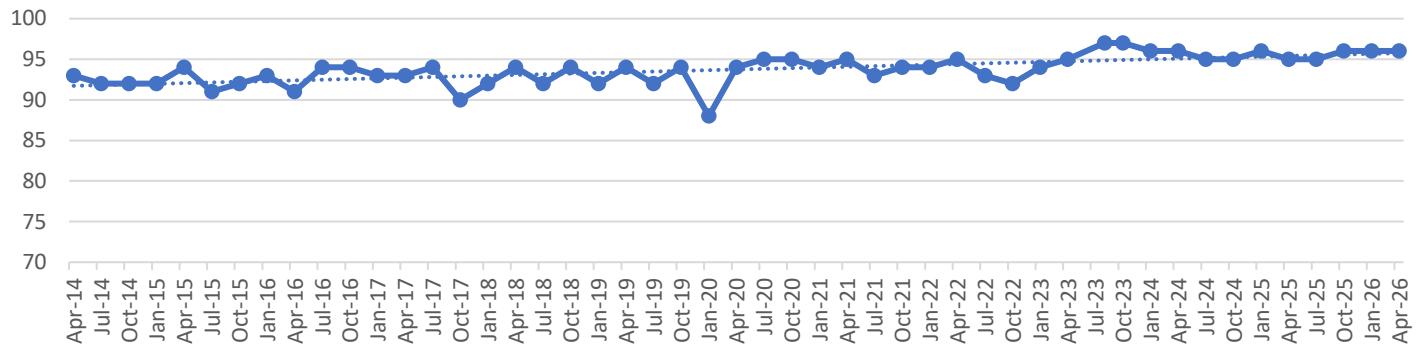
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



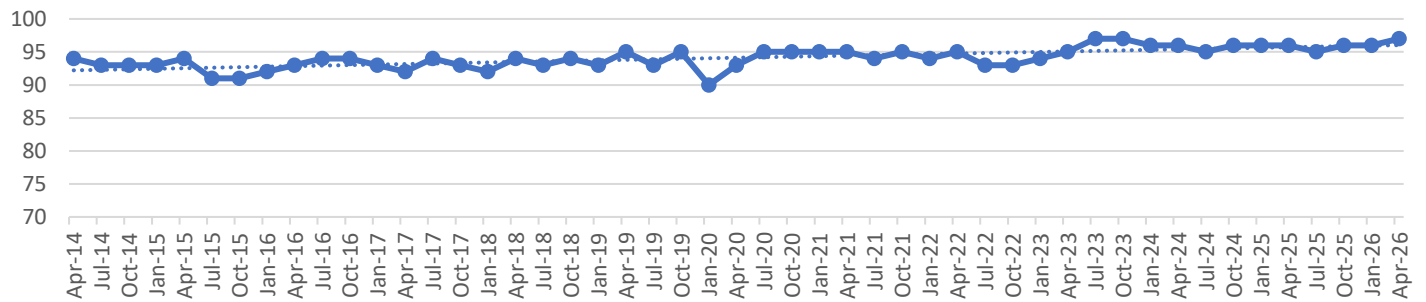
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

