



Hi

My name is Byron and I brought my cat Marbles, my little buddy for the last 11 years, into your clinic a number of weeks ago when she was ill.

We were first seen by Catherine who was very thorough in Marbles initial examination and told me what she thought the issues were and what she was going to do about it. She then rang me the next day (Friday) to inform me of how

Marbles was doing and results of the tests.

I was told that I was able to visit Marbles on Saturday - which I did. In my first visit I could tell that she was slightly better but still not her old self. I visited a friend afterwards, who runs a cattery, and in our discussion came to a conclusion/decision that it might be best to put Marbles to sleep, for good, so she wouldn't suffer anymore.

I somehow managed to drive back to the clinic amidst a flow of tears. Once I had pulled myself together I went back in and told the lady behind the counter of my decision. Sorry I'm not sure who I spoke to, but I found her to be very understanding and gentle in her asking questions to how I wanted this to play out.

I went back to where Marbles was and sat on the floor holding her (with tears flowing). About 10 or so minutes later Michele popped in and after chatting we decided to wait another few days to see how Marbles would respond to the drugs.

She was more than happy to update me again on Sunday, which was great. Michele was lovely. She was genuinely interested in the care and well being of Marbles and was very understanding of my position.

Steve rang me on Monday morning to say that further test results weren't good and that Marbles would probably be a cat that wouldn't fully heal on her own. So the decision was made for me to visit Marbles one last time.

When I arrived, we were given enough space to spend our last bit of time together. I don't remember who the vet was that did the final injection but I found her to be very friendly and understanding and took the time to explain what was going to happen. It was lovely to hold Marbles one last time and to have her fall to sleep, peacefully, in my arms.

I'm sorry for the long winded letter but just wanted to write to you all to say Thank You for the genuine care, and well being you showed towards Marbles. For your honest updates and for explaining what you were doing, how it was done and the results. I really appreciated that! It wasn't the easiest 5 days but I knew she was well cared for. THEN to top it all off - a week after I collected her remains, I received a card in the mail offering your 'Sympathy in the loss of Marbles'. WOW - how many vet clinics do that?? It was such a nice jester and was just like a Cherry on Top!!!!

I know you are vets because of your love & passion you have towards animals and I paid for your services but I just wanted to show you my thanks and appreciation.

So please accept this small gift a token of my thanks.

Thanks again

Regards
Byron

