

22 May 2015

Hi all,

*In this day and age it's nice to get a hand written letter of thanks. Unfortunately a handwritten type font is as close as I'll go.*

*I just wanted to thank you all for your nursing my Burmese India back to health! As soon as she got home she was straight to her food bowl gorging herself.*

*After going through 3x Vet practices in a fortnight, it was blatantly obvious how awesome you were. Although I don't doubt the checks or diagnosing that my usual vet did, the staff's inability to communicate an in-depth insight into possible causes and possible treatments, left me with an unease of not really knowing what was going on with her. Thus seeking a second opinion by visiting your practise (on my flatmates recommendation) instantly put that question to rest.*

*When India fell ill with digestive issues and a visit to the after hours clinic resulted in an excellent professional service, it still was no comparison to the empathetic and caring nature all the staff relayed at Abbotts Vet.*

*I clearly recall sitting in the waiting room for the first time and astounded when Victoria was taking calls from clients and instantly reciting their pets name without even having to check in the system. In addition the telephone call Rachel made to allow myself to visit a recovering India and a further call a few hours later to collect her due to her improved condition despite after opening hours. To me that sums up how amazing the staff are at the practise. In a world where most people expect a medical practise to be purely clinical and professional, the welcoming and comforting service you provide truly is something very unique.*

*Thanks a million for all your help and I will absolutely be recommending your practise!*

*Rich 021 2426948*

