


YOUR OPINION MATTERS

APRIL 2024 - JUNE 2024


Willow Burn
Helen McArdle
In-Patient Wing

★ **100%** ★
**EXTREMELY
SATISFIED**

**Overall Impression
of the Hospice**

100%

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

100%

**Overall Impression of
Catering
Extremely Satisfied**

97%

**Overall Communication
Extremely Satisfied**
3% Satisfied



**Overall Impression
of Care**

100%
EXTREMELY SATISFIED

“ Willow Burn is beautiful, peaceful and happy place to be. ”

“ Excellent care given. Exceeded all my expectations. Felt like a home from home, I felt like a member of the family. ”

“ I cannot thank you enough for all that you did for myself and my two children. Thanks for the special care, love and affection you gave my wife during her 3 week stay at Willow Burn. You are all some of the kindest people I have ever met in my life. ”

“ I've had the most wonderful night with my dad who is coming to the end of his incredible journey. I will be forever thankful to all of the staff at Willow Burn for my opportunity and the fabulous care and attention they have given him. ”

You Said

“ Due to my diet maybe more choice of soft foods - soup. ”

We Did

The kitchen has a number of soups available for patients but we can always add to our selection and will continue to add to our recipes.