

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."