

I have recently been seen by Dr. Clugston, due to an injury sustained at home that has kept me off work for the past few months. We spoke on the telephone today and during the course of that conversation, I told Dr. Clugston how highly I regarded Michelle Stafford's professionalism, responsiveness and dedication to her job. She is an asset to the NPH team. Dr. Clugston thanked me for the feedback, then suggested that I email you with my comments.

My first experience of Michelle's excellent attention to detail was in June, when I received a report that required a minor correction. She was quick and efficient in making the requested amendment, and communicated straight back to me that it had been done.

As I'm sure you can appreciate, being off work due to injury and/or illness can be quite stressful. Knowing that you are in capable hands such as Michelle's, and the rest of the staff at NPH, makes life that bit less stressful.

Yours sincerely,

Dana Lawson