

Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 90% to 95%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

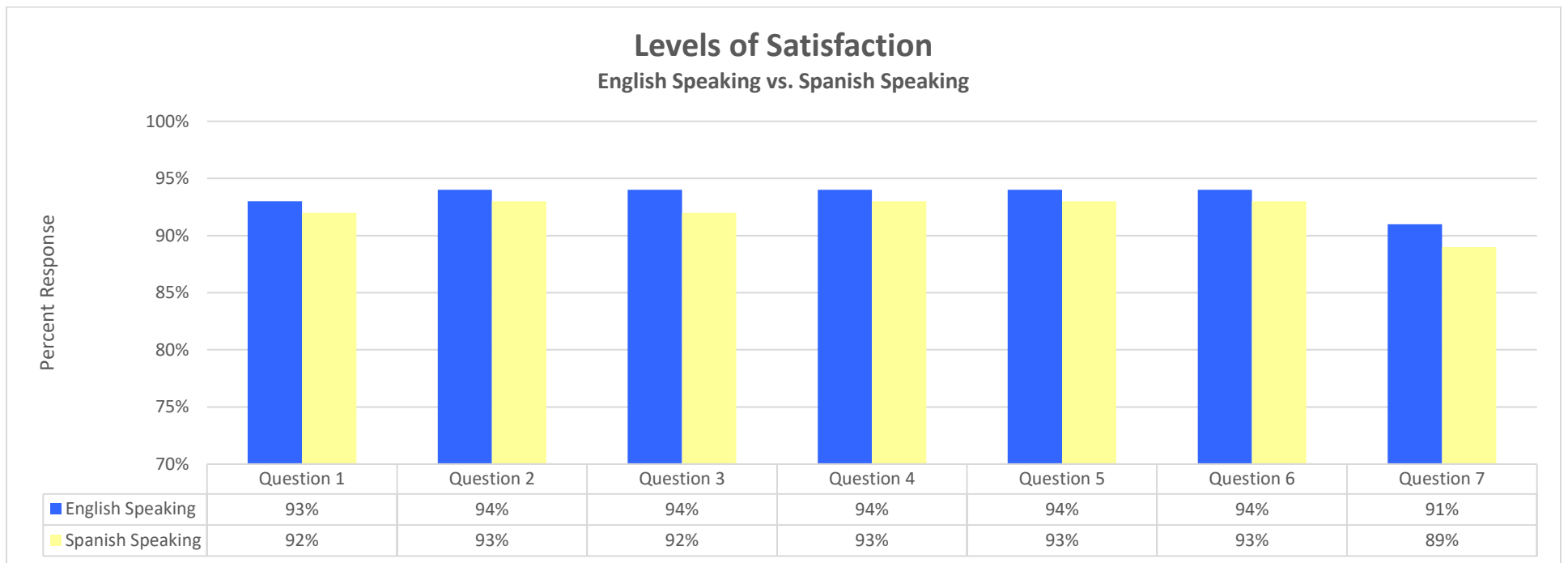
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025
1. The phone operator staff and call center	93%	94%	94%	93%
2. The reception staff	94%	95%	94%	94%
3. Receiving a timely appointment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

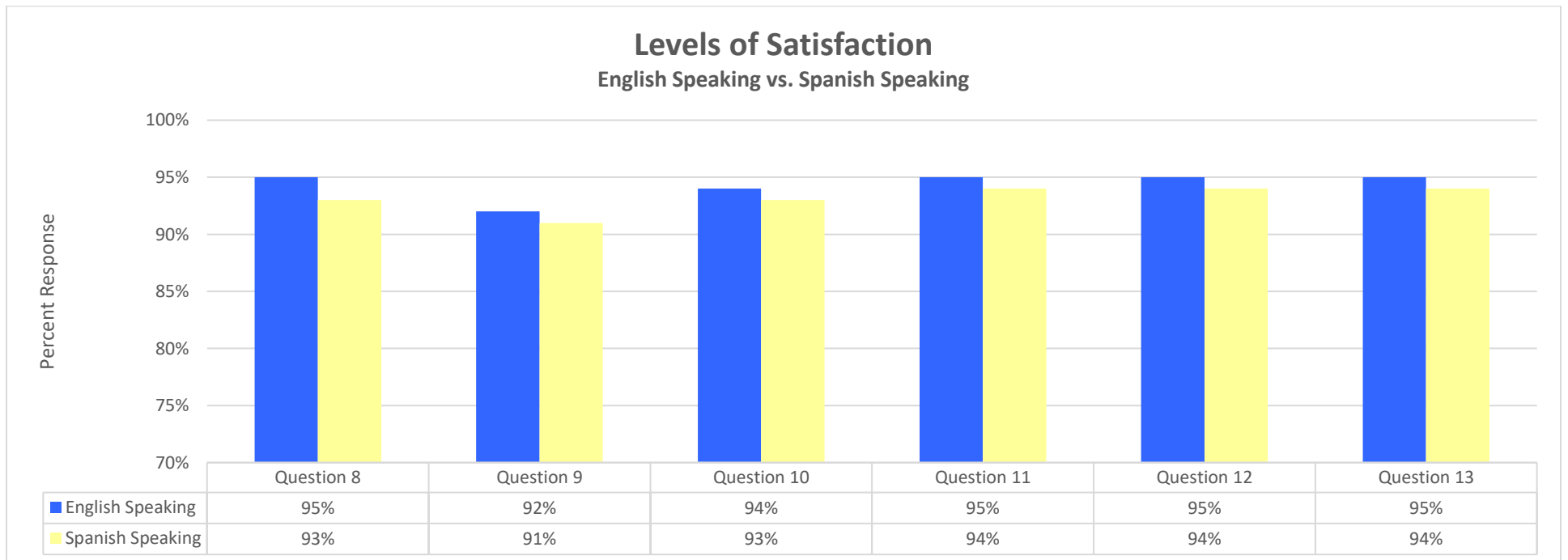
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	140 72%	143 71%	44 23%	48 24%	9 5%	6 3%	1 1%	0	1 1%	4 2%
2. The reception staff	145 74%	149 75%	46 24%	42 21%	3 2%	4 2%	1 1%	0	1 1%	4 2%
3. Receiving a timely appointment	144 74%	143 72%	43 22%	37 19%	8 4%	15 8%	1 1%	0	0	4 2%
4. Education and explanation of plan provided in a way that I can understand	142 73%	148 74%	43 22%	44 22%	8 4%	5 3%	0	0	1 1%	4 2%
5. The follow-up, coordination, and continuity of my care	143 73%	142 71%	45 23%	51 26%	7 4%	2 1%	0	0	1 1%	4 2%
6. The staff addressing my medical needs today	149 76%	151 75%	41 21%	42 21%	5 3%	4 2%	0	0	1 1%	4 2%
7. The time spent waiting	131 67%	121 61%	45 23%	56 28%	15 8%	17 9%	4 2%	1 1%	1 1%	4 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	151 78%	141 71%	36 19%	52 26%	6 3%	2 1%	0	1 1%	1 1%	4 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	124 70%	129 68%	39 22%	46 24%	14 8%	8 4%	0	1 1%	1 1%	5 3%
10. The handling of personal medical info in a private and confidential manner	143 74%	145 73%	42 22%	45 23%	7 4%	4 2%	0	0	1 1%	4 2%
11. Your medical assistant	150 77%	150 77%	40 20%	39 20%	5 3%	3 2%	0	0	1 1%	4 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	157 81%	156 78%	33 17%	39 20%	4 2%	1 1%	0	0	1 1%	4 2%
13. Overall, how satisfied are you with the Health Center?	152 78%	149 75%	39 20%	43 22%	4 2%	3 2%	0	0	1 1%	4 2%



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: 69

N/A: 19

YES: 0

Comments:

1. "Quick response time."
2. "Everyone was helpful and considerate."
3. "The social worker Jessica was very helpful."
4. "Have not got a response yet."
5. "Kind staff and attentive."
6. "Good very simple process."
7. "The voicemail system would not allow us to leave a message."
8. "I got a call back within two minutes."
9. "I'm happy with the staff."
10. "Always polite and helpful."

Spanish

NO: 61

N/A: 7

YES: 1

Comments:

1. "Yes, I have left a message and never got a call back with an answer." "Si he dejado mensaje y nunca me llamaron con respuesta."

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

English

1. "Affordable." (Siddiqui)
2. "Able to take me around my schedule." (Chang)
3. "The staff member nonjudgmental, specially NP Mary." (Origer)
4. "Referrals."
5. "Quick appointments- friendly and kind staff." (Chang)
6. "Convenience." (Siddiqui)
7. "N/A." (5)
8. "Everything." (4)
9. "Ability to make timely appts." (Keclik)
10. "The respectful and helpful staff members."
11. "Bilingual." (Beall)
12. "The staff." (7)
13. "Availability of walk in as well as labs @ office." (Beall)
14. "Timely appointments."
15. "Service."
16. "Low cost for no insurance." (Blasinski)
17. "Doug and Dr. Talwar."
18. "Convenience, great staff, quick." (Siddiqui)
19. "Timely appointments."
20. "When the doctors are very patient when my daughter needs shots."
21. "The respectful and helpful staff. They never give me a hard time and they are always respectful." (Chang)

Spanish

1. "They have multiple locations." "Tienen varias locaciones." (Aphaivong)
2. "Better attitude." "Mejor actitud." (Chang)
3. "The wait time is long in the waiting area." "Mucho tiempo de espera en la sala de espera." (Blasinski)
4. "Your personnel." "Su personal." (Keclik)
5. "They always call back." (Comment written in English on a Spanish survey)
6. "The communication." "La comunicación." (Siddiqui)
7. "They can see us without an appointment." "Que nos pueden atender sin cita." (Ali)
8. "Nothing." "Nada." (Chang)
9. "Maintain my kids health." "A mantener la salud de mis hijos." (Chang)
10. "My medical care." "En mi cuidado medico."
11. "Everything is excellent, everyone does a great job." "Todo es excelente, todos hacen buen trabajo." (Keclik)
12. "I like it the service is very fast." "Me gusta el servicio es rápido." (Aphaivong)
13. "All personnel is kind." "Todo el personal es amable." (Aphaivong)
14. "They treat you very good." "Te atienden muy bien." (2)
15. "Low cost and the attention." "Bajos costos y la atención." (Chang)

22. "Help of staff." (Aphaivong)
23. "Explains good information and understanding." (Aphaivong)
24. "Patient service."
25. "The dr."
26. "Accepts my insurance and I'm able to receive care for multiple things." (Siddiqui)
27. "Same day appt."
28. "Quick appts and Dr. Siddiqui." (Siddiqui)
29. "Dr, staff. Everything is great."
30. "Location."
31. "Easy making appts."
32. "Quick visits & quality care." (Talwar)
33. "Scheduling is usually very easy and accommodating."
34. "Everyone is so understanding."
35. "Dr. Talwar." (2)
36. "Understanding and helpful dr's." (Talwar)
37. "The provider and the staff listen well." (Nambo)
38. "Ease of scheduling appts."
39. "None." (4)
40. "Lab is great." (Chang)
41. "Doctor." (Nambo)
42. "Seeing the same doctors."
43. "The staff is friendly." (Talwar)
44. "Thank you." (Siddiqui)
45. "Close to home."
46. "The help and support."
47. "Nice people and efficient."
48. "They are excellent."
49. "Easy to get appointments." (Origer)
50. "The reception and how welcoming it feels."
51. "Answer my questions."
52. "Their help with insurance."
53. "Time management is always great."
54. "The helpful people." (Ali)
55. "All staff and doctors."
56. "Kind providers." (Aphaivong)
57. "Nice staff." (Nambo)
58. "Everyone being helpful and nice." (Ali)
59. "Timely matter on time." (Ali)
60. "Everyone works with you." (Keclik)
61. "How they treat us." (Ali)
62. "Everyone is sweet w/other."
63. "So far so good."
64. "How fast we are seen."
65. "Close by home and nice." (Siddiqui)
66. "Appointments are very accommodating."
67. "Receptionist." (Aphaivong)
68. "My dr." (Keclik)
69. "Convenience, affordable."
70. "Friendly staff, thorough discussion of medical circumstances." (Siddiqui)
71. "Accessible healthcare." (Siddiqui)
72. "Being understood."
16. "The attention they provide is good." "La atención que dan es buena."
17. "Everything." "Todo." (5)
18. "N/A." "N/A." (5)
19. "The economic help." "La ayuda económica."
20. "The afternoon appointments are good for me." "Las citas en la tarde son buenas para mi." (Keclik)
21. "Maintain my health." "Mantener mi salud."
22. "More appointments available." "Mas citas disponibles."
23. "Your attention towards the patients." "Su atención hacia los pacientes."
24. "With the vaccines for my kids." "Con las vacunas para mis hijos."
25. "Fast service." "Servicio rápido."
26. "Your kindness and respect towards us." "Su amabilidad y respeto hacia nosotros." (Keclik)
27. "The appointments are fast and all the peronnel is efficient and kind." "Las citas son rápidas y todo el personal es eficiente y amable."
28. "Spanish." "Espanol."
29. "Language." "Idioma."
30. "Good hours." "Buenas horas."
31. "They have available appointments when I need them." "Tienen citas disponibles cuando las necesito."
32. "Attention and medication accessible when I need them according to my Budget." "Atencion y medicamento accesible a mi presupuesto."
33. "You attention towards my family." "Su atención hacia mi familia."
34. "I can see different providers." "Puedo ver a diferentes Drs."
35. "They help us have better health." "Nos ayudan a tener mejor salud."
36. "Very efficient." "Muy eficiente."
37. "They always have appointments." "Siempre tienen citas."
38. "Close to home." "Cerca a casa." (3)
39. "Thank you for helping since I do not have insurance." "Gracias por ayudarme porque no tengo aseguranza." (Nambo)
40. "They always have solutions for my concerns." "Siempre tienen soluciones para mis preocupaciones."
41. "They are very kind." "Son muy amables." (Nambo)
42. "They help me with the medical treatments and labwork." "Me ayuda con los tratamientos médicos y laboratorios." (Keclik)
43. "The service." "El servicio."
44. "Your attention." "Su atención." (2)
45. "Good service." "Buen servicio." (Keclik)

73. "You answer call not a machine or AI."
74. "Same day appointments."

46. "The care for my disease." "El cuidado de mi enfermedad."
47. "Maintain my health stable." "Mantener mi salud estable."
48. "They treat you very good." "Te atienden muy bien."

Question 16: How can we improve Greater Family Health?

English

1. "More explanation on how to get everyone seen." (Siddiqui)
2. "N/A." (32)
3. "Nothing." (10)
4. "Send referrals out sooner." (Chang)
5. "Everything is good." (3)
6. "No 15 min before." (Keclik)
7. "No everything is amazing." (Beall)
8. "More appointments same day/next day if possible." (Beall)
9. "Getting referrals out sooner." (Chang)
10. "It fine."
11. "Amazing work keep it up." (Chang)
12. "Everything was fine no changes." (Chang)
13. "Be able to inform clinic directly if running late." (Origer)
14. "Referrals."
15. "No answer."
16. "Wait times during appts." (Siddiqui)
17. "Direct phone numbers to office." (Keclik)
18. "Sometimes wait time." (Aphaivong)
19. "Call back for cancelations to get quicker appt."
20. "You guys are doing great."
21. "You guys are great you guys don't have to."
22. "Not too sure."
23. "It's great the way it is." (Ali)
24. "It is already great." (Nambo)
25. "Very good."
26. "You don't."
27. "No recommendations at this time."
28. "I'm sure as everything is good for me."

Spanish

1. "Everything is good." "Todo esta bien." (24)
2. "N/A." "N/A." (7)
3. "Continue like until now." "Continue como hasta ahora." (Keclik)
4. "Wait time." "Tiempo de espera."
5. "Having more doctors for more appointments." "Tener mas doctores para mas citas." (Aphaivong)
6. "Treat patients better." "Atender a los pacientes mejor." (Siddiqui)
7. "It is good to me." "Para mi esta bien."
8. "Receptionist be kinder." "Las recepcionistas sean mas amables." (Ali)
9. "Everything is excellent." "Todo esta excelente."
10. "I think everything is well organized." "Creo que todo esta bien organizado." (Chang)
11. "Maybe be more respectful of the patients time, if I have an appointment treat me at that time." "Talvez ser mas respetuosos con el tiempo del paciente si tengo cita que me atiendan a esa hora." (Siddiqui)
12. "Be more punctual with the appointments." "Ser mas puntuales con las citas."
13. "More providers who speak Spanish." "Mas médicos que hablen español."
14. "Less wait time." "Menos tiempo de espera." (Ali)
15. "The attention is good." "La atención es buena." (Aphaivong)
16. "Very good work." "Muy buen trabajo."
17. "Excellent." "Excelente." (2)
18. "No comments." "No comentarios."
19. "I think you have good service." "Creo que tienen buen servicio." (Keclik)
20. "Continue like until now." "Continue como hasta ahora."
21. "I love the service." "Me gusta mucho el servicio." (Keclik)

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

English

- YES: 147
- NO: 1

Spanish

- YES: 104
- NO: 1

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

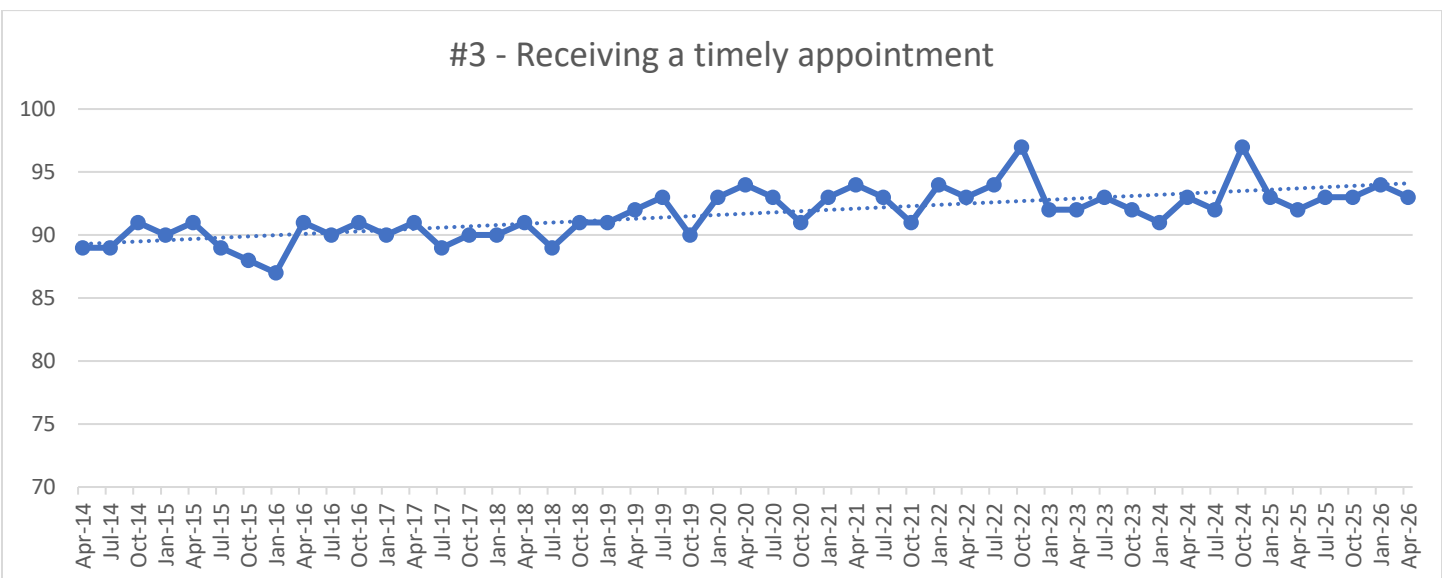
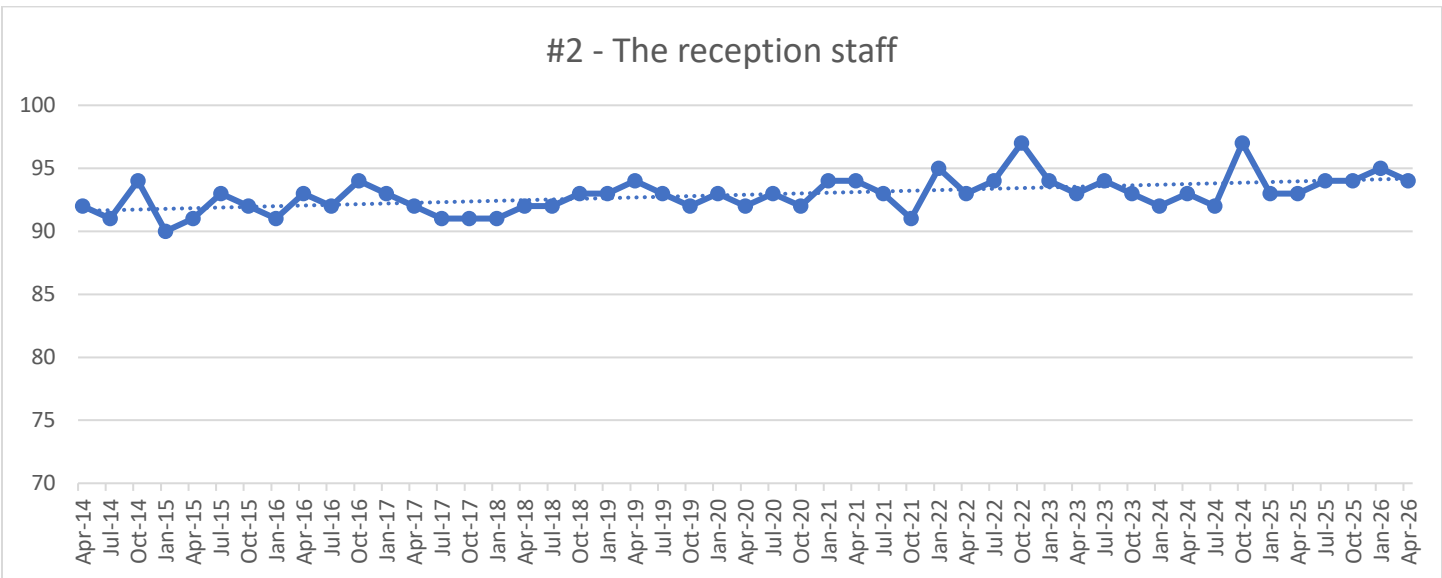
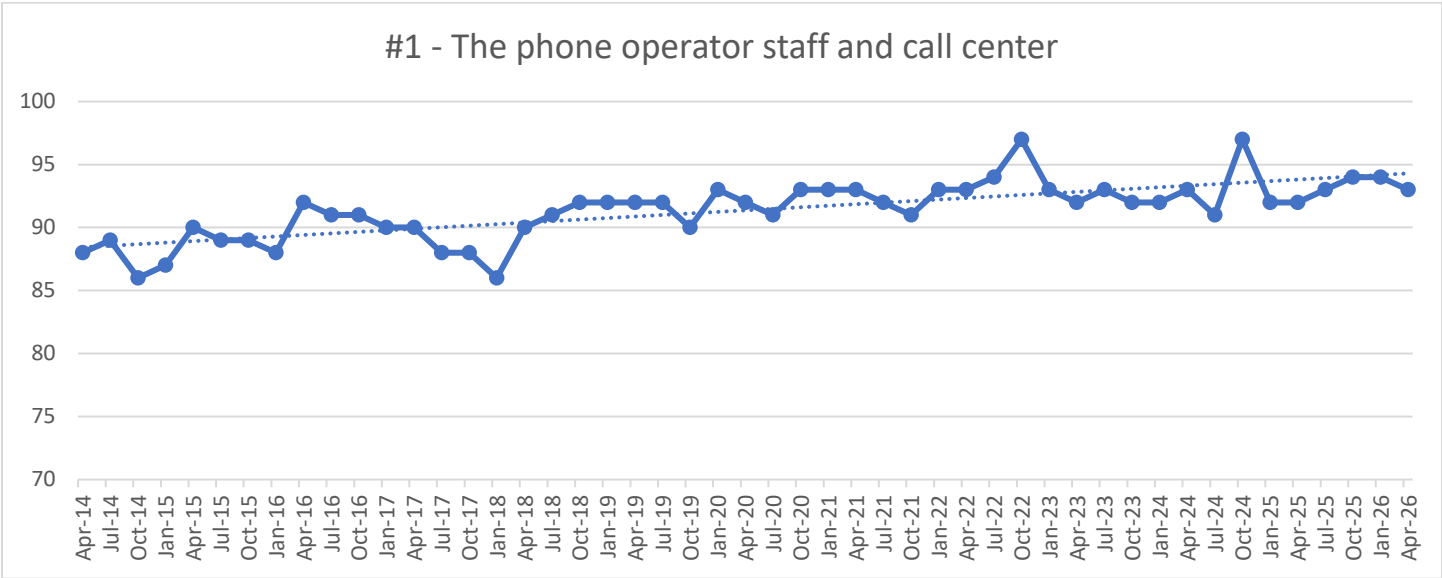
English

- Ali: 6
- Aphaivong: 30
- Beall: 5
- Blasinski: 4
- Chang: 22
- Keclik: 10
- Nambo: 7
- Origer: 10
- Siddiqui: 25
- Talwar: 10
- Weaver: 1

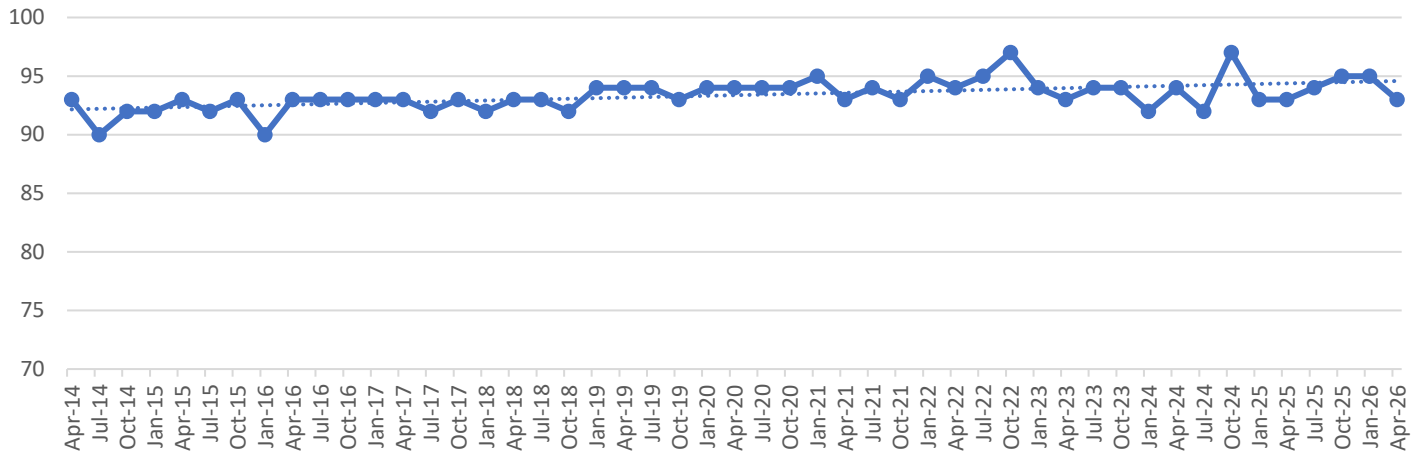
Spanish

- Ali: 8
- Aphaivong: 19
- Beall: 1
- Blasinski: 1
- Chang: 27
- Keclik: 34
- Nambo: 10
- Origer: 3
- Siddiqui: 17
- Talwar: 1

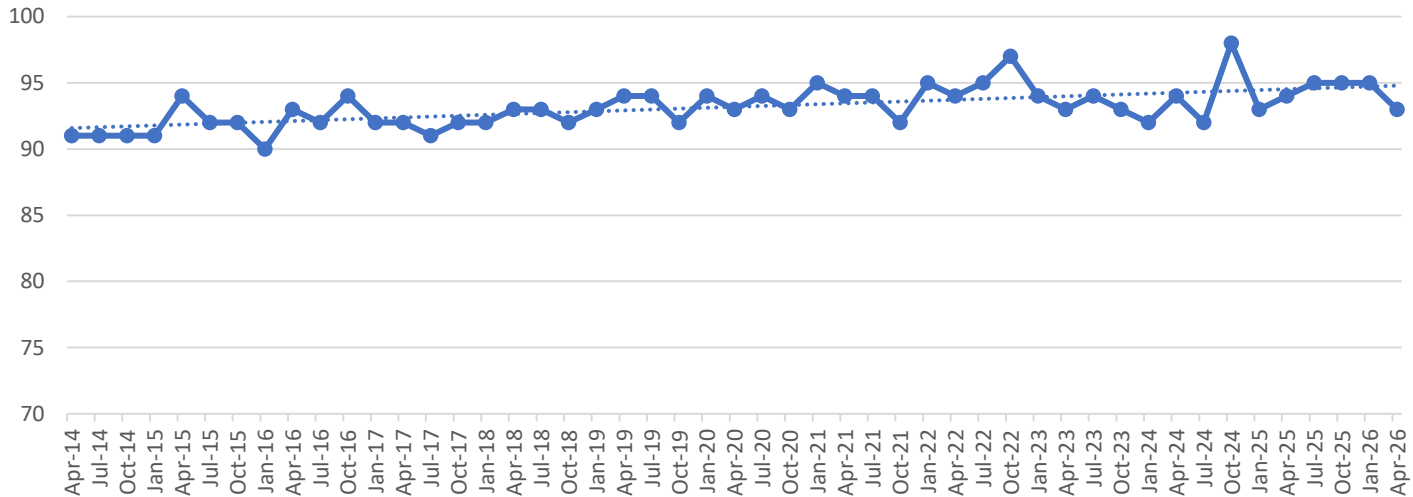
Individual Question Results with Trendlines



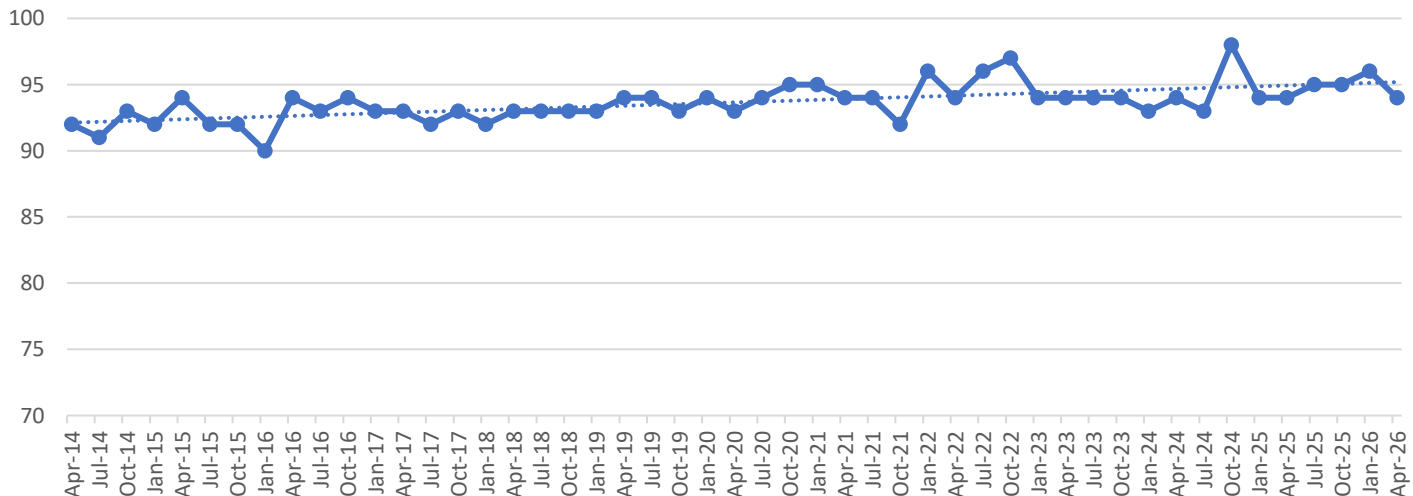
#4 - Education and explanation of plan provided in a way that I can understand



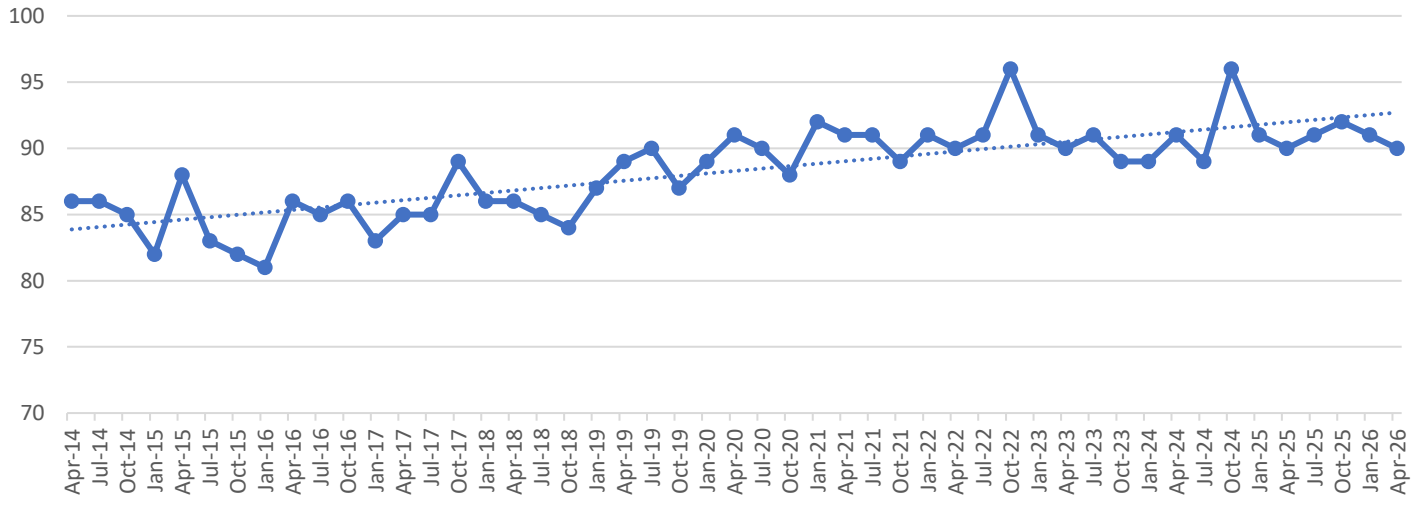
#5 - The follow-up, coordination, and continuity of my care



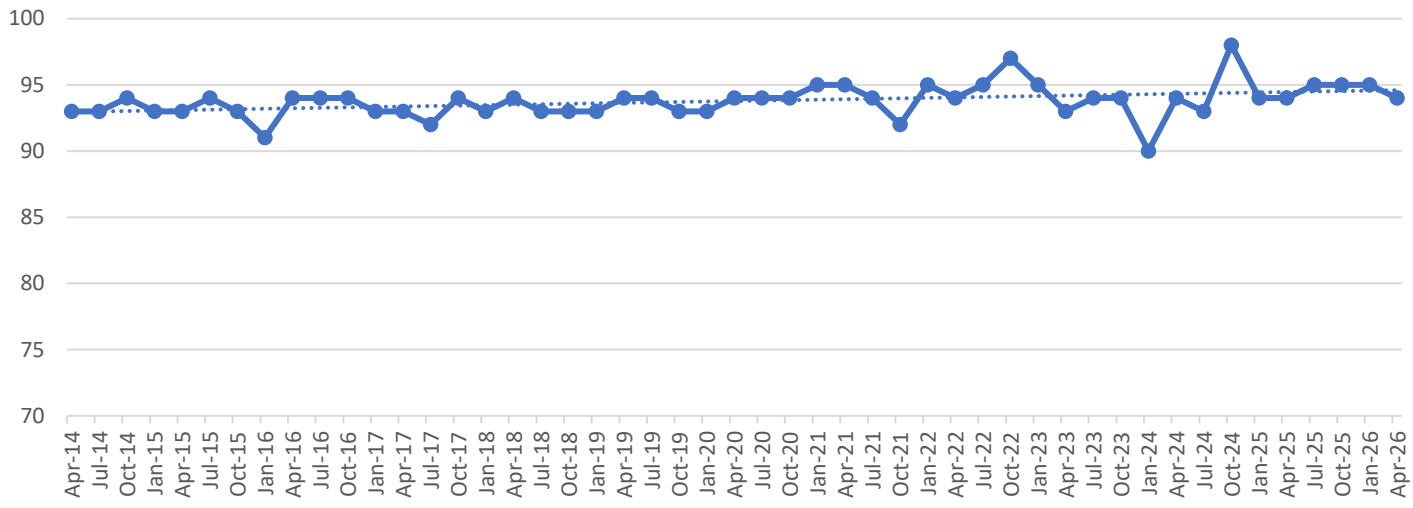
#6 - The staff addressing my medical needs today



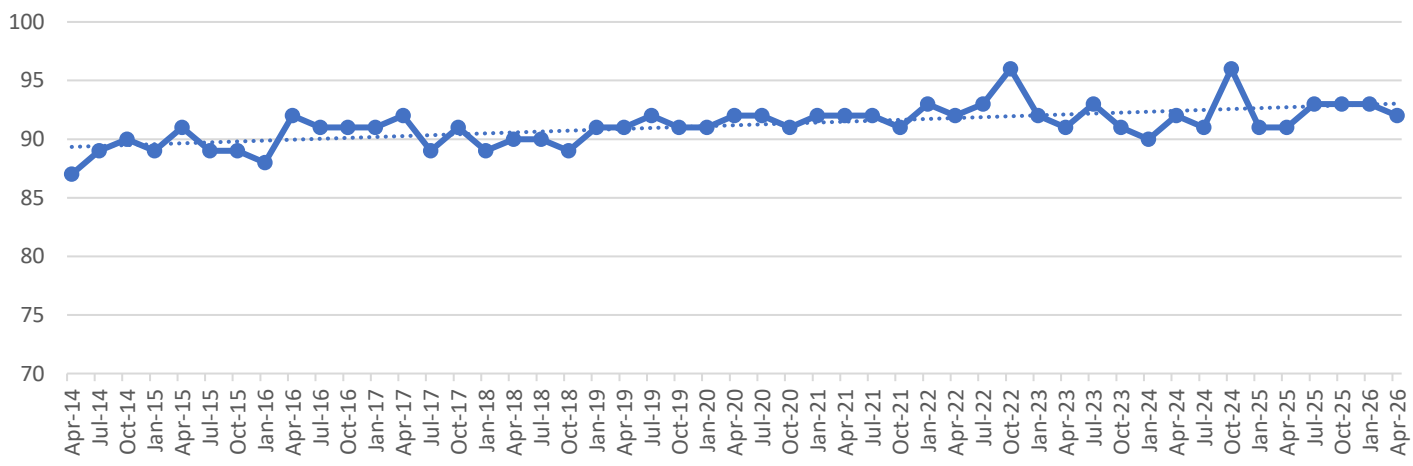
#7 - The time spent waiting



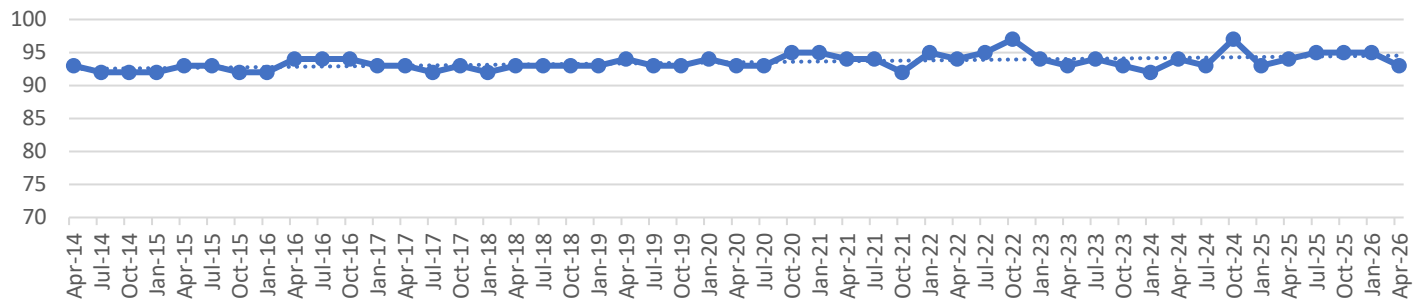
#8 - The respectfulness of staff



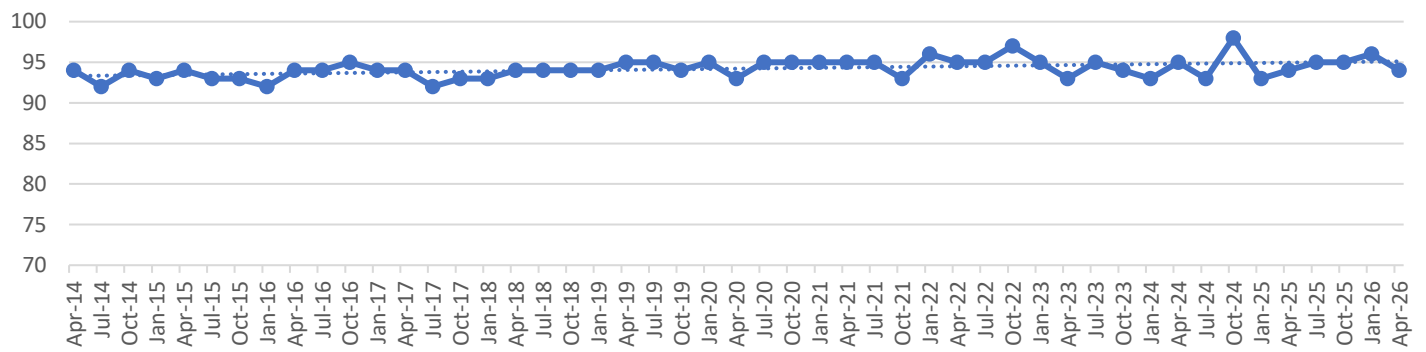
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



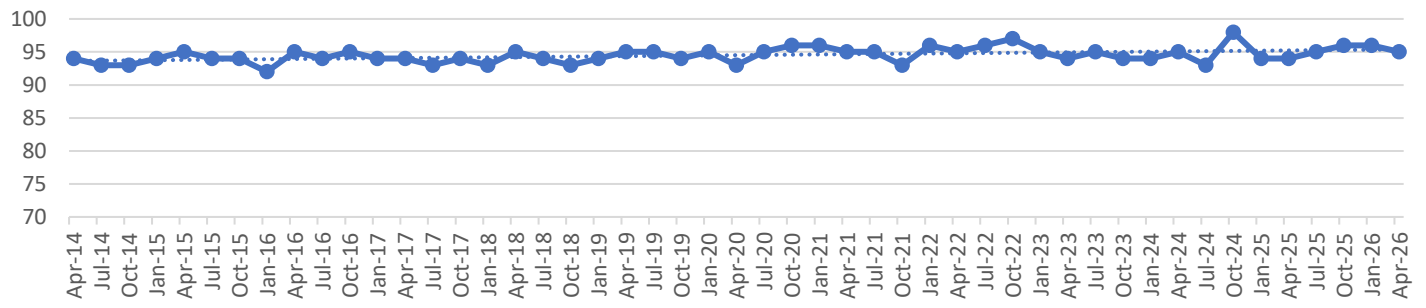
#10 - The handling of my personal medical information in a private and confidential manner



#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?

