

YOUR OPINION MATTERS

OCTOBER - DECEMBER 2022



★ **100%** ★
EXTREMELY SATISFIED

Overall Impression
of Day Services



100%

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

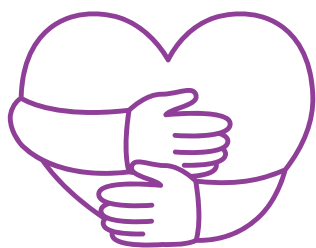
89%

Overall Impression of Catering
Extremely Satisfied

11% Somewhat Satisfied

100%

Overall Communication
Extremely Satisfied



Overall Impression
of Care

100%
EXTREMELY SATISFIED

“ I cannot imagine a more caring & positive day - Lovely atmosphere, full of surprises and I wish I could volunteer for something useful! ”

“ Overall fantastic day centre. Staff go out of their way to make you comfortable and feel like been home. ”

YOU SAID

Wi-Fi poor

WE DID

We renewed all of the Wi-Fi access points in December.

YOU SAID

Allow access to the shop.

WE DID

A ramp has been installed to the entrance of The Potting Shed.

Willow Burn
Day Services

Sir Tom Cowie Health & Wellbeing Centre