

YOUR OPINION MATTERS

APRIL 2023 - JUNE 2023



★ **92%** ★

EXTREMELY SATISFIED

8% SATISFIED

**Overall Impression
of Day Services**



100%

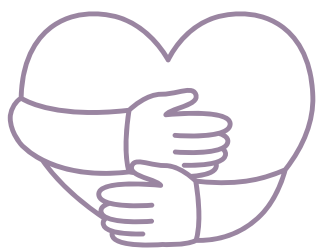
**Cleanliness of the
Sir Tom Cowie Centre**
Extremely Satisfied

82%

Overall Impression of Catering
Extremely Satisfied
18% Satisfied

89%

Overall Communication
Extremely Satisfied
11% Satisfied



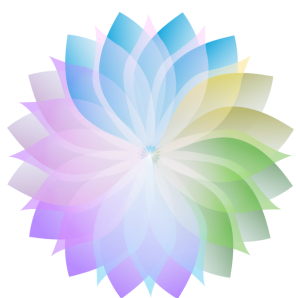
**Overall Impression
of Care**

91%
**EXTREMELY
SATISFIED**
9% SATISFIED

“ It doesn't work without dedicated enthusiastic staff. It really gives me a lift to be part of this group. ”

“ The Hospice has given me confidence and opportunities to share my anxieties where medical practice has not been able to provide. They are magnificent. Thank you! ”

“ Staff are helpful cheerful and give a good variety of activities ”



COMPLEMENTARY THERAPY

Enjoyed my massage with Sue very much. It is very beneficial to be able to switch off for a short time and it left me feeling more positive for the rest of the day.

Willow Burn
Day Services
Sir Tom Cowie Health & Wellbeing Centre