

YOUR OPINION MATTERS

JAN 2025 - MAR 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

44%

Overall Impression of Catering*
Extremely Satisfied

44% Satisfied

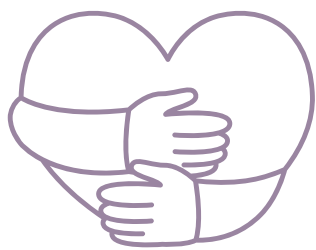
12% Somewhat Satisfied

77%

Overall Communication
Extremely Satisfied

22% Satisfied

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



Overall Impression
of Care

77%
EXTREMELY
SATISFIED

33% Very Satisfied

YOU SAID

“We are still waiting of the Air Con”

“New Comfy chairs could be arranged in horse shoe shape so we can hear each other!”

WE DID

We are currently in the planning stages of a refurbishment for Day Services and all feedback is valuable to this process. New recliner chairs with brakes have been ordered to give a more flexibility for seating.

“To the 3 Amigos, just to say many thanks for all the kindness, understanding and a whole lot more.”

“It's lovely to be able to speak openly about things within the group.”

“Coming here is like a weight off my shoulders.”

“My wife has thoroughly enjoyed her day and was "full of it" on the way home.”

COMPLEMENTARY THERAPY

"It's so important to take time for ourselves. This is the only place I come for something for me. Very relaxing and energising."