

Patient Satisfaction Survey 135 E Irving Park Rd, Streamwood July 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 96%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

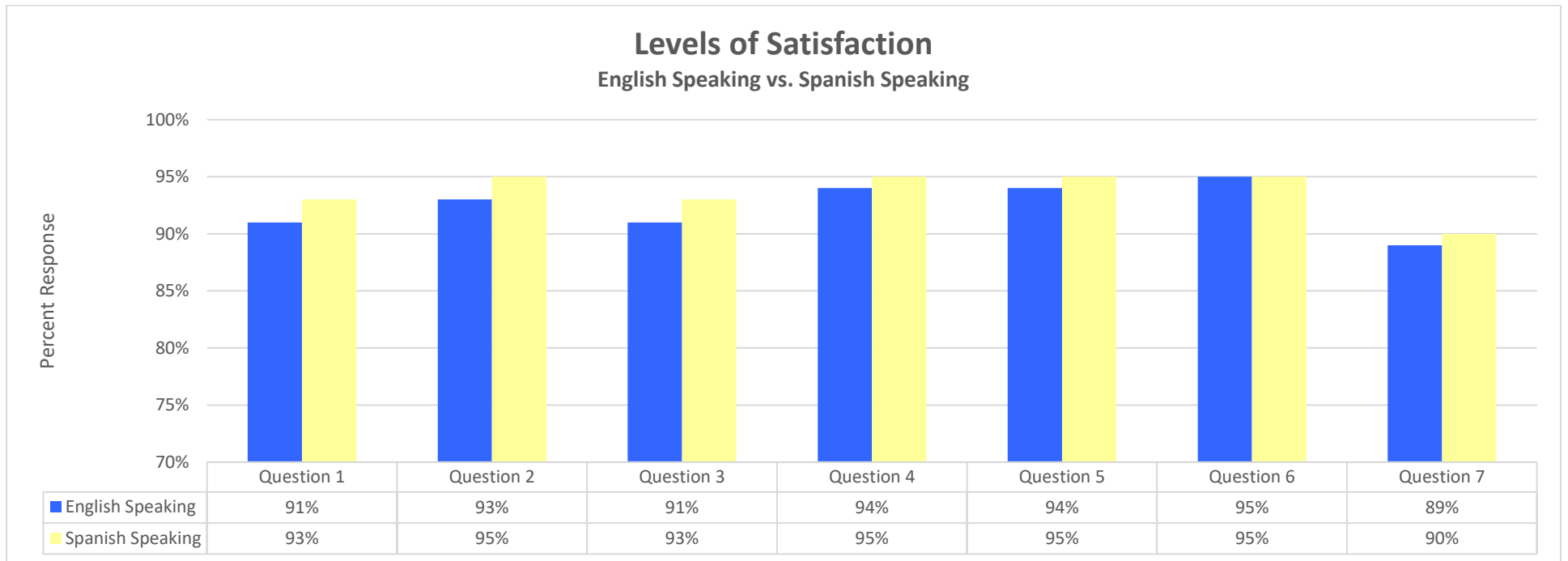
135 E. Irving Park Rd., Streamwood – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	93%	93%	94%	93%
2. The reception staff	94%	96%	96%	95%
3. Receiving a timely appointment	93%	95%	94%	94%
4. Education and explanation of plan provided in a way that I can understand	94%	96%	96%	94%
5. The follow-up, coordination, and continuity of my care	94%	96%	95%	94%
6. The staff addressing my medical needs today	95%	96%	96%	95%
7. The time spent waiting	90%	92%	91%	91%
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%	94%	93%
10. The handling of my personal medical information in a private and confidential	95%	96%	96%	95%
11. Your medical assistant	95%	96%	96%	96%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	97%	96%	96%
13. Overall, how satisfied are you with the Health Center?	95%	96%	96%	95%

Total Greater Family Health Survey Question Responses	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	93%	93%	94%	93%
2. The reception staff	94%	96%	95%	95%
3. Receiving a timely appointment	92%	95%	94%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	95%	94%
5. The follow-up, coordination, and continuity of my care	94%	95%	95%	94%
6. The staff addressing my medical needs today	94%	96%	95%	95%
7. The time spent waiting	90%	93%	92%	92%
8. The respectfulness of staff	94%	96%	95%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	93%	94%	94%	93%
10. The handling of my personal medical information in a private and confidential	94%	95%	95%	95%
11. Your medical assistant	94%	95%	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%

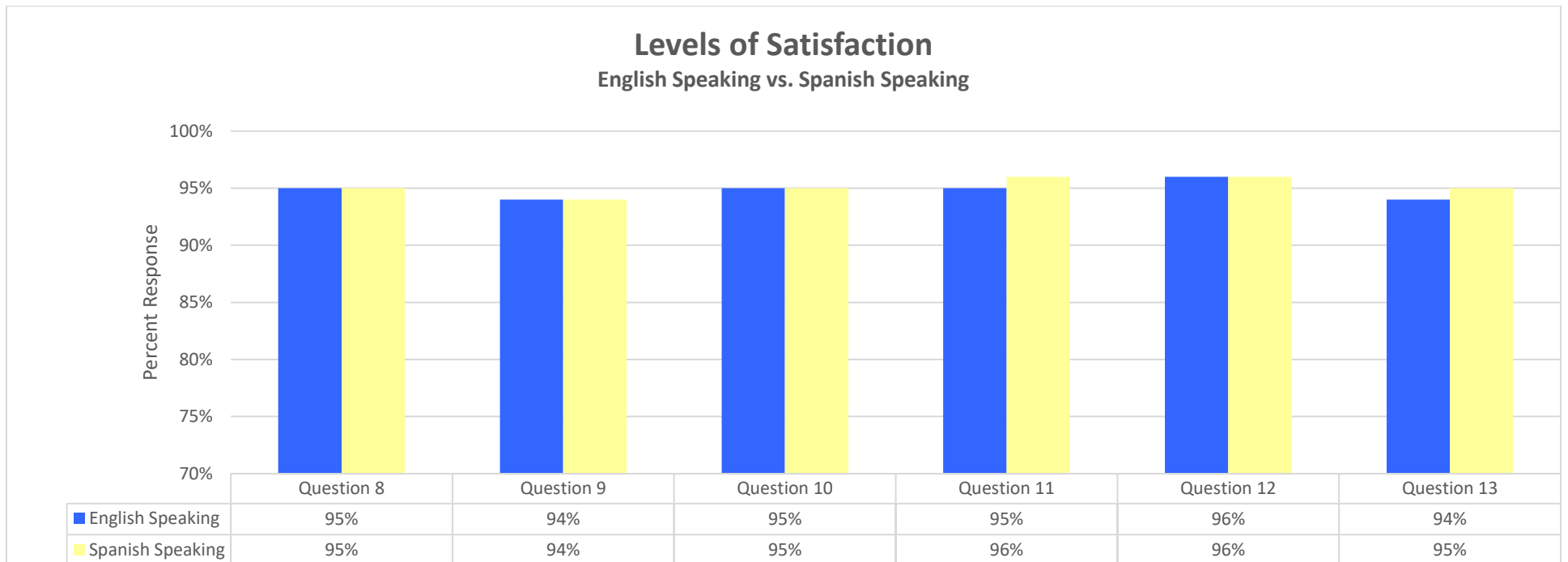
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	101 69%	235 76%	29 20%	61 20%	12 8%	6 2%	2 1%	5 2%	2 1%	4 1%
2. The reception staff	106 73%	245 79%	32 22%	54 17%	5 3%	8 3%	0	2 1%	3 2%	2 1%
3. Receiving a timely appointment	98 69%	231 75%	35 25%	59 19%	6 4%	11 4%	1 1%	4 1%	3 2%	2 1%
4. Education and explanation of plan provided in a way that I can understand	108 74%	241 78%	34 23%	60 20%	3 2%	4 1%	0	1 1%	2 1%	2 1%
5. The follow-up, coordination, and continuity of my care	111 76%	238 78%	31 21%	58 19%	2 1%	7 2%	0	1 1%	2 1%	2 1%
6. The staff addressing my medical needs today	115 78%	247 80%	29 20%	51 17%	1 1%	6 2%	0	2 1%	2 1%	3 1%
7. The time spent waiting	90 61%	199 65%	37 25%	77 25%	16 11%	20 7%	1 1%	6 2%	3 2%	3 1%



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	115 79%	239 79%	27 19%	55 18%	2 1%	5 2%	0	3 1%	2 1%	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	96 72%	220 76%	32 24%	54 19%	4 3%	11 4%	1 1%	1 1%	0	2 1%
10. The handling of personal medical info in a private and confidential manner	116 80%	238 78%	27 19%	61 20%	1 1%	3 1%	0	1 1%	2 1%	2 1%
11. Your medical assistant	115 78%	254 83%	28 19%	47 15%	2 1%	4 1%	0	1 1%	2 1%	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	121 82%	256 83%	23 16%	43 14%	1 1%	4 1%	0	2 1%	2 1%	2 1%
13. Overall, how satisfied are you with the Health Center?	112 76%	236 80%	31 21%	49 17%	2 1%	5 2%	0	2 1%	2 1%	2 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: 33

N/A: 20

YES: 5

Comments:

1. "Good." (2)
2. "No, but whenever I call, I always get my needs satisfied." (Chaudhari)
3. "Very helpful." (Modi)
4. "Everyone was awesome. I felt my needs were all met." (Modi)
5. "Thank you for your care." (Shah)
6. "No answer."

Spanish

NO: 65

N/A: 6

YES: 9

Comments:

1. "Very great." "Muy buena." (2)
2. "Health Service." "Servicio salud." (Modi)
3. "Excellent." "Excelente." (Ali, N)
4. "Very good." "Muy bien." (4)
5. "None." (English response on a Spanish survey)
6. "Good." (English response on a Spanish survey)
7. "Perfect." "Perfecto." (2)
8. "Good." "Bueno."
9. "Great." "Buena."
10. "Nothing." "Ninguno."
11. "Everyone does an excellent job; Ms. Nidia is an excellent human being." "Todos hacen un exelente labor la senorita Nidia es un exelente ser humano." (Ali, N)
12. "Yes, it took quite a while to get a WIC appointment." "Si, algo bien fue tardado recibir una cita para el wic." (McComb)
13. "The experience was great." "Muy bien la experiencia." (Shah)

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

English

1. "N/A. (6)
2. "Everything." (2)
3. "Availability." (Layton)
4. "The staff." (2)
5. "Cleanliness and quick." (Layton)
6. "It's close to my home."
7. "Patient education provided by staff." (McComb)
8. "I am very satisfied." (Messina)
9. "Update in time." (Ali, N)
10. "All good." (Layton)
11. "How helpful the staff is and how they explain things." (Patel, N)
12. "Answering concerns + helping me since I have no insurance." (Patel, N)
13. "Medical assistant (love her amazing)." (McComb)

Spanish

1. "Everything." "Todo." (5)
2. "N/A." (2)
3. "Excellent." "Excelente." (Ali, N)
4. "Great." "Buenos."
5. "Good." (English response on a Spanish survey)
6. "Availability." (English response on a Spanish survey)
7. "Nothing." "Ninguno." (Ali)
8. "The hours." "Los horarios." (Ali, N)
9. "Prompt attention." "Atencion pronta." (Aragones)
10. "Location." (English response on a Spanish survey)
11. "The calls." "Las llamadas."
12. "Calls." (English response on a Spanish survey)

14. "Health provider (amazing)." (McComb)
15. "The explaining." (Shah)
16. "Good communication." (Modi)
17. "My doctor." (McComb)
18. "Care given." (Tran)
19. "Health." (Shah)
20. "Yes, thank you." (Modi)
21. "The timeliness." (Ali)
22. "Respectful communication." (White)
23. "Helpfulness & resourcefulness." (White)
24. "Making us feel healthier." (Ali, N)
25. "(Kindness) pleasant and professional."
26. "Letting what I have to do have a healthier life."
27. "All the wonderful staff."
28. "That we can all be seen in one clinic." (Chaudhari)
29. "The fast service." (Chaudari)
30. "Dr. support conversation good + satisfied." (Chaudhari)
31. "Reminders explaining every detail that I have asked." (Aragones)
32. "Swift quality care." (Modi)
33. "Appointment reminders and appointment care plan summary." (Ali)
34. "Schedule, doctor." (Chaudhari)
35. "Location." (Piekarz)
36. "Good." (Aragones)
37. "Available time." (Chaudhari)
38. "Care." (Shah)
39. "Staff, fast visit." (Ali)
40. "How helpful the providers are." (Tran)
41. "Location, efficiency."
42. "Patient plan." (Tran)
43. "What they give me info for." (Ali)
44. "Good providers – location options – provider options." (Tran)
45. "Everyone here are friendly and respectful." (Shah)
13. "Their attention." "Su atencion." (Modi)
14. "Everything is good." "Todo bien." (2)
15. "Very good." "Muy bien."
16. "Kindness and cordiality." "Amabilidad y cordialidad." (Patel, N)
17. "Helping translate." "Ayudar a traducir."
18. "Very kind people." "Muy amables personas."
19. "The kindness." "La amabilidad."
20. "Very kind." "Muy amables."
21. "They are all excellent." "Todos son exelentes." (Ali, N)
22. "My general check-up." "Mi chequeo general."
23. "Excellent attention." "Exelente atencion."
24. "They provide excellent service and are very friendly." "Atienden muy bien y son muy amables."
25. "Their attention to my needs." "Su atencion a mis necesidades."
26. "Prices for those of us without health insurance." "Los precios para los que no tenemos seguro medico." (Modi)
27. "The friendliness of the staff." "La amabilidad del personal." (Layton)
28. "The proximity to where I live and the service." "La cercania a mi lugar de residencia y la atencion." (Nettleton)
29. "1. The costs are affordable. 2. Good service. 3. Bilingual (English Spanish). 4. It is very close to my home. 5. It has a pleasant atmosphere." "1. Los costos son accesibles. 2. Buena atencion. 3. Bilingue ingles-espanol. 4. Esta muy cerca de mi casa. 5. Es un ambiente agradable." (Modi)
30. "Access to your schedules." "Acceso a sus horarios."
31. "The doctor's attention she listens and offers recommendations." "La atencion de la doctora que escucha y da recomendaciones."
32. "To address my needs and my prenatal check-ups and ensure everything goes well with the pregnancy." "Atender mis necesidades y los controles de mi embarazo que todo valla bien." (Nettleton)
33. "The convenient location, the attentiveness, the translation service, and the very kind doctor." "Lo cerca, su atencion, traduccion y la doctora muy amable." (Layton)
34. "Accessibility of their services." "Accesibilidad de sus servicios." (Modi)
35. "When it comes to my health and getting care." "En todo en mi salud en atenderme." (Ali)
36. "Affordable prices." "Precios acesibles."
37. "On my health." "En mi salud."
38. "Helps with our health." (English response on a Spanish survey) (2)

39. "The ease." "La facilidad."
40. "The charity of information." "La caridad de informacion." (2)
41. "Improve my health." "Mejorar mi salud."
42. "The referral system." "El sistema de referidos." (Aragones)
43. "Check my physical condition." "Saber mi estado físico." (Modi)
44. "They provide good service." "Atienden bien." (Shah)
45. "The health." "La salud." (Ali, N)
46. "Your Spanish-speaking staff." "Su personal en español." (Ali, N)
47. "Quick appointments." "Citas rápidas." (White)
48. "The attention." "La atención." (2)
49. "Great attention." "Buena atención." (White)
50. "Accessible medical help." "Ayuda médica accesible." (McComb)
51. "Resolve my doubts." "Resolver mis dudas." (McComb)
52. "Great assistance." "Buena asistencia." (Chaudhari)
53. "Very kind." "Muy amable." (Chaudhari)
54. "The medical attention." "La atención médica." (2)
55. "Health services." "Servicio de salud." (Modi)
56. "They always treat me well, and there are interpreters to help me." "En que siempre me atienden bien y hay traductoras para ayudarme."
57. "I like the service whenever I come here." "Me gustan las atenciones cada vez que vengo."
58. "Close to my home and good attention." "Cercano a mi vivienda y buena atención." (Carlton)
59. "They are very friendly, answer my questions, and keep track of my appointments." "Son muy amables y responden mis preguntas y están pendientes de mis citas."
60. "Available appointments and flexible schedules." "Citas disponibles y horarios flexibles."
61. "Everything about my health." "Todo en mi salud."
62. "They informed me about the whole plan." "Que me informaron de todo el plan."
63. "Keep track of everything related to my health." "Llevar en orden todo sobre mi salud."
64. "My family's health." "La salud de mi familia." (Chaudhari)
65. "I love their service and professionalism, and they speak to me in Spanish." "Me encanta

- su atencion, profesionalismo y me hablan en espanol.” (Shah)
66. “Quality service.” “La atencion de calidad.” (Shah)
 67. “The doctors and the nurses.” “Los doctores y las enfermeras.” (Ali)
 68. “All the staff were very attentive and friendly.” “Todo el personal muy atento y amable.” (McComb)
 69. “We can communicate in Spanish; there is a minimal cost, and appointments are available.” “Que nos podemos comunicar en espanol, costo minimo y citas disponibles.” (McComb)
 70. “Reception staff and other personnel with questions help me obtain medical information.” “Asistentes en la recepcion y demas personal con dudas, me ayudan a conseguir informacion medica.” (McComb)
 71. “In all my questions.” “En todo mis preguntas.” (McComb)
 72. “They provide me with good service.” “Me dan un buen servicio.” (McComb)
 73. “Overall, the medical care was excellent.” “En el cuidado medico en general todo excelente.” (McComb)
 74. “The nurses’ patience.” “La paciencia de las enfermeras.” (McComb)
 75. “I am very satisfied with the doctor who examines her.” “Me siento muy satisfecha con el doctor que la revisa.” (Ali)
 76. “They are very kind.” “Son muy amables.”
 77. “Resolve my health problems.” “Solucionar mis problemas de salud.” (Tran)
 78. “It offers medical services at very good prices.” “Que tiene los servicios medicos a muy buenos precios.” (Aragones)
 79. “Immediate results.” “Resultados inmediatos.” (Shah)
 80. “Immediate medical attention for my family group in general.” “Atencion medica inmediata para mi grupo familiar en general.” (Aragones)
 81. “Availability of staff who speak Spanish/English.” “La disponibilidad del horario el que el personal habla espanol/ingles.” (Aragones)
 82. “Good service.” “La buena atencion.”
 83. “Provide detailed information.” “Propocionar informacion detallada.” (Tran)
 84. “Their services and the friendliness of the staff.” “Sus servicios y amabilidad del personal.” (McComb)
 85. “They are very attentive and help me.” “Son muy atentos y me ayudan.” (Chaudhari)

86. "Fluency of speech." "La facilidad de la palabra." (Mccomb)
87. "Service, convenience, payments." "Atencion, facilidad, pagos."
88. "Everything related to health is brilliant." "Todo lo relacionado con salud genial." (Shah)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (13)
2. "None." (Shah)
3. "Everything was great." (Nettleton)
4. "Availability." (Layton)
5. "Everything is good." (Layton)
6. "Everything is great." (Ali, N)
7. "No comment." (3)
8. "Nothing."
9. "I am very satisfied." (Messina)
10. "Update the reports." (Ali, N)
11. "Phone people scheduling correct." (Layton)
12. "Yes." (Modi)
13. "No improvements needed." (Ali, N)
14. "N/A at this moment." (Modi)
15. "So far so good." (Chaudhari)
16. "Nicer front desk employees."
17. "Giving appointments as nearest dates." (Chaudhari)
18. "When all the rep is busy and your there for your appointment. The time goes by and better way to give people in begore there 15 min." (Aragones)
19. "Good luck." (Aragones)
20. "Speak a little slower." (Shah)
21. "All is great." (Chaudhari)
22. "Happy with everything." (Shah)
23. "More great people like you have already." (Ali)
24. "Wait times for calls, at reception and for providers should be reached." (Tran)

Spanish

1. "N/A." (3)
2. "Excellent." "Excelente." (2)
3. "Very good!" (English response a Spanish survey)
4. "Nothing." "Ninguno." (Modi)
5. "Good." (English response on a Spanish survey)
6. "It is perfect." "Es perfecto." (2)
7. "It's perfect." (English response on a Spanish survey)
8. "For me, everything is perfect." "Para mi es perfecto."
9. "Everything is great." "Todo esta bien." (2)
10. "Everything is great." "Todo bien." (8)
11. "Everything is great." "Todo vien." (2)
12. "It is great." "Esta bien." (2)
13. "Everything is excellent." "Es todo exelente." (Modi)
14. "Everything is excellent." "Todo excelente."
15. "Nothing, everything is great." "Nada todo esta bien." (Modi)
16. "Major friendliness." "Mayor amabilidad."
17. "It's great for me." "Para mi esta muy bien." (Ali)
18. "To be honest, everything seems fine to me now." "La verdad ahora todo me parece bien." (Mccomb)
19. "Not waiting long in the room." "No esperando mucho en el cuarto." (McComb)
20. "More kindness." "Mas amabilidad."
21. "It's good." "Esta bien."
22. "That's perfect—they're the best." "Asi esta bien son los mejores." (Ali, N)
23. "Everything was great, and the service was excellent." "Todo bien y exelente servicio." (Nettleton)
24. "Nothing to add." "Nada que agregar." (Carlton)
25. "Today's visit was pleasant; previously, everything from the reception to the medical appointment itself was terrible." "El dia de hoy fue grata la visita, antes desde la recepcion hasta la cita medica era muy pésima." (Layton)

26. "Everything is fine by me." "Para mi todo esta muy bien." (Patel, N)
27. "Handling calls to schedule appointments, avoiding the wait times often associated with operators." "Atender las llamadas para programar citas evitando la espera que siempre dejan las operadoras."
28. "So far, everything is fine." "Hasta ahorita todo esta bien."
29. "The front-desk staff should be friendlier with patients." "Que el personal de enfrente sean mas amables con los pacientes."
30. "On one occasion, I had to wait a long time in the room; that was one detail that could be improved." "En una hocation me toco esperar mucho en el cuarto seria un de los detalles que podria ser mejor." (Mccomb)
31. "It is an excellent service." "Es un servicio exelente." (Mccomb)
32. "Take more time to explain my ailments." "Tomar mas tiempo para explicar mis males."
33. "The service is very good." "Es muy buena la atención." (Tran)
34. "Excellent service." "Exelente servicio." (Aragones)
35. "Continue doing their job well." "Continuar haciendo bien su trabajo." (Aragones)
36. "Nothing to add; everything was excellent." "Nada q agregar todo excelente." (Tran)
37. "Maintain the same quality." "Seguir con la misma calidad." (McComb)
38. "I am satisfied with the service." "Estoy satisfecho con el servicio." (Chaudhari)
39. "I think it's fine for now." "Creo que por ahora esta bien." (Mccomb)
40. "Sometimes the waits for the appointment." "Aveces las esperas para la cita."
41. "The service is great." "Es genial el servicio." (Shah)

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

English

- YES: 90
- NO: 0

Spanish

- YES: 141
- NO: 0

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

English

- Ali, N: 21
- Aragones: 9
- Chaudhari: 11
- Layton: 11
- McComb: 16
- Messina: 1
- Modi: 5

Spanish

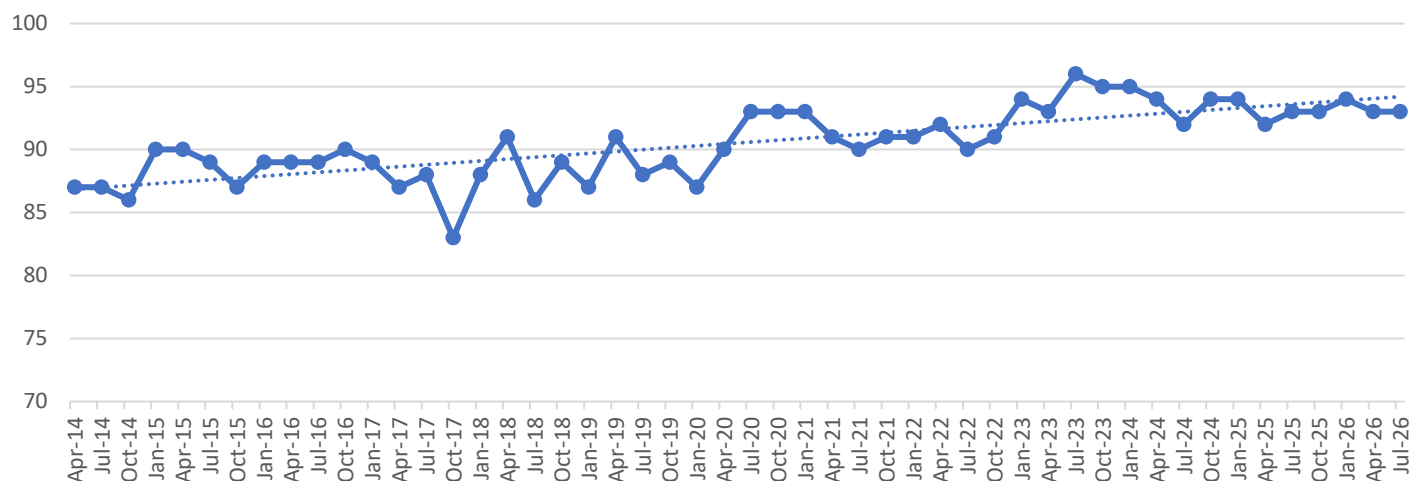
- Ali, N: 31
- Aragones: 18
- Carlton: 2
- Chaudhari: 29
- Layton: 8
- McComb: 34
- Modi: 12

- Nettleton: 1
- Patel, N: 9
- Piekarz: 1
- Shah: 13
- Tran: 4
- White: 6

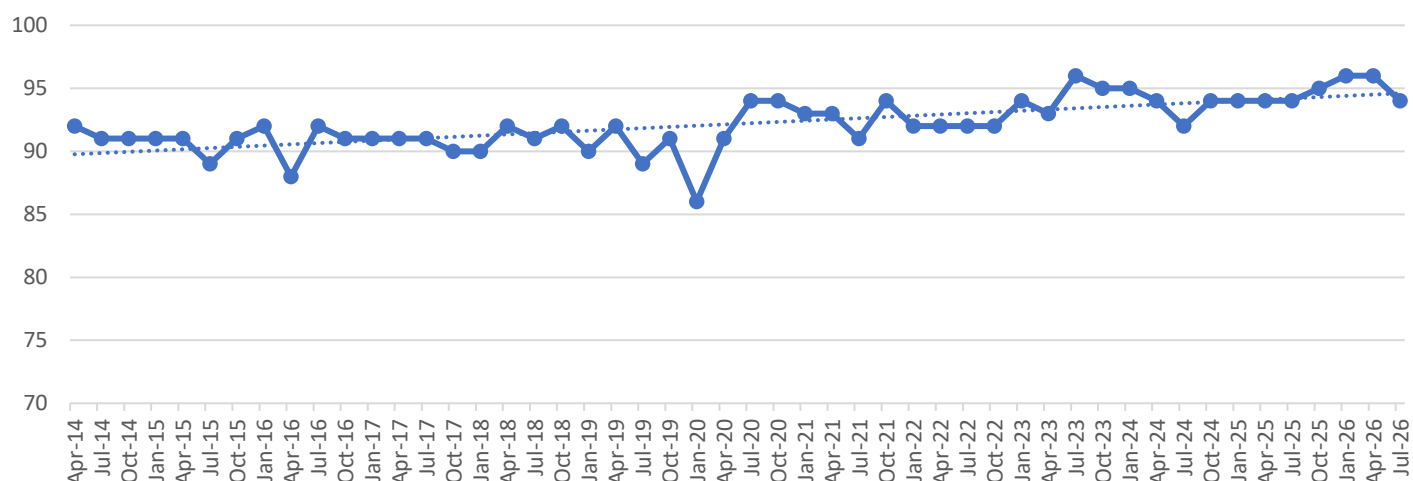
- Nettleton: 3
- Patel, N: 8
- Shah: 16
- Tran: 11
- White: 16

Individual Question Results with Trendlines

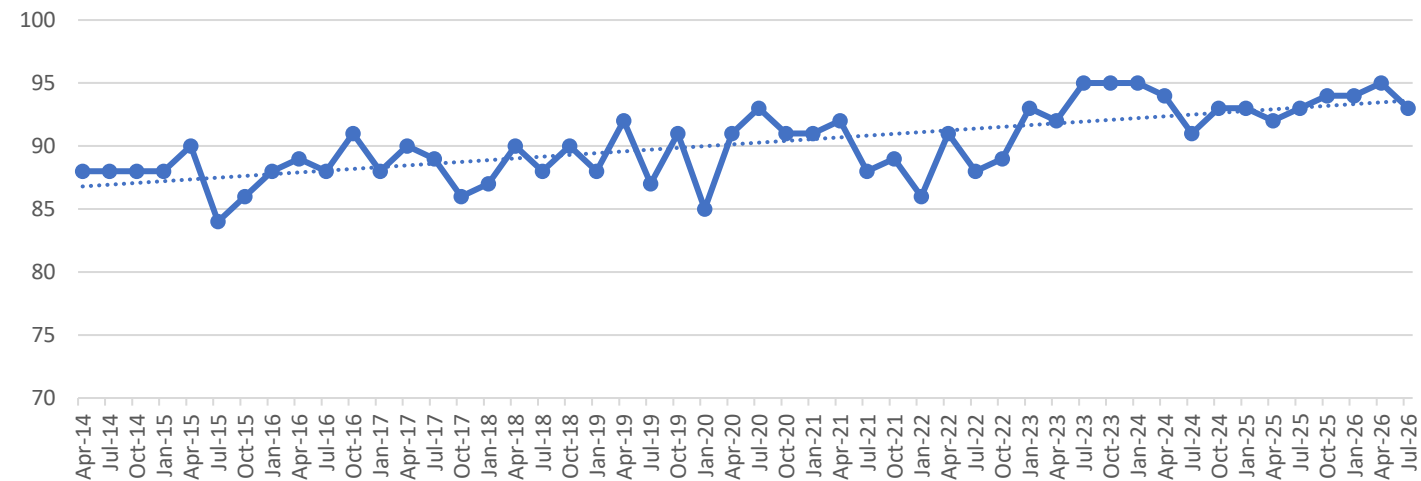
#1 - The phone operator staff and call center



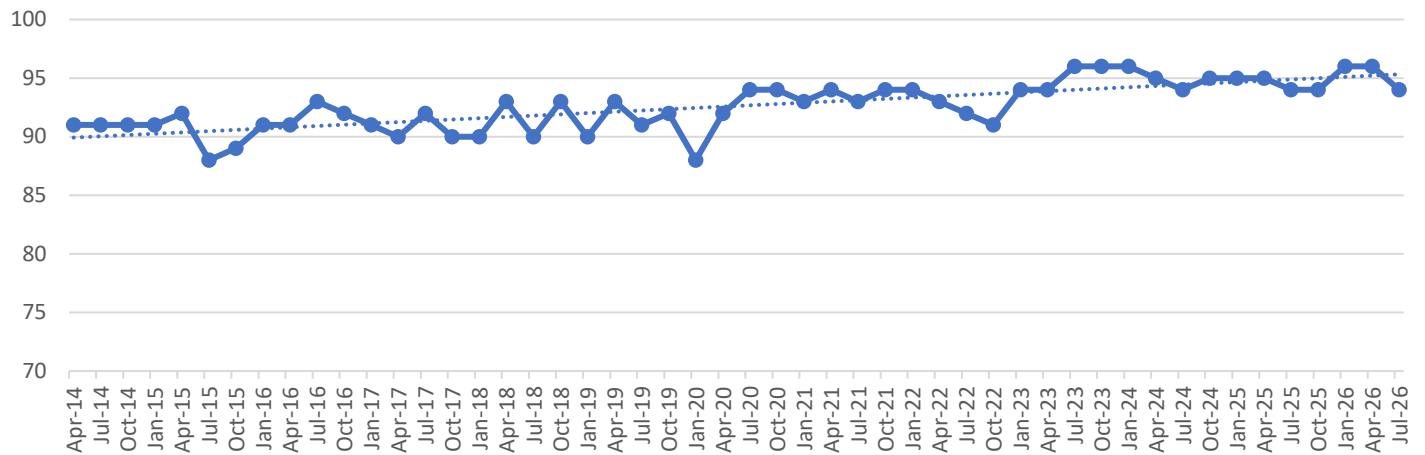
#2 - The reception staff



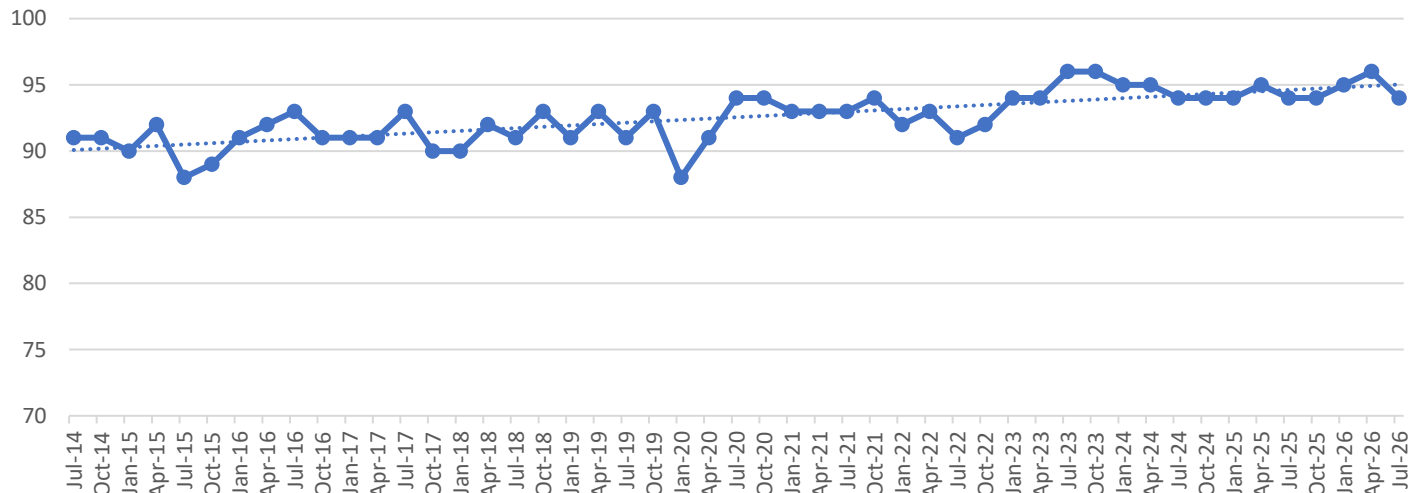
#3 - Receiving a timely appointment



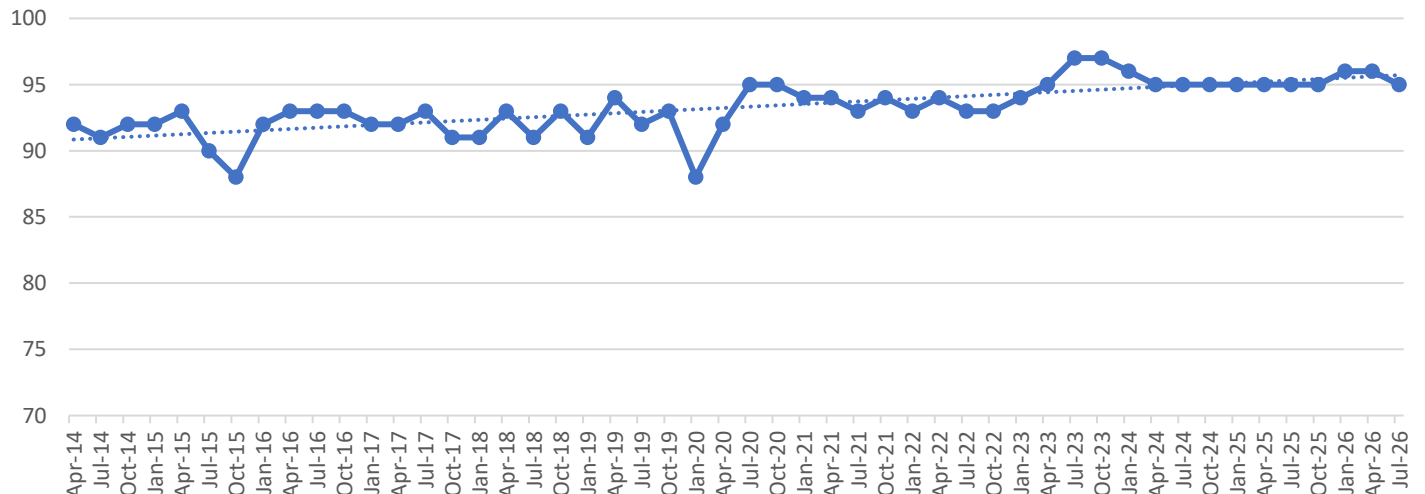
#4 - Education and explanation of plan provided in a way that I can understand



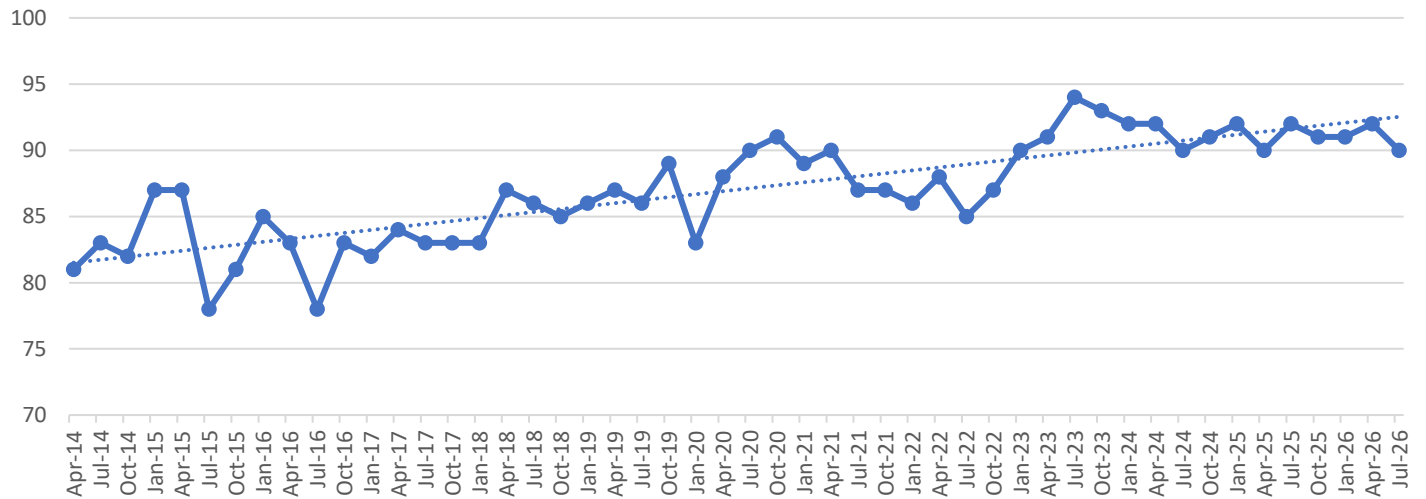
#5 - The follow-up, coordination, and continuity of my care



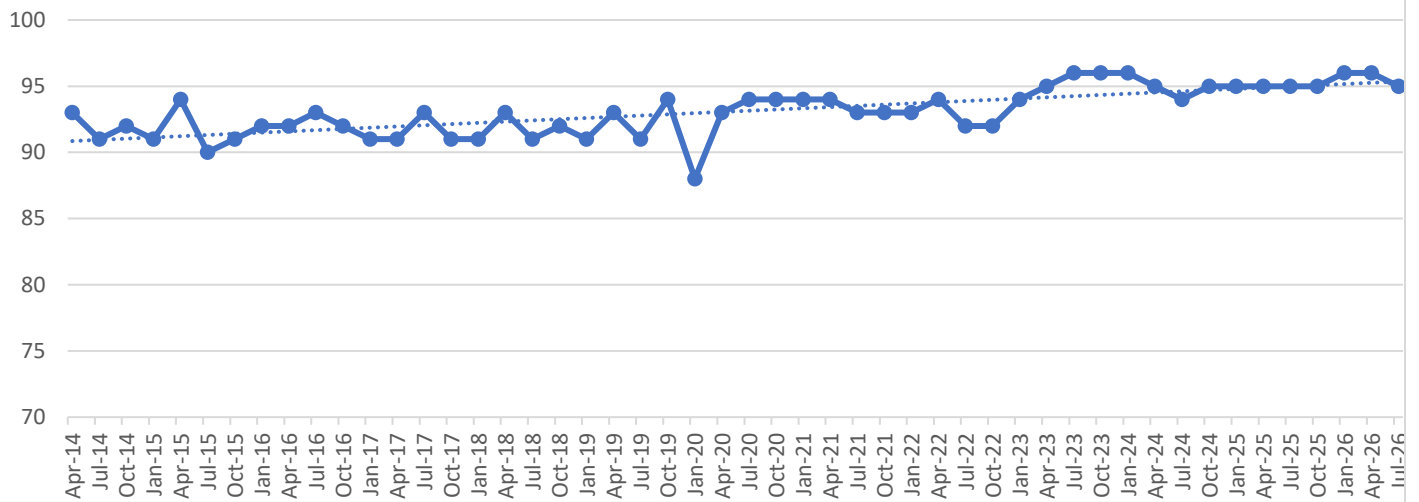
#6 - The staff addressing my medical needs today



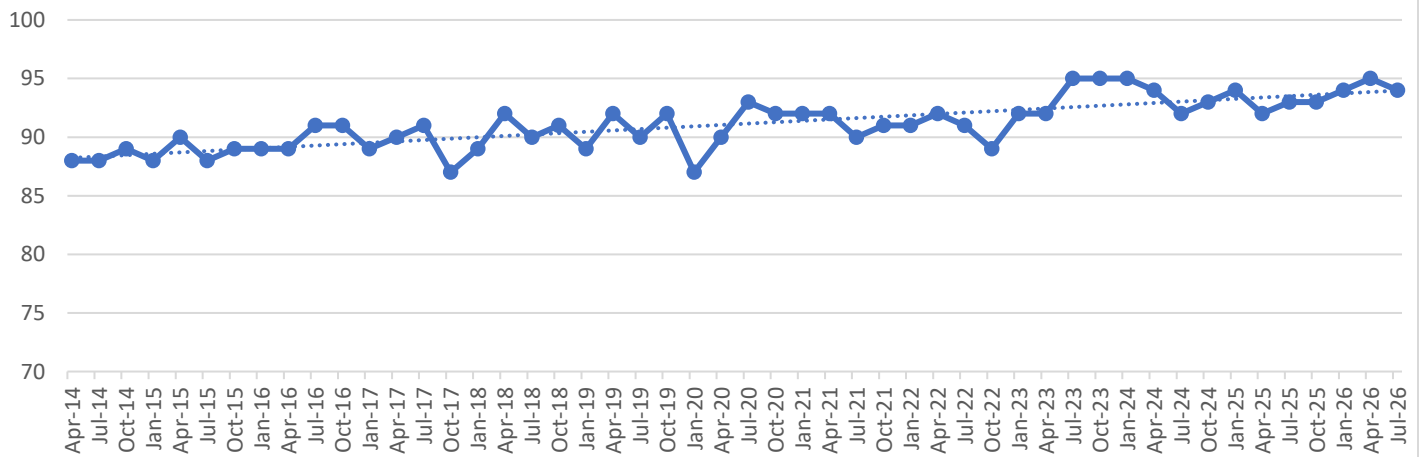
#7 - The time spent waiting



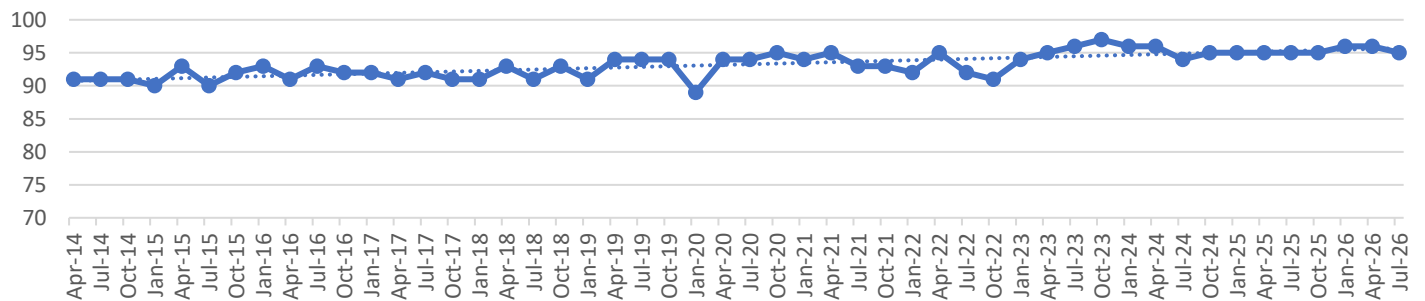
#8 - The respectfulness of staff



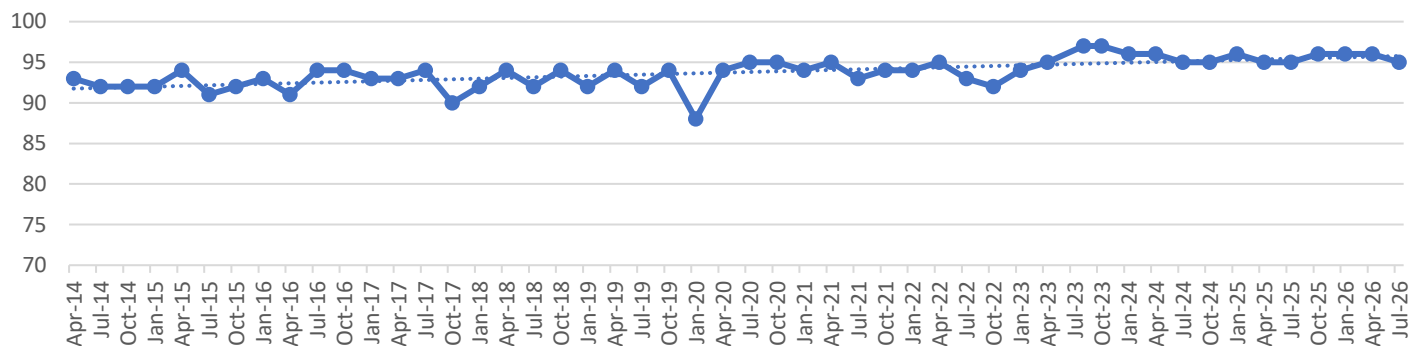
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



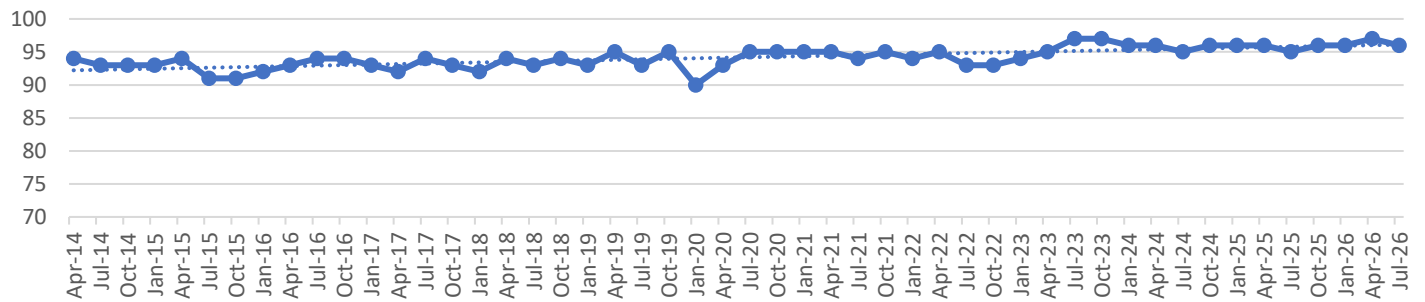
#10 - The handling of my personal medical information in a private and confidential manner



#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?

