

Patient Satisfaction Survey 345 W Northwest Hwy, Palatine 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.

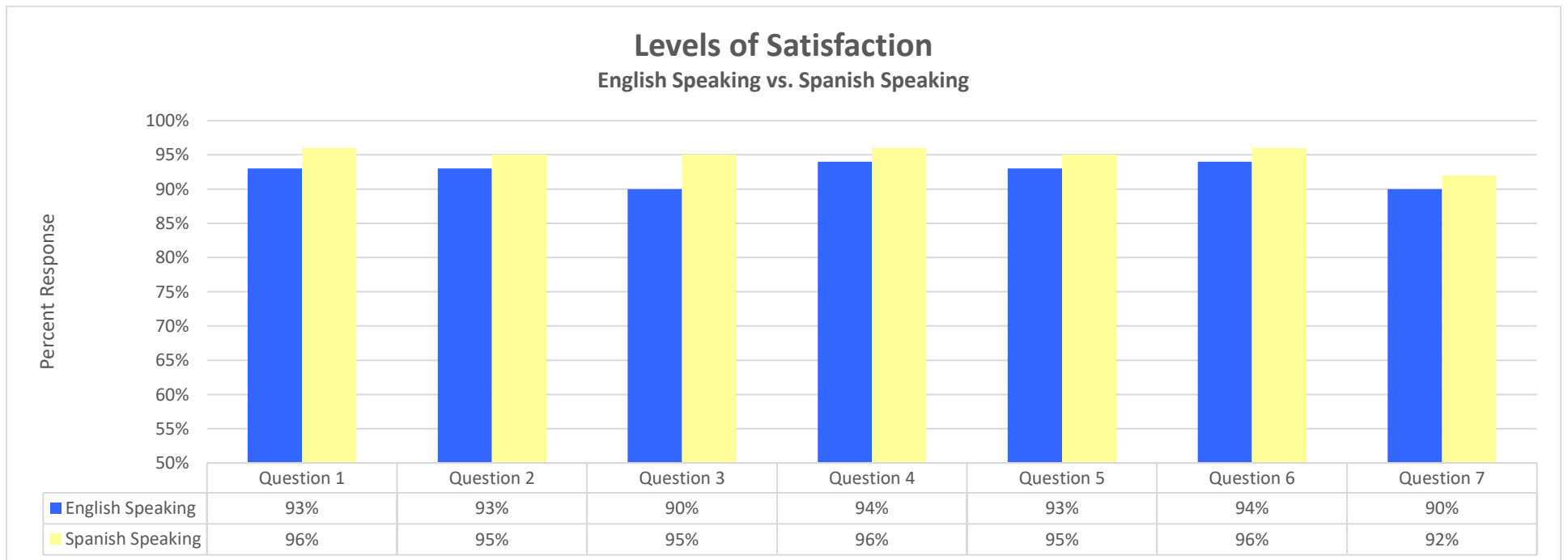
345 W. Northwest Hwy., Palatine – Survey Questions	Level of Satisfaction July 2026	Level of Satisfaction April 2026	Level of Satisfaction January 2026	Level of Satisfaction October 2025
1. The phone operator staff and call center	94%	93%	95%	95%
2. The reception staff	94%	95%	95%	96%
3. Receiving a timely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

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%

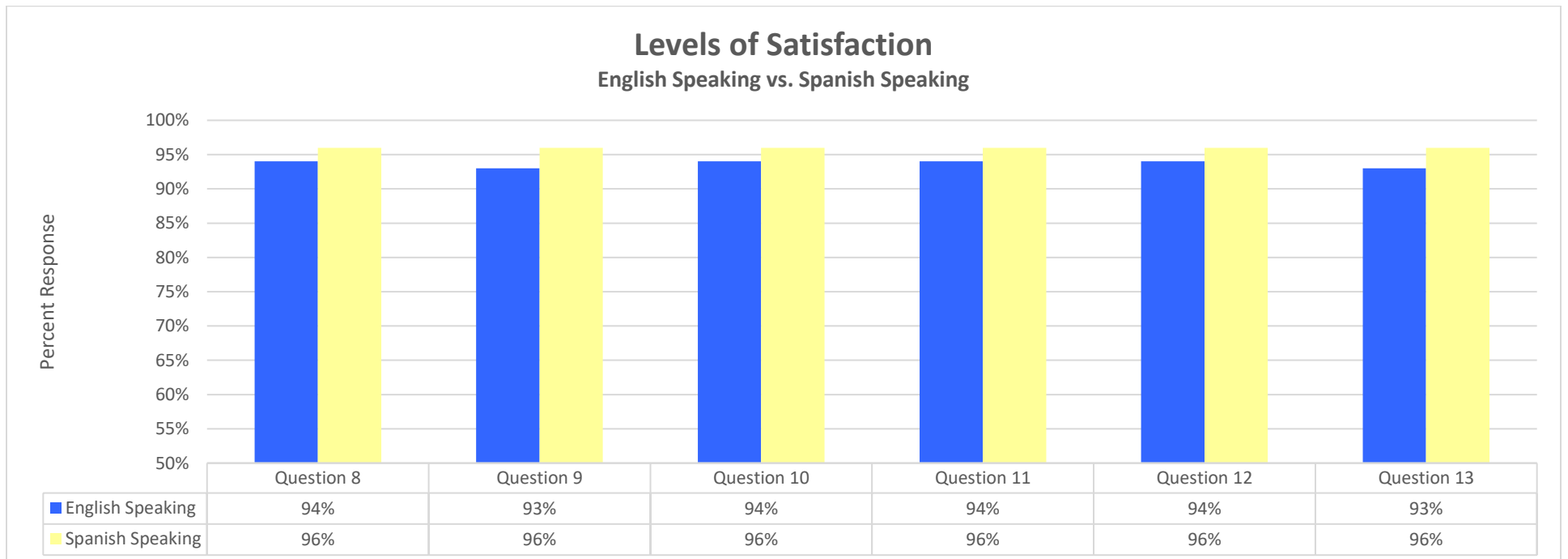
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	56 84%	43 88%	4 6%	4 8%	3 5%	0	2 3%	1 2%	2 3%	1 2%
2. The reception staff	57 85%	44 90%	3 5%	2 4%	2 3%	0	3 5%	1 2%	2 3%	2 4%
3. Receiving a timely appointment	54 81%	42 86%	4 6%	4 8%	3 5%	1 2%	2 3%	1 2%	4 6%	1 2%
4. Education and explanation of plan provided in a way that I can understand	57 85%	44 90%	5 8%	3 6%	1 2%	0	2 3%	1 2%	2 3%	1 2%
5. The follow-up, coordination, and continuity of my care	55 83%	42 88%	6 9%	3 6%	1 2%	0	2 3%	2 4%	2 3%	1 2%
6. The staff addressing my medical needs today	57 85%	43 88%	5 8%	4 8%	1 2%	0	2 3%	1 2%	2 3%	1 2%
7. The time spent waiting	53 79%	42 86%	4 6%	2 4%	4 6%	0	2 3%	2 4%	4 6%	3 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	58 87%	44 90%	3 5%	3 6%	2 3%	0	2 3%	1 2%	2 3%	1 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	54 83%	44 90%	5 8%	3 6%	2 3%	0	2 3%	1 2%	2 3%	1 2%
10. The handling of personal medical info in a private and confidential manner	58 87%	44 90%	4 6%	3 6%	1 2%	0	2 3%	1 2%	2 3%	1 2%
11. Your medical assistant	58 87%	44 90%	4 6%	3 6%	1 2%	0	2 3%	1 2%	2 3%	1 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	58 87%	44 90%	4 6%	3 6%	1 2%	0	2 3%	1 2%	2 3%	1 2%
13. Overall, how satisfied are you with the Health Center?	56 84%	44 90%	5 8%	2 4%	2 3%	1 2%	2 3%	1 2%	2 3%	1 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: 9

N/A: 1

YES: 1

Comments:

1. "No I haven't however Angie from the front desk has always been a great help! She's show kind and extremely helpful." (Acevez)
2. "Best experience 10/10."

Spanish

NO: 6

N/A: 0

YES: 0

Comments:

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

English

1. "The reminder texts, affordable, nice staff."
2. "Great doctors, great service." (Wesley)
3. "N/A."
4. "The partnership with NCH." (Wesley)
5. "The respectful communication." (Ford)
6. "Staff are friendly and welcoming." (Ford)
7. "Staff."
8. "My provider." (Zgorka)
9. "My doctor." (Zgorka)
10. "Service, care."

Spanish

1. "Everything." "Todo." (8)
2. "The medical assistant." "La asistente medica."
3. "No." (2)
4. "They speak my language." "Hablan mi lenguaje."
5. "The wait time." "El tiempo de espera." (Ford)
6. "I like how they treat people." "Me gusta como tratan a la gente."

Question 16: How can we improve Greater Family Health?

English

1. "It's been good."
2. "I like it I wish there was a grace period." (Zgorka)
3. "The resources." (Wesley)
4. "Grace period 5 min." (Perez)
5. "No."
6. "N/A."
7. "Better communication to patients in waiting room (transparency) (Wesley)
8. "No comment." (Ford)
9. "Faster wait times." (Zgorka)
10. "Less wait time." (Zgorka)
11. "I believe you guys do an amazing job at helping patients. Keep it up."

Spanish

1. "I don't know." "No se." (2)
2. "The provider is good but the wait is too long." "La provedora es Buena pero la espera es mucho." (Zgorka)
3. "Allow us to arrive 5 minutes late, I come from work." "Dejar llegar 5 minutos tarder, vengo del trabajo." (Mendyuk)
4. "No." (2)
5. "Appointment reminders." "Recordatorio de citas." (Perez)
6. "Improve the wait time." "Mejorar el tiempo de espera." (Ford)

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

English

- YES: 54
- NO: 1

Spanish

- YES: 34
- NO: 2

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

English

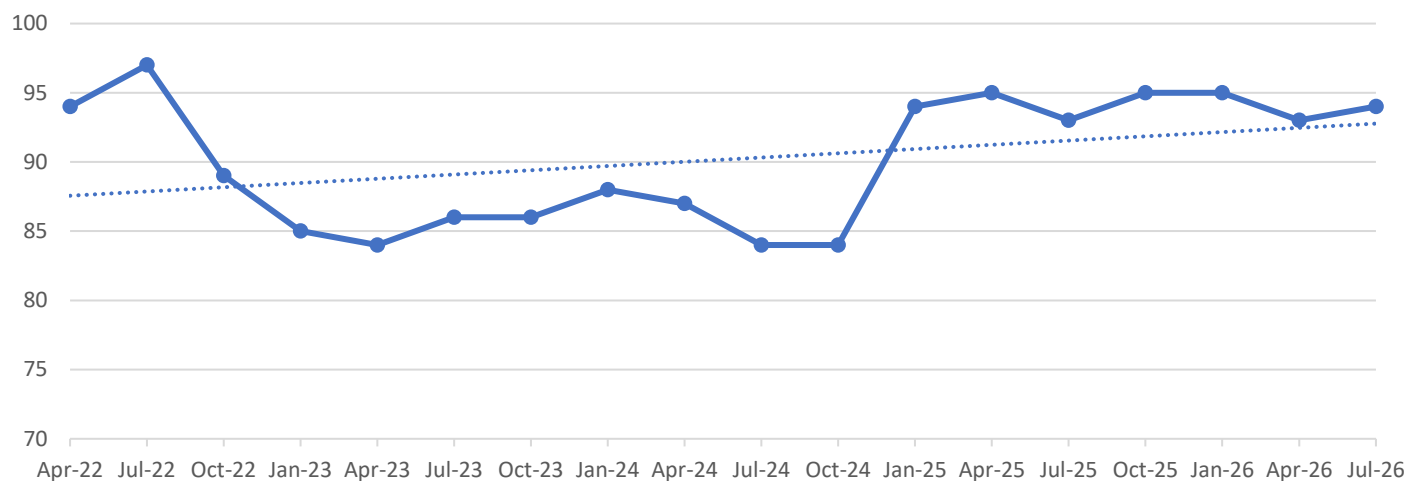
- Acevez: 3
- Ford: 3
- Garcia: 1
- Headley: 1
- Hochberg: 6
- Mendyuk: 13
- Perez: 10
- Trommater: 7
- Wesley: 5
- Zgorka: 15

Spanish

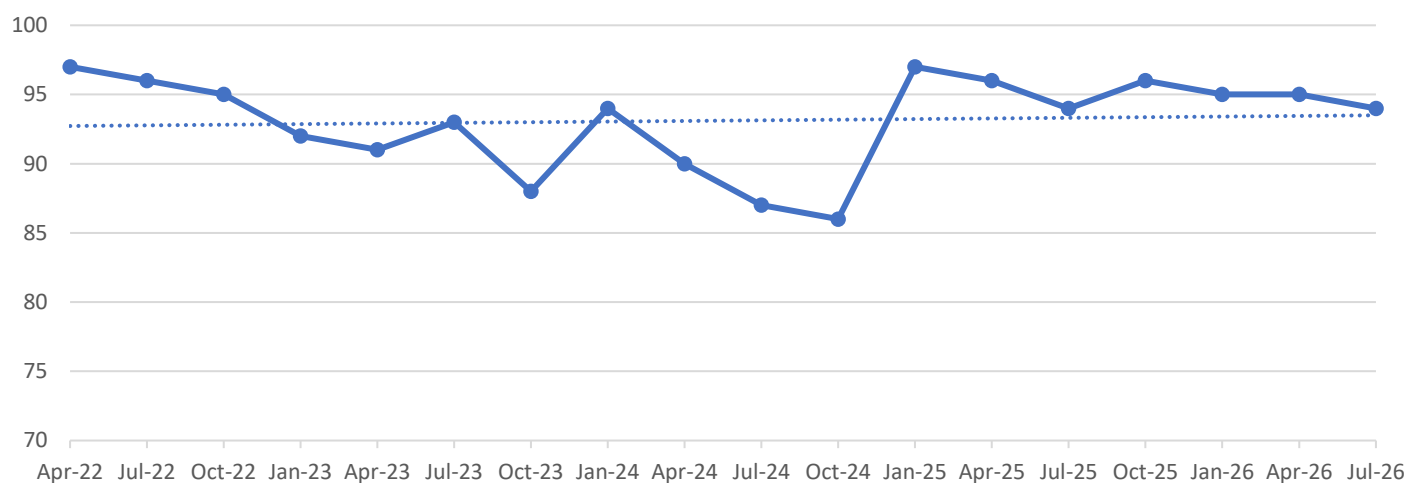
- Acevez: 5
- Ford: 3
- Headley: 4
- Hochberg: 7
- Mendyuk: 6
- Perez: 15
- Sofowora: 1
- Trommater: 2
- Zgorka: 6

Individual Question Results with Trendlines

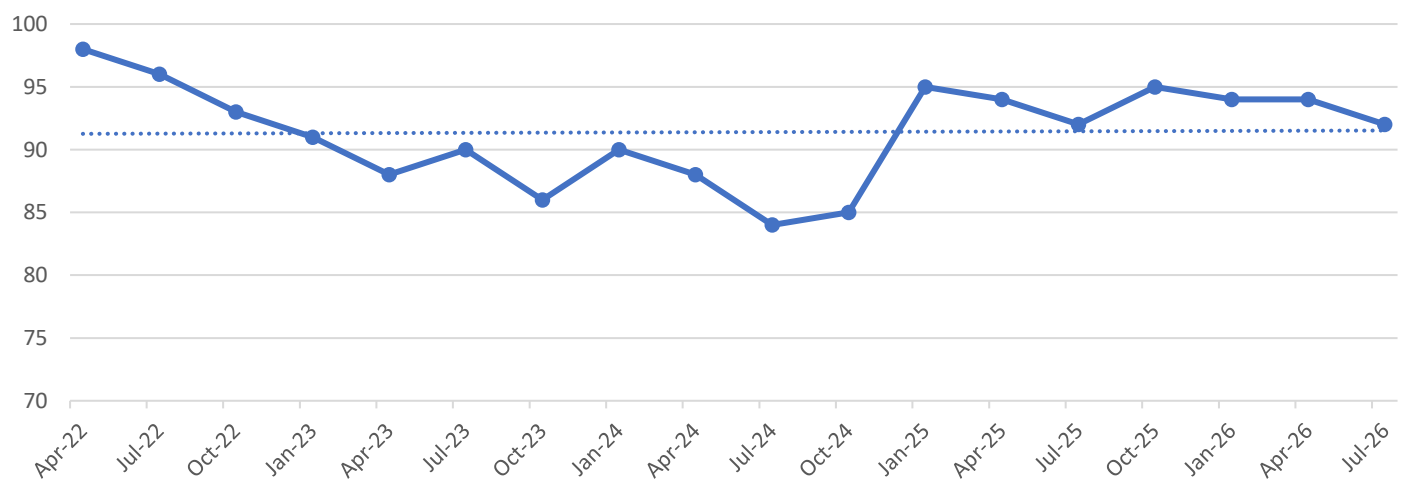
#1 - The phone operator staff and call center



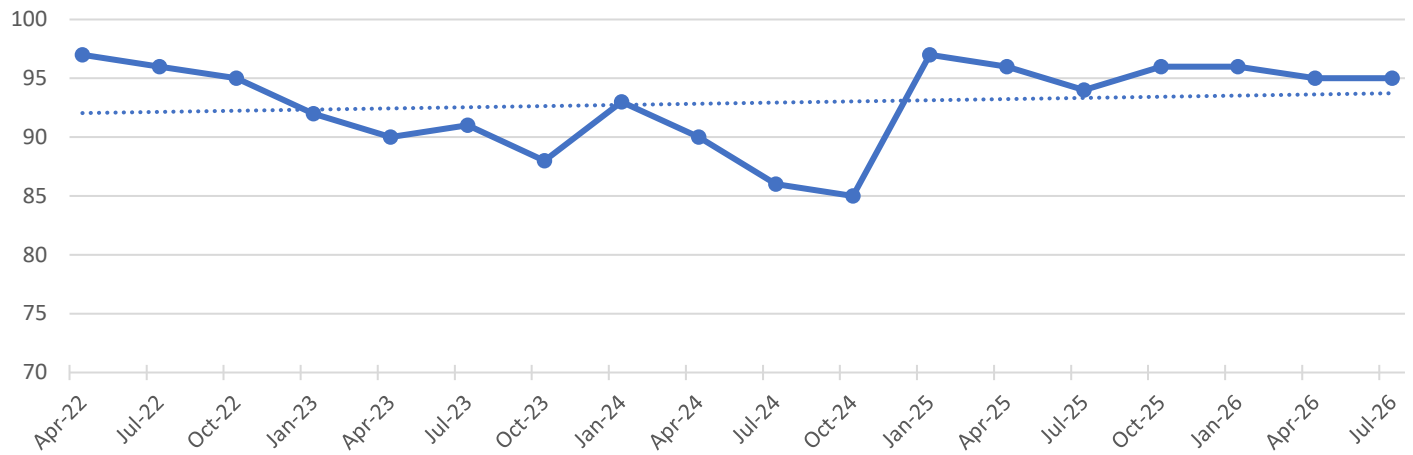
#2 - The reception staff



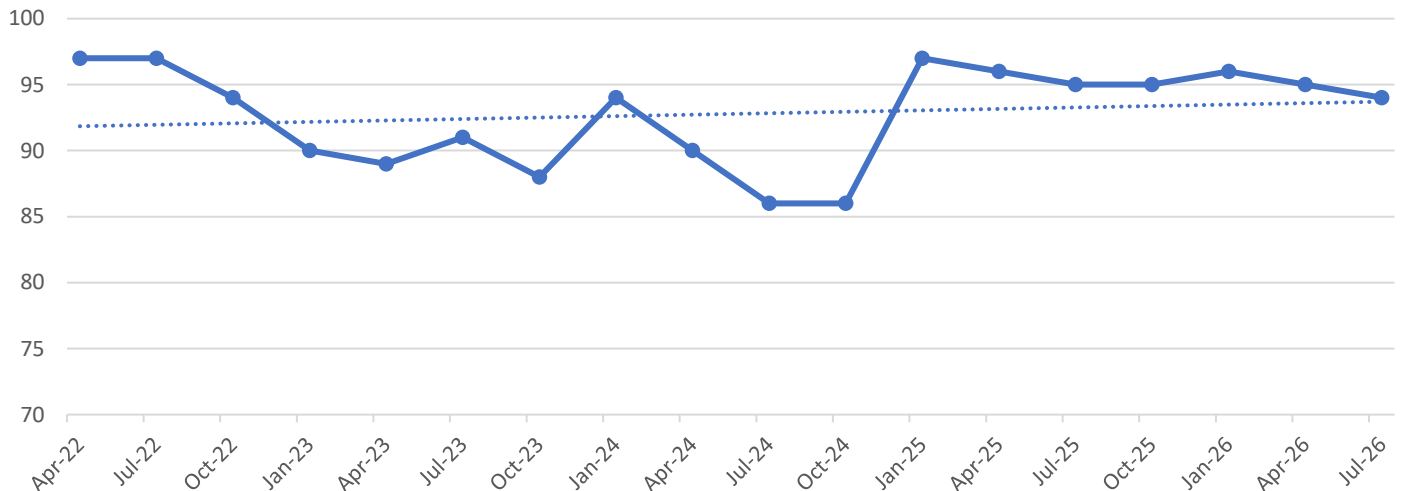
#3 - Receiving a timely appointment



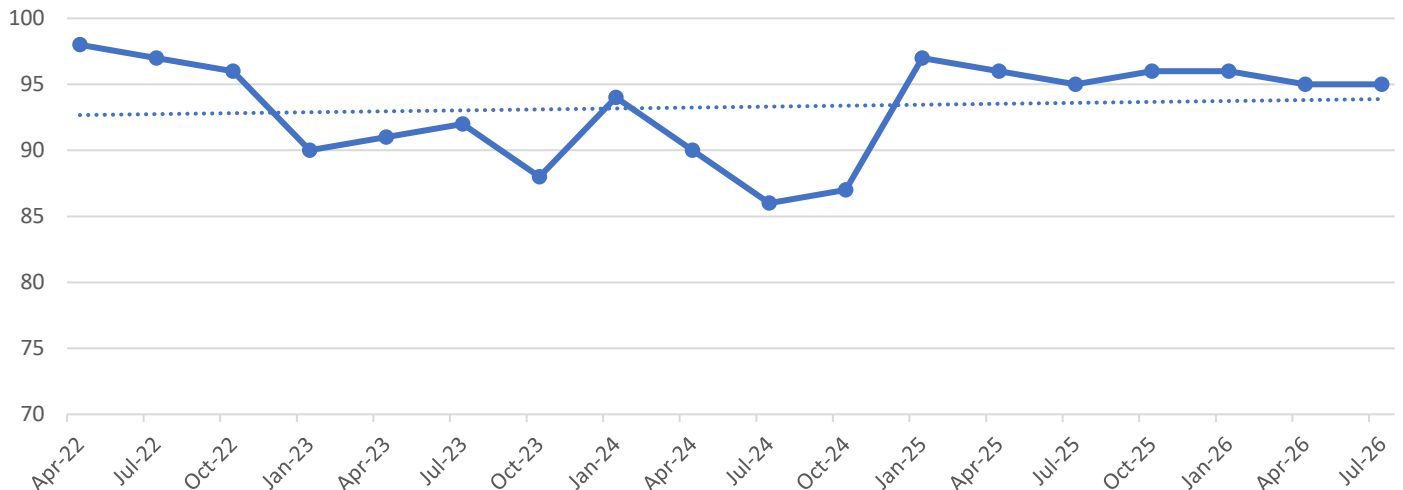
#4 - Education and explanation of plan provided in a way that I can understand



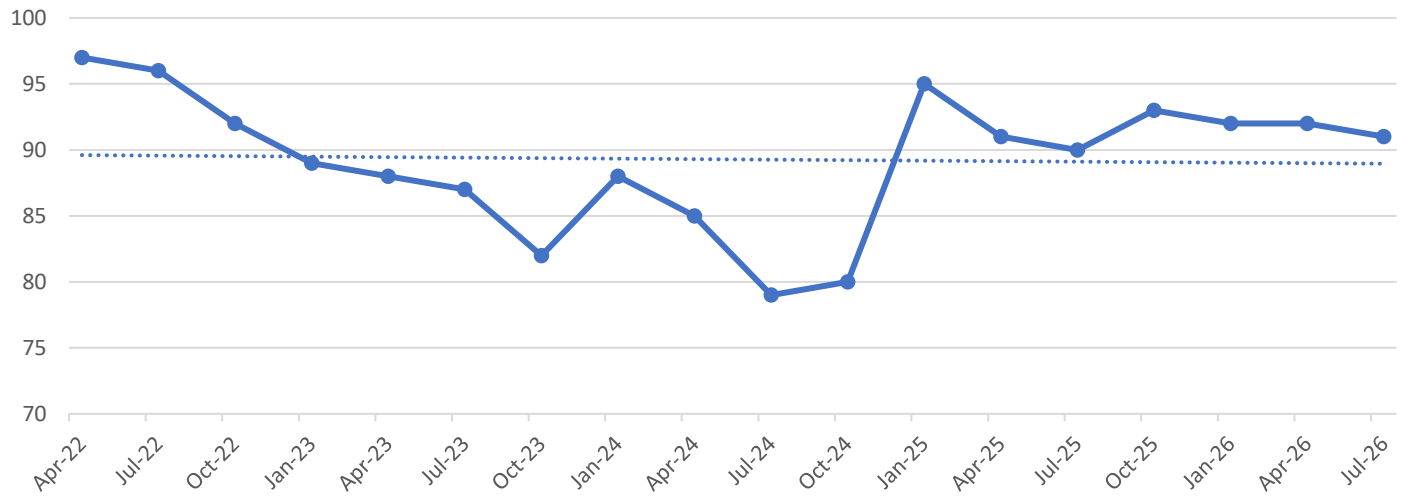
#5 - The follow-up, coordination, and continuity of my care



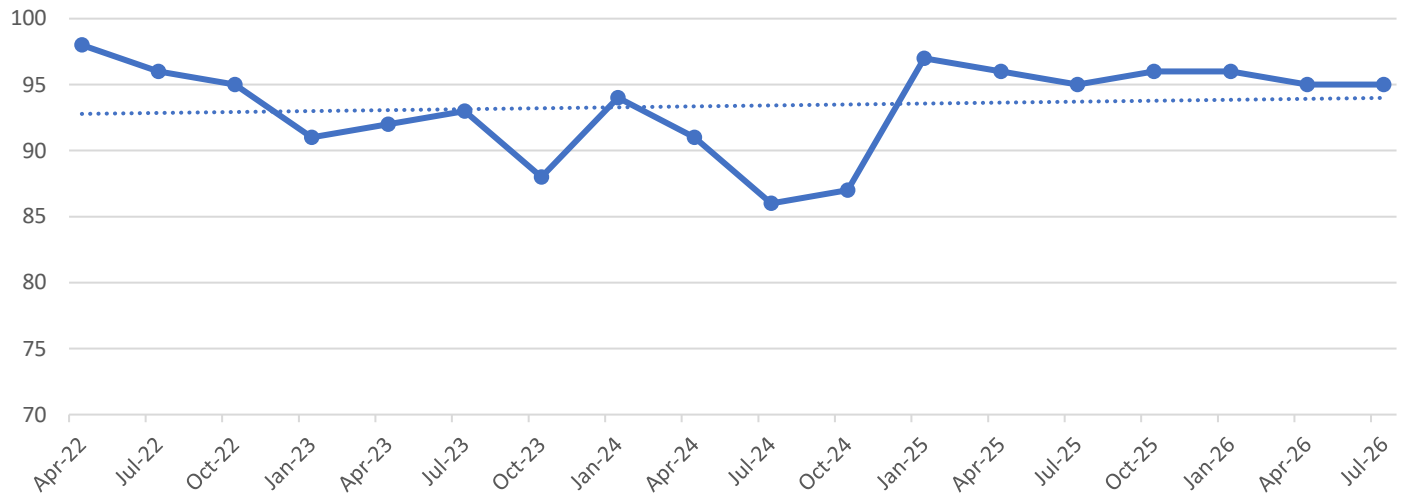
#6 - The staff addressing my medical needs today



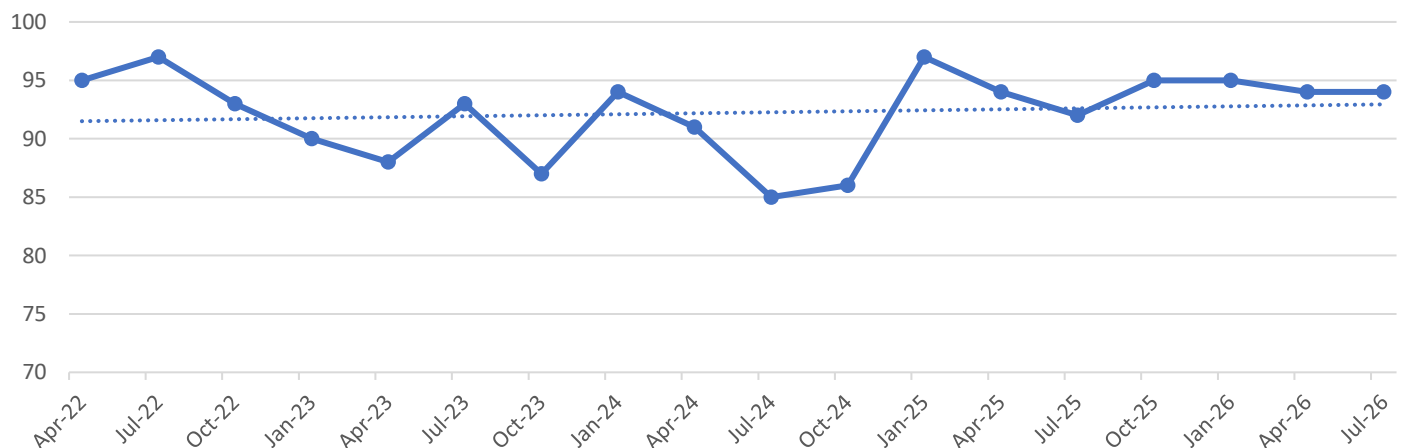
#7 - The time spent waiting



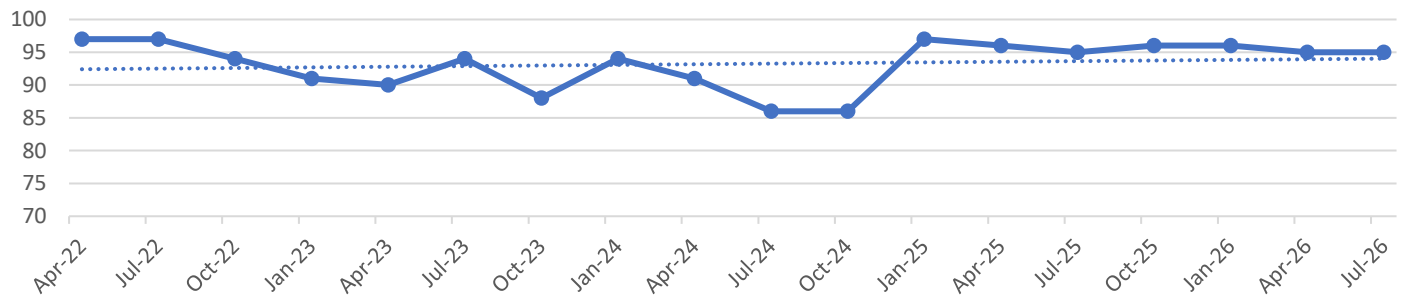
#8 - The respectfulness of staff



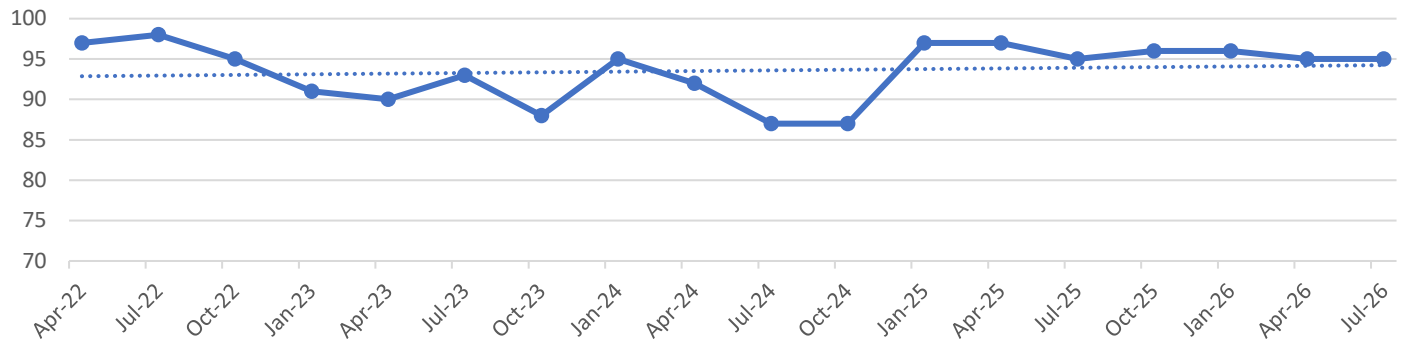
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



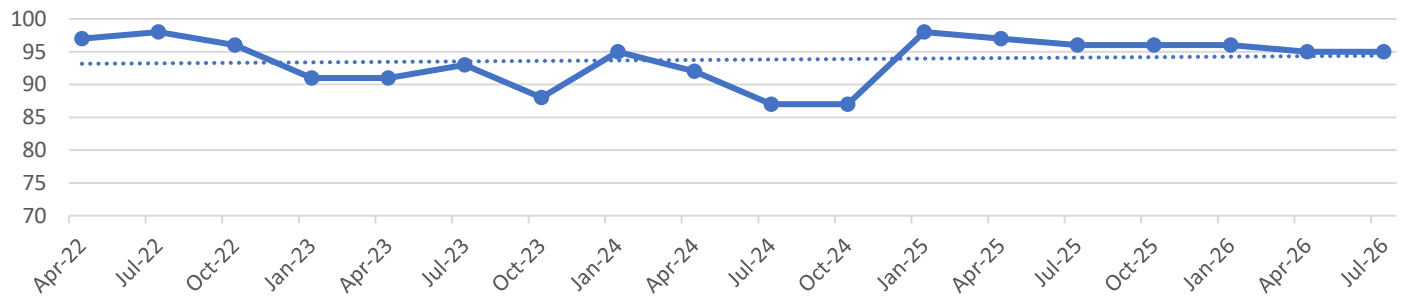
#10 - The handling of my personal medical information in a private and confidential manner



#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?

