

# 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.