Dear Dr Aarons and everyone at SJW.   
  
We just wanted to say thanks. Thanks for being there when we were sick. Thanks for being there when we just needed a bit of understanding, reassurance, support and care, especially when we were in uncharted waters with our children’s health. Thanks for taking the time and patience to explain things that you has probably already explained 20 times that day. Thanks for listening and being extra gentle when we said we were terrified of needles. Thanks for being so courteous, professional, efficient and helpful on the phone to give us an appointment. Thanks for your dedication and putting yourself in harms way. We have never taken you for granted and never will, even though we don’t say thanks nearly enough. Over the last 15 years, the team have all made a very real difference in our lives and have helped inspire a grumpy 17 year old to contemplate medical school!   
  
Thanks for all you have done and more importantly the vital role you continue to choose to play in the troubled times. You are all so very brave and are hero’s to us all.   
  
All our love, gratitude and admiration.   
  
Take care.