

Patient Satisfaction Survey 300 McHenry Rd, Wheeling 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 91% to 95%. 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.

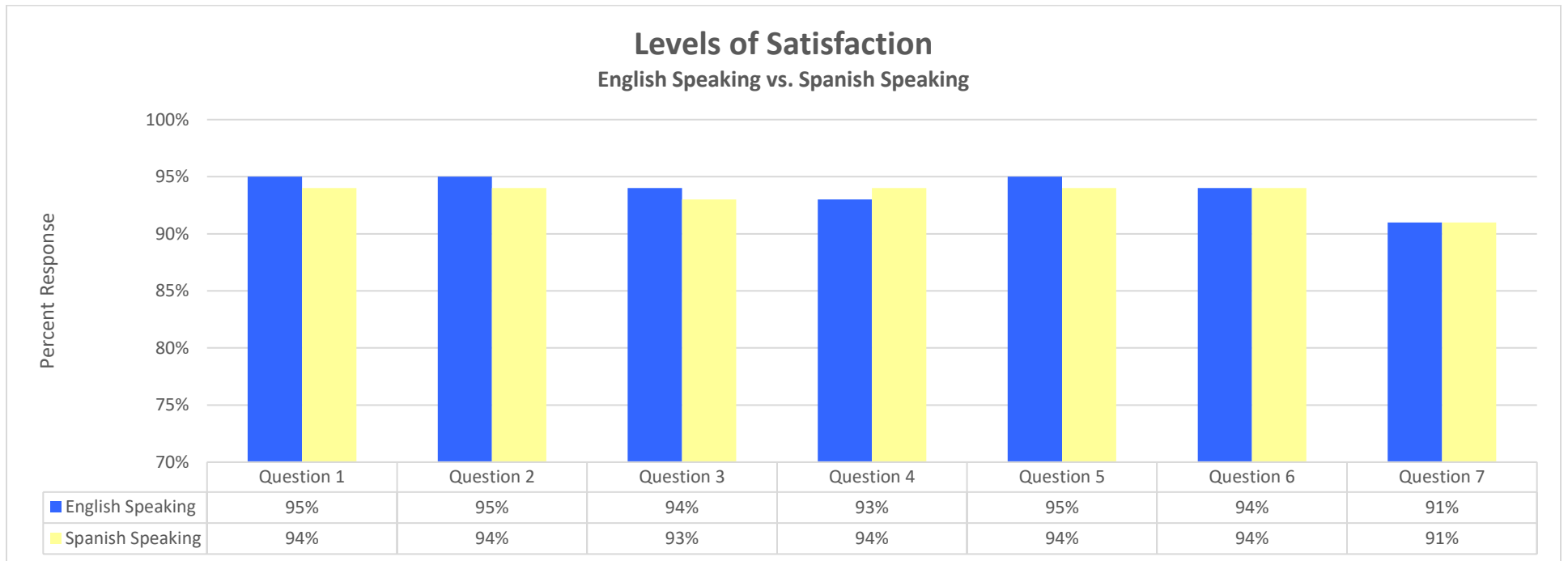
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	94%	95%	94%	93%
2. The reception staff	94%	96%	95%	94%
3. Receiving a timely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

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%

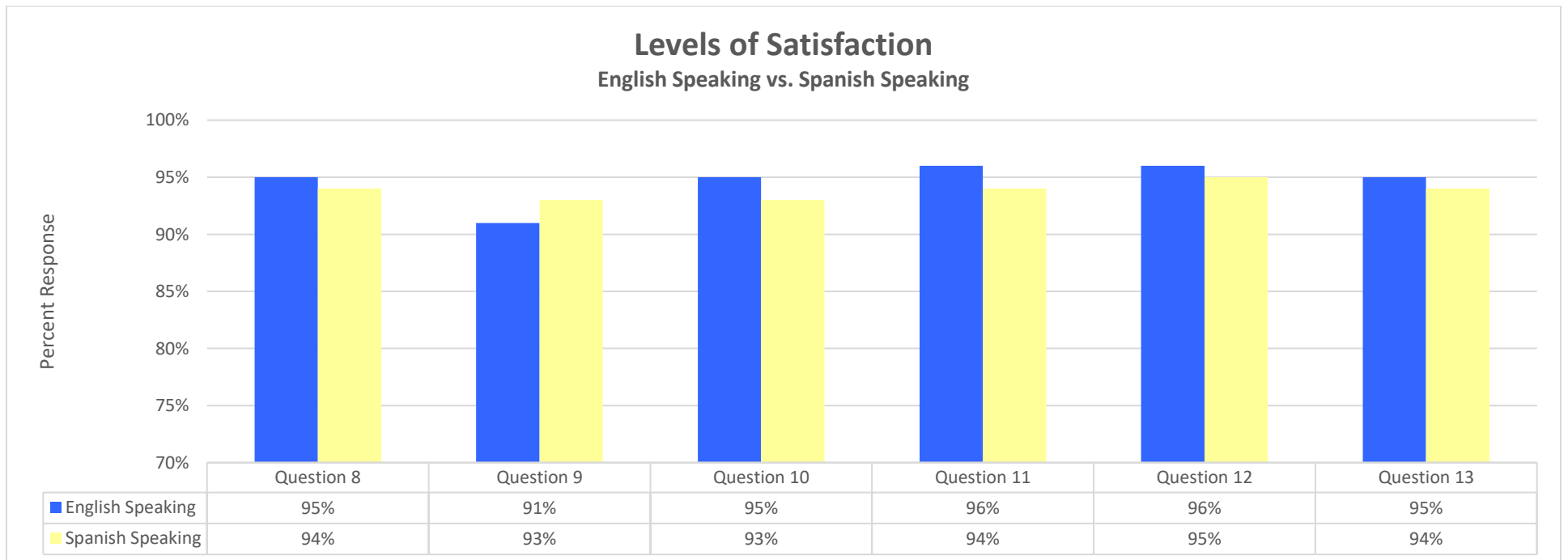
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	48 80%	101 78%	10 17%	20 16%	1 2%	5 4%	0	0	1 2%	3 2%
2. The reception staff	51 84%	104 80%	7 12%	20 15%	2 3%	2 2%	0	0	1 2%	4 3%
3. Receiving a timely appointment	49 80%	98 77%	7 12%	21 17%	4 7%	5 4%	0	0	1 2%	3 2%
4. Education and explanation of plan provided in a way that I can understand	47 78%	99 77%	8 13%	26 20%	4 7%	1 1%	0	0	1 2%	3 2%
5. The follow-up, coordination, and continuity of my care	51 84%	100 78%	6 10%	24 19%	3 5%	2 2%	0	0	1 2%	3 2%
6. The staff addressing my medical needs today	49 82%	103 79%	6 10%	23 18%	4 7%	2 2%	0	0	1 2%	3 2%
7. The time spent waiting	44 72%	90 70%	9 15%	24 19%	6 10%	10 8%	1 2%	0	1 2%	4 3%



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	51 85%	104 80%	6 10%	19 15%	2 3%	4 3%	0	0	1 2%	3 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	41 73%	89 74%	6 11%	25 21%	8 14%	4 3%	0	0	1 2%	3 3%
10. The handling of personal medical info in a private and confidential manner	52 85%	98 76%	4 7%	25 19%	4 7%	3 2%	0	0	1 2%	3 2%
11. Your medical assistant	52 87%	100 78%	5 8%	23 18%	2 3%	2 2%	0	0	1 2%	3 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	52 87%	105 83%	5 8%	17 13%	2 3%	2 2%	0	0	1 2%	3 2%
13. Overall, how satisfied are you with the Health Center?	52 85%	108 83%	5 8%	15 12%	3 5%	3 2%	0	0	1 2%	4 4%



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: 17

N/A: 11

YES: 5

Comments:

1. "Fine." (Hammer)
2. "Very good." (Patel)
3. "Yes, was answer right away." (Shirazi)
4. "All the staff members have been so amazing." (Finnander)
5. "My experience has always been great." (Hammer)
6. "Great." (Hammer)
7. "Yes/no call back. Poss issue w/ my phone?"

Spanish

NO: 38

N/A: 5

YES: 6

Comments:

1. "Great." "Bien." (Ninkovska)
2. "Excellent." "Excelente." (Hammer)
3. "I am satisfied with my appointment." "Estoy satisfecha con mi cita." (2)
4. "Very good." "Muy bien." (Hammer)
5. "Very satisfied with the staff." "Muy satisfecho con el personal." (Hammer)
6. "Very satisfied." "Muy satisfecho." (Ninkovska)

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

English

1. "N/A." (2)
2. "Great customer service." (Patel, C)
3. "Checkup injection." (Hammer)
4. "Staff." (2)
5. "Call center." (Shirazi)
6. "Service." (Patel)
7. "Location." (Hammer)
8. "Easy appointment." (Hammer)
9. "The." (Vega)
10. "Reception." (Patel)
11. "Convenience." (Weaver)
12. "Quick appt."
13. "That there are always available appointments." (Hammer)
14. "Their care and compassion and patience." (Finnander)
15. "The health given by my provider." (Shirazi)
16. "All my providers are working together." (Patel)
17. "Healthcare & medical advice." (Patel)
18. "Same day app available." (Lyman)
19. "Office visit." (Ninkovska)
20. "Clean and helpful." (Ninkovska)
21. "Fast appointment, staff who care, good medical advice that helps." (Finnander)
22. "Awareness of providers/procedures needed." (Finnander)
23. "They are attentive & make sure they have everything correct." (Patel)
24. "Friendly environment/staff." (Shirazi)

Spanish

1. "N/A." (3)
2. "Friendliness." (English response on a Spanish survey)
3. "Cost." "Costo." (Lyman)
4. "Everything." "Todo." (Ninkovska)
5. "Everyone." "Todos." (Hammer)
6. "Their attention." "Su atencion." (Shirazi)
7. "Taking care of my health." "El cuidado de mi salud."
8. "Being able to take care of one's health." "Poder cuidar la salud." (Hammer)
9. "They are very friendly and resolve everything." "Son muy amables y todo resuelven." (Hammer)
10. "Staff attentiveness." "Atencion del personal." (Ninkovska)
11. "The attention." "La atención." (Ninkovska)
12. "With everything." "En todo." (Hammer)
13. "The cost of consultations." "El costo de las consultas." (Ninkovska)
14. "How everyone explains." "Como explican todos." (Shirazi)
15. "Very quick attention." "Atencion muy pronto."
16. "The speed of the service." "La rapidez del servicio." (Hammer)
17. "Everything in general." "Todo en general." (Hammer)
18. "The care provided by the doctors." "Su atencion de los doctores." (Hammer)

25. "Affordable cost of health." (Hammer)
26. "The way I am treated is alright." (Patel)
27. "I love my provider (Leta Vega) because she helps a lot with all questions and information." (Vega)
28. "How informative the staff was." (Lyman)
29. "The understanding of everybody." (Ninkovska)
19. "Their prompt and efficient service." "Su atencion rapida y eficaz." (Shirazi)
20. "The staff is very friendly and attentive." "El personal es muy amable y atento." (Shirazi)
21. "The care provided by my doctor." "La atencion de mi doctora." (Ninkovska)
22. "Spanish-speaking, fast results." "Spanish speaking fast results." (Hammer)
23. "With our baby's health." "Con la salud de nuestro bebe." (Ninkovska)
24. "The speed with which appointments are handled." "La rapidez para atender alguna cita." (Hammer)
25. "The care provided by Dr. Teodora. The best experience I've had—very good and very kind." "La atencion de la Doctora Teodora. La mejor experiencia que e tenido muy buena y muy amable." (Ninkovska)
26. "Thank you very much for everything." "En todo muchas gracias." (Ninkovska)
27. "Everyone is very friendly; they are helpful and explain things very well.." "Todos son muy amables ayudan y explican muy bien." (Ninkovska)
28. "Managing my medical care." "Llevar mi control medico."
29. "How close it is to my home." "Lo cercas que esta de mi vivienda." (Ninkovska)
30. "With all my needs." "En todas mis necesidades." (Hammer)
31. "They are very efficient in their work." "Son muy eficientes con su trabajos." (Shirazi)
32. "Their attention and assistance, even without state insurance." "Su atencion y ayuda incluso sin unnseguro del estado." (Shirazi)
33. "Excellent, fast service, and they helped me with the payments since I don't have insurance. Thank you very much!" "Exelente servicio rapido y me ayudaron con los pagos ya que no tengo aseguaranza. Muchas gracias!" (Hammer)
34. "The service and the speed with which appointments are scheduled." "La atencion y lo rapido que dan las citas." (Ninkovska)
35. "The speed and the fact that it's affordable, since I don't have insurance." "La rapidez y que es economico ya que no tengo aseguaranza." (Hammer)
36. "They have very late appointments, and that works perfectly for me." "Que tienen citas muy tardes y para mi esta perfecto." (Shirazi)
37. "Early monitoring of the disease." "El seguimiento pronto frente a la enfermedad." (Finnander)
38. "Their help with my healthcare." "Su ayuda en mi cuidado de salud." (Ninkovska)

39. "Their attentiveness and way of explaining things." "Su atencion y forma de explicar." (Hammer)
40. "They are very attentive to me. Their kindness." "Que estan muy al pendiente a mi. Su amabilidad." (Hammer)
41. "They treat everyone well and provide excellent service." "Tratan bien y atienden muy bien a todas las personas." (Ninkovska)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (9)
2. "None." (2)
3. "No comment." (Hammer)
4. "Nothing." (Vega)
5. "?"
6. "Nothing." (Patel)
7. "No comments." (Hammer)
8. "Short the wait time." (Shirazi)
9. "Better chance for walk-ins." (Hammer)
10. "Keep going the same." (Patel)
11. "Appointment availability." (Patel)
12. "Call backs." (Lyman)
13. "Well done." (Shirazi)
14. "She's alright." (Patel)
15. "All is perfect for now." (Ninkovska)
16. "Guest WiFi its very bad, so you can improve WiFi for guests." (Hammer)
17. "More process & access around sexual health in wheeling." (Hammer)
18. "Take over the world." (Finnander)
19. "Getting to doctors office-the navigation of the office is confusing and walking around doesn't make sense with the lay out." (Finnander)
20. "For me everything sound perfect (9.5/10)." (Vega)

Spanish

1. "N/A." (5)
2. "None." (English response on a Spanish survey)
3. "?" (Lyman)
4. "Nothing." "Nada." (Ninkovska)
5. "Everything is great." "Todo bien." (2)
6. "It is perfect." "Es perfecto." (2)
7. "Excellent." "Excelente." (Shirazi)
8. "Everything is perfect." "Todo es perfecto." (2)
9. "Everything is very great." "Todo muy bien."
10. "Everything is great." "Todo esta bien." (3)
11. "Everything is great for me." "Todo esta bien para mi." (Ninkovska)
12. "It is very good." "Esta muy bien." (Hammer)
13. "Everything is excellent." "Todo exelente." (Hammer)
14. "No, it's fine as it is." "No, esta bien asi." (Hammer)
15. "It's not necessary; it's excellent." "No es necesario es excelente."
16. "There is nothing to improve." "No hay nada que mejorar." (Hammer)
17. "Treating patients better." "Tratando mejor a los pacientes." (Ninkovska)
18. "It's perfect as it is for me." "Para mi esta perfecto así." (Hammer)
19. "Personally, I find the service excellent." "En lo personal el servicio me parece excelente." (Shirazi)
20. "I think the service is very good." "El servicio me parece muy bien." (Ninkovska)
21. "The service is very good, I think the." "Servicio esta muy bien creo que el." (Hammer)
22. "The service is excellent, and there are no issues at all." "Atienden muy bien y no hay ningun problema." (Ninkovska)

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

English

- YES: 43
- NO: 2

Spanish

- YES: 80
- NO: 0

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

English

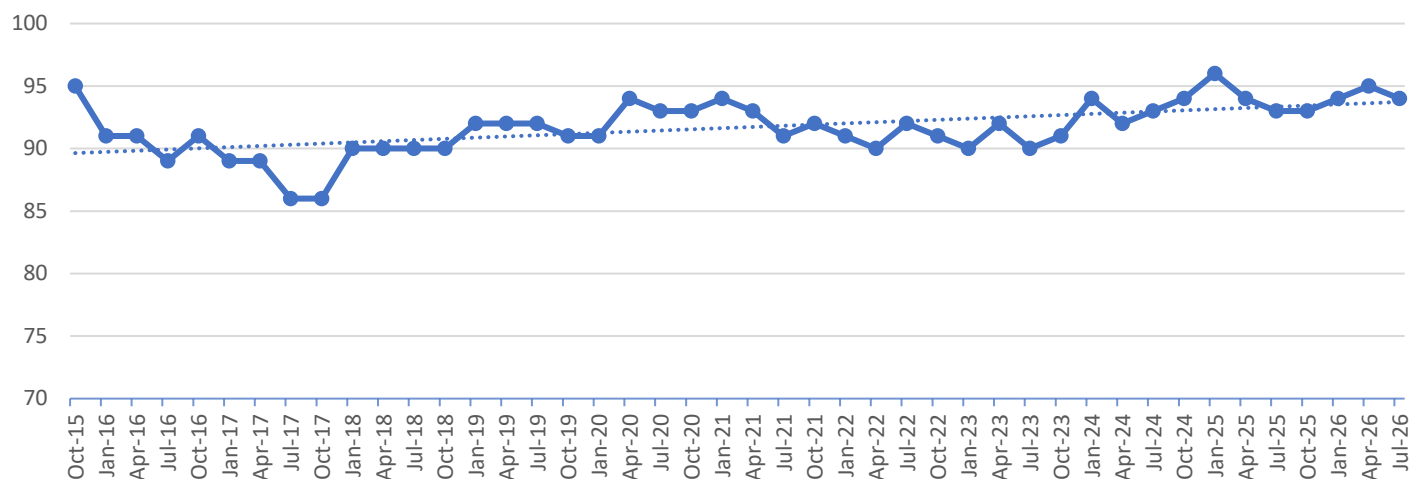
- Finnander: 3
- Hammer: 14
- Lyman: 2
- Ninkovska: 11
- Patel, C: 14
- Shirazi: 11
- Vega: 3
- Weaver: 1

Spanish

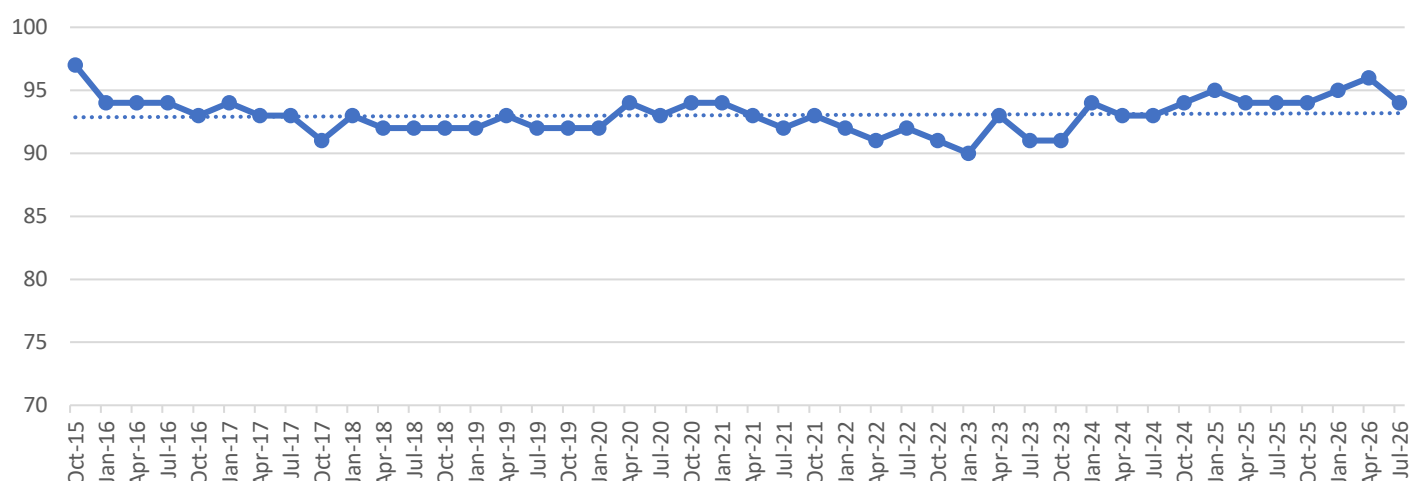
- Finnander: 3
- Hammer: 32
- Lyman: 3
- Mathew: 1
- Ninkovska: 51
- Patel, C: 6
- Shirazi: 25
- Vega: 2

Individual Question Results with Trendlines

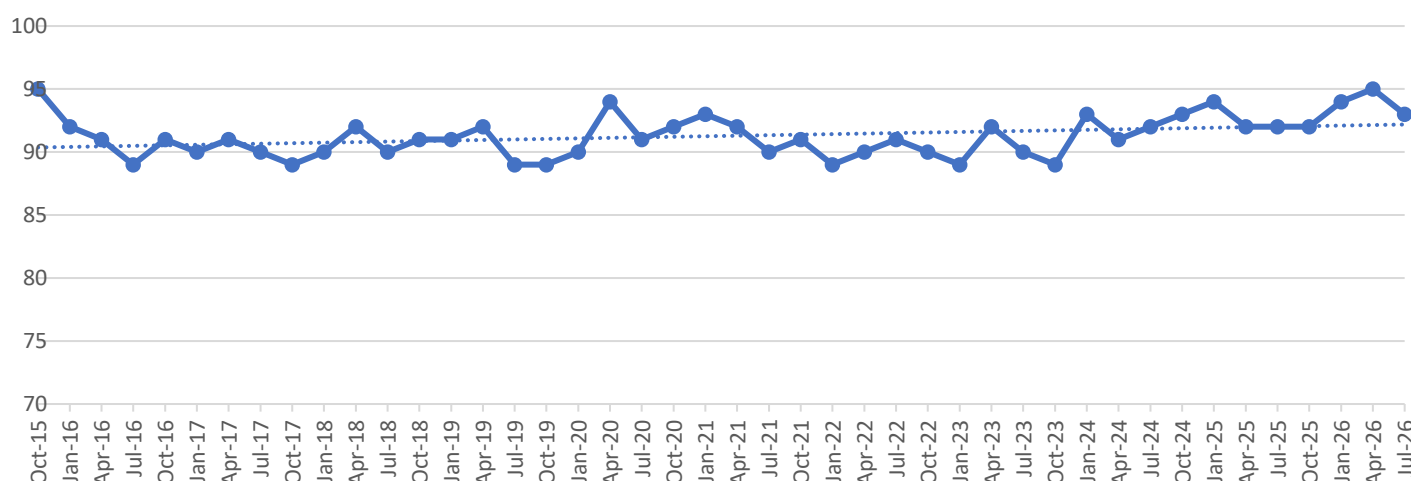
#1 - The phone operator staff and call center



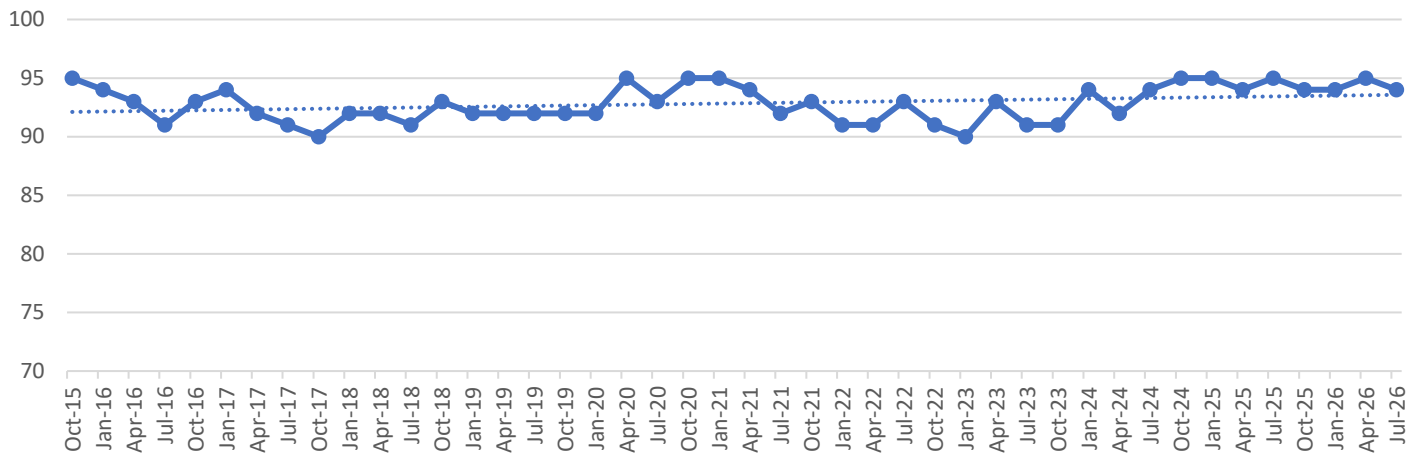
#2 - The reception staff



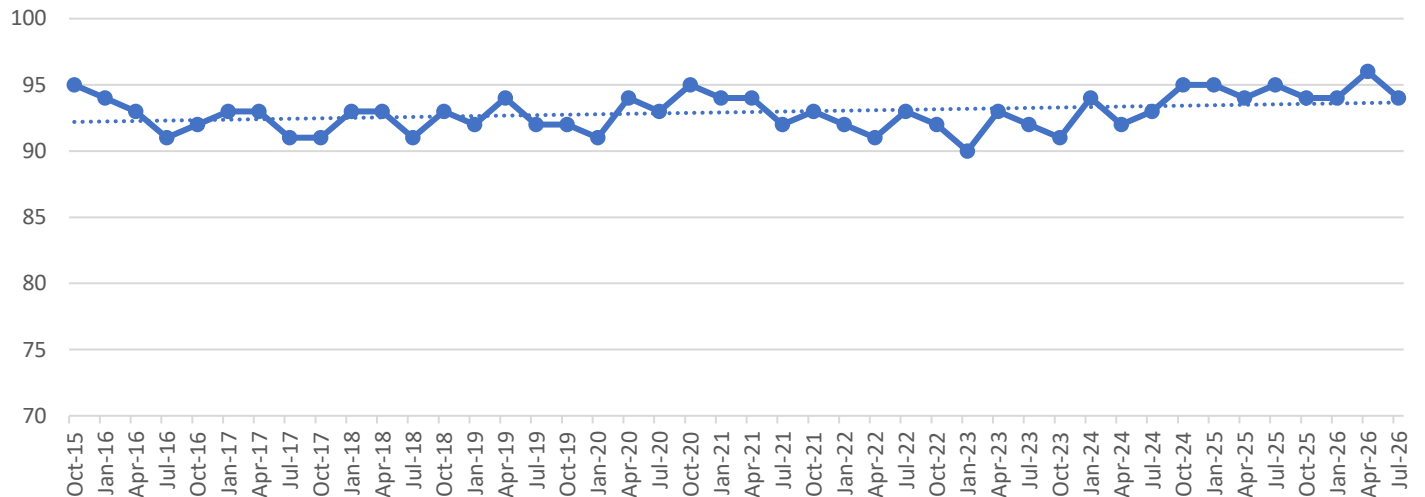
#3 - Receiving a timely appointment



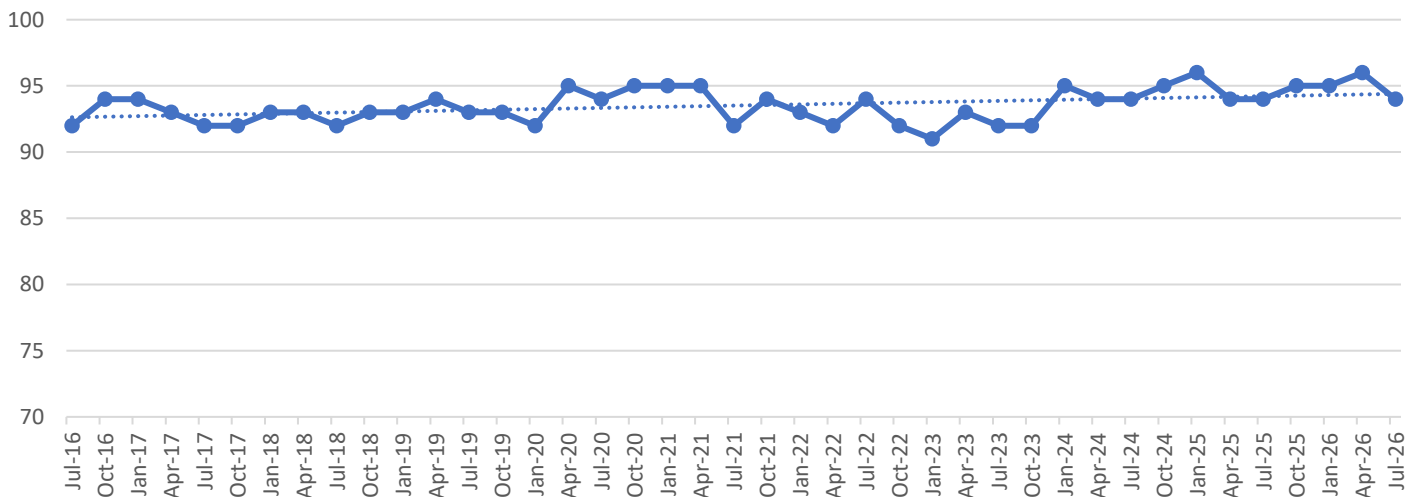
#4 - Education and explanation of plan provided in a way that I can understand



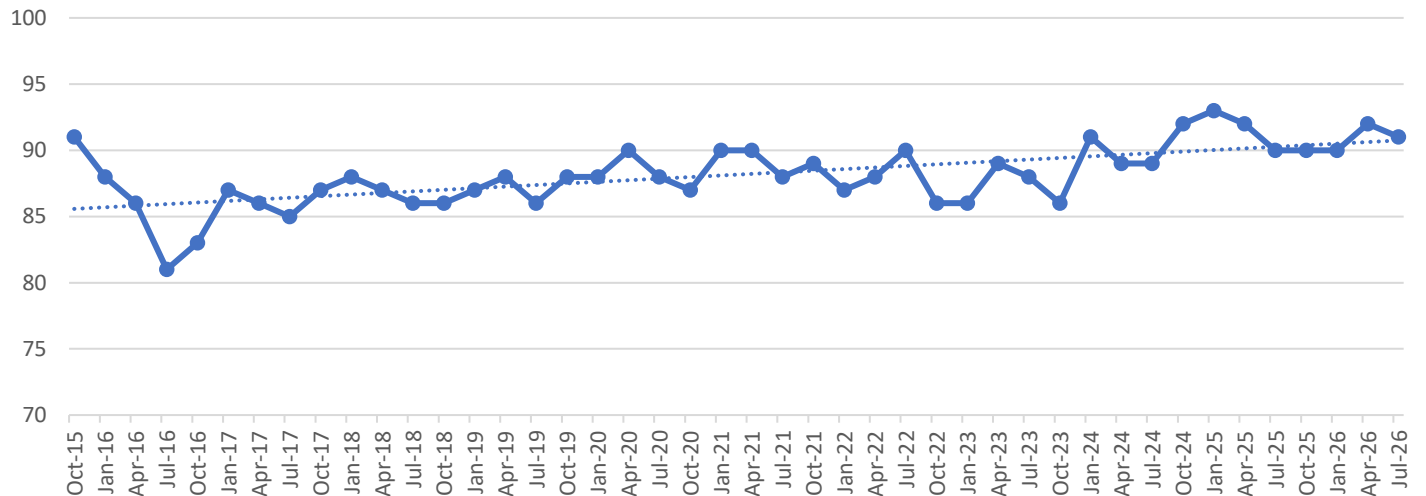
#5 - The follow-up, coordination, and continuity of my care



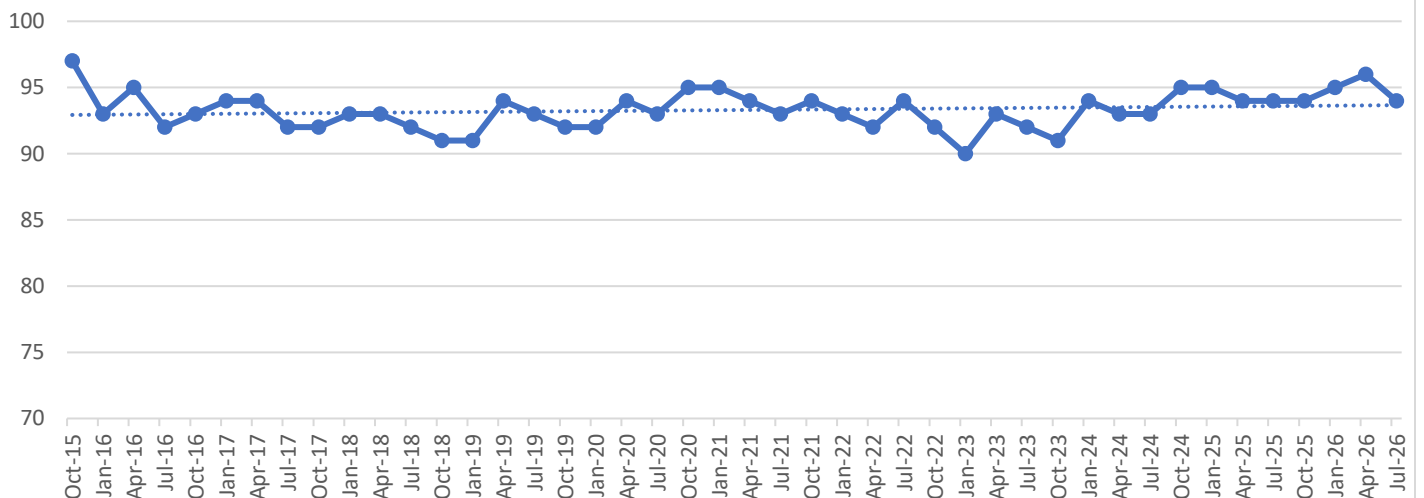
#6 - The staff addressing my medical needs today



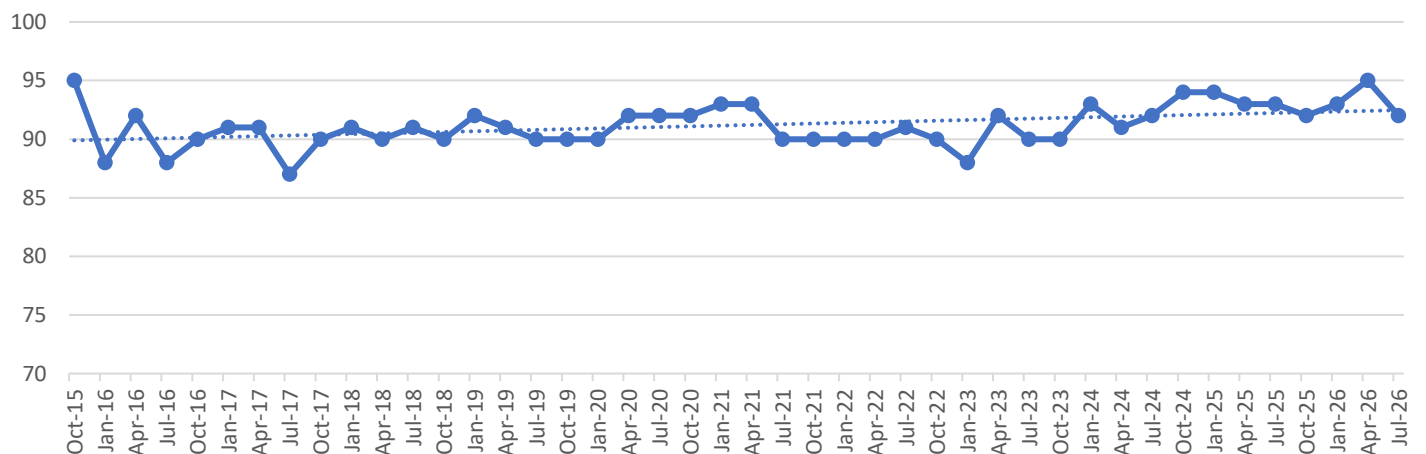
#7 - The time spent waiting



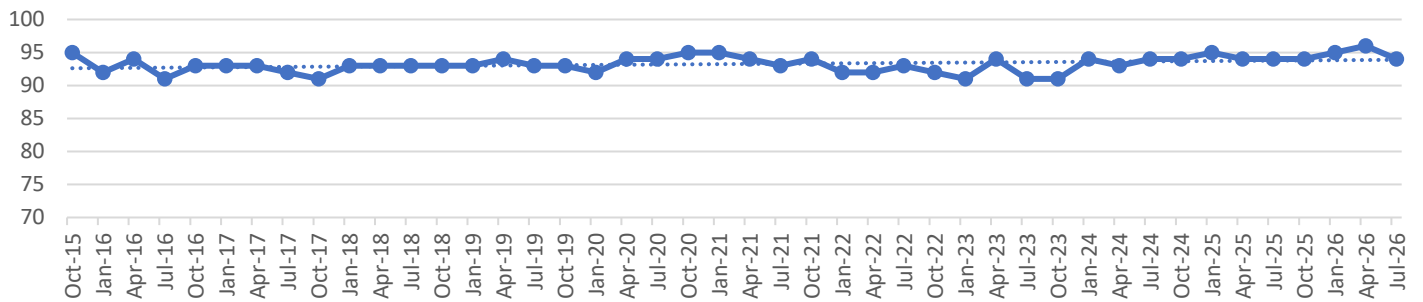
#8 - The respectfulness of staff



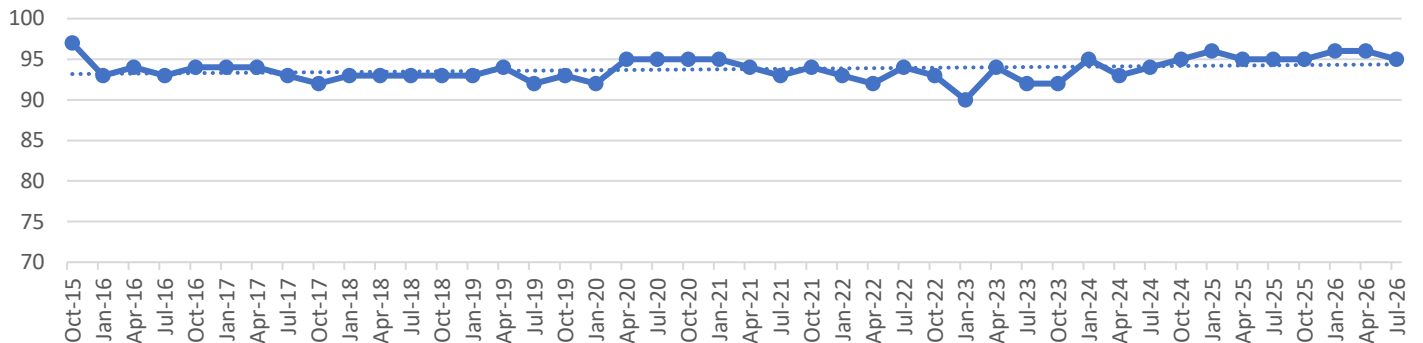
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



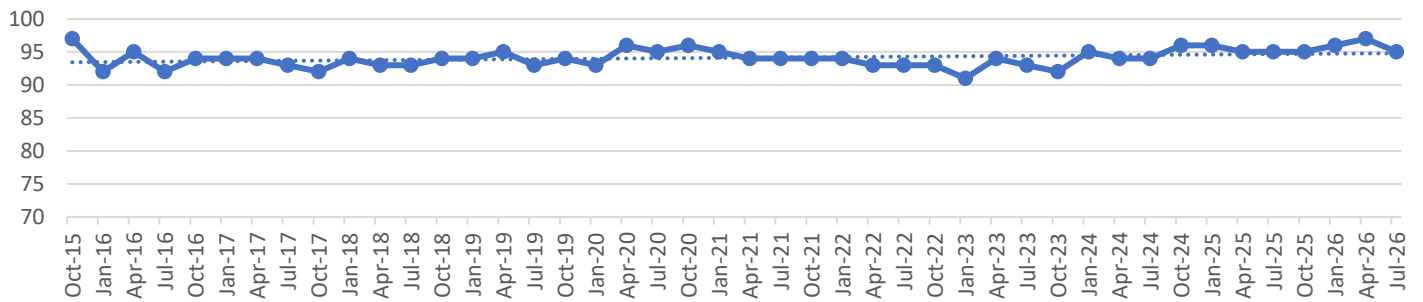
#10 - The handling of my personal medical information in a private and confidential manner



#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?

