

Patient Satisfaction Survey 1515 E. Lake St., Suite 202, Hanover Park 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 91% 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.

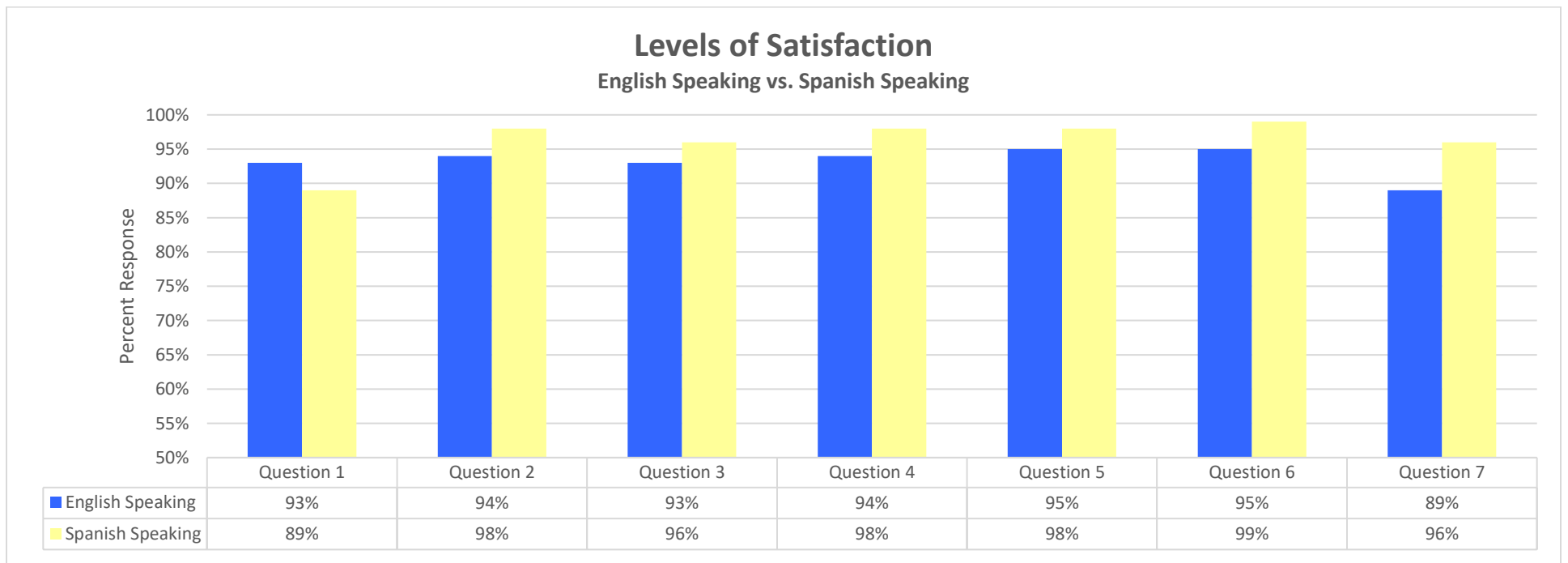
1515 E. Lake St., Suite 202, Hanover Park- Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	91%	91%	93%	87%
2. The reception staff	96%	98%	97%	96%
3. Receiving a timely appointment	94%	96%	96%	93%
4. Education and explanation of plan provided in a way that I can understand	96%	99%	97%	97%
5. The follow-up, coordination, and continuity of my care	96%	98%	97%	96%
6. The staff addressing my medical needs today	97%	99%	97%	96%
7. The time spent waiting	92%	96%	94%	92%
8. The respectfulness of staff	96%	98%	98%	97%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	98%	95%	93%
10. The handling of my personal medical information in a private and confidential	97%	98%	98%	96%
11. Your medical assistant	96%	98%	98%	97%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	97%	99%	98%	96%
13. Overall, how satisfied are you with the Health Center?	97%	99%	98%	96%

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%

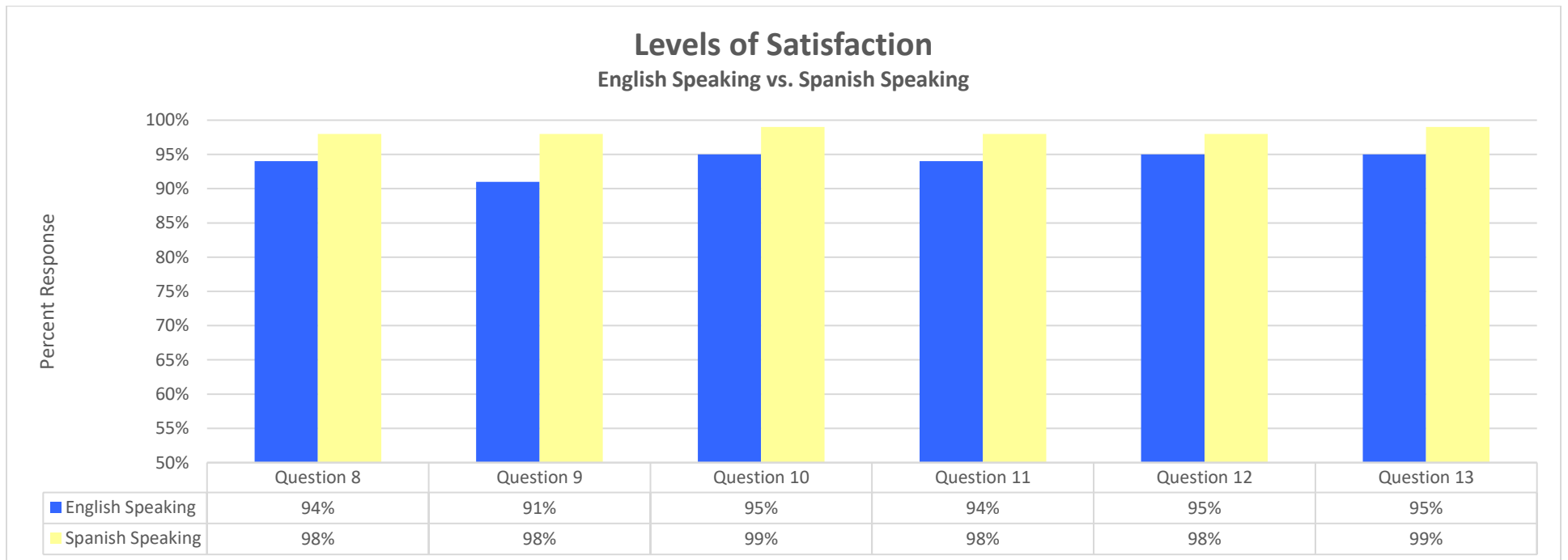
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	45 75%	42 72%	11 18%	6 10%	3 5%	7 12%	0	1 2%	1 2%	2 3%
2. The reception staff	49 80%	52 88%	9 15%	7 12%	2 3%	0	0	0	1 2%	0
3. Receiving a timely appointment	47 77%	48 83%	9 15%	8 14%	3 5%	2 3%	1 1%	0	1 2%	0
4. Education and explanation of plan provided in a way that I can understand	49 80%	53 90%	8 13%	6 10%	3 5%	0	0	0	1 2%	0
5. The follow-up, coordination, and continuity of my care	49 82%	53 90%	8 13%	6 10%	2 3%	0	0	0	1 2%	0
6. The staff addressing my medical needs today	50 81%	55 93%	10 16%	4 7%	1 2%	0	0	0	1 2%	0
7. The time spent waiting	43 69%	47 80%	10 16%	11 19%	6 10%	1 2%	1 1%	0	2 3%	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	49 80%	53 90%	9 15%	6 10%	2 3%	0	0	0	1 2%	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	40 73%	53 90%	8 15%	6 10%	6 11%	0	0	0	1 2%	0
10. The handling of personal medical info in a private and confidential manner	48 80%	55 93%	10 17%	4 7%	1 2%	0	0	0	1 2%	0
11. Your medical assistant	48 79%	53 91%	11 18%	5 9%	1 2%	0	0	0	1 2%	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	51 82%	54 92%	8 13%	5 9%	2 3%	0	0	0	1 2%	0
13. Overall, how satisfied are you with the Health Center?	52 84%	55 93%	7 11%	4 7%	2 3%	0	0	0	1 2%	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: 10

N/A: 6

YES: 0

Comments:

1. "Not bad." (Ali, N.)
2. "No, I have not." (Ali, N.)
3. "Good." (2)
4. "None but good." (Layton)
5. "It was good." (Layton)
6. "This is my first visit." (Ali, N.)
7. "No messages, staff is very polite and caring." (Aragones)
8. "No, I have not, this is my first time here." (Ali, N.)
9. "No, but everyone here is so nice and friendly." (Patel, N)

Spanish

NO: 13

N/A: 0

YES: 5

Comments:

1. "Very great." "Muy buena." (Patel, N.)
2. "I have not left any messages." "No he dejado mensajes."
3. "Dr. Neelam is so wonderful and takes time to listen to problems and offers solutions very detailed." (English response recorded on a Spanish survey)
4. "Excellent." "Excelente." (Patel)
5. "Very great, thanks." "Muy buena gracias." (Patel)
6. "Thank you very much, everything is very great." "Muchas gracias, todo muy bien." (Patel)
7. "Excellent attention." "Excelente atención."

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

English

1. "N/A." (4)
2. "Knowledge." (Layton)
3. "Good." (Ali, N.)
4. "The doc." (Layton)
5. "Communication." (Ali, N.)
6. "Staff." (2)
7. "Great staff." (Carlton)
8. "So helpful, friendly and fast." (Patel, N.)
9. "The way Dr. Nouman takes time to listen and ask the right questions is helpful." (Ali, N.)
10. "On time and help me for what I came for." (Layton)
11. "The Dr. explains very good I can understand." (Ali, N.)
12. "Staff is great." (Aragones)
13. "Yes, very respectful and they helped me a lot." (Ali)
14. "Same day appointments, availability to be seen at other locations." (Patel)
15. "Dr & staff." (Layton)
16. "Getting help and answers." (Patel, N)
17. "The staff they treat everyone with respect." (Layton)
18. "Nurse was great." (Patel)

Spanish

1. "N/A."
2. "No comment." "Sin comentarios."
3. "The attention." "La atencion." (Patel)
4. "Labs" (English response recorded on a Spanish survey)
5. "Petl Sonhiil." (Layton)
6. "Quick medical attention." "Rapida atencion medica." (Layton)
7. "To be in good health." "Estar bien de salud." (Patel, N.)
8. "They tend to you quickly." "Te atienden rapido." (Layton)
9. "At low prices." "En los bajos precios." (Patel, N.)
10. "The kindness of the staff is excellent." "La amabilidad del personal es exelente." (Layton)
11. "Attentiveness and quickness in complicated situations." "Atencion y rapidas en situaciones complicadas." (Patel, N.)
12. "To find out about my health." "Para saber acerca de mi salud." (Layton)
13. "Keeping on top of my health." "A estar al tanto de mi salud." (Ali, N.)

19. "Good for communication & follow up." (Patel, N.)
20. "100%." (Patel, N.)

14. "Appointments are very quick—they can be same day. Everyone is kind and respectful." "Las citas son muy rapidas-pueden ser para el mismo dia. Todos son amables y respetuosos." (Layton)
15. "They provide us with assistance without insurance." "Nos proven ayuda sin aseguranza." (Carlton)
16. "Tending to quickly on the same day." "Atienden rapido el mismo día." (Layton)
17. "The attention and the respect." "La atencion y el respeto." (Layton)
18. "The nurse very attentive and kind with much help with the translation, congrats 😊." "La enfermera muy atenta y amable de mucha ayuda al traducir felicidades 😊." (Layton)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (4)
2. "No." (Ali, N.)
3. "Yes." (Patel, N.)
4. "Very good." (Finnander)
5. "Nothing." (Patel, N)
6. "No comment." (Ali, N.)
7. "Keep up the good work." (Layton)
8. "Less wait time." (Layton)
9. "Better walk-in policy." (Ali, N.)
10. "Doing a good job." (Layton)
11. "So far I do not see anything." (Ali, N.)
12. "Everything is awesome." (Ali, N.)
13. "Free C4 energy drinks." (Layton)
14. "No complaints." (Patel, N.)
15. "Hopefully that one mean front desk lady isn't here anymore. She's always mean to me. Other than that everyone is very friendly + helpful + I love my dr." (Patel, N.)

Spanish

1. "N/A."
2. "Everything is fine." "Todo esta bien." (2)
3. "Everything is very good." "Todo esta muy bien." (Layton)
4. "Well, for me, everything is fine." "Pues para mi todo esta bien." (Patel, N.)
5. "For now it would be the time." "Hasta orita seria el tiempo." (Layton)
6. "Continue with the same attention and professionalism." "Sigan con la misma atención y profesionalismo." (Patel, N.)
7. "It is perfect so far." "Es perfecto hasta el momento." (Ali)
8. "Everything is excellent, it couldn't be improved." "Todo es exelente no se puede mejorar."
9. "For me everything." "Para mi todo." (Layton)
10. "No comments." "Sin comentarios."
11. "Everything is perfectly good." "Todo esta perfectamente bien." (Patel)
12. "Iti s very great thanks 😊." "Esta muy bien grx 😊." (Patel)
13. "I think that excellent service is impossible they are always perfect." "Creo que mejor servicio imposible ellos son perfectos." (Layton)

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

English

- YES: 44
- NO: 0

Spanish

- YES: 33
- NO: 0

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

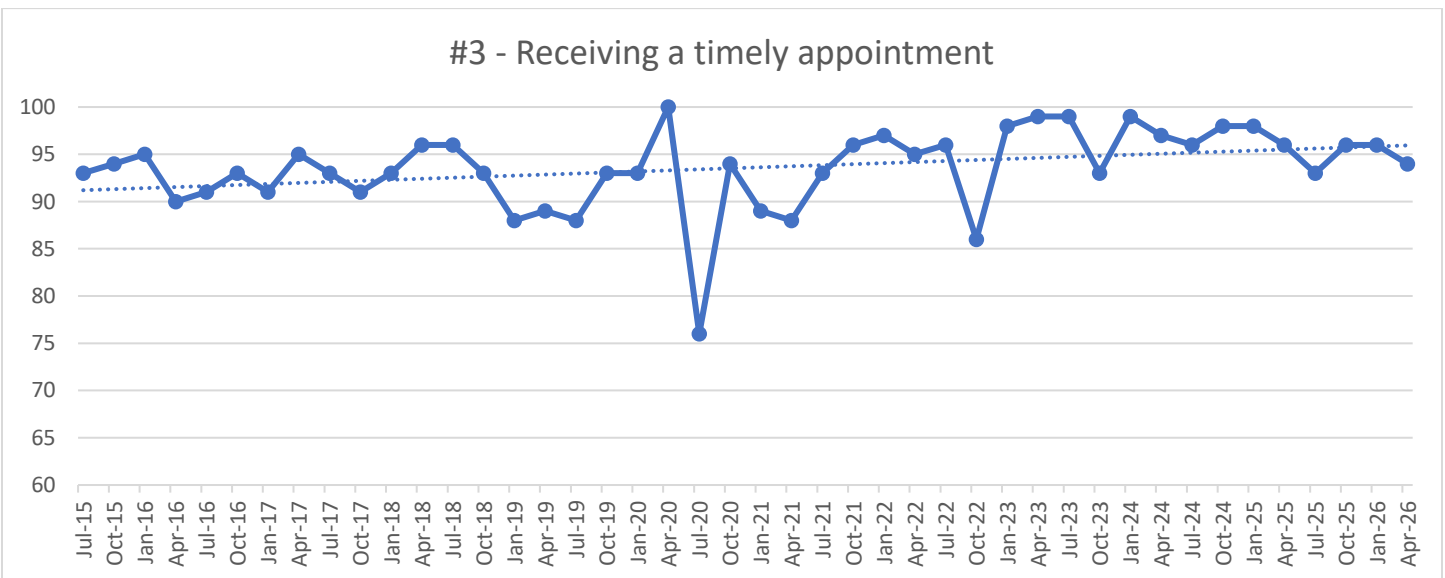
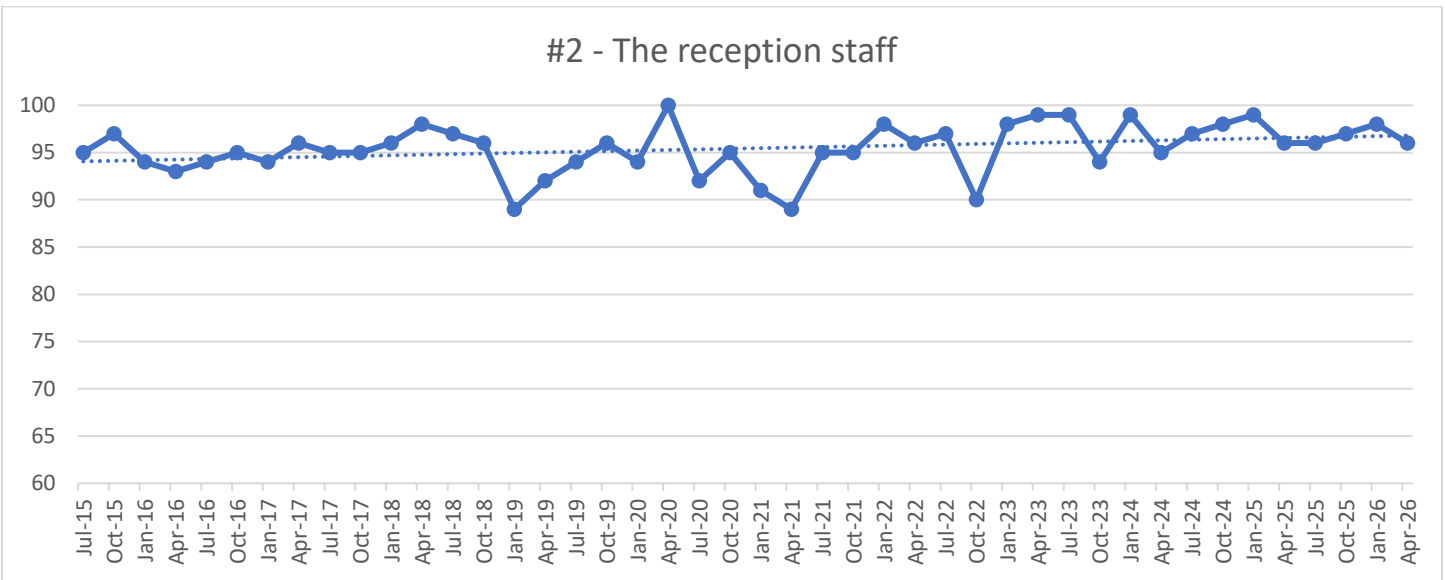
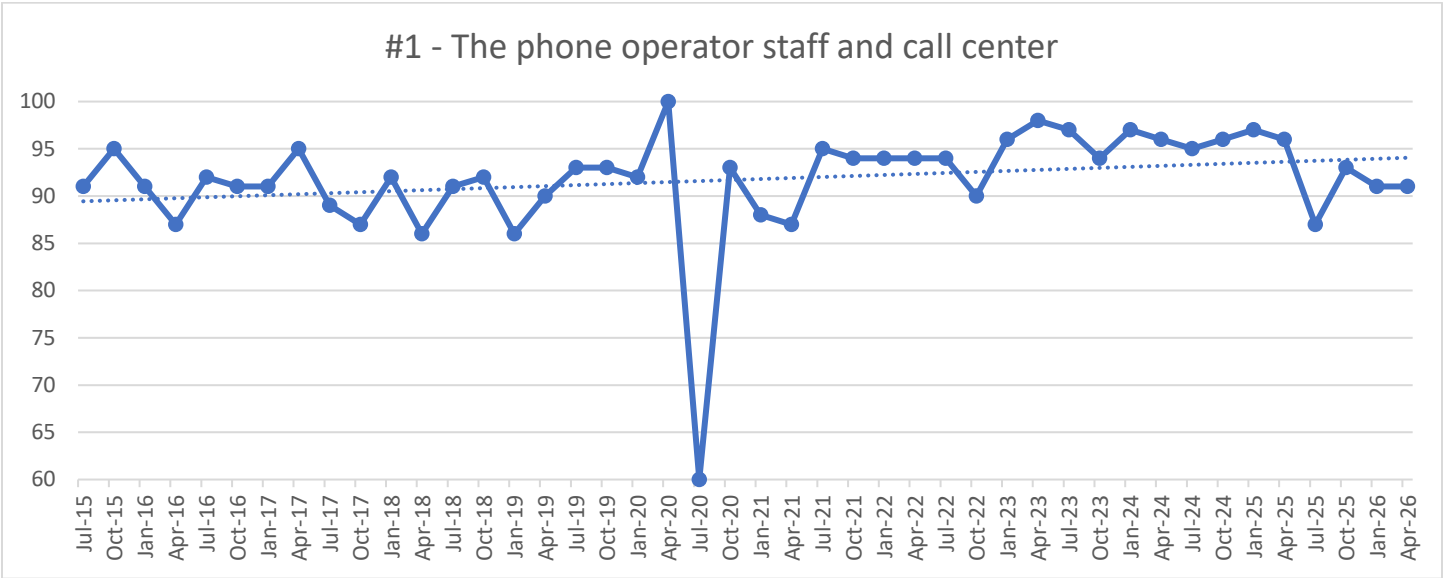
English:

- Ali: 9
- Aragoes: 9
- Carlton: 8
- Finnander: 5
- Layton: 26
- Patel, N: 24

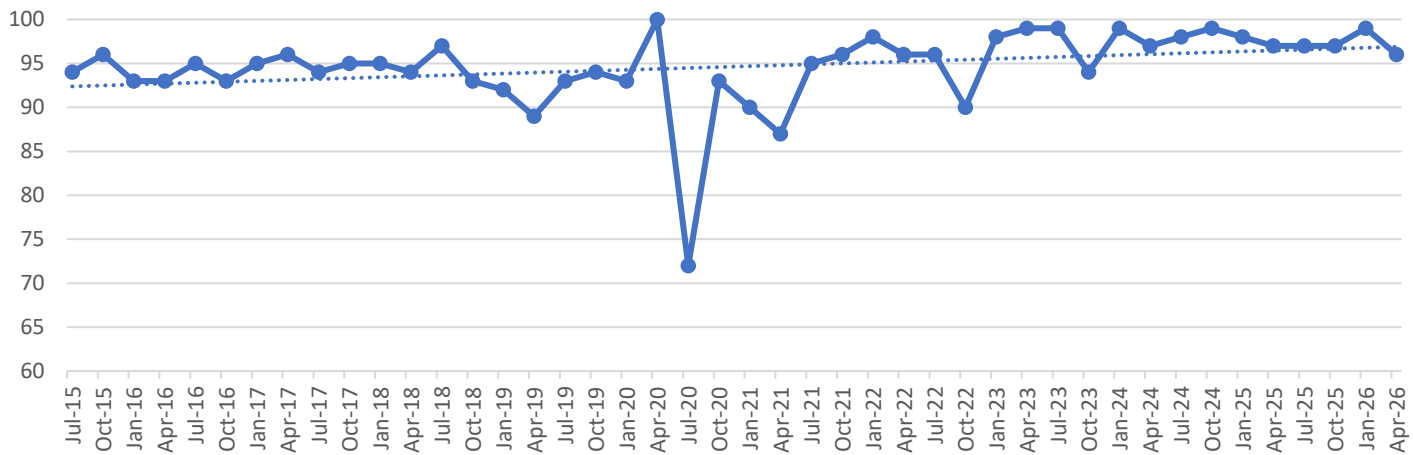
Spanish

- Ali: 1
- Aragoes: 6
- Finnander: 1
- Layton: 9
- Patel, N: 12

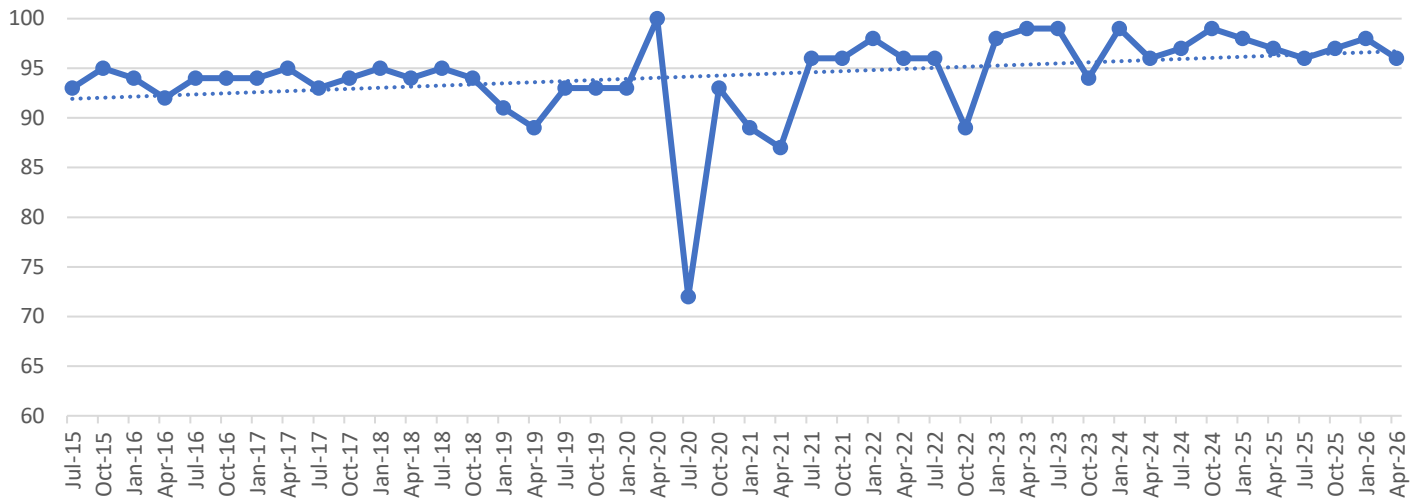
Individual Question Results with Trendlines



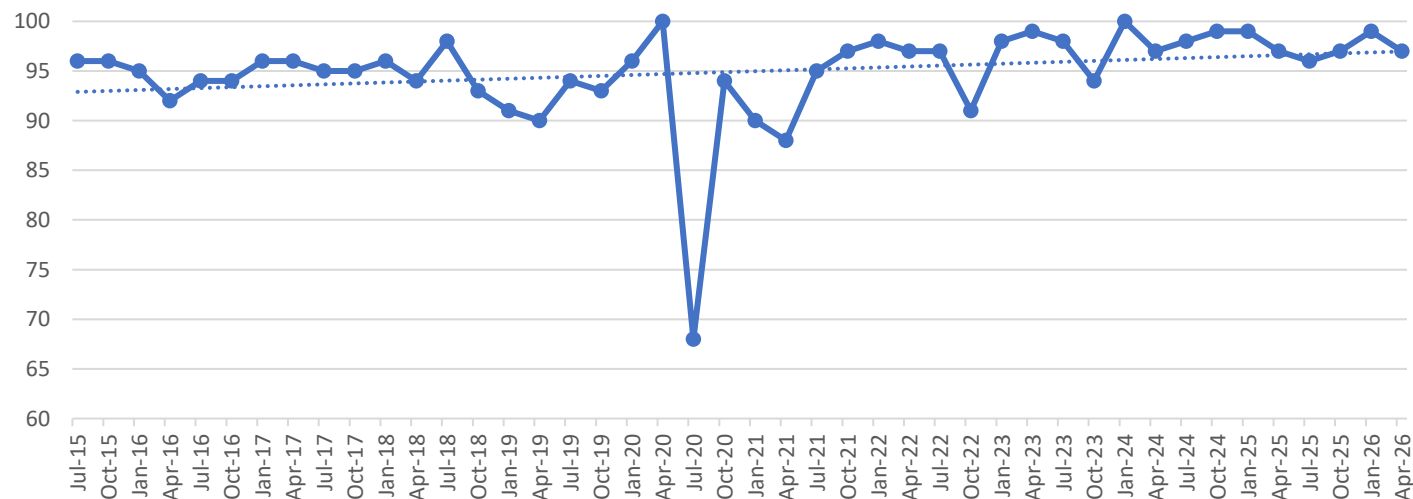
#4 - Education and explanation of plan provided in a way that I can understand



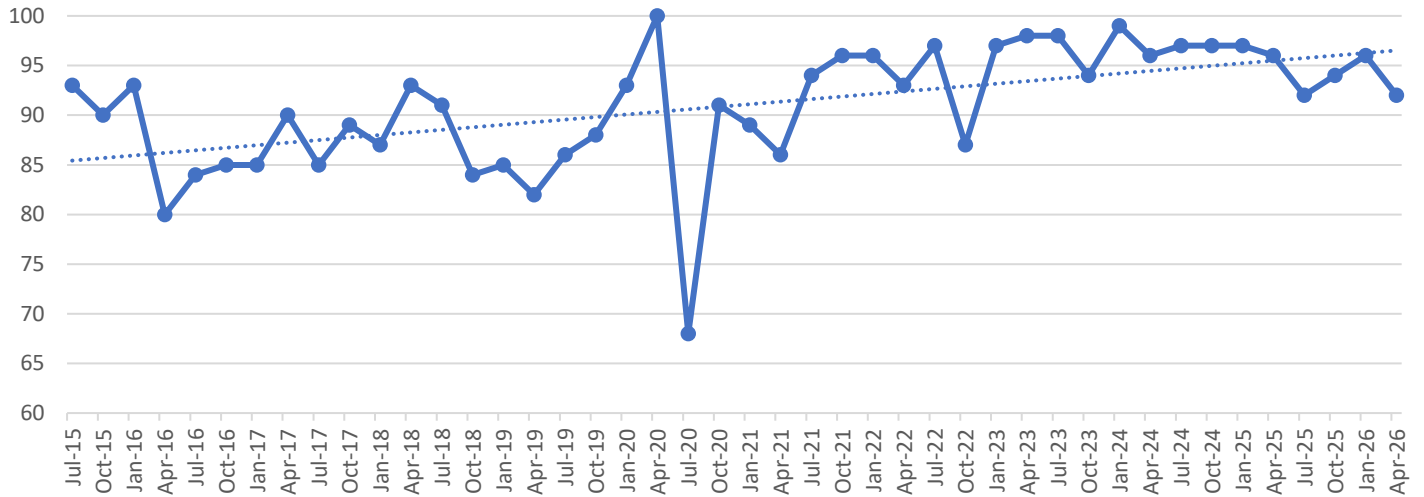
#5 - The follow-up, coordination, and continuity of my care



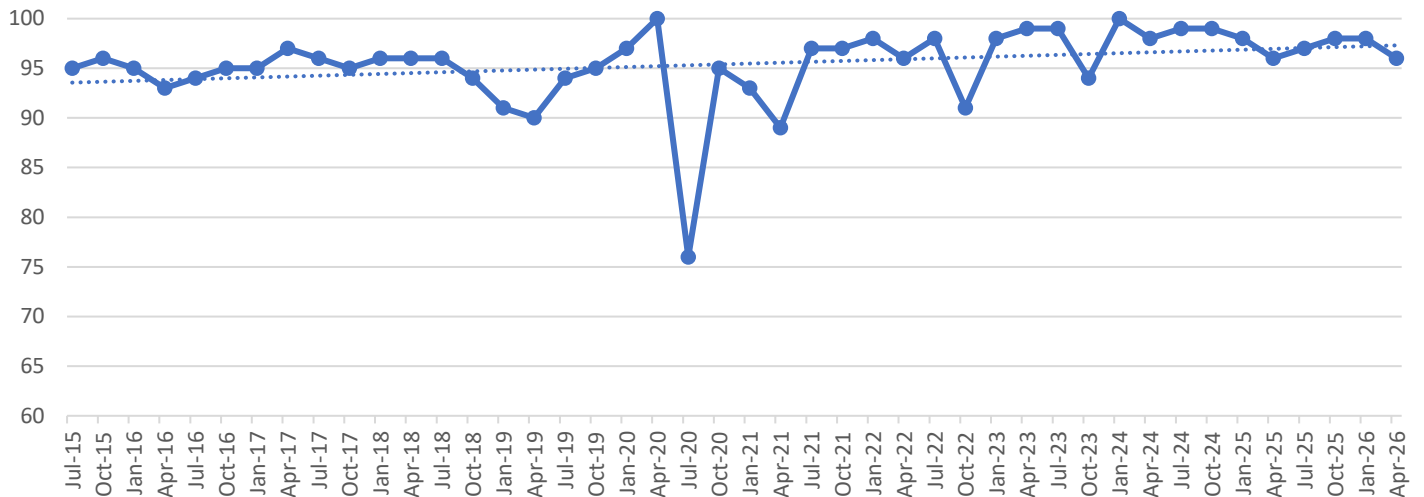
#6 - The staff addressing my medical needs today



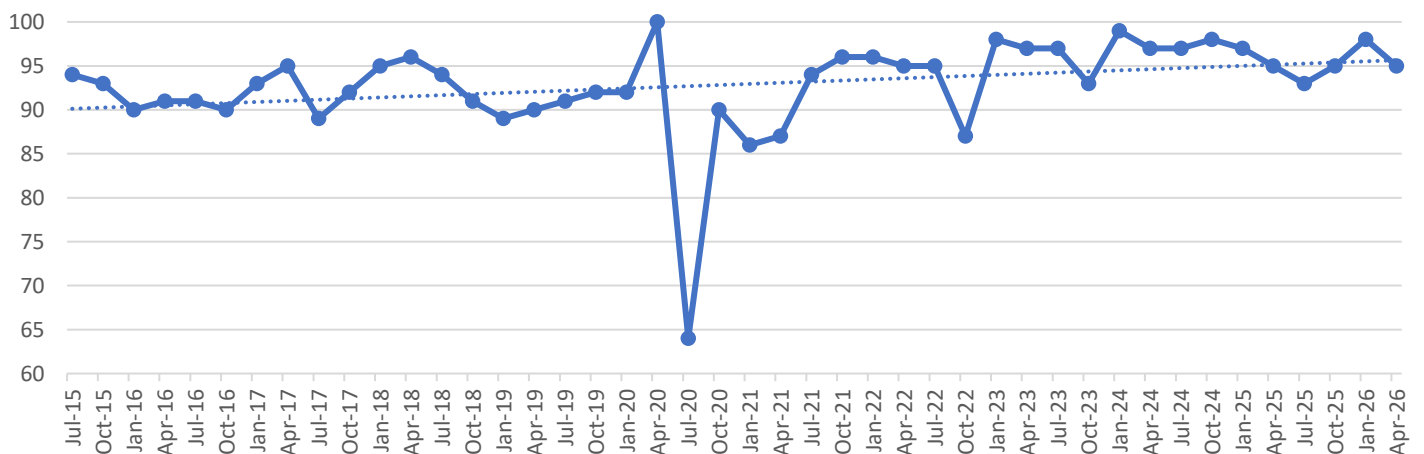
#7 - The time spent waiting



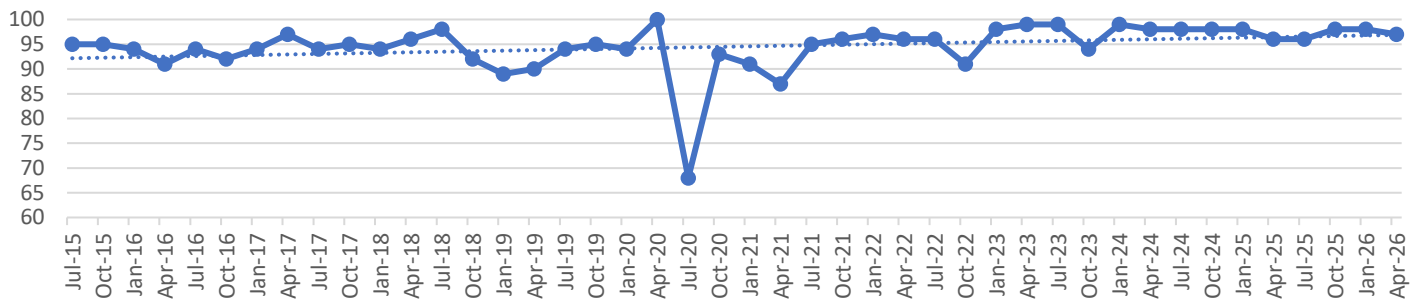
#8 - The respectfulness of staff



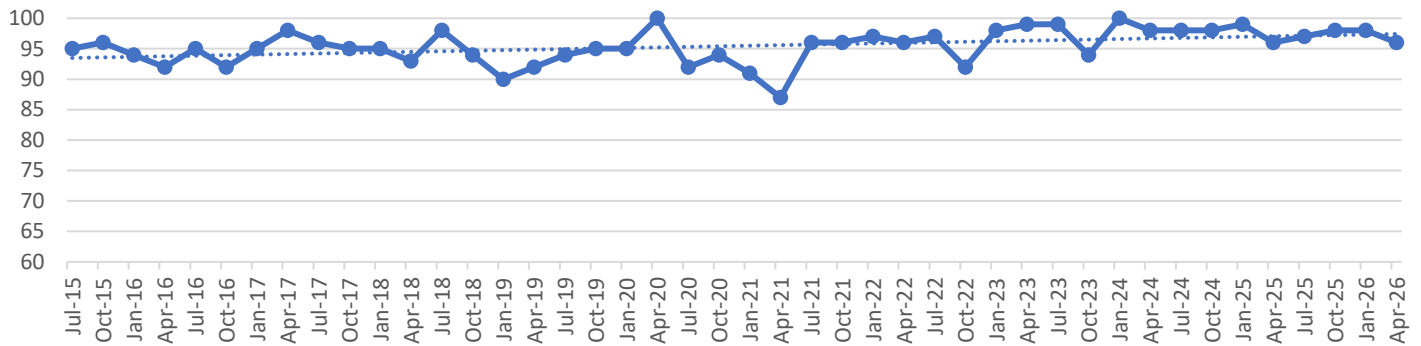
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



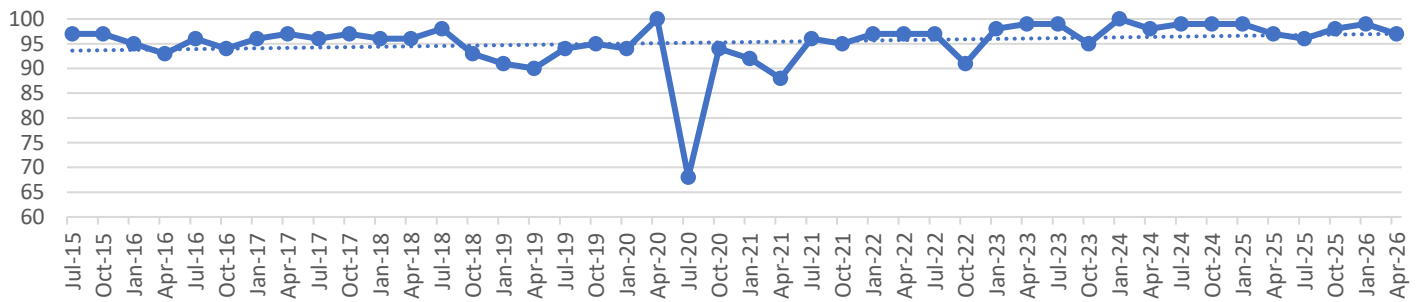
#10 - The handling of my personal medical information in a private and confidential manner



#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?

