

YOUR OPINION MATTERS

APR 2025 - JUNE 2025

Willow Burn

Day Services

Sir Tom Cowie Health & Wellbeing Centre

★ 100% ★

EXTREMELY SATISFIED

Overall Impression of Day Services

100%

Cleanliness of the Sir Tom Cowie Centre
Extremely Satisfied

85%

Overall Impression of Catering*
Extremely Satisfied
15% Satisfied

95%

Overall Communication
Extremely Satisfied
5% Satisfied

* The Catering and Care Team are currently reviewing menus for Day Services based on patient preferences.



Frankie - Wag & Co



Overall Impression of Care

100%
EXTREMELY SATISFIED

YOU SAID

“A blind on the upper window as the sun is hot and strong.”

WE DID

We are currently in the planning stages of a refurbishment for Day Services and this is on our list to rectify. Following feedback from patients in the autumn, the corner windows now have privacy coating applied to them.

“ Only second visit but both my husband and myself most impressed with care and understanding. ”

“ The staff are very caring and well trained. ”

“ Best part of the week. ”

“ The quality of care is outstanding. The staff are so caring and helpful. Nothing any trouble to them. ”

COMPLEMENTARY THERAPY

Thank you from a carer who said we have no idea of the impact of having time to herself and a treatment, knowing her loved one is safe and cared for.