

Talking Shop...

Julia Davies is Nutritional Therapist and Shop Manager at **Margaret Hills Clinic and Shop**, in Kenilworth, Warwickshire, where they aim to create a space for people to feel inspired to improve their health through diet, supplementation and a chemical-free lifestyle. Julia spoke to Sophie Inglis.



Julia Horner, nutritional therapist (left) and Angie Rossborough, product advisor (right).

Our store was opened over 25 years ago by my Grandmother, Margaret Hills. I've been involved for three years now, ultimately changing the stock to ensure totally natural bodycare and focusing on the supplement ranges I would use professionally. It's taken a while to get the shop to the standard it is now but I'm happy with everything we have learnt along the way.

What sets us apart from other similar businesses is the advice. I offer free drop-in sessions twice weekly where customers can book a 15 minute appointment. The advice from all the staff in the shop is very comprehensive and we always start advising our customers on things they can do at home, such as diet/lifestyle changes, before suggesting supplements. Our 'Margaret Hills basics' include cider vinegar drinks and Epsom salt baths – these changes to a daily routine can produce quick and dramatic changes to a person's state of health. By addressing things in this way, our customers come to trust us and come back again and again. We never try to sell them a

product for the sake of selling it and we have been known to tell them they don't need things rather than make an unnecessary sale. This means our customer-base is always very loyal and trusting – the added bonus being that they seem to spread the word, as we have a lot of people who say they have been recommended to visit us for good advice. We also issue printouts, free of charge, of health conditions and treatments so if they don't have much time they can take something home to think about.

I have had very good results with Higher Nature's True Food® range and the Higher Nature products I use most commonly are True Food® B Complex, True Food® Magnesium and True Food C® plus L-Glutamine, Calcium Ascorbate, Balance For Nerves, SuperPhyte, Positive Outlook, Co-Q10, Sublingual Zinc and Metabolic Balance.

People ask about a variety of health conditions but the ones I get most interest in are stress, arthritis, bowel disorders, cancer (much more frequently since our installation of a

cancer information system, in association with Cancer Active), anxiety and depression, heart disease, menopause and immune support.

I use Higher Nature products in practice all the time to good effect. They're a great price for the standard of product and I'm confident that they work very well in most cases.

However, my favourite part of working with Higher Nature is our Area Sales Manager, Helen! She spends time with us and is always free to talk on the phone as and when we need her. Also, three of us attended a recent Higher Nature seminar in Birmingham and were very impressed. We had a great day and it was lovely to meet Orley Moyal, speaker and Higher Nature's Nutrition & Training Consultant. I thought her knowledge was incredible and she's a very useful person to know if I have a difficult case that I want to discuss. Also the Higher Nature magazines are brilliant – scientific but in a very friendly way and easy to read. We give them out to our customers too.