

## Mair's Story



Mair Davies has nothing but positive things to say about her experience under the care of HFHT Physician Dr. Geoffrey Holdway and his team. Mair, born in Canada to Welsh immigrants, felt an instant connection with Dr. Holdway when she first met him over 20 years ago.

"I had a Welsh friend who told me that there was a Dr. Holdway who was accepting new patients, and when she told me he was Welsh, that was it. I took to him right away."

Mair explains that the reason she has such a positive relationship with Dr. Holdway and his team has to do with trust, and feeling that her voice is being heard. After the death of her mother in 1987, Mair experienced a deep depression and had suicidal thoughts. When she came in for an appointment, Dr. Holdway sat and listened to her, and immediately connected her to both a mental health counsellor and the dietitian on his team to help her recover. These clinicians were able to work together with Mair to process the emotions she was feeling while addressing some of the other effects of depression, such as changes in

appetite and eating habits. This wrap-around approach to care is often the norm for patients of Hamilton Family Health Team physicians, and is something that our organization values deeply.

Mair's connection to Gloria Muller, the mental health counsellor on the team, has been very meaningful. Of Gloria, Mair says: "She listens. She gives advice. But the better part is that she listens ... she never rushes me." Positive interactions such as this extend right to the front office staff with whom she books her appointments. Mair has in mind one particular administrative staff member who always greets her in a friendly voice when she comes in, and is patient with her when she moves a bit more slowly due to some health problems.

Mair was sad to learn that Dr. Holdway will be retiring shortly, but because she trusts him, she feels she will be in good hands with the physician replacing him. Dr. Ryan McLeod will be taking over Dr. Holdway's practice in the fall, and Mair says, "Dr. Holdway thinks highly of him and recommends him, and that's good enough for me. I am going to stay right here."

