

To whom it may concern:

I have just spent two days in your department having a full medical check up. The two nurses you assigned to me were a credit to their training and to your organisation. Grace helped us with all the pre-examination routine, with help whilst still in Australia. Their English communication skills are outstanding. They are empathetic, caring, helpful and, most of all, professional. I am so glad that you assigned them to help me.

I must credit the organisation within your department. To channel so many patients through so many examination rooms, with the minimum of fuss or delays is a credit to you.

I must make a special mention of your phlebotomist. To find a suitable site to insert a cannula or a needle to take blood, is extremely difficult with my veins. They too were a credit to their training and highly professional. Please pass on my appreciation.

Your staff, especially the two assigned to look after me, made my visit to E-dah a most enjoyable experience.

Thank you