

# YOUR OPINION MATTERS

JANUARY 2024 - MARCH 2024



★ **92%** ★

**EXTREMELY SATISFIED**

8% SATISFIED

**Overall Impression  
of Day Services**



**100%**

**Cleanliness of the  
Sir Tom Cowie Centre  
Extremely Satisfied**

**100%**

**Overall Impression of Catering  
Extremely Satisfied**

**90%**

**Overall Communication  
Extremely Satisfied**  
10% Satisfied



**Overall Impression  
of Care**

**92%**  
**EXTREMELY  
SATISFIED**  
8% SATISFIED

## COMPLEMENTARY THERAPY

"When everything in your body hurts, you feel down. The calm, the aromatic oils and treatments are therapeutic and beneficial to your spirit."

"Fabulous, relaxing experience. Sue is a lovely caring person."

“Coming here is a 'rest' away from everything.”

“Fab staff, Never a dull moment. Makes my day.”

“Willow Burn provided expert care and time - very important to listen and understand all grievances however personal.”

  
**Willow Burn**  
**Day Services**

Sir Tom Cowie Health & Wellbeing Centre