

Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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.

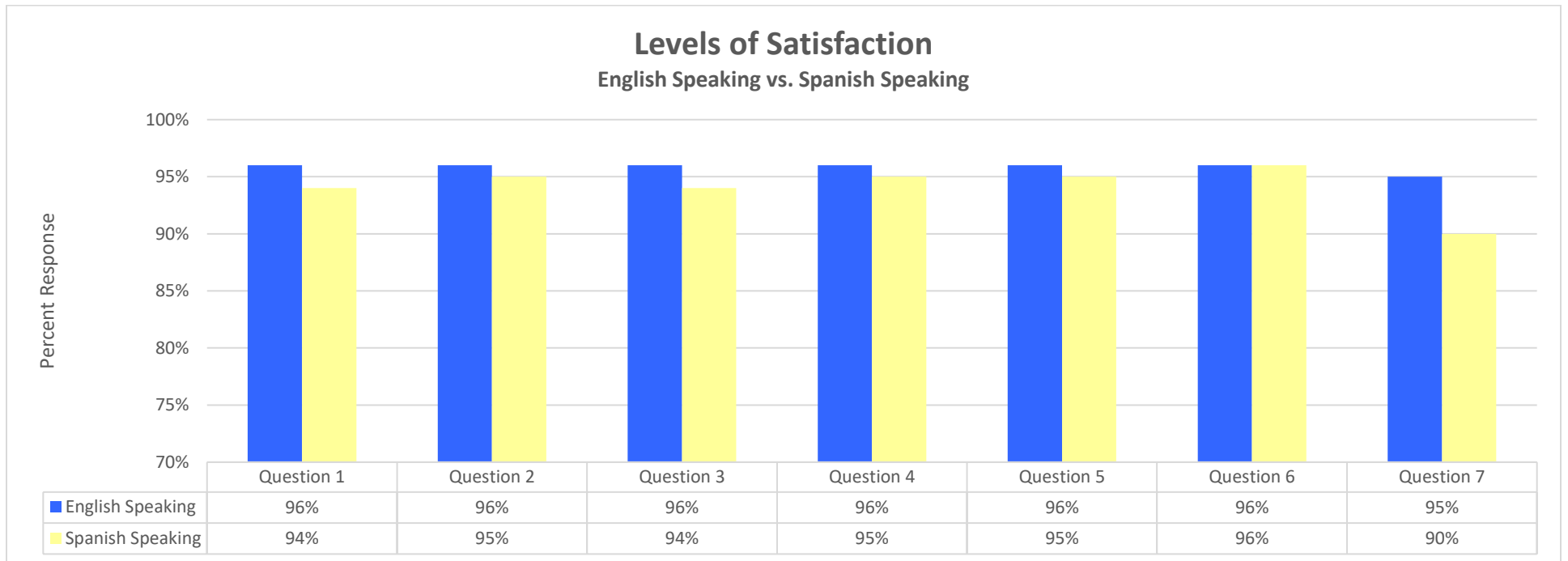
| 300 McHenry Rd., Wheeling – Survey Questions | Level of Satisfaction April 2026 | Level of Satisfaction January 2026 | Level of Satisfaction October 2025 | Level of Satisfaction July 2025 |
|---|---|---|---|--|
| 1. The phone operator staff and call center | 95% | 94% | 93% | 93% |
| 2. The reception staff | 96% | 95% | 94% | 94% |
| 3. Receiving a timely appointment | 95% | 94% | 92% | 92% |
| 4. Education and explanation of plan provided in a way that I can understand | 95% | 94% | 94% | 95% |
| 5. The follow-up, coordination, and continuity of my care | 96% | 94% | 94% | 95% |
| 6. The staff addressing my medical needs today | 96% | 95% | 95% | 94% |
| 7. The time spent waiting | 92% | 90% | 90% | 90% |
| 8. The respectfulness of staff | 96% | 95% | 94% | 94% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 95% | 93% | 92% | 93% |
| 10. The handling of my personal medical information in a private and confidential | 96% | 95% | 94% | 94% |
| 11. Your medical assistant | 96% | 96% | 95% | 95% |
| 12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist) | 97% | 96% | 95% | 95% |
| 13. Overall, how satisfied are you with the Health Center? | 96% | 95% | 94% | 94% |

| 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% |

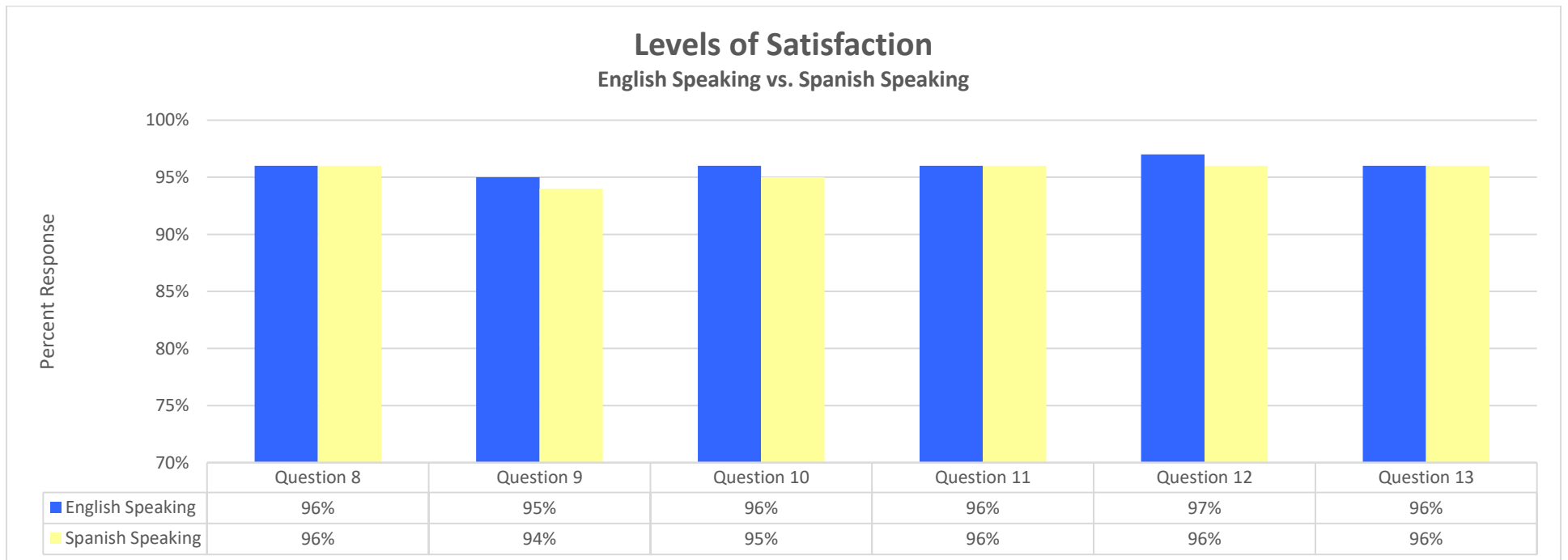
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 | 111 86% | 181 81% | 13 10% | 33 15% | 3 2% | 3 1% | 0 | 0 | 2 2% | 6 3% |
| 2. The reception staff | 112 86% | 183 84% | 15 12% | 29 13% | 1 1% | 2 1% | 0 | 1 1% | 2 2% | 4 2% |
| 3. Receiving a timely appointment | 110 85% | 178 81% | 14 11% | 30 14% | 3 2% | 6 3% | 0 | 1 1% | 2 2% | 5 2% |
| 4. Education and explanation of plan provided in a way that I can understand | 111 86% | 180 81% | 15 12% | 33 15% | 0 | 5 2% | 1 1% | 0 | 2 2% | 4 2% |
| 5. The follow-up, coordination, and continuity of my care | 112 86% | 185 83% | 17 13% | 31 14% | 0 | 4 2% | 0 | 0 | 2 2% | 4 2% |
| 6. The staff addressing my medical needs today | 112 86% | 193 86% | 15 12% | 23 10% | 0 | 5 2% | 1 1% | 0 | 2 2% | 4 2% |
| 7. The time spent waiting | 107 82% | 152 69% | 19 15% | 47 21% | 2 2% | 13 6% | 0 | 5 2% | 2 2% | 5 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 | 113 87% | 188 86% | 13 10% | 25 11% | 2 2% | 3 1% | 0 | 0 | 2 2% | 4 2% |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 101 82% | 173 78% | 18 15% | 39 18% | 3 2% | 5 2% | 0 | 0 | 1 1% | 4 2% |
| 10. The handling of personal medical info in a private and confidential manner | 112 87% | 183 83% | 13 10% | 32 15% | 2 2% | 2 1% | 0 | 0 | 2 2% | 4 2% |
| 11. Your medical assistant | 113 88% | 186 84% | 13 10% | 28 13% | 1 1% | 4 2% | 0 | 0 | 2 2% | 3 1% |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 116 89% | 191 86% | 11 9% | 26 12% | 1 1% | 1 1% | 1 1% | 0 | 1 1% | 3 1% |
| 13. Overall, how satisfied are you with the Health Center? | 113 88% | 193 87% | 12 9% | 22 10% | 2 2% | 3 1% | 0 | 0 | 2 2% | 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: 30

N/A: 19

YES: 9

Comments:

1. "Good." (Ninkovska)
2. "I'm satisfied with the care I've received at this location." (Ninkovska)
3. "Experience was pleasant." (Ninkovska)
4. "Excellent response." (Lyman)
5. "Great experience, responded promptly." (Lyman)
6. "Yes, I had a response quickly." (Lyman)
7. "Very well." (Lyman)
8. "Yes, speedy & helpful." (Shirazi)
9. "Always call back right away." (Hammer)

Spanish

NO: 45

N/A: 2

YES: 8

Comments:

1. "Good." "Bien." (2)
2. "Good." "Buena." (Hammer)
3. "Very good." "Muy bien." (2)
4. "Very good." "Muy buena." (3)
5. "Excellent." "Excelente." (2)
6. "Thank you for the attention." "Gracias por la atencion." (Ninkovska)
7. "Yes- good." "Si- buena." (Vega)
8. "Nothing 😊." "Ninguno 😊." (Ninkovska)
9. "Very attentive." "Muy atentos." (Lyman)
10. "Great service." "Buen servicio." (Ninkovska)
11. "Last 2 calls: Mr. Carzona did not answer." "2 ultimas llamadasno a contestado el drs Carzona." (Patel)
12. "Very good, the entire staff was very friendly." "Muy buena muy amables todo el personal." (Hammer)
13. "As a reminder for my doctor's appointment well it reminded me that I had an appointment." "Si mensaje para mi cita del doctor buena pues me recuerdo que tenia cita." (Hammer)

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

English

1. "N/A." (4)
2. "No." (Ninkovska)
3. "Closeness." (Hammer)
4. "Communication." (Hammer)
5. "Professional + friendly." (Patel)
6. "Efficiency." (Patel)
7. "Call center and medical assistants." (Ninkovska)
8. "Front desk." (Lyman)
9. "The explaining." (Shirazi)
10. "Taking care of my health." (Lyman)
11. "Follow-ups." (Vega)
12. "They are so respectful." (Hammer)
13. "Everything." (2)
14. "The staff."
15. "The communication."

Spanish

1. "Immediate attention." "Atencion inmediata." (Lyman)
2. "My doctor." "Mi doctora." (Lyman)
3. "Their attention." "Su atencion." (Vega)
4. "The service." "El servicio." (Lyman)
5. "The attention." "La atencion." (Hammer)
6. "Pediatric consultations." "Consultas pediatras." (Ninkovska)
7. "Well-being, health." "Bienestar, salud." (Lyman)
8. "My health." "Mi salud." (Ninkovska)
9. "Very kind." "Muy amables." (Ninkovska)
10. "With everything!" "En todo1" (Ninkovska)
11. "Reception." "Recepcion." (Ninkovska)
12. "Everything." "Todo." (2)
13. "Very great." "Muy bien" (Ninkovska)

16. "Time." (Ninkovska)
17. "Staff." (3)
18. "The staff are overall friendly and explain things to greater measures." (Hammer)
19. "My provider and my therapies Crystal away have been very helpful." (Finnander)
20. "Convenient location, and space for me to get injectables." (Lyman)
21. "Great communication and service when I call." (Shirazi)
22. "Providers make you feel comfortable and answer all my questions." (Vega)
23. "Came for HPV test was told I could not get it today – should have communicated this when I called for test." (Lyman)
24. "The prompt appointments provided." (Finnander)
25. "Taking time to get it right the 1st time!" (Lyman)
26. "Flexible scheduling." (Finnander)
27. "Honestly, patience, openness to accommodate patients." (Ninkovska)
28. "Everyone at the Greater Family Health center is very helpful and specifically I was thankful to my Doctor Ninkovska for her kind and advises." (Ninkovska)
29. "Prices/schedule flexibility, offering same day appointments." (Patel)
30. "That I get to see all my providers in one place." (Weaver)
31. "The ease of making appointments + the reminders to keep the appt." (Finnander)
32. "The communication is great. Everyone I have dealt with was professional, understanding, and compassionate." (Finnander)
33. "Absolutely." (Finnander)
34. "The staff and doctors." (Shirazi)
35. "They call with timely matter about my results and work around my appointments with my schedule." (Ninkovska)
36. "The staff and resources." (Ninkovska)
37. "Very positive response." (Lyman)
38. "Dr. Lily and her staff." (Lyman)
39. "How kind the staff is." (Shirazi)
40. "They always give you options." (Hammer)
14. "They speak Spanish." "Hablan espanol." (Hammer)
15. "Their support." "Su apoyo." (Hammer)
16. "Their attention." "Su atención." (Vega)
17. "Excellent." "Excelente." (Ninkovska)
18. "Easy access and close to home." "Facil acceso y cerca de casa." (Shirazi)
19. "Flexible payment options." "Facilidad de pago." (Hammer)
20. "The service they provide." "La atencion que dan." (Hammer)
21. "The service and the cost." "La atencion y en lo economico." (Lyman)
22. "Speed and efficiency for every appointment." "La rapidez y eficacia para cada cita." (Lyman)
23. "That they are very kind." "Que son muy amables." (Patel)
24. "Their services, muy atentos." "Su servicio, muy atentos." (Ninkovska)
25. "Financial aid." "Ayuda financiera." (Lyman)
26. "The attention was very good." "La atencion muy buena." (Hammer)
27. "The service they provide." "La atencion que brindan." (Hammer)
28. "Low-cost healthcare." "Salud bajo costo." (Lyman)
29. "To feel better." "A sentirme mejor." (Lyman)
30. "Their attention." "Su atencion." (Hammer)
31. "Good medical service." "Buen servicio medico." (Patel)
32. "In health." "En la salud." (Ninkovska)
33. "Accessibility." "Accesibilidad." (Hammer)
34. "Your kindness." "Su amabilidad." (Ninkovska)
35. "Very kind." "Muy amables." (Lyman)
36. "Attention." "Atencion." (Ninkovska)
37. "Their attention." "Su atencion." (Patel)
38. "That they always send messages and call to not forget our medical attention." "Que siempre le mandan mensajes y llaman para no olvidar la atencion medica." (Patel)
39. "Speed and professionalism excellent staff and facilities." "Rapidez y profesionalismo exelente personal e instalaciones." (Mathew)
40. "The price is very affordable." "El precio es muy acesible." (Ninkovska)
41. "That I receive my appointments within a reasonable timeframe, and the wait time is minimal." "Que me dan mis citas en tiempo razonable y el tiempo razonable y el tiempo de espera es mínimo." (Hammer)
42. "Both for my health and my finances, since they are very affordable and I am very satisfied with all of them." "En mi salud y en mi economia ya que son muy economicos y estoy muy satisfecha con todos." (Lyman)

43. "It's close to my house, and they always offer you options for scheduling." "Esta cerca de mi casa, siempre te brindan opciones para agendar." (Mathew)
44. "The service was excellent." "La atencion-buenisima." (Lyman)
45. "Because I have it right here nearby or just five minutes away." "Porque lo tengo aqui cercas o 5 minutos." (Patel)
46. "Understanding and maintaining my health." "Conocimiento y mantenimiento de mi salud." (Ninkovska)
47. "They are very kind and helpful." "Son muy amables y le ayuda." (Lyman)
48. "It helps me financially since my income isn't enough to pay high prices, with the language and especially with my health." "Me ayuda economicamente ya que mis ingresos no son buenos para pagar precios altos, con el idioma y sobre todo con mi salud." (Lyman)
49. "Translation assistance and services." "Le ayudan en la traduccion y servicios." (Mathew)
50. "Whenever I have questions, they always assist me." "Cuando tengo preguntas siempre me atienden." (Patel)
51. "Their professionalism, the fact that they are located close to my home, and that appointments can be scheduled as soon as possible." "Su profesionalismo, que se encuentra cerca de mi casa y quedan las citas lo mas pronto posible." (Patel)
52. "The care provided to patients, the assistance." "La atencion con los pacientes, la ayuda." (Vega)
53. "Medical care and information." "La atencion medica y la informasion." (Ninkovska)
54. "Their service was very good." "Su trato muy bueno." (Ninkovska)
55. "The medical care provided is very good." "La atencion medica brinda es muy buena." (Hammer)
56. "To see if I am in good health and get a check-up!" "Ver si estoy bien de salud y revisarme!" (Lyman)
57. "The staff and doctors are very friendly." "El personal y doctores son muy amables."
58. "When I want to schedule an appointment for the same day." "Cuando quiero agendar una cita para el mismo día." (Hammer)
59. "Healthcare is important, and they always help me see the specialists I truly need. I am deeply grateful for the services I have received." "El cuidado de la salud es importante y siempre me ayudan a ver especialista que la verdad los necesito estoy

- altamente agradecida por los servicios obtenidos” (Hammer)
60. “The doctors their help, and the ability to call is very kind.” “Las doctoras su ayuda y poder llamar muy amable.” (Hammer)
61. “Location; very professional and friendly staff.” “Ubicacion, personal muy profesional y amable.” (Mathew)
62. “For my health, to improve my health.” “Para la salud, mejorar mi salud.” (Hammer)
63. “Monitoring my health, specifically my prediabetes and constant headaches and stomach pain.” “Seguimiento a mi salud en especial a mi prediabetes y dolores constantes de cabeza y estomago.” (Hammer)
64. “The proximity to my home and the fact that most of the staff speaks Spanish.” “La cercania de mi domicilio y que la mayoría del personal habla Espanol.” (Mathew)
65. “It has helped me a lot with my health, specifically with my anemia.” “Me ha ayudado mucho en salud, con mi anemia.” (Lyman)
66. “The service and the cost of the consultation.” “La atencion y el costo de la consulta.” (Lyman)
67. “That we are in good health.” “Que estamos bien de la salud.” (Ninkovska)
68. “Generally speaking, with everything.” “En general en todo.” (Ninkovska)
69. “Everything, they have excellent service! :).” “Todo, tienen un excelente servicio :)” (Ninkovska)
70. “They are good people, and the service is good.” “Son personas buenas y hay buen servicio.” (Lyman)
71. “My pain and diabetes.” “Mi dolor y diabetes.” (Hammer)
72. “Every moment with my daughters.” “Todo momento con mis hijas.” (Ninkovska)
73. “Everyone was very kind, respectful, and attentive.” “Todos muy amables y respetosos y atentos.” (Lyman)
74. “My health check-up.” “El chequeo de mi salud.” (Patel)
75. “That they give me discounts.” “Que me hacen descuentos.” (Hammer)
76. “Their focus on the staff.” “Su atencion en el personal que trabaja.” (Hammer)

Question 16: How can we improve Greater Family Health?

English

1. “N/A. (11)
2. “No.” (Ninkovska)

Spanish

1. “No.” (Patel)
2. “Nothing.” “Nada.” (2)

3. "Idk." (Lyman)
4. "None." (Patel)
5. "Everything is perfect!" (Finnander)
6. "Start on time." (Finnander)
7. "Nothing." (2)
8. "Their great." (Lyman)
9. "No suggestions." (Lyman)
10. "Serve coffee." (Lyman)
11. "Great, thank you." (Ninkovska)
12. "Flexibility w/ arrival times." (Shirazi)
13. "Nothing everything is great!" (Weaver)
14. "Keep doing what you are doing." (Finnander)
15. "Everything is good." (Shirazi)
16. "Nothing to improve." (Ninkovska)
17. "Down in the room can get really cool during winter may a better heater." (Finnander)
18. "None is Skokie IL, Wheeling IL is far for me." (Lyman)
19. "? Great experience every time." (Shirazi)
3. "Excellent." "Excelente." (Ninkovska)
4. "Does not apply." "No aplica." (Lyman)
5. "Everything is excellent." "Todo es excelente." (Vega)
6. "It is very good." "Es muy bueno." (Ninkovska)
7. "Everything is good." "Todo bien." (2)
8. "Everything is very good." "Todo esta muy bien." (2)
9. "It is fine." "Esta bien." (Hammer)
10. "As far as I'm concerned, everything is fine." "Para mi esta todo bien." (Patel)
11. "For me, it is great." "Para mi esta bien." (Lyman)
12. "It is great, thank you." "Esta bien gracias." (Ninkovska)
13. "They are excellent." "Son excelente." (Ninkovska)
14. "The service is good." "El servicio esta bien." (Vega)
15. "Waiting time to pass through." "El tiempo en espera para pasar." (Ninkovska)
16. "They meet all expectations." "Cumplen con todas las expectativas." (Lyman)
17. "Nothing, they were very kind." "Nada muy amables." (Ninkovska)
18. "I am satisfied with the services." "Estoy satisfecha con los servicios." (Ninkovska)
19. "Nothing, they are excellent." "Nada son excelentes." (Hammer)
20. "It is excellent." "Es excelente." (Hammer)
21. "No comment." "Ningun comentario." (Patel)
22. "It's fine the way it is." "Esta bien como esta." (Ninkovska)
23. "It is great how it is." "Asi esta bien." (Hammer)
24. "I have no complaints." "No tengo quejas." (Hammer)
25. "Everything is fine." "Todo esta bien." (Ninkovska)
26. "With the same attention." "Con la misma atencion." (Ninkovska)
27. "The service is very friendly." "El servicio es muy amable." (Lyman)
28. "For me, everything is perfect." "Para mi todo esta perfecto." (Patel)
29. "To me, it's very good." "Para mi esta muy bien." (Patel)
30. "I think everything is well taken care of." "Pienso que todo esta bien atendido." (Ninkovska)
31. "They do an excellent job." "Hacen un excelente trabajo." (Patel)
32. "I do not have anything to say." "No tengo nada que decir." (Vega)

33. "I am satisfied." "Estoy satisfecha."
(Hammer)
34. "For me, it is perfect." "Para mi es perfecto."
(Mathew)
35. "To understand how to improve and stay healthy. Thank you for everything." "A entender como mejorar y mantenerme saludable. Gracias por todo." (Ninkovska)
36. "In my opinion, they don't need to improve anything at all; the service is excellent."
"Para mi no tienen que mejorar en nada muy bien el trato." (Vega)
37. "I think everything is fine." "Pienso que todo esta bien." (Hammer)
38. "May they continue to be attentive and respectful." "Que sigan siendo atentos y respetuosos." (Patel)
39. "Keep being this way, giving your very best. May God bless you even more." "Sigam siendo asi dando lo mejor de uds dios les bendiga mas." (Lyman)
40. "So far, I am very satisfied with all your services." "Hasta el momento estoy muy satisfecha con todos sus servicios." (Lyman)
41. "That medical appointments aren't scheduled too far out when you call to book one." "Que las citas medicas no las otorgen muy lejos cuando llamas para una cita." (Hammer)
42. "Having baby items, regular items." "Tener cosas para bebes regular cositas." (Hammer)
43. "I feel very comfortable right now." "Me siento muy gusto actualmente." (Mathew)
44. "Providing excellent care to their patients and possessing the necessary equipment to meet some of our needs such as ultrasound machines." "Atendiendo muy bien a sus pacientes tener equipos necesarios para algunos de nuestras necesidades como ultrasonidos." (Lyman)
45. "Always be kind to people." "Siempre ser amable con las personas." (Lyman)
46. "The service is very good." "El servicio es muy bueno." (Hammer)
47. "Keep it up, you are kind and attentive."
"Siga asi como son amables y atentos."
(Lyman)
48. "No comments, everything was excellent."
"Sin comentario todo muy bien." (Hammer)
49. "I am satisfied so far." "Como hasta ahora estoy satisfecha." (Hammer)
50. "I have recommended it." "Lo he recomendado."

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

English

- YES: 110
- NO: 0

Spanish

- YES: 155
- NO: 1

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

English

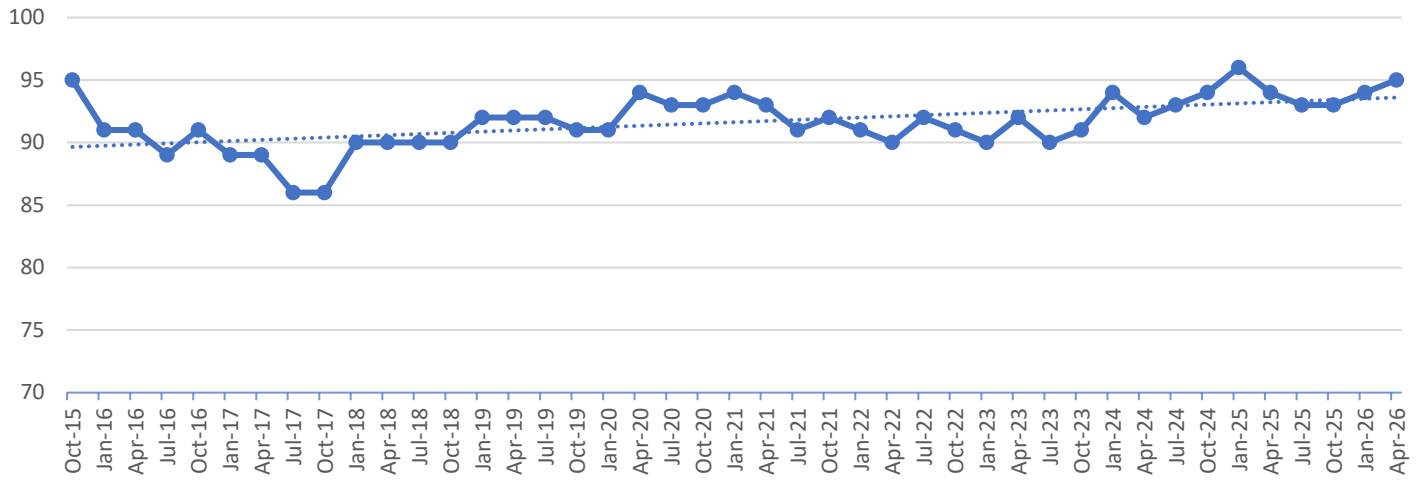
- Finnander: 15
- Hammer: 26
- Lyman: 48
- Mathew: 2
- Ninkovska:
- Patel, C: 17
- Shirazi: 9
- Vega: 11
- Weaver: 4

Spanish

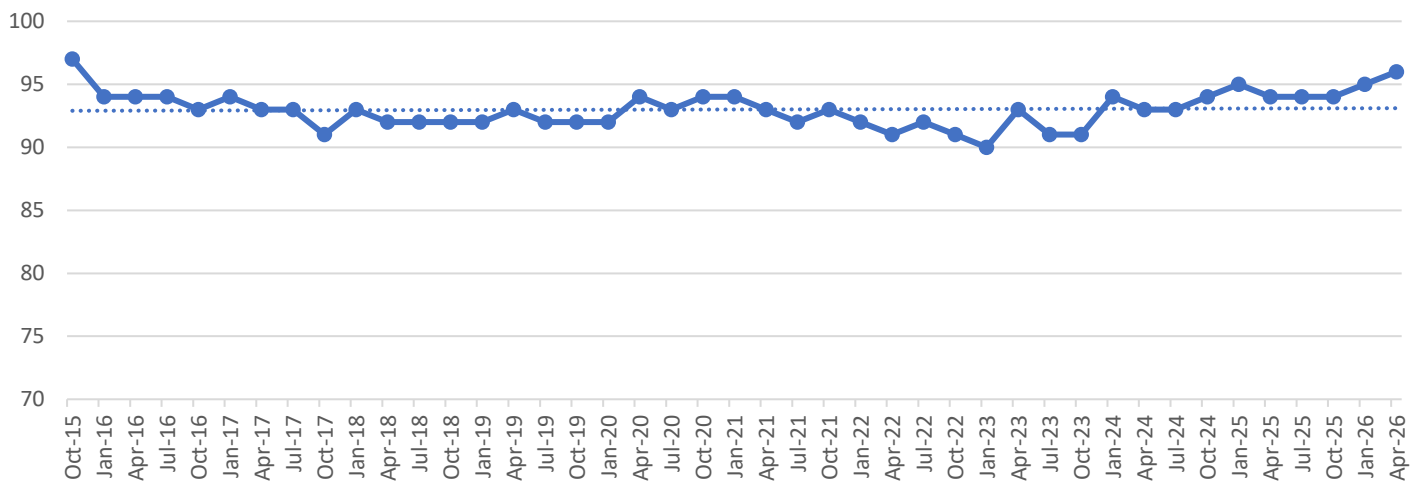
- Finnander: 2
- Hammer: 49
- Lyman: 55
- Mathew: 10
- Ninkovska: 46
- Patel, C: 40
- Shirazi: 4
- Vega: 14

Individual Question Results with Trendlines

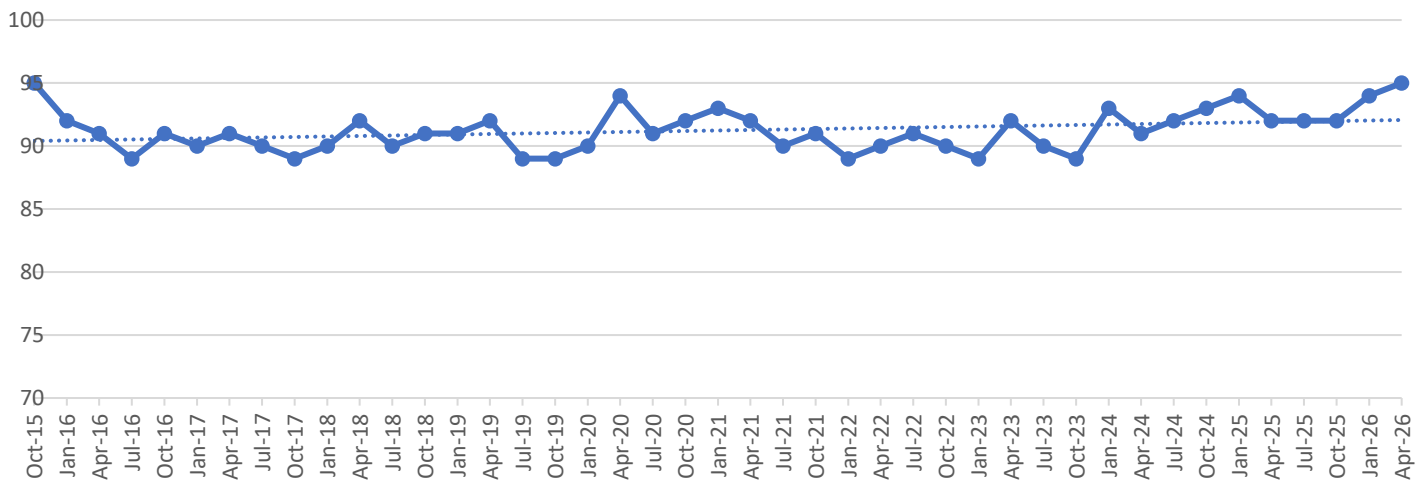
#1 - The phone operator staff and call center



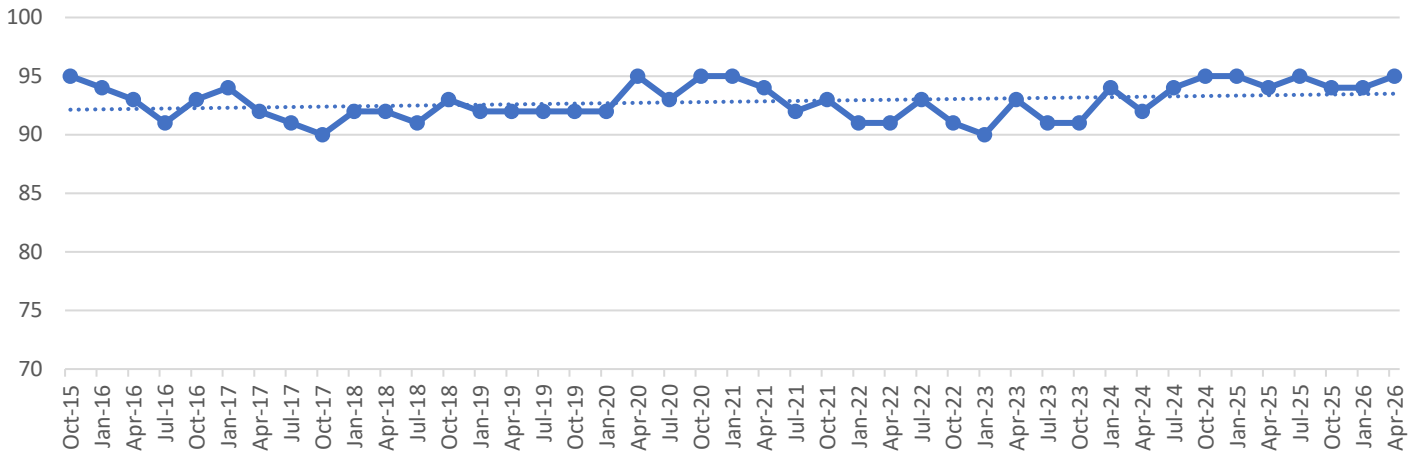
#2 - The reception staff



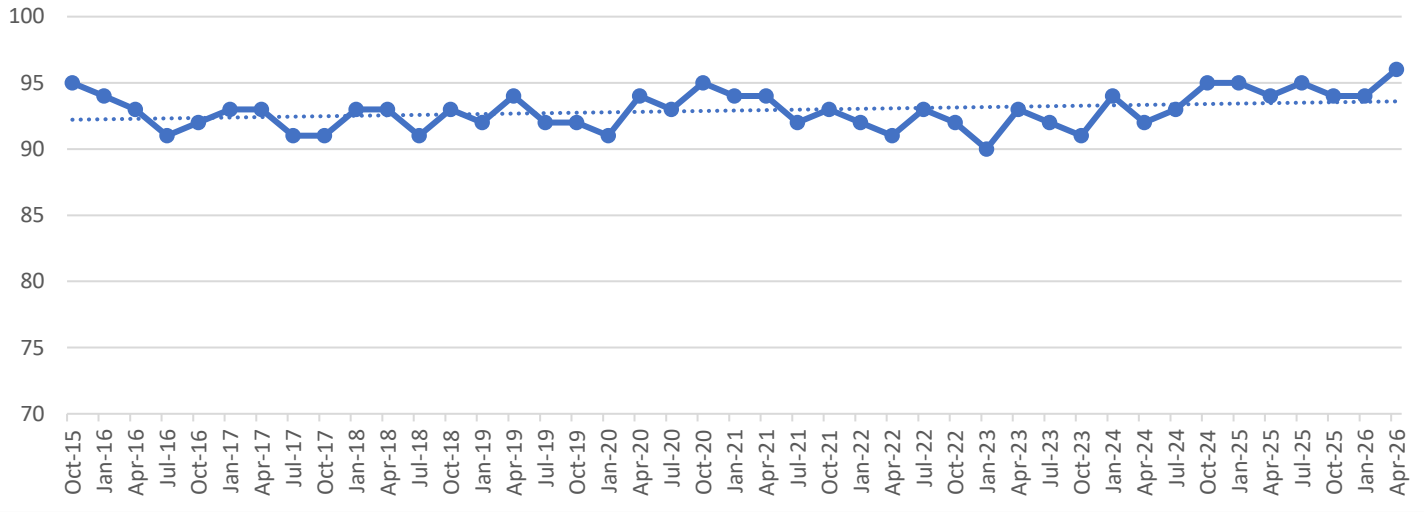
#3 - Receiving a timely appointment



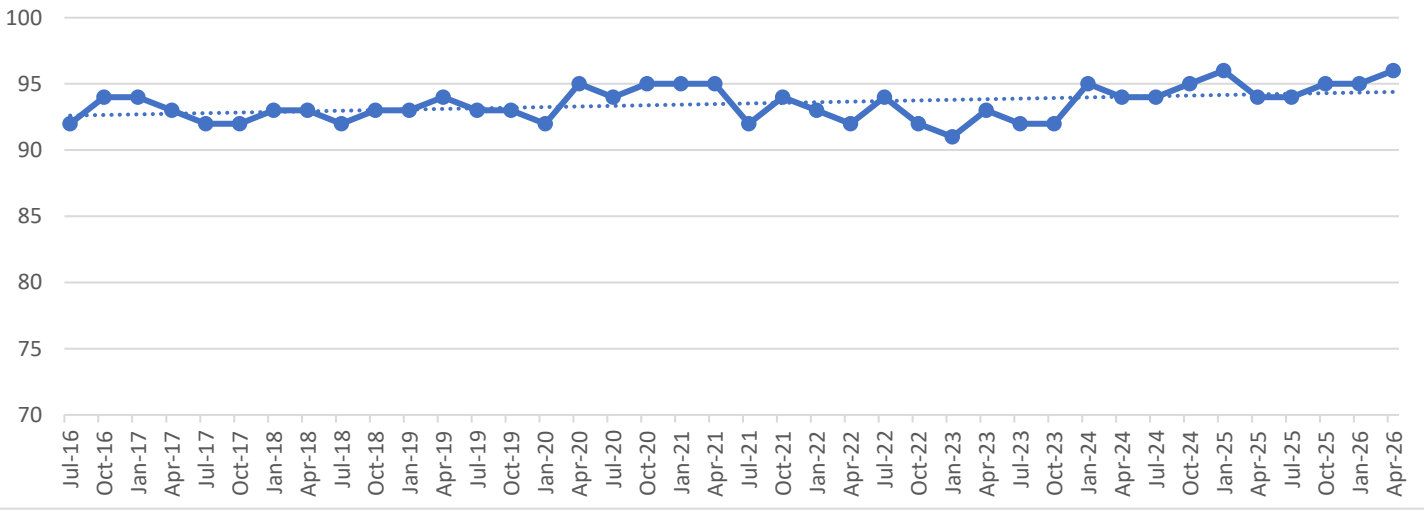
#4 - Education and explanation of plan provided in a way that I can understand



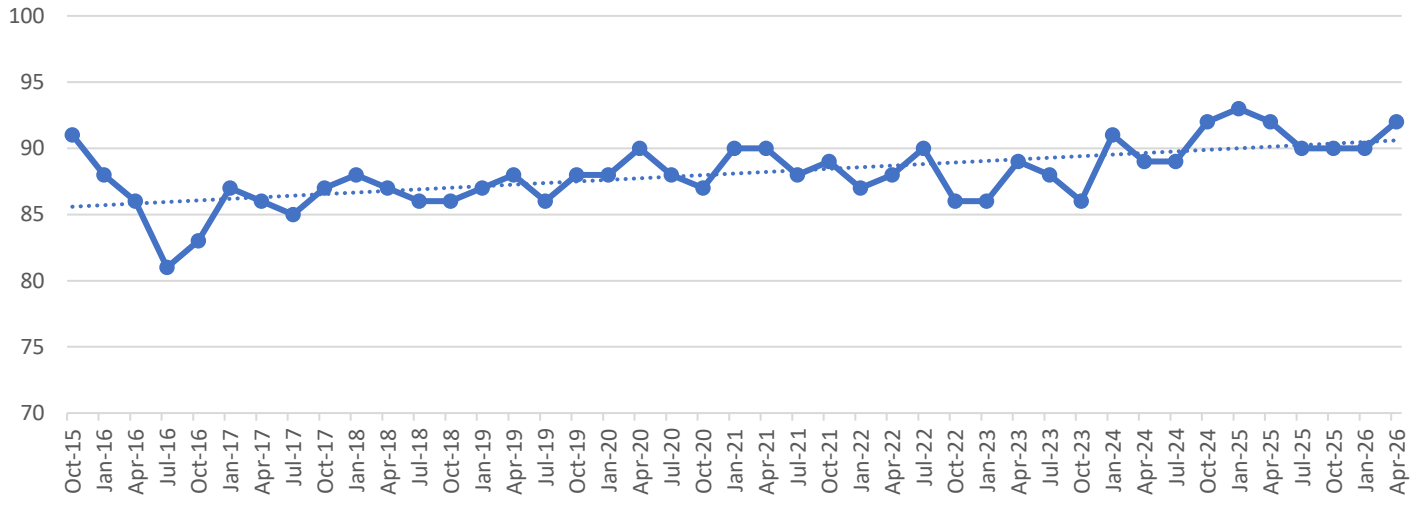
#5 - The follow-up, coordination, and continuity of my care



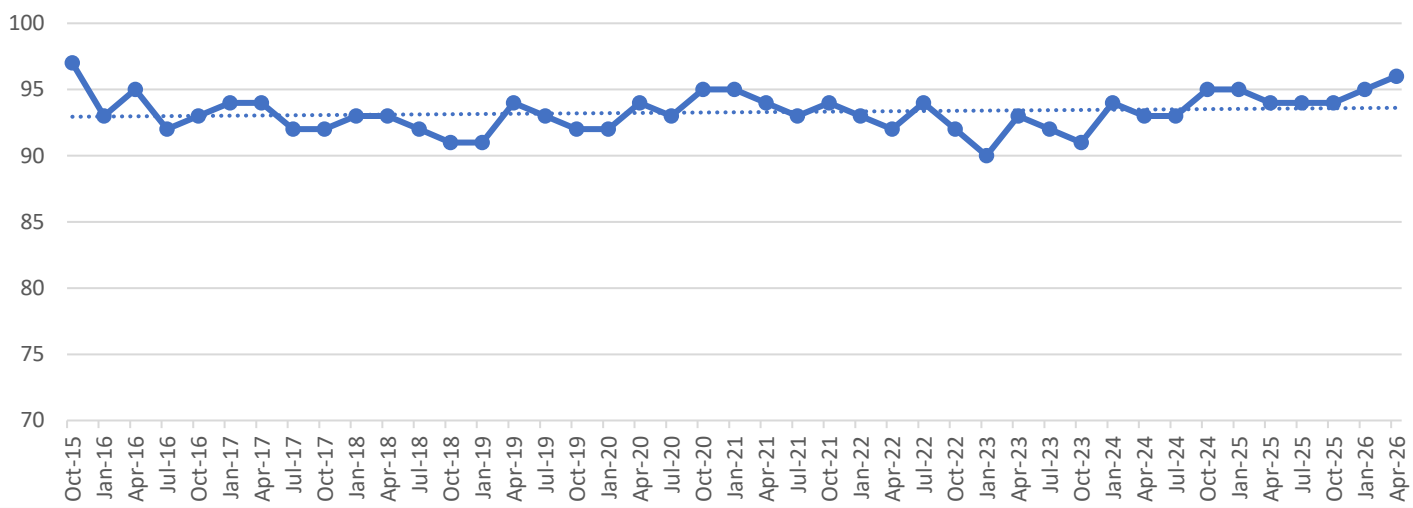
#6 - The staff addressing my medical needs today



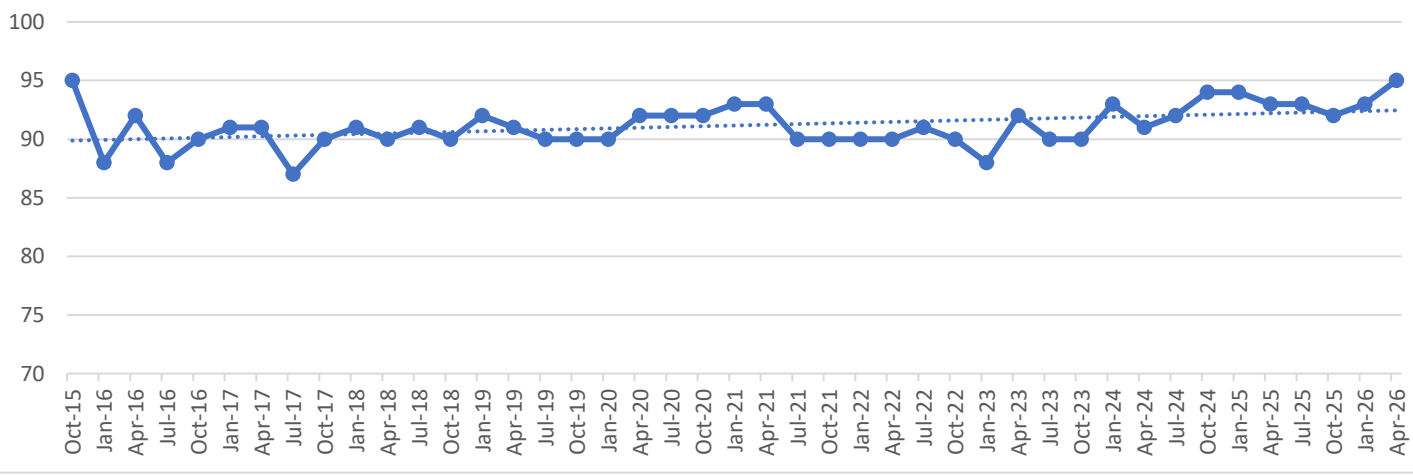
#7 - The time spent waiting



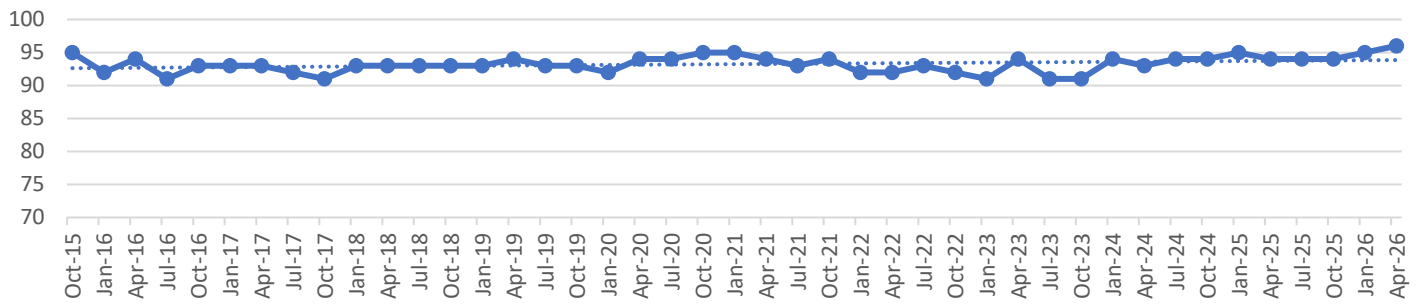
#8 - The respectfulness of staff



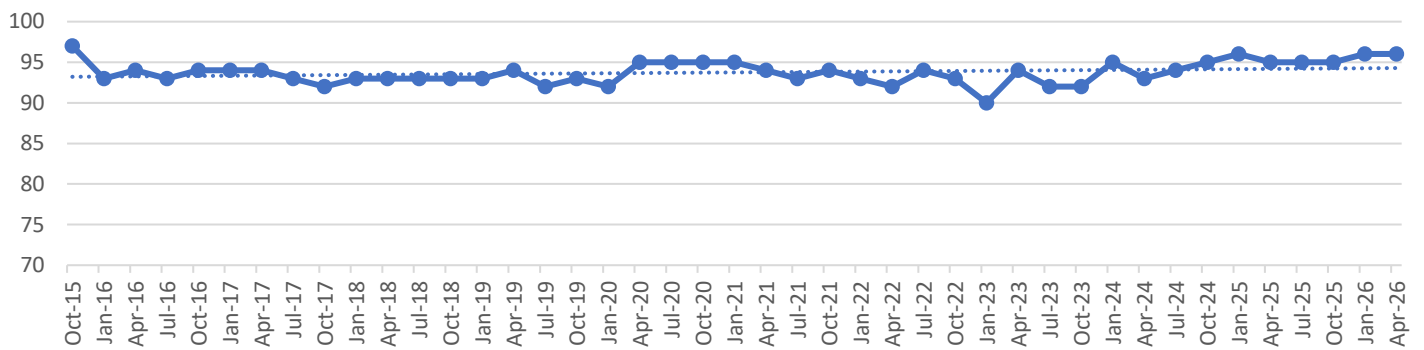
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



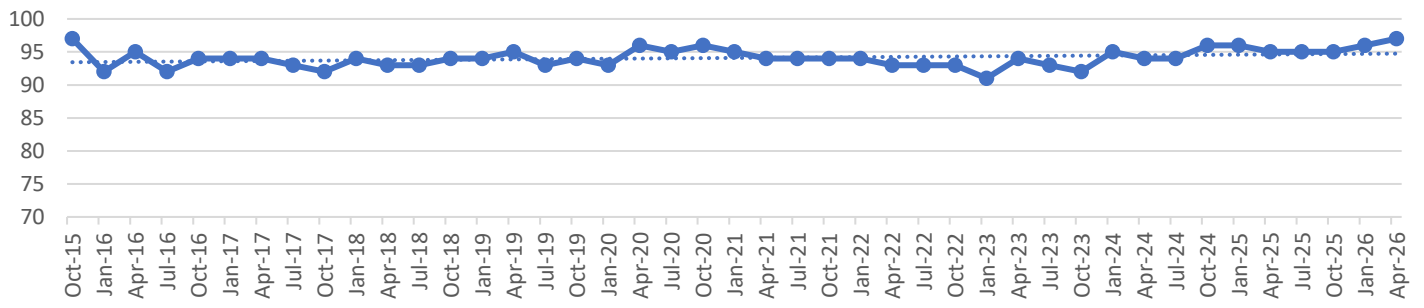
#10 - The handling of my personal medical information in a private and confidential manner



#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?

