

Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine 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 95%. 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.

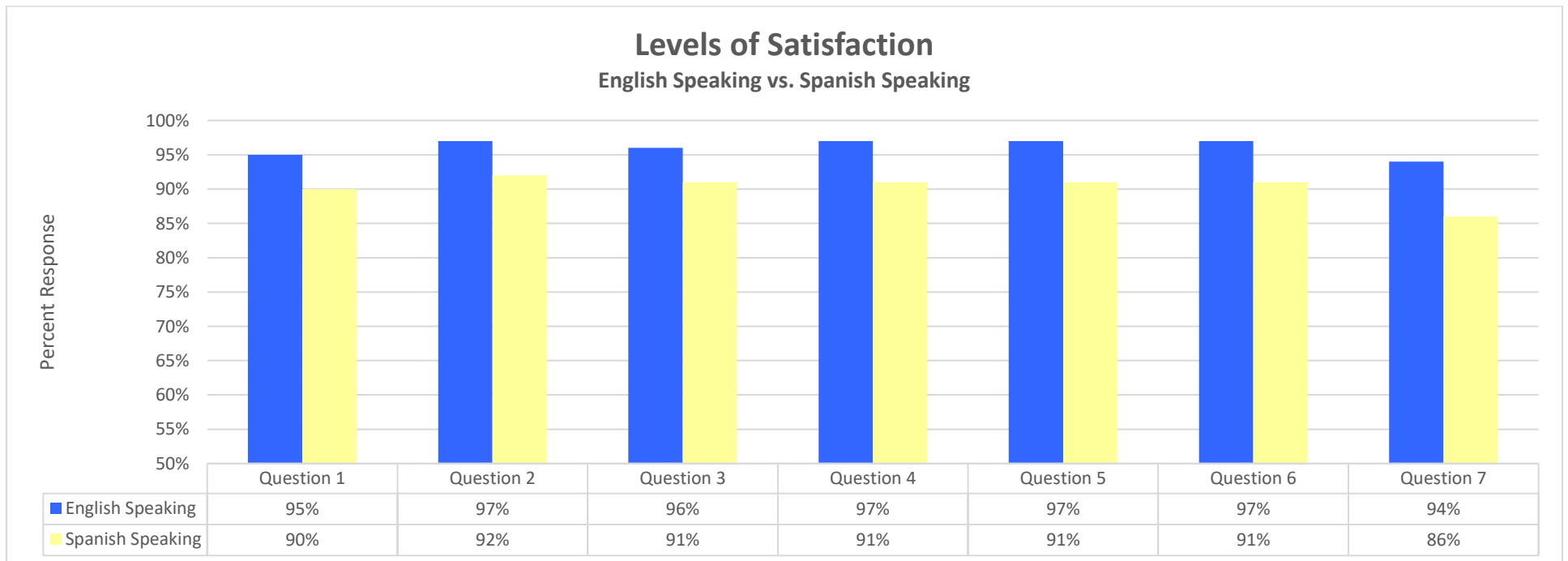
345 W. Northwest Hwy., Palatine – Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	93%	95%	95%	93%
2. The reception staff	95%	95%	96%	94%
3. Receiving a timely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

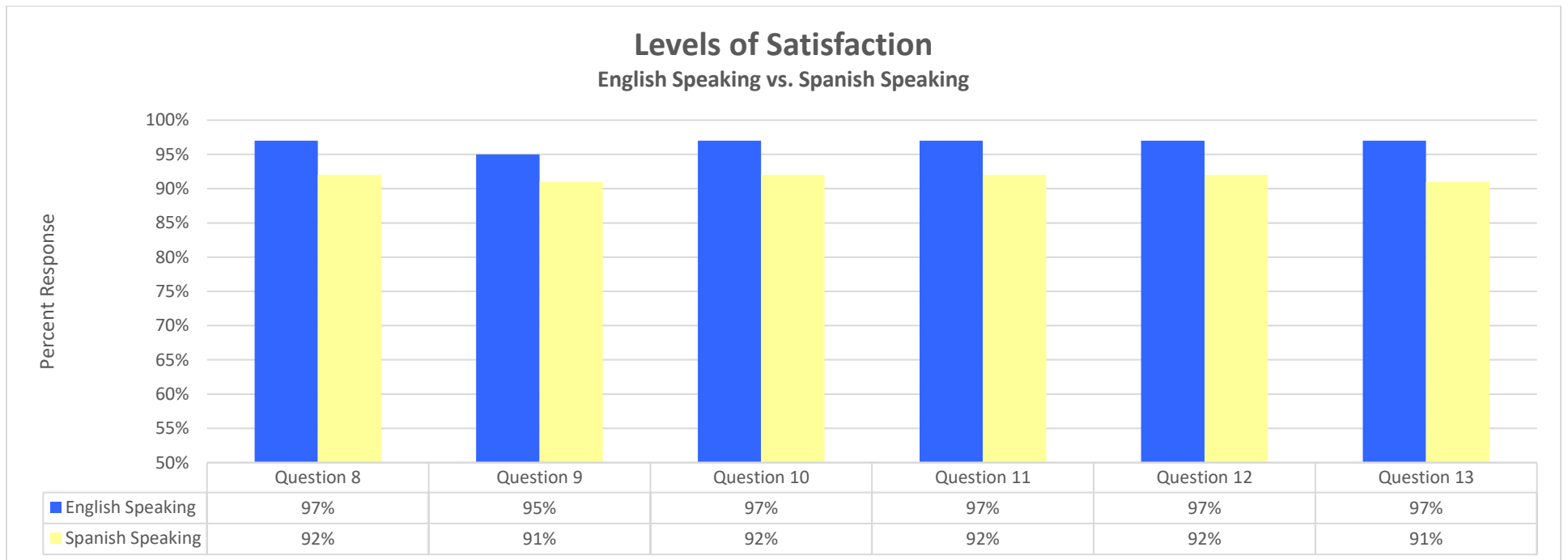
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	125 83%	55 70%	16 11%	14 18%	6 4%	5 6%	3 2%	3 4%	0	2 3%
2. The reception staff	134 89%	59 75%	10 7%	13 17%	4 3%	5 6%	1 1%	0	1 1%	2 3%
3. Receiving a timely appointment	130 87%	55 70%	13 9%	16 20%	6 4%	5 6%	1 1%	1 1%	0	2 3%
4. Education and explanation of plan provided in a way that I can understand	132 88%	56 71%	13 9%	15 19%	4 3%	6 8%	1 1%	1 1%	0	1 1%
5. The follow-up, coordination, and continuity of my care	134 89%	57 72%	12 8%	14 18%	3 2%	5 6%	1 1%	1 1%	0	2 3%
6. The staff addressing my medical needs today	133 89%	57 73%	13 8%	14 18%	3 2%	4 5%	1 1%	0	0	3 4%
7. The time spent waiting	129 86%	54 68%	8 5%	9 11%	7 5%	8 10%	4 3%	3 4%	2 1%	5 6%



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	133 89%	59 75%	12 8%	13 17%	4 3%	5 6%	1 1%	0	0	2 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	125 84%	57 72%	13 9%	13 17%	10 7%	7 9%	1 1%	1 1%	0	1 1%
10. The handling of personal medical info in a private and confidential manner	132 88%	58 74%	14 9%	13 17%	3 2%	5 6%	1 1%	0	0	2 3%
11. Your medical assistant	132 88%	58 74%	13 9%	13 17%	4 3%	5 6%	1 1%	0	0	2 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	135 90%	58 73%	10 7%	14 18%	4 3%	5 6%	1 1%	0	0	2 3%
13. Overall, how satisfied are you with the Health Center?	132 88%	55 70%	12 8%	17 22%	5 3%	5 6%	1 1%	0	0	2 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: 21

N/A: 5

YES: 0

Comments:

1. "Nothing."

Spanish

NO: 16

N/A: 1

YES: 0

Comments:

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

English

1. "To get to customer service."
2. "N/A." (2)
3. "All good."
4. "Staff." (2)
5. "The therapist."
6. "Doctor." (Perez)
7. "All the girls were very sweet." (Trommater)
8. "The doctors." (Trommater)
9. "Olha." (Mendyuk)
10. "Affordable therapist." (Headley)
11. "The services provided & the amount waiting to get seen." (Acevez)
12. "The amazing staff always helpful and friendly." (Headley)
13. "Easy to schedule an appt." (Fargotstein)
14. "My provider Mathew." (Mathew)
15. "Everything."
16. "Reception."
17. "Fast visits." (Zgorka)
18. "Everything is top notch." (Zgorka)
19. "Help with my kids."
20. "All things."
21. "Reminders."
22. "Every time I come in the office."
23. "Receiving information that helps my mental health."
24. "Very nice staff and fast."
25. "The close it is from home."

Spanish

1. "Everything." "Todo." (8)
2. "I don't know." "No se."
3. "The front girls." "Las muchachas de enfrente."
4. "Lindsay is very good." "Lindsay es muy buena." (Mattes)
5. "Melissa." "Melissa." (3)
6. "Everyone that works here." "Todos los que trabajan aquí." (Acevez)
7. "Amy." "Amy." (Hochberg)
8. "They do not charge a lot." "No cobran mucho."
9. "They treat my children." "Atienden a mis hijos" (Zgorka)
10. "The providers speak my language." "Las doctoras hablan mi idioma."
11. "Nothing." "Nada." (Perez)
12. "The attention they provide." "La atención que nos brindan." (Perez)

Question 16: How can we improve Greater Family Health?

English

1. "Everything good."
2. "N/A." (5)
3. "No." (3)
4. "Nothing." (2)
5. "Don't know." (Trommater)

Spanish

1. "Nothing." "Nada." (10)
2. "Everything is good." "Todo esta bien." (2)
3. "Good." "Bien."

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| <ul style="list-style-type: none"> 6. "Less time waiting." (2) 7. "Very good." 8. "It is perfect." (Trommater) 9. "Faster appt." (Mendyuk) 10. "Grace period." (2) 11. "If we have no time to be 5 minutes late why Dr. can make me wait 1 hour." (Mendyuk) 12. "Keep up the great service." (Headley) 13. "Faster wait times." (2) 14. "It is a good place." (Zgorka) 15. "It's all good." 16. "No answer." 17. "Everything is fine." (Zgorka) 18. "You are doing a good job." 19. "Nothing really everything works as it should." | <ul style="list-style-type: none"> 4. "They take a long time after my appointment time." "Se tarda mucho después de la hora de mi cita." (Mendyuk) 5. "Wait time." "Tiempo de espera." (Trommater) 6. "Give a few minutes to arrive late." "Dar unos minutos para llegar tarde." 7. "Fast referrals." "Referidos rápidos." (Perez) |
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Question 17: Would you recommend this Health Center to your friends and family? YES or NO

English

- YES: 111
- NO: 4

Spanish

- YES: 58
- NO: 1

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

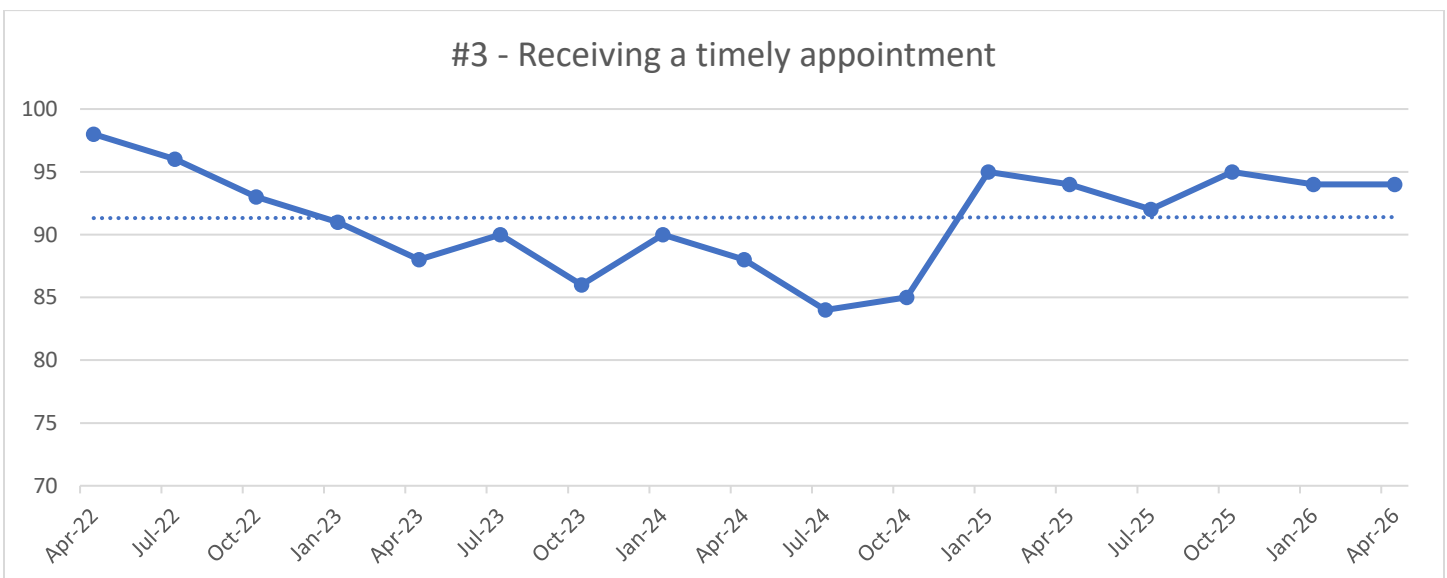
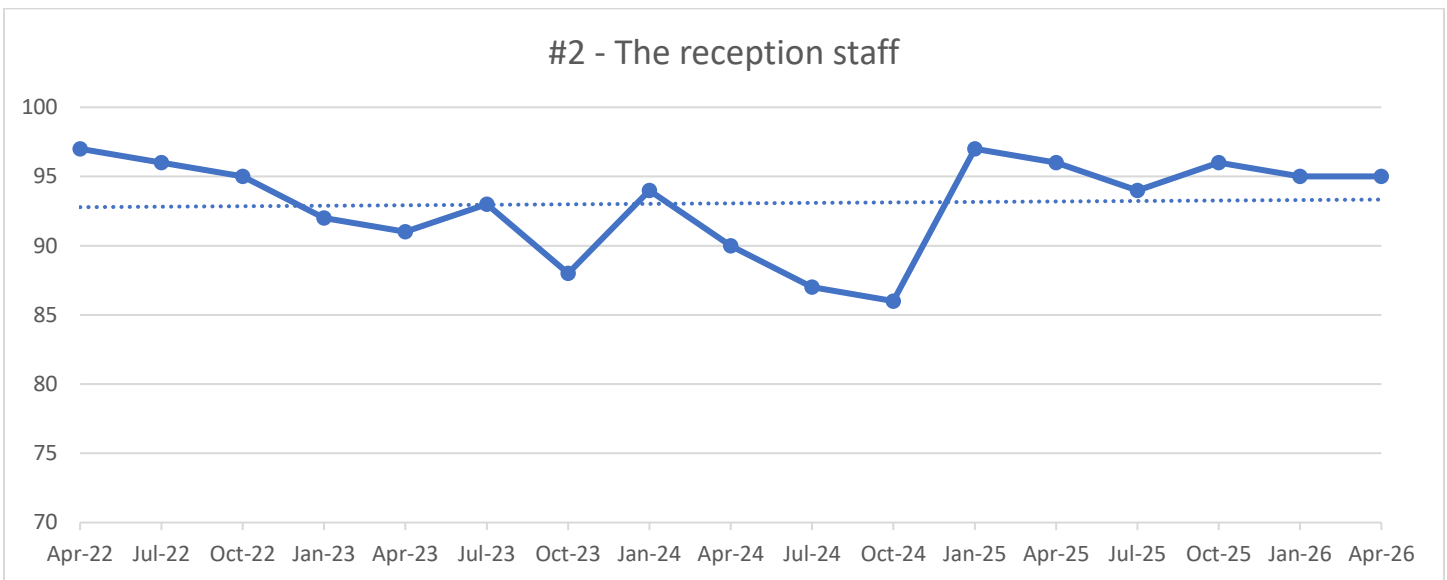
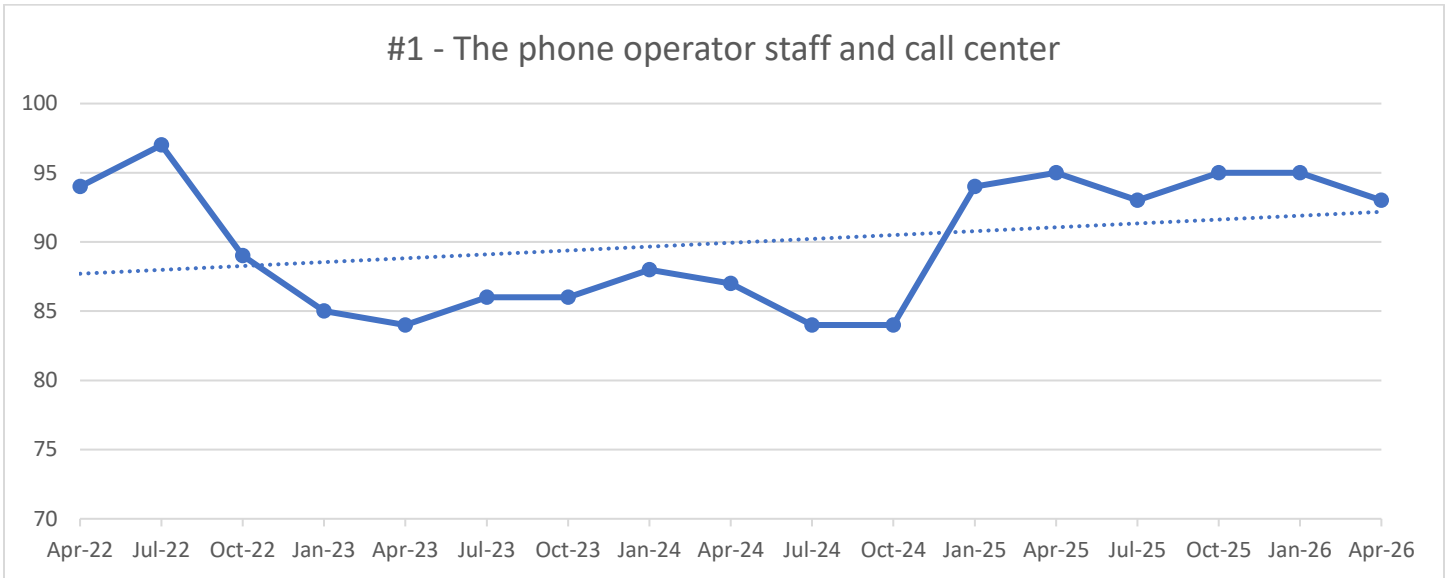
English

- Acevez: 5
- Fargotstein: 2
- Headley: 6
- Hochberg: 14
- Mathew: 2
- Mattes: 13
- Mendyuk: 37
- Perez: 24
- Sofowora: 10
- Trommater: 7
- Zgorka: 16

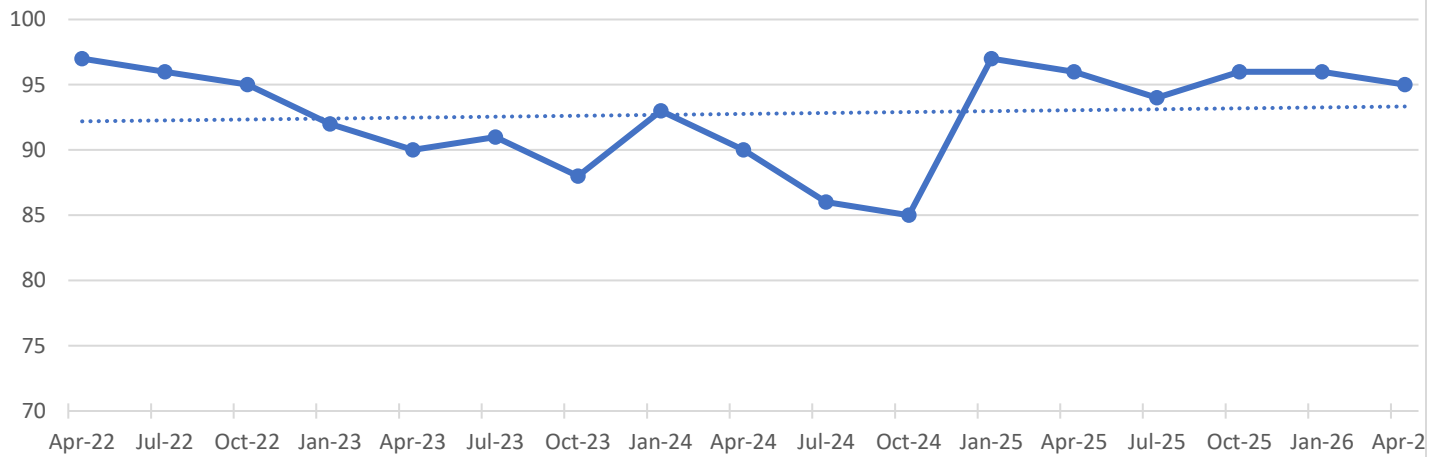
Spanish

- Acevez: 3
- Hochberg: 7
- Mattes: 7
- Mendyuk: 12
- Perez: 28
- Sofowora: 7
- Trommater: 3
- Zgorka: 5

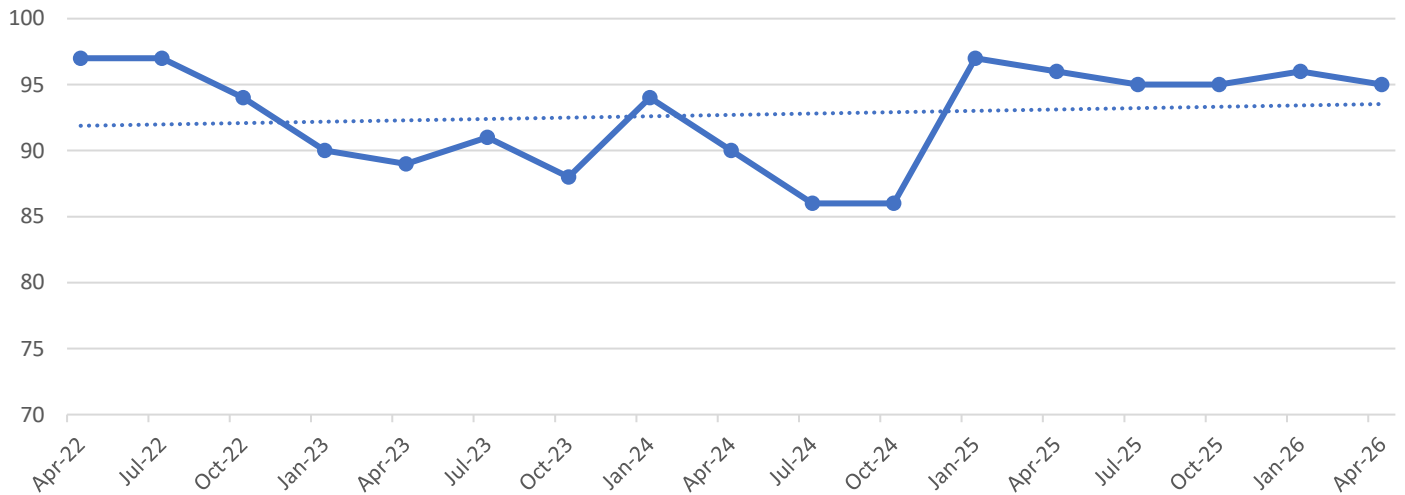
Individual Question Results with Trendlines



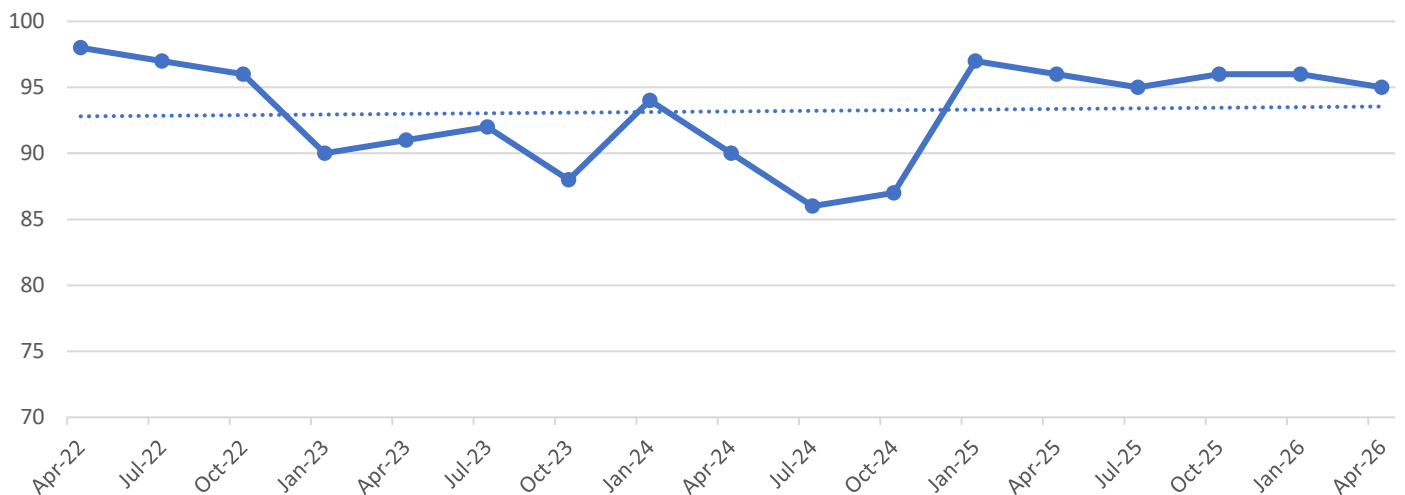
#4 - Education and explanation of plan provided in a way that I can understand



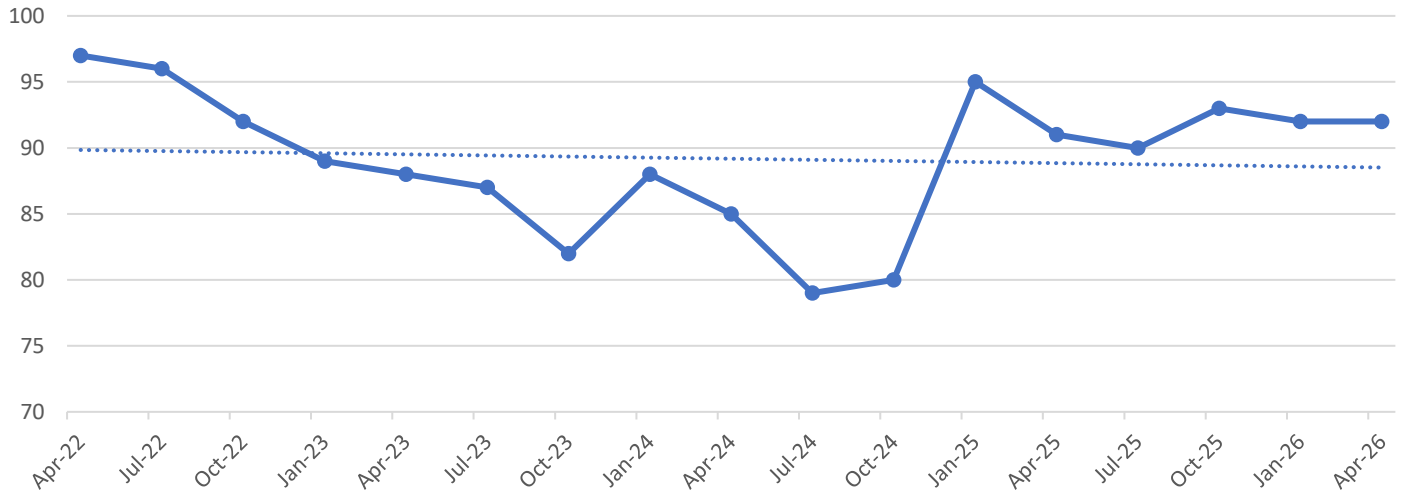
#5 - The follow-up, coordination, and continuity of my care



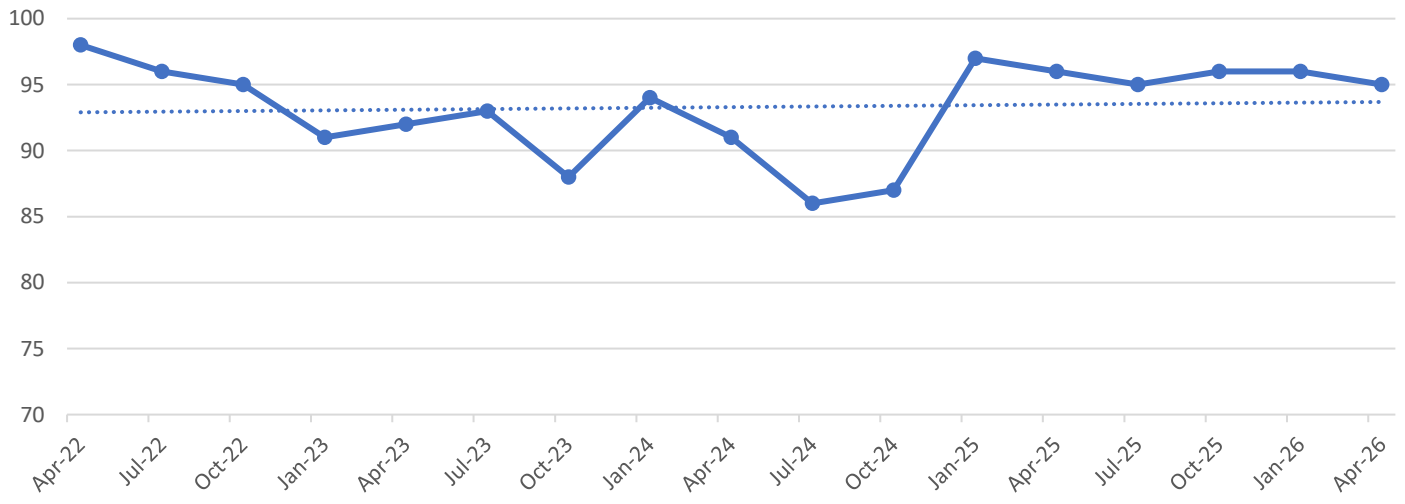
#6 - The staff addressing my medical needs today



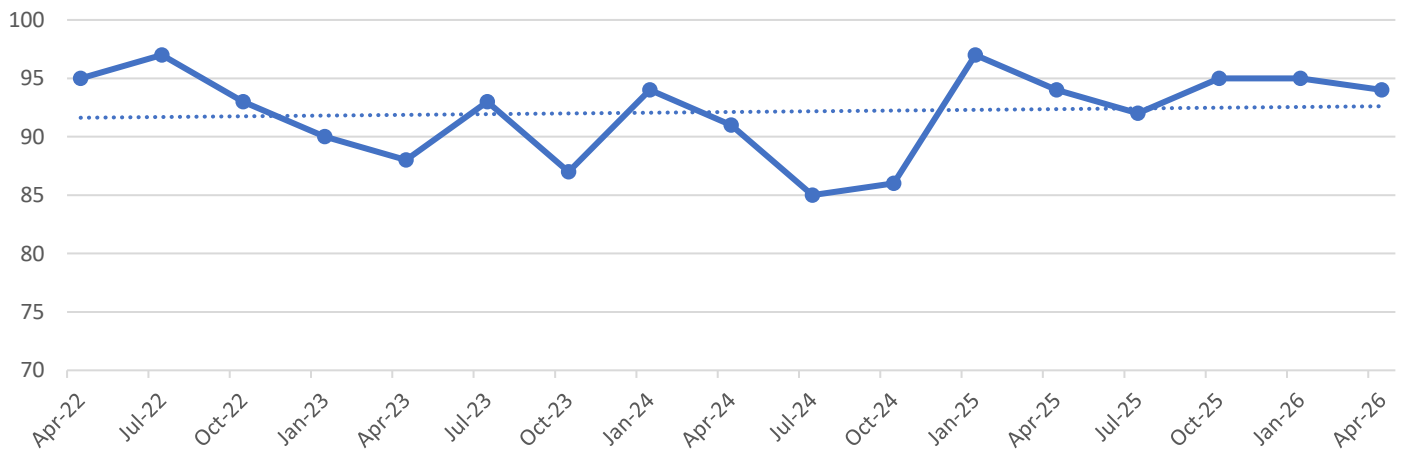
#7 - The time spent waiting



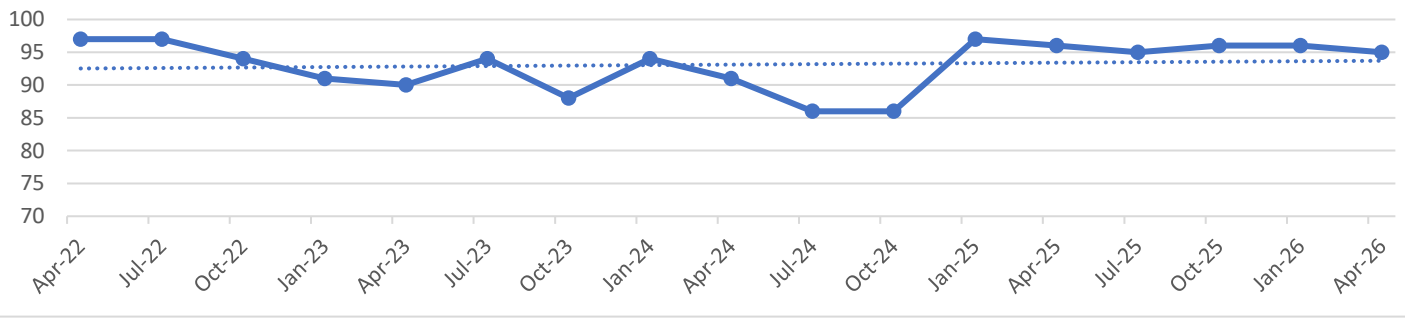
#8 - The respectfulness of staff



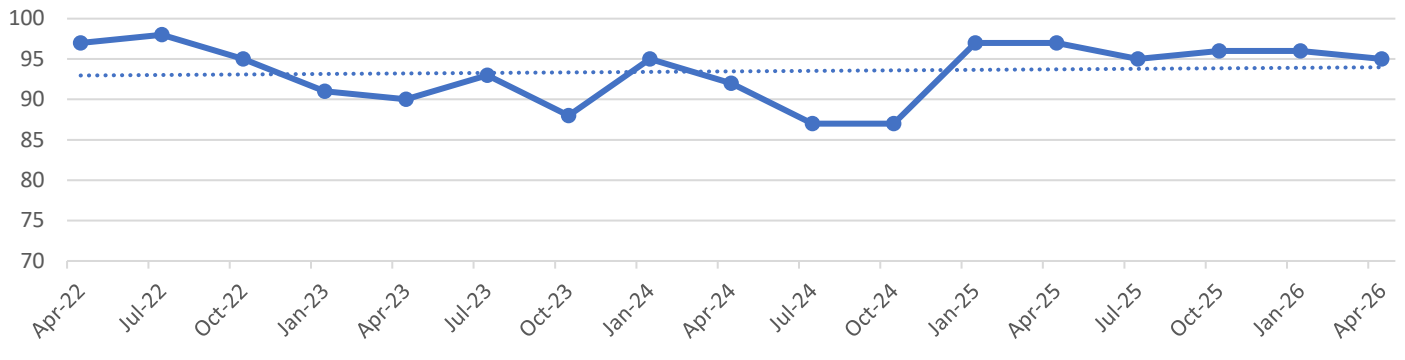
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



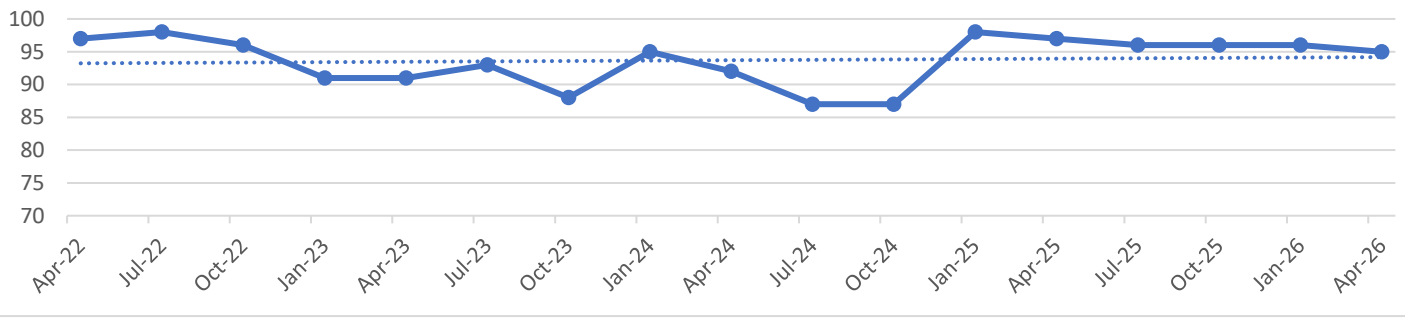
#10 - The handling of my personal medical information in a private and confidential manner



#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?

