

11 August 2016

Dear Prof Roux

The cataract operations on 22 and 29 June 2016 proved to be a highlight of my life. As I am nearing 80 it is obvious that I have undergone a variety of operations over the years. Even the best of those came nowhere near what I experienced at Visiomed.

Prof Roux thank you for all that you did for me. Your concern and attention to detail and your encouragement made the whole thing a pleasure. Imagine my delight when I left the clinic and could see reasonably well the very same day. The transparent shield put my mind at ease whereas had there been a dressing I would have been left wondering what was going on "underneath" the dressing.

It is hard to leave anyone out but I want you to know how touched I was by the care, concern and efficiency of the clinic's staff and comment as follows:

Leonie - Right from the start when I first called, I felt looked after. Leonie is a real professional in the way she interacts with patients and the warm welcome she gives the clients. Nothing is too much trouble and everything she does is done with a smile.

Miemie - Who did the initial test on those special machines was a delight to be with. So full of life and her enthusiasm bubbles over. All she wants is the best for the client.

Dalene - Who, on both occasions, fetched me from the upstairs waiting room and, guess what, linked arms with me to ensure that I did not stumble. I felt as though a dear friend was accompanying me every step of the lead up to the operation. Knowing how concerned she was made everything a pleasure. And then for the surprise - I doubt any other clinic offers patients pre-warmed blankets!

In over 20 years in Human Resources I have rarely met such a dedicated and caring team. To have staff who reach out to clients to the degree that Visiomed's team does is rare in a "don't care" world.

I wish you and the entire team at Visiomed every success going forward and will certainly recommend Visiomed to the senior citizens who also live at Randjes Estate.

Sincerely


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