

22 Fresno Rd.  
Dedham, MA 02026  
July 1, 2003

Mr. David Trull, President  
Faulkner Hospital  
1153 Center St.  
Jamaica Plain, Mass. 02130

Dear Mr. Trull,

Our mother Marie A. Conway recently had hip surgery at the hospital. We were very impressed by the exemplary services rendered by Dr. Onaly Kapasi. He was a consummate professional who showed compassion to both the patient and her family. He will be highly recommended to others in need of surgery, if the occasion arises.

More importantly, all too often the workers in the "trenches" don't receive the accolades, which they so deserve. One of these individuals was a Ms. Lillian Riley who was a nurse's aide on the seventh floor north side.

Lillian provided our mother with a level of care and companionship that was outstanding. Lillian's work ethic is commendable and we are extremely grateful to her for making our mother's hospital stay, although still ongoing, most comforting.

In conclusion, in times of illness such as this, life can be most unsettling for the patient and the family. In our case, we were indeed fortunate to encounter the above individuals, to mention a few. For this, we are very grateful.

Sincerely,

Kevin & Alan Conway