

An Illustrated History of Lindsay & Gilmour and Raimes, Clark & Co. Ltd.



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Written by Nigel Cumming, Chairman and Rory Vereker, Archivist

All illustrations are taken directly from the company archives unless otherwise stated

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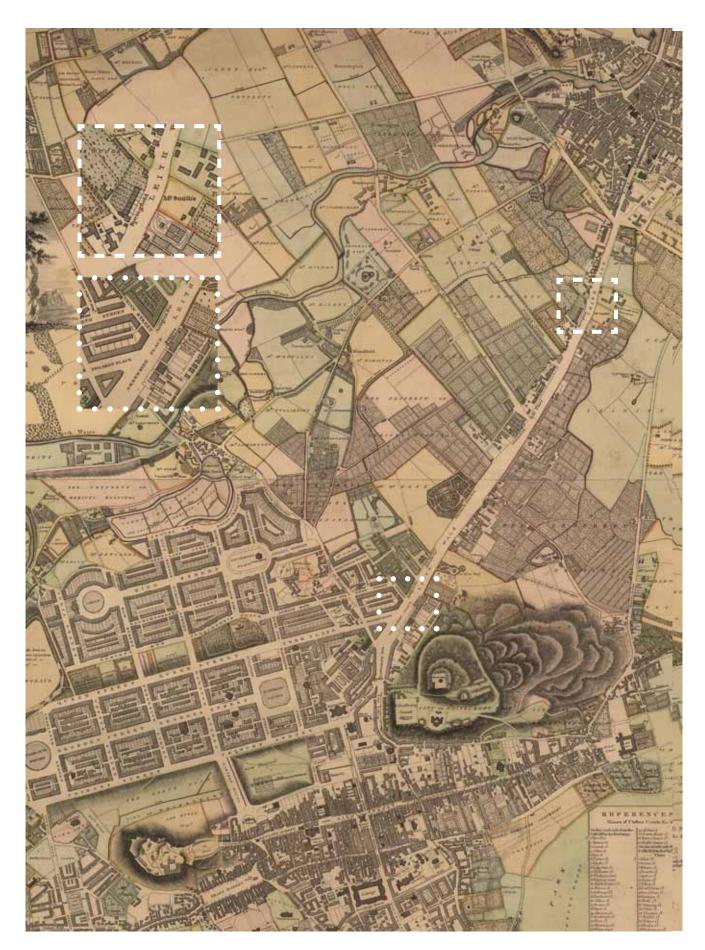
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Map of Edinburgh and Leith, 1804, by John Ainslie. The two inset enlargements show: Smith's Place, where the Raimes Clark premises were built in 1835, (above left), and Elm Row, where the original Lindsay and Gilmour shop was opened in 1826, (below left). Image courtesy of the trustees of the National Library of Scotland.

Chairman's Introduction

Today, Lindsay & Gilmour is one of Scotland's largest independent pharmacy chains. The original Lindsay & Gilmour was established in Edinburgh by Robert Lindsay in 1826 and has been trading from the same site in Elm Row at the top of Leith Walk ever since, making it one of the oldest established pharmacies in Scotland. The origins of our company go back another ten years, to1816, when John Raimes moved to Scotland from Yorkshire and set up business on Edinburgh's High Street as a 'Commission Agent', supplying druggists and apothecaries.



Nigel Cumming

Raimes Clark & Co. Ltd. is the parent company of Lindsay & Gilmour. They have been based in Smith's Place, off Leith Walk for nearly two hundred years and a remarkable number of documents, photographs and other artefacts from the early days of the firm still survive. For over a century manufacturing and wholesaling were the principal activities of the company, with the main emphasis shifting towards retail and community pharmacy in the second half of the 20th century. This brief illustrated history was commissioned to mark the centenary of Raimes Clark becoming a limited company in 1908

Nigel Cumming

A Word From the Archivist

The approach used in making this company history was to look through the archive and collect together information that was of value and interest, and present it in a usable format. Due to the fragmentary nature of the archival material, the document that has emerged is not a comprehensive company history, but a combination of interesting stories, factual information, and original images. We have attempted to piece together these tantalising glimpses of social and economic history, to form a coherent narrative. The original source material, which has never been published before, was extracted from the Raimes archive, the various Edinburgh City Archives, and conversations with current and past members of staff. We would invite the reader to become a historical detective, and discover the story with us.

Rory Vereker

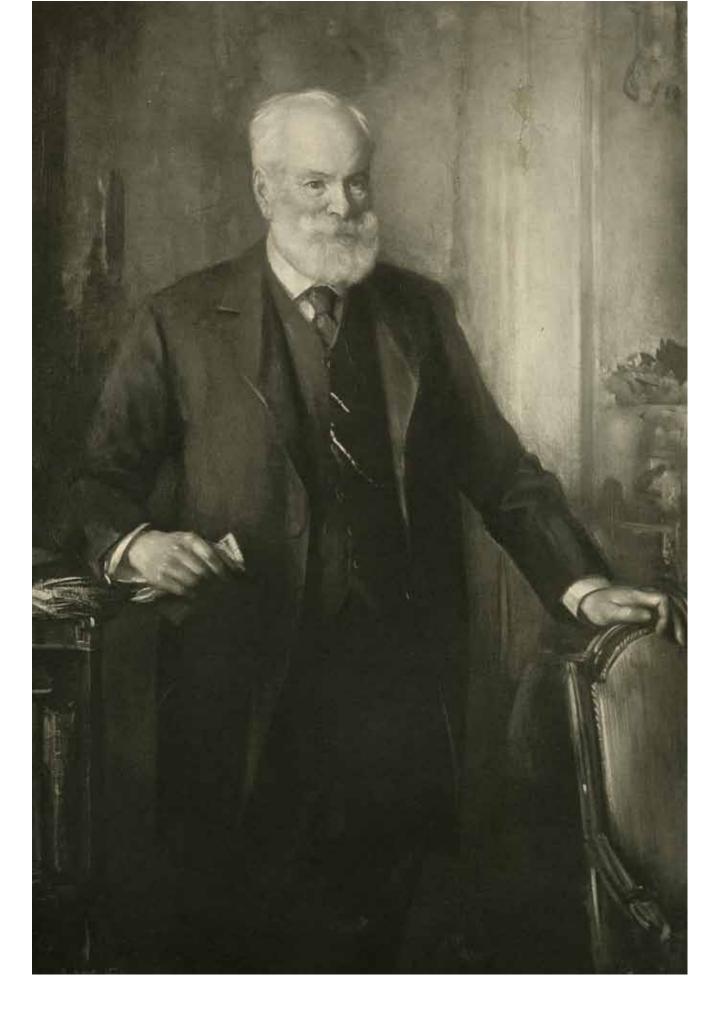
Lindsay & Gilmour and Raimes Clark & Co. Ltd: A Brief History

1816	John Raimes moves to Edinburgh from York and sets up in business as a Commission Agent in Parliament Square. His brother Richard joins him four years later.
1826	Robert Lindsay establishes a pharmacy in Elm Row at the top of Leith Walk, now one of the oldest surviving pharmacies in Scotland.
1830's	John Raimes purchases Smiths Place House, off Leith Walk in 1834, then buys the land behind the house to build warehouses and laboratories. The Raimeses also operate branches in York and Dublin
1850's	The warehouses are gutted by a major fire. George and Thomas Blanshard, nephews of the Raimeses, join the firm. It becomes 'Raimes, Blanshard & Co.' the Dublin branch is relocated to Liverpool.
1860's	William Gilmour joins Robert Lindsay and becomes a partner in his pharmacy, which is subsequently renamed 'Lindsay & Gilmour.'
1880's	The company name reverts to Raimes & Co when Thomas Blanshard dies. Richard Raimes senior and his son John Fortune Raimes both die within a few years of each other.
1890's	Richard Raimes Junior dies aged 40. His partner Richard Clark takes over the running of the Edinburgh business and subsequently marries Richard's widow.
1908	Following the death of Richard Clark, a limited company is formed: 'Raimes Clark & Co. Ltd.' William Arthur Davies becomes the first Chairman and M.D. of the new company.
1919	Dr. Alexander Cumming invests in the company, providing new finance along with scientific and management expertise.
1946	Alexander's son Charles re-joins the firm after service in World War II. He becomes Managing Director just four years later. Raimes now faces stiff competition from 6 other Edinburgh pharmaceutical wholesalers.
1950's	Raimes Clark buy their first retail pharmacy and also purchase Red Band Chemical Co. Ltd. which produces a range of "Red Band" proprietary medicines.
1960's	Despite being gutted by fire once again, in 1961, Raimes Clark flourishes as rival Edinburgh

wholesalers begin to fall by the wayside.

- 1970's Further expansion of the retail side. The Lindsay & Gilmour pharmacy in Elm Row is purchased.
- 1980's Lindsay & Gilmour is adopted as the trading name for the pharmacies in 1988. Raimes Clark, now one of the few remaining independent Scottish wholesalers, begins to struggle in the face of competition from larger national distributers.
- 1990's The wholesale side of the business is sold, and the firm focuses on developing the Lindsay & Gilmour pharmacy group.
- 2008 Raimes, Clark & Co. Ltd. celebrates its centenary as a limited company. Lindsay & Gilmour is now one of the largest independent pharmacy chains in Scotland.





The Origins of Raimes Clark: John & Richard Raimes

The parent company of Lindsay & Gilmour, Raimes Clark, was first established in 1816, when John Raimes moved to Edinburgh from Yorkshire and set up business as a 'Commission Agent' in Parliament Square. Prior to this venture, John had served a medical apprenticeship in Yorkshire and had worked as ship's doctor on a whaling vessel. He was soon joined by his younger brother, Richard, who would set off on horseback with topboots and saddle bags, collecting orders from apothecaries all over Britain, from London to John O'Groats.

A study of the family tree reveals that John and Richard came from an old Yorkshire family, whose ancestry can be traced all the way back to the 11th century, when a Raimes was awarded land and a castle for their role in the Norman conquest. Richard and John's family came from the town of Wheldrake in North Yorkshire, where the family had been farming land for over 300 years.

Initially, John and Richard acted on commission as agents for London firms, but as their business expanded they began to operate as wholesalers in their own right, and later on to manufacture many of their own medicines. Edinburgh was expanding rapidly, with population numbers doubling in the first 30 years of the 19th century. Like many other businesses, the Raimeses decided to relocate away from the over-crowded Old Town and to find more space in the suburbs. They chose to situate themselves on Leith Walk with handy access both to central Edinburgh and to the port of Leith, where raw materials could be imported from all over the world and orders dispatched to more distant customers. Records tell us that they moved first to Greenside Place, where the Playhouse Theatre now stands, and then to Fife Place, and ultimately to Smith's Place, near the foot of Leith Walk. There they were able to purchase four acres of land to build warehouses and laboratories, along with a fine Adam-style townhouse where the company still has its offices today.

Their business flourished, and the Raimes brothers were soon in a position to take on extra employees. In addition to their wholesaling enterprise in Edinburgh, the family also ran a similar business in York. A Dublin branch was added but was transferred to Liverpool in 1852, where they traded for about thirty years, closing in 1881. A Glasgow branch also had a brief existence from 1869-1872. Like many other firms of the day, the Raimes brothers looked within their own family to fill management positions. George and Thomas Blanshard, nephews of John and Richard, were brought into the firm. They contributed a great deal to its development. George Blanshard was a qualified as a pharmacist and he and Richard Raimes both served in senior positions in the North British Pharmaceutical Society, as President and Chair respectively.

John Raimes never married. The family connection continued through Richard's sons, John Fortune Raimes and Richard Raimes Junior. They both became partners and ultimately took over the running of the firm. When Thomas Blanshard died in 1882, the company name then reverted to Raimes & Co.

Richard Raimes retired aged 71, and went on to live to the ripe old age of 90, reportedly never having had a serious illness until the last week of his life. He was ill for just one day before he died.

While his brother John occupied Smith's Place House, Richard's home had been at nearby Bonnington Park, off Ferry Road. There, he had extensive grounds which were regularly used to host sporting events for the firm's employees. Following his death, the park became public property and was renamed Victoria Park, but older inhabitants still refered to 'Raimes Field' up until fairly recently

Unfortunately, Richard's sons did not enjoy the same good health as their father. John Fortune Raimes was subject to fainting fits and collapsed and died on the steps of Smith's Place House in 1887 at the age of just 37. His brother Richard then took into partnership a former apprentice and traveller for the firm, Richard Clark, to help run the business. Richard Raimes survived only another three years, dying of pleurisy in 1891 at the age of forty.

Following Richard Raimes' death, the firm was divided. The York branch was sold, and became a separate company, Raimes of York, while the Edinburgh company continued under the management of Richard Clark. Clark was twice married, the second time marrying the widow of Richard Raimes, his former business partner.



Richard 'Baillie' Clark

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Richard 'Baillie' Clark was a significant figure in the history of the business, but sadly only a small amount of information on him survives. We know that he joined Raimes as an apprentice, then moved to Pinkerton, Gibson & Co to work as a traveller, before re-joining Raimes in 1888. He became a partner and the firm was re-named 'Raimes Clark & Co', the name it still bears today, more than a hundred years later.

An obituary from the Glasgow Herald of 1907 tells us that far from taking things easy as he neared retirement, Clark became a well-known figure in Edinburgh's public sphere in the last twelve years of his life. He was elected to the Edinburgh Parish Council in 1895 and then to the town council, progressing to become a magistrate, a Baillie, and then a J.P. As Chairman of the Edinburgh Lunacy Board he took responsibility

for the running of the Bangour Asylum, and as Commissioner of the Northern Lights he was charged with the maintenance of Scotland's numerous lighthouses. In council discussions, his contributions were known for their sound commonsense, and his hard-working and conscientious nature much admired. He was a staunch conservative and committed to altruistic public service in favour of those in need.

Such a varied and active career must have been full of noteworthy events. One that is particularly striking is that in 1905, when standing in for the Provost in his capacity as Baillie, he presided at a civic reception in honour of Prince Fushimi of Japan. For performing this service of hospitality towards the Prince, he was decorated by the Japanese Mikado with membership of the prestigious 'Order of the Rising Sun'.



Funeral service card, 1907

Richard 'Baillie' Clark's death came about after a brief illness, which started when he was on a voyage of inspection to the lighthouses aboard the S S Pharos in July of 1907. His years of hard work had taken their toll on his heart, and he died at his Edinburgh home at Learmonth Terrace not long after his return home.

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An fascinating postscript to the Raimes story is a collection of letters between John Fortune Raimes's widow Fanny, her daughter Helena (Nelly), and the firm's solicitors, Mr Robertson and his son, young "Mr Bobby", or "Froggy"as Helena was prone to call him. Fanny & Nelly obviously viewed the Robertsons as friends and advisors, as well as "men of business". They sent regular chatty letters, asking not just for funds, but for advice and help in dealing with servants and tradesmen. The letters, which span four decades and both world wars, contain intriguing glimpses of a changing world.

Fanny and Nelly were initially wealthy women, having inherited a large part of the Raimes fortune, but as time wore on this rapidly

DEATH OF BAILIE CLARK, OF EDINBURGH.

We regret to announce the death, which occurred at his residence in Learmonth Terrace, Edinburgh, last night, of Mr Richard Clark, a Magistrate of Edinburgh, and chairman of the Edinburgh Parish Council and the Edinburgh Lunacy Board. Bailie Clark had been in indifferent health for some time, suffering from a heart affection, but his last illness began a few weeks ago, when cruising on the s.s. Pharos as one of the Northern Lights Commissioners. Bailie Clark had to be removed from the vessel at Inverness, where he lay for some time critically ill. He recovered sufficiently to allow of his removal to Edinburgh, first to a nursing home, and latterly to his 'own house. He grew worse, and he died last night. Bailie Clark's public work commenced twelve mears are when he was elected to the first

to his own house. He grew worse, and he died last night. Bailie Clark's public work commenced twelve years ago, when he was elected to the first Parish Council and successfully contested St Stephen's Ward for a seat in the Town Council. He had previously—in 1884—sought a seat in the Town Council as representative for Newington, but the candidature of Mr Ritchie, who had the temperance and the Liberal vote, was too strong for him. Mr Clark was elected to the chair by the first Parish Council, and he had been re-elected at each triennial period since. He had a thorough knowledge of poor law administration, and a fine grasp of the details of the work' of the Board over which he presided. In his capacity as chairman of the Lunacy Board it fell to him mainly to be responsible for the great undertaking of the Bangour Asylum, which, it will be remembered, was formally opened by Lord Rosebery last year. Bailie Clark's work in the Town Council was, apart from his convenership of the Law Committee, which he held during the whole of his term, that of a private member, the demands on his time made by his Parish Council work preventing him ever putting himself forward for the convenership of any of the big standing committees. In committee, however, he was a conscientious and hard-working member, and his contributions to the public debates of the Council were always marked by sound commonsense. He was elected to the magistracy two years ago on the death of Bailie Lang Todd. At the election of the Lord Provost last year Bailie Clark was a candidate, but at the last moment withdrew in favour of Lord Provost Gibson, and it was generally thought his turn for the civic chair would come at the next election. Bailie Clark in business was sole partner of the firm of Raimes, Clark and Co., wholesale druggists, Leith. He was the son of an Edinburgh Town Councillor, and was born about sixty-five years ago. In politics he was a staunch Conservative. He was twice married, his seeond wife being the widow of his former partner, Mr

Mr Andrew Lawrie, J.P., intimated the death of Bailie Clark to Edinburgh Merchants' Association last night, and moved that the association should send a message of deep sympathy to Mrs Clark in her sad bereavement. Mr Brydon Hogg seconded. Bailie Clark was a member of the association for many years.

Obituary, Glasgow Herald, 1907

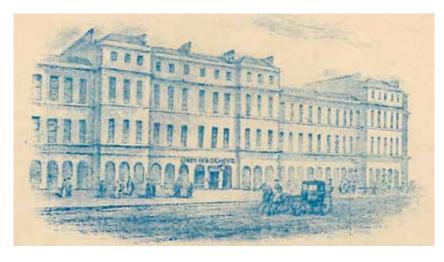
diminished. As prudent Scots lawyers, the Robertsons regularly tried to exhort them not to spend their capital and to live within their income. This was an uphill struggle. In one letter Helena writes: 'Froggy, please remember that I have had no money this year till now, so I owe the bank' then only a few lines later talks about taking '...a lovely cruise going to Lisbon, Malta, Athens, Alexandria and home by Gib... she's a beautiful ship. 22 days.' It is a moral tale of the need for financial prudence, as after two generations the money was gone. The final letter in the collection is from the younger Mr Robertson to one of Nelly's creditors, following her death; it ends sensoriously, "We think it very unlikely that the deceased died solvent".



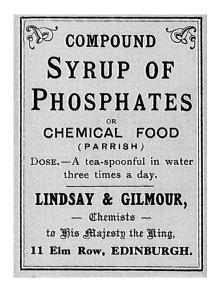
William Gilmour (1843-1905) (Image Courtesy of 'The Chemist + Druggist')



Robert Lindsay (1808-1861)



Elm Row in the 1800's



Original medicine label



Historical display cabinet at the Elm Row branch

The Origins of Lindsay and Gilmour

In 1826, Robert Lindsay opened his pharmacy on Elm Row, at the top of Leith Walk. Since then it has been trading from the same site, making it one of Scotland's oldest pharmacies. An advertisement in 'The Scotsman' in 1844 promoted 'The Silent Friend...A medical work on the infirmities of both sexes,' sold by Mr R Lindsay, of 11 Elm Row, Edinburgh.

In comparison to the wealth of information about the early years of Raimes Clark, few records survive in the company archives on Lindsay and Gilmour besides an obituary of William Gilmour and a portrait of Robert Lindsay as a young man. Prescription books from the 1890's remain intact, but records from before that time have been lost. We believe, based on the label on an early medicine bottle, that Charles Darwin was amongst the first customers. He studied medicine at Edinburgh University between 1825 and 1828, and may have been living in the area at around the time the pharmacy opened.

Gilmour's obituary in the Chemist and Druggist of 1905 tells us that William Gilmour joined Robert Lindsay in about 1860, and that on Lindsay's death Gilmour took over the running and ownership of the business. Although he died comparatively young, Gilmour had a long career in pharmacy, having been apprenticed at the age of 12. His obituary reads 'It is difficult for any but Scotch pharmacists of the 1870-90 period to realise what the name Gilmour has meant to Scotch Pharmacy.'

His son, another William, succeeded Gilmour. The business flourished, and during his tenure the pharmacy held the Royal Warrant for the supply of medicines to Kind George V, when in residence at Holyrood. The Lindsay and Gilmour premises are situated at Elm Row, an elegant row of tenements designed by William Playfair.

Trading in close proximity to each other, it seems highly likely that Raimes Clark would have supplied Lindsay and Gilmour with medicines right from the early beginnings of both businesses. However, it would not be until the 1970's that the Lindsay and Gilmour and Raimes Clark stories would finally become fully linked.



Royal Warrant issued to Lindsay & Gilmour in the reign of King George V

Manufacturing in the Early Years at Raimes

Up until World War II, Raimes Clark & Co were Manufacturing and Analytical Chemists. The majority of medicines they made were of plant origin, though some were derived from animal or mineral sources. The firm imported roots, barks, leaves, flowers and herbs from all around the world, which were delivered to the nearby port of Leith. They extracted the vital ingredients they needed, and produced a range of tinctures, extracts and powders. Medicines of this type are known as galenicals, named after the Greek physician and philosopher Galen.*

Our main source of information about this period is from notes made by Charles Cumming, who collected stories from some of his older employees. His notes tell us that there was no electric power, and that porters

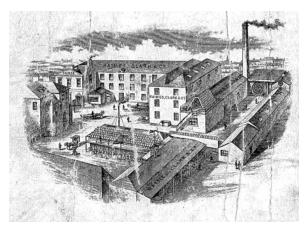
with large baskets on their backs and their arms through leather slings were employed to carry goods around the warehouse. For larger items, the 'Cran', or Crane, a form of winching arm, was used to lift goods from ground level up to the storage areas on the upper floors. Two men operated it by turning a handle attached to a thick length of rope, which they called 'caaing the haanle'. This raised a five foot square wooden platform with hooks at the four corners, which supported the goods as they went 'swaying and wobbling dizzily upwards'. The Cran is still in position to this day, on the side of the old warehouse building. According to Charles, prepared medicines were distributed through the building by 'carrier-down boys.' They went down the winding, steep staircase, balancing a large wooden tray loaded with bottles. Every now and then, he writes, 'the balance failed and there was a mighty crash of broken glass.'



The 'Cran'

The laboratory where the drugs were manufactured was a single storey stone-built edifice at the back of the warehouse. A large part of the business in those days was the manufacture of galenicals. The drugs were made using two main processes. Roots and barks would be ground using a heavy steam-powered millstone, and vegetables and leaves would be distilled in a large, open container of solvent, usually alcohol. After this process was complete, the large carboys of warm alcoholic solution would be stored in the open air to reduce the considerable fire risk. Rows of carboys can just be distinguised on the outhouse roofs in the picture below.

Brought back into the warehouses, the processed materials would then be sent up to the Liquid Room. Glass



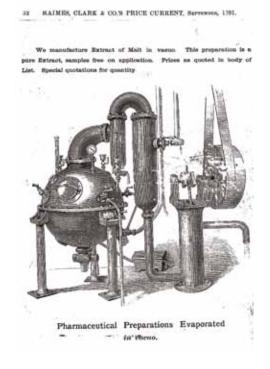
containers were weighed prior to filling and the weight scratched on to them, they were then reweighed once filled. Charles writes 'Here the foreman would test them for smell and taste, adjusting as necessary, and then cap them with a cork, a white cap and some string. An assistant would then attach a 'book tally', which gave the price per pound and the money to be given to the chemist on return of the container.' The product would then be lined up ready to send out to the chemists.

Premises drawing, late-1800's

At the Chemist's shop, the pharmacist would combine the 'galenical' extracts to their own or a physician's 'prescription', in order to prepare ointments, drops, liniments and powders. After the contents of their bottles had been used, they were required to return the bottles to Raimes for re-use. Even though glass manufacturing was growing, bottles were still a valuable commodity. On return to Raimes the bottles would be sent to the washroom then to the drying cupboards before being ready for re-use.



Raimes product catalogues 1914, 1916, 1939

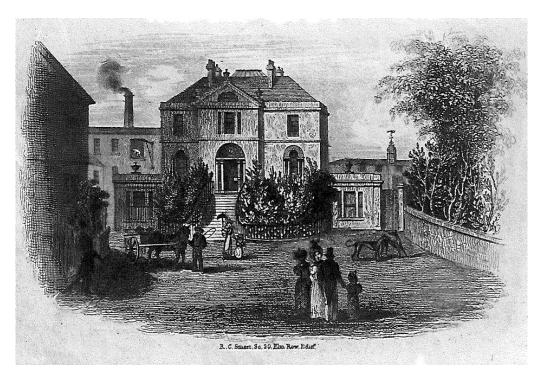


Raimes advertising material, 1891



Staff photograph, 1860's

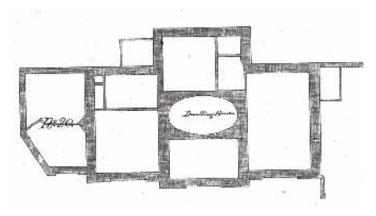
*Galenicals are defined as '1.Herbs and other vegetable drugs as distinguished from the mineral or chemical remedies. 2. Crude drugs and tinctures, decoctions, and other preparations made from them. 3. Remedies prepared according to an official formula. Origin: Claudius Galen (130-201 A.D.)



Georgian view of Smith's Place House



Staff group photo, 1870's



Architect's plan of Smith's Place House, 1834

Valuation by Mr. Thomas Steven Builder Donnyrigg Profusty in Smiths Place which pertained to the tate John Pairnes En Dalist 5. January 1859

Builder's estimate for Smith's Place House, 1859

Smith's Place House

Smith's Place House stands across the top of Smith's Place. The adjacent houses at 15 and 17 Smith's Place were occupied by management and family memebrs, while on the land behind were warehouses, laboratories, stables and a drysaltery. Although not much information survives about the outer buildings, a substantial amount of information has been recorded on the main house. This was used primarily as a dwelling house for members of the management and their families. Historic Scotland records note that originally Richard Raimes bought the house from James Smith, a successful Leith merchant, in 1834. Smith had laid out the entire street in 1816, and to this day it bears his name. Smith's Place is an isolated Georgian street in the New Town style surrounded by Victorian tenements. Possibly Smith expected the New Town to spread further down Leith Walk than it did, which may explain why the house was sold on behalf of his creditors.

Although we do not have a precise record of what John Raimes paid for the building, we can make a reasonable guess. On January 21st 1835 he borrowed £2,000 from John Melville W.S. against the security of 'that property consisting of a Dwelling House, offices, gardens and others thereto belonging, erected and founded by James Smith, merchant, in Leith,' and 'the land extending to two acres, one rood and six falls of Scots customary measure.' We also know that in 1859 a builder's estimate for the property put the value at £4,900, a substantial sum in those days.

Smith's Place House was used as a dwelling house for the owners and managers of the firm for one hundred years. It was finally converted for use as offices in 1935, on the retirement of Arthur Davies, Raimes Clark & Co Ltd's first Managing Director and Chairman. The main part of the building is still used as the company's Head Offices today, with the remainder leased to local charities.

The 1851 census confirms that Smith's Place House was occupied by John Raimes, 69 years old, registered as a Wholesale Druggist. Living with him were his niece Ann Jackson, his nephew William Blanshard, two domestic servants, and a female visitor (married). The 1861 census tells us that Thomas Blanshard was now the head of Smith's Place House, aged 41, and registered as a Wholesale Druggist. He was living with his unmarried sister, Mary Blanshard, who was 42, and two domestic servants. It also registers 16 rooms with one or more windows.

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An examination of the attic window reveals an interesting inscription on one of the panes. The initials 'J.S. 1826' have been scratched on the glass. We can only speculate who did this and why. From the lack of cornices and the plain board doors, we can assume that the the attic rooms would have been servants' quarters. Would a servant have risked getting in to trouble by etching their initials in the glass? We know it was before the time of the Raimes family: perhaps it was James Smith himself.

Wholesaling in the mid 1800's

There has always been a demand for the latest wonder cure. Although pharmacists made up all kinds of concoctions to their own, or to a doctor's prescription, the public often sought specific popular named remedies. For medicines, as for other products, the growing power of advertising in the 19th century meant that popular and well advertised products could be manufactured on a large scale and sold all across the country. These branded or patent medicines were known in the trade as "proprietaries"; coming from a specific proprietor.

Stored in the archive is an article from the Edinburgh Evening News of 1937 entitled 'Balm of Old Edinburgh-1860's large assortment of pills and potions', which reads:

'Anyone who maintains we are becoming a nation of drug addicts should take a look at an Edinburgh newspaper of 100 years ago. They all were - the pills, potions, and purgatives, the salves, sedatives and stimulants, the liniments and lotions, and pick-me-ups and tranquilisers, - jostling for space in the advertiser's columns, occupying the best part of a page in a four or six-page journal. The Edinburgh chemist of 1860 filled his shelves with physic.

'Raimes Blanshard Ltd in Leith Walk specialised in stomach disorders. Obtainable there, and nowhere else, were Pritchard's Famous Steel aromatic pills, ('They give energy to the muscles and nerves, speedily invigorating the most shattered constitution, no part of the body can escape their truly wonderful influence). Then there was Dr de Jongh's equally famous light brown cod liver oil, which boasted 'immeasurable superiority over every other kind'. Purchasers were urged to look for the doctor's bearded and benevolent portrait on every box, his signature and his decoration of the Knight of the Order of Leopold of Belgium, 'without which none can possibly be genuine.'

In a few cases the firm acquired the rights to these proprietaries and began to manufacture them themselves. In most cases though, they acted as a wholesaler, buying them in "wholesale", in large quantities and delivering them on to their Chemist customers in smaller amounts, as and when required.

In addition to medicines they supplied an extensive range of grocery and sundry items, reflecting the range of goods that could be found in Chemist's shops of the day. We know from an article by ex-employee W M Hennigan that Raimes Blanshard had several agency agreements as the sole distributor for Scotland, including those of Taddy's Snuff and Coleman's Mustard.

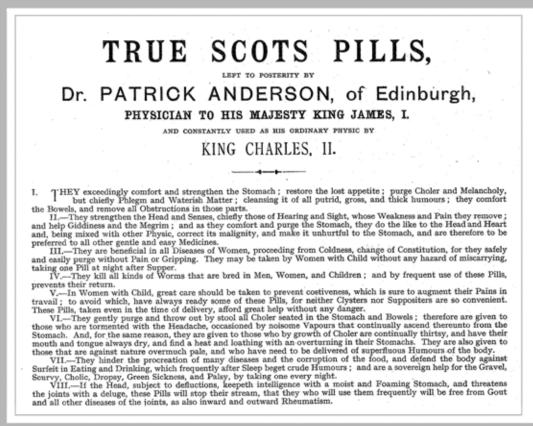
A typical catalogue from this period is illustrated opposite. Among the many products included in this 1842 catalogue can be found: Crosswaites Occult Lozenges, Godbol's Balsam, Collin's Cephalic Snuff, Hickman's Pills for Gravel and Stone, Hooper's Female Pills, Stirling Reese's Essence of Cubebs, and Thompson's Cheltenham Salts.

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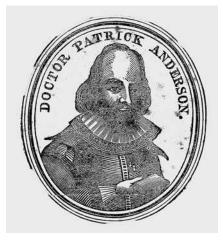
J&R Raimes product catalogue, 1842



Traveller's orders books, late 1800's



True Scots pills adverting leaflet



Dr. Patrick Anderson



Dr Anderson's Seal



A box of the True Scots pills in the company's possession



Raimes Blanshard "Sole Proprietors"

True Scots Pills & Maclean's Revalenta Food

One of the many proprietaries sold by Raimes deserves particular attention. Dr. Anderson's True Scots pills, one of the earliest and most enduring patent medicines, was in popular use in Scotland for three hundred years. They were first popularised in the early 1600's by Dr Patrick Anderson, and were still on sale in 1916. Raimes Blanshard, as the company was known at the time, purchased the rights to make the pills in 1876. The exclusive rights to produce and sell them were detailed in a 'patent' given by Edinburgh City Council in 1694, a document that still survives in the company archives.

Dr. Anderson was a noted 17th century doctor, reputedly acting as physician to Charles I and Charles II, as his advertising material for True Scots pills proudly tells us. He claimed to have obtained the recipe for the pills in Venice in about 1603, from studies of library texts. In 1635 he published a treatise in Latin entitled 'Grana Angelica' (Angelical Pills) extolling the pills' virtues. This was very effective in increasing their popularity. On his deathbed, Dr Anderson left what he termed 'the secret and skill of preparing the pill' to his two daughters. The younger of the two, Katherine Anderson, in her turn sold the formula to a surgeon, Thomas Weir.

The pills were a great commercial success and the right to produce them was jealously guarded. Using his early 'patent' Weir brought a number of prosecutions against imitators in Edinburgh, but his most successful counterfeitor was his ex-servant, Isabella Inglish, who moved to London and sold the pills there, seemingly out of his reach.

True Scots pills were essentially a mild purgative, based on extract of aloes, but in the days before advertising standards, extravagant claims for medicines were common. Amongst other things, True Scots pills were reputed to purge choler and melancholy, to cure worms, gout, colic, blindness, and even over-eating!

In a price catalogue of 1842, three versions of Dr Anderson's True Scots pills are listed: the original version, that of Dr Anderson, and those of his two imitators. Raimes & Co sold the copies at 1s 1 ½ d per packet, but Dr Anderson's original version was the cheapest. It is possible that the ownership of the patent, held by Raimes, meant that they were able to manufacture this version of the pills themselves, and so charge less for them.

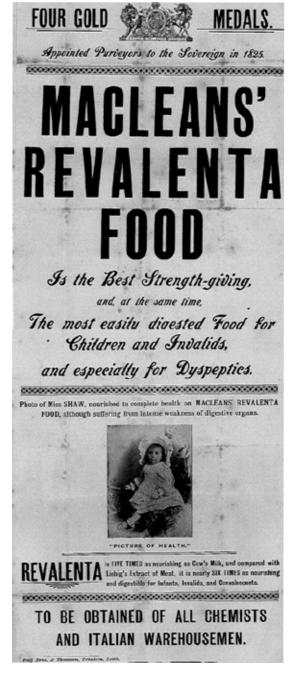
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Another popular proprietary medicine acquired by Raimes was Maclean's Revalenta food, for which Raimes & Co became the sole manufacturer. It was intended primarily for infants and invalids, but not unlike True Scots pills the advertising material claimed that it could be taken by people with a range of illnesses, or just to ensure good health, thus attracting the widest possible market.

The advertising also contained scientific studies of the food undertaken by the Analytical Laboratory at Surgeon's Hall in Edinburgh, and written statements from medical practitioners and health officials. Parents of children who had benefited from a sustained period of eating the 'food' also contributed. It was asserted that '*a child*

brought up on Revalenta Food will require no medicine' and that the food was not only highly nutritious but also readily digestible and pleasant to taste. The advertisment below pictures the quaintly titled "Miss Shaw, nourished to complete health on MACLEANS REVENTA FOOD, although suffering from intense weakness of digestive organs."

An analysis in Germany revealed that the nitrogen content was on a par with beef, ham and bird meat. They claimed that Revalenta was 'five times as nourishing as Cow's milk, twice as nourishing as Infant's food, and six times as nourishing as Beef Extract.' It also says the food could be used 'in the nursery, or at the breakfast table, or in the sick room.' Macleans Revalenta was in fact "finest Indian Dahl", and all the branding and marketing around the product was essentially just a way of selling lentils, whose nutritional benefits were not as widely known at the time.





Maclean's Revalenta advertising

Dr. A. B. GRIFFITHS, Ph.D., F.R.S. (Edin.) 12, KNOWLE ROAD, BRIXTON, LONDON, Oct. 13, 1900. macheni's Revalenta Ford ta 7 mat K: K otible of the 7.R.S.S. Br is and To lune, alle Ath

Maclean's Revalenta advertising

Certification from Dr. A. B. Griffiths, Ph.D., F.R.S.E.

Yoghurt.

The new remedy against old age and premature death. The Elixer of Life found at last. Confirmed by scientific anthority.

At the Medical Congress at Berlin, in Sept. 1907 recognized as the most effective aid to longevity Among others Professor Metschnikoff of the Pasteur Institute Paris, Dr. Hermann Strauss of the University of Berlin and Professor Micheloff, the Bulgarian delegate at the Medical Congress of Berlin report favourably on the evidence of the famous hygieist, Dr. Reinhardt, Vienna concerning the properties of Yoghurt. His report is roughly as follows: —

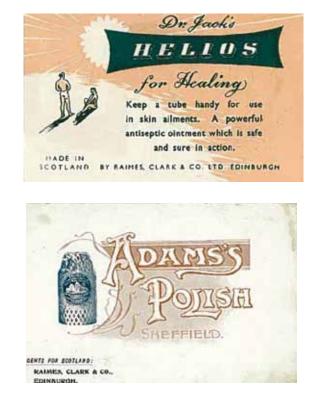
"It is scarcely three years since the civilised countries of Western Europe have become acquainted with the wonderful healing properties of the kind of curdled milk called "Yoghurt", which seems destined to play a great role in the healing, by diet, of all sorts of intestinal diseases. This national dish of the Bulgarians, which enjoys an immense popularity in the Balkan States first attracted the attention of wider circles by its wonderful property of enabling those who ate it to live to a good old age, in spite of bad sanitary surroundings and conditions.

A large portion of those who regularly eat Yoghurt reach their hundredth year in the best of health.

Advertisement for Yoghurt, early 1900's

The firm stocked a range of other proprietary medicines, including Dr Jack's Helios, Bennet's Antiseptic Lotion and Orr's Health Restorer. Also in the product range were Bunion Pads, Candlesticks, Loofahs, Pencils, Picnic Sets, Plasters, Puff Boxes, and Thumb Stalls. Packed Goods included Cascara Liquid, Eucalyptus Oil, and Epsom Salts. 1/2 oz of Tincture of Iodine was listed as costing 6/3, and a dozen boxes of Bismuthated Red Band Magnesia cost 13/6.





Advertising material for some of the wide range of proprietary medicines and sundry goods sold in the early 1900's

RATTLER

THE METRY REPLICE ABOVE THE DOORWAY OF RAIMES, CLARK & GO'S OFFICE IN SMITH'S PLACE HOUSE IS OF THE GREYHOUND RATTLER, A BLACK MOD WHITE DOG OWNED BY MR. JOHN RAMES, AND THE WINNER OF THE FOLLOWING :-

- 1. LEGACY STAKES , WINCHBURGH , FEBRUARY 1834
- BEATING RESIDUARY, DANDY, BIRMINGHAM, DUMPY, AND 12 OTHERS .
- 2. LEGACY STAKES, WINCHBURGH, NOVEMBER 1834 BEATING DUMPY, HIS GRACE, AND 13 OTHERS .
- 3. LEGACY STAKES, WINCHBURGH, JANUARY 1835
- BEATING JESS, HIS GRACE, DASH, DARING, BRUSHER, AND 12 OTHERS.
- 4. ALL AGE STAKES , DIRLETON , FEBRUARY 1835
- BEATING JESS, HIS GRACE, CASTOR, MUS 11 OTHERS .
- 5. WINCHBURGH CHAMPION COLLAR , DECEMBER 1835 .
- 6 . NINCHBURGH CHAMMON COLLAR , FEBRUARY 1836 .
- 7. WINCHBURGH CHAMPION COLLAR, DECEMBER 1837, IN ADDITION TO THE STANE OF AD SOVS., BERTING 13 FIRST-RATE DOGS.
- IN UNIVERY 1837, RATTLER RAN SECOND FOR THE SILVER TURED, BOTTOC 92 DOGS , AND DIVIDING THE STAKES OF 198 SOVS. WITH MR. WHICHOPE'S CLARET.
- HE ALSO WON NUMEROUS PRIVATE MATCHES .

BAB- AT - THE - BOWSTER

AT GRE TIME IT WAS THOUGHT THAT THE REPLICA WAS OF MR.GEORGE BLANSWARD'S BAB-AT-THE-BONSTER, BUT BAB WAS A BITCH. HER HEAD, BEAUTIFULLY PRESERVED, WAS KEPT AT THE HOUSE OF MR.E.A. BLANSVARD (A SON OF THE OWNER) AT 35 ANN STREET, KDINBURGH.

THE EDITOR OF THE GRETHOUND EXPRESS, WRITING IN THE ISSUE OF 13th FEBRUARY 1936 DECLARED :-

FRAM MILANNE TO DEE ROCK - A HUNDRED YEARS OF THE GREATEST EVENT IN THE COURSING WORLD, THE WATERLOO CUP. INTO THAT CENTURY HAS BEEN CROWDED A HOFT OF JOYD AND SEREONS, OF LONGTAIL ROMANCES AND TRAGEDIES, GREAT DECIDERS THAT HAVE RAISED EXSTANCES OF DELIGHT, UNLUCKY OR STARTING DETERTS THAT HAVE RUNG ANOTHER TUNE. A SPAN OF FIVE SCORE YEARS HAS SEEN THE RISE AND FALL OF MAMORTAL CELIDERITES, CERITO, MASTER MCGRATH, BARATTHE-BONSTOR, BED OF STANE, COOM ASSIE HONETINDO, MISS GLENDTE, HERSCHEL, FULLERTON, FRANDON FERRY, LONG SMAN, HARMONICON, AND PATTAVILLE. WORR THE PATEONAGE OF THERE ETRLS OF SETTON, AND THE GUIDANCE OF A SUCCESSION OF WRENT SECRETARIS IN MR.T.D.HIRNEY MR.HARD BROCKLEDNAK (1883-1894), MR.HARTEY BIBBY (1895-131), MR.JOHN MUGLISTON (1512-1331) AND MR.C.H.HOBBS WHO NOW







Clockwise from top left: W. M. Hennigan's research notes (1930's); greyhound weather vane on Smith's Place House roof, statue of Rattler in window above main door; meetings schedule from Greyhound Express (1935); underneath:

Social & Sporting Life: Greyhounds & Parties

In the early days of the firm, Richard Raimes used to take his staff by 'four-in-hand' coach to the horse races at Musselburgh, to reward them for their hard work. He was a keen horseman throughout his life, and was a member of the local Jockey Club. It was even said that after a lifetime of hunting, every bone in his body had been broken. As a family, the Raimeses and the Blanshards owned two prize-winning greyhounds, and a substantial amount of information on them survives. The careers of 'Rattler' and 'Bab-at-the-Bowster' are meticulously recorded in a pile of notes and newspaper articles. The peak of Rattler's success came in the 1834/7 seasons, where he won several races including the Legacy stakes at Winchburgh, against competitors such as 'Dandy', 'Birmingham', 'Residuary' and 'Dumpy'.

Rattler is still commemorated by a substantial metal replica, which we are told weighs half a tonne, standing proudly above the doorway at Smith's Place. The statue is clearly visible through the Adam-style half-moon thermal window, just beneath the sign for 'Raimes Clark & Co'.

For the next generation, it was 'Bab-at-the-Bowster' who occupied the firm's affections. She was owned by George Blanshard and the apex of her success came in the 1868-71 seasons. We find out from the Greyhound Express of 1935 that Bab-at-the-Bowster was often pitted against a dog referred to as the 'mighty' Master McGrath, to whom she regularly came in second. It seems she was somewhat in the shadow of McGrath, whose victories in big races such as the Waterloo Cup and the Altcar Cup are catalogued in detail. Nonetheless the Greyhound Express 1935 refers to Bab as 'one of the two greatest greyhounds of the century', praising her in particular for her stamina and agility. Towards the end of the 19th century, a competition such as the Waterloo Cup was worth £16 and a silver snuff box, a handsome prize, whereas the same competition in 1935 was worth as much as £800 and a £100 silver cup.

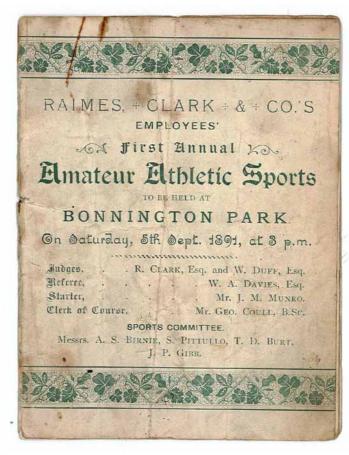
Investigations were prompted when an article in the Chemist & Druggist of 1935, advertising the conversion of Smith's Place to office premises, proclaimed that the life-size model of a dog in the half-moon window at Smith's Place was Bab-at-the-Bowster (see picture opposite). Staff members J.P. Gibb and W. M. Hennigan wrote to the Greyhound Racing association, who confirmed that Bab was a bitch, and therefore this model, most definitely a dog, was likely to be Rattler. During the course of their investigations they were shown the head of Bab-at-the-Bowster preserved at 35 Ann Street, the house of Mr E. A. Blanshard, the owner's son.

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Social life at Raimes around the turn of the century appears to have been good. At that time most employees would stay with the same firm all their lives and a large part of their social activities, friendships and even

romance commonly revolved around work. A collection of archive materials shows us that there were regular, well-attended events at Raimes. One particular document tells us that on September 5th, 1891 there was a Staff Sports Day held at nearby Bonnington Park, which was then the grounds of Richard Raimes' house, now part of Victoria Park.

The programme shows that staff were invited to compete against each other at sporting events such as running, throwing the cricket ball, and tug of war, although there were no events for ladies. Whether it was conducive to good relations between staff members or signalled the end of many years of happy understanding, we can only speculate. What we can tell is that the event was taken seriously, for a list of rules on the inside cover reads 'No one without an official badge is to be allowed within the course' and 'Competitors will be disqualified if they false start more than twice.'



Staff Sports Day Programme, 1891



Staff Football Team, 1910's



Staff Gymnastics Team, 1940's

More unusual events of the day included the 'quarter mile handicap', the 'egg and ladle race', 'throwing the cricket ball', 'the hop, step and leap' and 'the married men's race'. Staff member J. P. Gibb, who is featured in more detail later, recorded some of his own victories on the programme, and also the interesting observation that in the event of the tug of war between married vs. single men, it was the married men who were the victors. Fortunately, we also have access to J.P. Gibb's diary entry for that day. It reads:

'Got away at 2 o'clock, went up to my restaurant and had roast beef and potatoes and cabbage and then two eggs switched up with a little milk. Then, Laughton and I took the train from Leith Walk to Bonnington. Laughton

bought eggs for the egg and ladle race. There was a pretty fair turn out of spectators, about two hundred in all...I was very successful in what I ran in. I won my heat, off 3 yards, after a desperate struggle with Purdie. I also won the final, easily this time. Prize: set of gold faced links and studs.'

Another surviving document, a programme card of 15th December 1899, tells us that the firm held a Christmas concert and dance, glamorously entitled a 'Conversazione'. The venue was the Masonic Hall on Henderson Street, not far from Smith's Place, and the elegant programme gives us some clues as to what it was like. There was dancing, and a few members of staff were asked to give performances, to entertain the group. Mr A. Donaldson performed a humorous song entitled 'Looking for a Job', and then Mr J P Gibb gave a recital of a poem, entitled 'The Dying Harrier'. Gibb appears to have been a central figure in the organisation of these events, and something of a storyteller. After the poem there were a few formal dances, such as the Eightsome

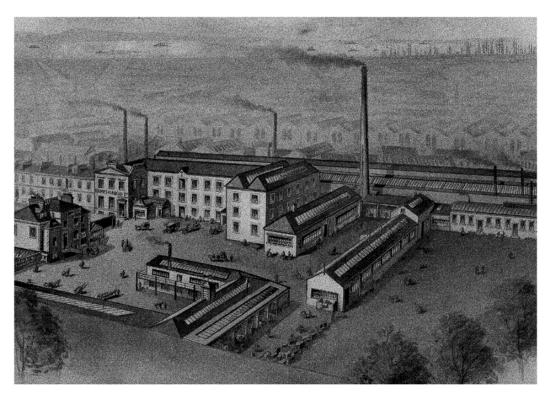


Staff Concert and Dance Programme, 1899



George Coull, ME Comp 1904-5 in masonic regalia

Reel, the Flying Scotsman and the Waltz. The space on the back of the card would have been used to note down engagements. Towards the end of the proceedings Miss Davies, a younger employee, gave a piano recital, which rounded off the evening. Proceedings tend to be rather less formal these days, but Lindsay & Gilmour staff still enjoy getting together for a festive celebration at the firm's annual Christmas dance.



Drawing of Raimes Clark & Co Ltd Premises, c. 1908

EGRAMS: "RAIMES, EDINBURGH."	1.	
EPHONE: 616 AND 617 LEITH.		
	and the second	
RAIMES, CLARK	& CO. LIMITED,	H OU
tab	olesale	A VISI
Druggists and Ma	nufacturing Chemists.	** ***
TRADE	ANK	
	egistered Office-17 SMITH'S PLACE,	THIS
	LEITH, 27th March 1908.	L wa
DEAR SIR,		wh
In submitting to you the accompanyir	g intimation of Messrs J. & R. A. ROBERTSON, W.S.,	Clark, ha
beg to express the hope, on behalf of my co	o-directors and myself, that we shall have extended	of those
us a continuation of the favours and kindly	which co	
e old Firm, and that the confidence and	friendships of many years standing will remain	Dr. E
nbrokea.		at the H
The business was established in Edinbur	gh by the late Messrs JOHN and RICHARD RAIMES	work of
	years previously by the elder of the two brothers.	the quali
	wn firm name of RAIMES, BLANSHARDS & Co., and	
ince June 1888 as RAIMES, CLARK & CO		Organo-t
The instantion on all the aldert Who	olesale Drug Houses in Scotland, and during the	of diseas
	ad maintained a high character not only for the	derived f
	de and care in the execution of all orders entrusted.	the great
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	pratories are under the control of Dr GEORGE COULL,	been dir
	well known to pharmacists that I feel no further	industrie
ecommendation of this particular branch of e	ur business is required.	5 2 2 8 P P P P P P P P P P P P P P P P P
	t associated with the business remain unchanged,	-
	very confidence that the new Company will be able	
o give even greater satisfaction than hitherto,	if that be possible, to its numerous patrons.	
I am, Da	AR SIR,	
	Yours faithfully,	
22.1% A	W. A. DAVIES,	
and the second se		

Letter of Incorporation as a Limited Company,1908

A Scottish Scientific Enterprise.

A visit to the Biological Laboratory of Messrs. Raimes, Clark & Co.

THIS old-established firm of manufacturing chemists, whose business was founded so long ago as 1805 by the late Mr. Raimes, and whose present head is Edinburgh's popular magistrate, Bailie Clark, has recently opened a biological department for the production of those remedial agents derived from the living organic world, and which consequently require for their preparation very specialised skill.

Dr. Emil Westergaard, the well-known lecturer on industrial mycology at the Heriot-Watt College, has undertaken the direction of the scientific work of this laboratory, an arrangement that is a good guarantee for the quality of the work likely to be accomplished in the department. Organo-therapy has lately taken a prominent position in the treatment of disease, and it is of supreme importance that the various substances derived from the biological world be prepared with special skill and with the greatest possible care. Such being so, Messrs. Raimes, Clark & Co. are to be commended for their acumen in recognising that such a department could only be supervised by one whose whole training has been directed towards the application of biological methods to the industries, and whose chemical and bacteriological experience eminently

Extract from 'The Prescriber', 1907

The Early 1900's: Raimes becomes a Limited Company

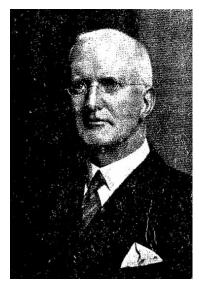
In 1908, there was what we would refer to today as a "management buy-out". The management and senior employees borrowed from the banks in order to purchase the business. Raimes, Clark & Co. Ltd. had its inaugural meeting on the 20th of March 1908, with William Arthur Davies as the first Chairman and Managing Director. He was a stocky, determined looking character, readily recognisable in early staff photographs, such as the one below. The other directors were: Dr George Coull, Pharmaceutical Chemist; David Scalater, Commercial Traveller; and Alexander Cunningham, Cashier.

This was a time of dynamic social and industrial change, as Britain entered a more mechanised age. On the facing page a drawing of the works shows both motorised vans and horse drawn carts in the yard, while in the background steamships can be seen on the Forth and the masts of sailing ships can just be made out, protruding from Leith harbour. Raimes Clark was looking to the future and had recently invested in new laboratories. An article in 'The Prescriber', a pharmaceutical journal of the period, tells us that the laboratories were to be used to investigate the use of enzymes in treating malignant diseases. Such investigations were at the cutting edge of medical research, the article tells us, and a prominent university professor, Dr Weestgaard, was given the position of supervising the work.

Despite this, the firm seems to have rather lost impetus with the exit of the Raimes dynasty. Later writings by Alexander and Charles Cumming complain about the firm having failed to move with the times. Perhaps the new company was too burdened with debt to implement the advances they would have liked to introduce. Certainly many of the early minutes show great concern for economy measures. They were probably also unlucky in choosing to invest in enzyme production. Although there was considerable excitement in the scientific community of the time about possible medical applications for enzymes, these were still poorly understood. There was a passing fad for them in the early 1900s, but demand soon died away. Pharmaceutical research soon moved in other directions, and there were many major advances in the following decades, perhaps most notably with the introduction of antibiotics.



Staff group, 1890's. WA Davies is standimg on the far left-hand side



J.P. Gibb (1872-1954)

Early Directors J. P. Gibb & Dr. A. C. Cumming

Mr John Philip Gibb was one of the first directors at the time of the incorporation. He was a dynamic and colourful character, about whom a substantial amount of information survives. His collection of product catalogues and order books, spanning several decades, shows some of the extensive product range on sale, while miscellaneous photographs, letters and diaries tell a more personal tale.

Gibb was born in 1872 in Dalkeith, the son of a schoolteacher. Educated at Watson's, where his talent for athletics came to the fore, he used his competitive nature in his role as a salesman for Raimes. He joined the firm in 1899 as an office boy, and over the next 64 years worked his way up through the firm, to director, finally retiring age 81. He was the longest serving

employee the company ever had, one of several employees who worked for Raimes for more than 50 years.

Most of Gibb's career was spent as a 'traveller'. He visited pharmacists all over the country to secure orders for Raimes' products. From his diaries we learn that he visited the Shetland and Orkney isles literally hundreds of times, where he became a well-known figure. He writes fondly of life 'on the road', and less enthusiastically about his periods spent as 'an inside man'. He meticulously records orders in his books, along with personal notes about the chemists he visits, useful travel tips, and techniques for building good relationships with buyers. He always prepares a story to tell his clients, being careful never to repeat the same one on a successive trip. He always knows what the customer's last order was, is always ready to lend a book or talk on his client's favourite subject. His motto is *'always do the straight thing, apart from anything else it always pays you in the long run.'*

From a newspaper article published in the 'Edinburgh Pictorial' we learn that Gibb was also a very keen sportsman, finding time to compete at athletics, cycling, sailing and golf. His prowess for running was notable, winning a mantelpiece full of trophies by the time he was twenty, and competing for Scotland in the mile. As a member of the Forth Cycling Club he rode all over Belgium and Germany, and as a sailor and golfer he competed in and organised a variety of local rallies. We also discover that he organised sports events on behalf of Raimes, and was secretary of the Edinburgh Pharmacy Athletics Club for ten years. '*Never perplexed wi' leisure*,' he notes he enjoyed sailing a yacht on the Forth *'with a stiff sailing breeze*, *full and by, and no shennanikin.'*

Another facet of Gibb we can glimpse from the archive material is his love for storytelling. The diaries are filled with anecdotes, tales about trips to the Shetland Isles, meeting people on trains, and sporting mishaps. Early in his life, he noted his experience of trying to learn to ride a penny farthing and getting covered in bruises, only to find that the new 'safety' bicycle had been invented that same week.

Another amusing tale tells us of his first encounter

J.P. GIBB AT THE WHEEL

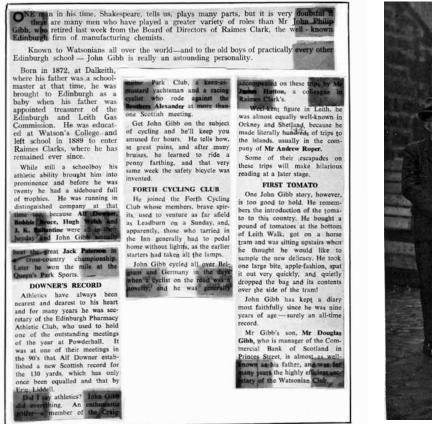


14-TON STEAM YACHT "SOLDION" IN THE SHETLANDS

with the tomato, when it was first introduced to the country, and regarded as an exotic fruit. He bought a pound of tomatoes at the bottom of Leith Walk, got on a horse tram and sat himself down upstairs. He opened the bag and took one out, biting straight into the flesh as if it were an apple; unimpressed, he spat it out and dropped the whole bag and its contents over the side of the tram!

Throughout his life, Gibb was a conscientious diarist, keeping a diary for 73 years, from the age of nine until his death. All of the major events of his life are recorded: meeting his wife, Anne Macdonald, in 1895, his first job, the birth of his children, and every round of golf he ever played. Many of his papers have been retained, a highlight of which is a personal letter addressed to a young traveller at the beginning of his career. This fascinating document, filled with sage advice, resonant of the times, is reproduced in full at the end of this booklet.

J.P. GIBB



MANUFACTU CHEMISIS Raimes, Gi

J.P. Gibb on his last day at work, age 81 31 December 1953

FROM THE EDINBURGH PICTORIAL

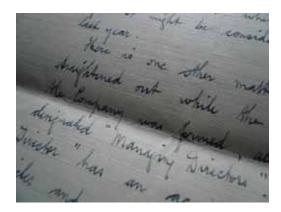
31



Dr. A. C. Cumming (1899-1940)



Raimes, Clark minutes books in the archive



A business letter written by Dr. Cumming

Another of the early directors who had a profound influence on the development of the firm was Dr Alexander Cumming. He was a highly distinguished chemist, initially training as an academic and then later transferring his expertise to industry. Archive documents tell the story of a strong, driven character with a tenacious intellect and a talent for strategic planning. He began life in Australia in 1880, growing up in Melbourne and attending Caulfield Grammar before proceeding to Melbourne University. He completed his degree in 1902, receiving First Class honours, and began a doctorate under the inspiring influence of D Orme Masson, publishing contributions in Chemical Journals on carbonates, cyanides, cyanates, congo-red and other indicators. He was awarded an 1851 Exhibition Scholarship and transferred his studies to Breslau in Germany, before completing his Doctorate in Dundee in 1906. Here he met Professor James Walker, who was to be a defining influence and life-long friend. He moved to Edinburgh at the same time as Walker, and took a lectureship in Chemistry at Edinburgh University. He published a number of books, mainly on analytical and physical Chemistry, between 1913 and 1922, including 'Practical Chemistry for Medical Students', a work which continued to be a core text for students for several decades.

According to an obituary published in the 'Chemical Journal' of 1940, the course of his career was entirely altered by World War I. In a privately printed pamphlet, 'Starting a war-time factory,' Cumming wrote- 'I did not know to whom I should apply, but decided to address a letter to Lord Kitchener, stating I was a trained Chemist, that supplies of sulphuric acid and other requirements were available in Edinburgh, and asking if my services in this connection would be of any use to the War Office.' The letter led to an interview with Lord Moulton and thereafter the establishment of a T.N.T. factory in Edinburgh under the directorship of Sir James Walker, Alexander Cumming and J.W.Romanes. Only one of the three directors had any experience in a chemical factory, J.W. Romanes, and he continued to run the Lothian Chemical Co in Edinburgh after the war. The combined efforts of the three led to the production of T.N.T of the highest quality and in large quantities.* In recognition of his services to the country Dr Cumming received an O.B.E.

Dr Cumming had discovered that he had a flair for business and industry. After the war, rather than returning to academia, he looked for other ways to put his skills to practical use. He became an advisor to Raimes Clark, helping them improve their manufacturing techniques. The business was labouring under the heavy burden of having to service their debts from buying out the Raimes family, while at the same time needing to invest in new technology and more modern means of production. Dr Cumming became what today we might call a "Business Angel", investing in the firm and providing management and scientific expertise. Letters between him and J.W. Romanes reveal a certain frustration with Raimes' antiquated methods. In minutes of the directors' meeting of 1922 he is quoted as telling his fellow directors:

'The position is this; your present manufacturing business is on too small a scale to bear all sorts of changes which are normal in a larger business. As I have put to you before, you are faced with the alternatives:- a) Waiting for the business to grow against the handicaps arising from the present inadequate plant, lack of space, and lack of many

^{*}In 1918 H.M. Explosives Factory at Craigleith was closed down. The site on Craigleith Road is now occupied by a shopping centre.

other things that would help progress- such as electric supply, facilities for repair, etc. b) Extending at once so as to put the output on a scale that will be able to bear these manufacturing changes.'

He goes on to warn against settling for a compromise, and highlights building as the main stumbling block. He gives a detailed list of what manufacturing processes need to be introduced, where they could be placed, and how much they are likely to cost. Finally, he offers to direct the bulk of the work himself. 'To my mind' he adds forcefully, 'the question is whether you are going to use brains and machines or continue to run on with labour, busily employed with making bricks without straw.'

Dr. Cumming's career took a fresh turn when he moved to Liverpool to manage the Macfie Sugar Co. Despite this he retained an active interest in Raimes Clark, frequently visiting, attending meetings and giving advice. He was Chairman from 1933 until 1940, when at the age of sixty he collapsed and died suddenly while out on the hills near his home.

Archive documents remaining in our possession, from Alexander Cumming's time, include such diverse titles as 'Report to the War Office, High Explosives Dept., on the Possibility of Manufacturing high explosives in the Edinburgh District' and 'Particulars of the Science Research Scholarships Awarded by the Royal Commission for the Exhibition of 1851', 'Food of the Future', 'Utilzation of Waste Products in Chemical Industries', 'Modern Explosives, Dyeworks as Explosives Factories' and 'Method for the oxidation of ammonia (general remarks).' Dr Cumming was elected a fellow of the Chemical Society in 1910, of the Royal Society of Edinburgh in 1914, and a fellow of the Institute of Chemistry in 1917.

Alexander Cumming's descendants have continued to work for, and invest in, Raimes Clark. He was followed into the business by his son Charles, and his grandson Nigel, the current Chairman. The fourth generation of the family is represented by his great grandson, Angus Roberts, who is currently working on the retail side of the company.

lexauser C. Chemisches In

Letter received by Dr A C Cumming whilst in attendance at the University in Breslau, Germany, in 1906



Capt. Charles C Cumming

Charles Cumming and the Post-War Years

Charles Cumming, Alexander's youngest son, worked for Raimes Clark for a brief period at the start of World War II. On graduating from Cambridge he had volunteered for the army and signed up to join a tank regiment. He was then advised that the army didn't have any spare tanks, but they would contact him when they did. While France was over-run and Dunkirk fell, he was still waiting, and occupied his time by starting work at Raimes Clark.

He spent five years in the army serving in Malta, North Africa, and Italy. At one point he was seriously injured, when his tank went over a cliff, killing the rest of the crew. His wounds did not

heal well in the heat of the army hospital in Jerusalem, until the doctors tried a new treatment, placing mould covered gauze over the wounds. Penicillin had only just gone into commercial production and it saved the lives of many British and American service men. The importance of medicine in preserving life was something Charles never forgot during the years he subsequently spent working for Raimes Clark and in developing the Lindsay & Gilmour pharmacy chain.

On returning to Raimes Clark after the war, he found that most of the management were elderly men who had stayed behind to keep things running. After all he had been through, Charles was not too pleased to be told by one of the directors, *"you've had your fun, now it's time to settle down and do some work"*. This he did, working long hours while at the same time studying Pharmacy at Heriot Watt University. Being much younger than the other

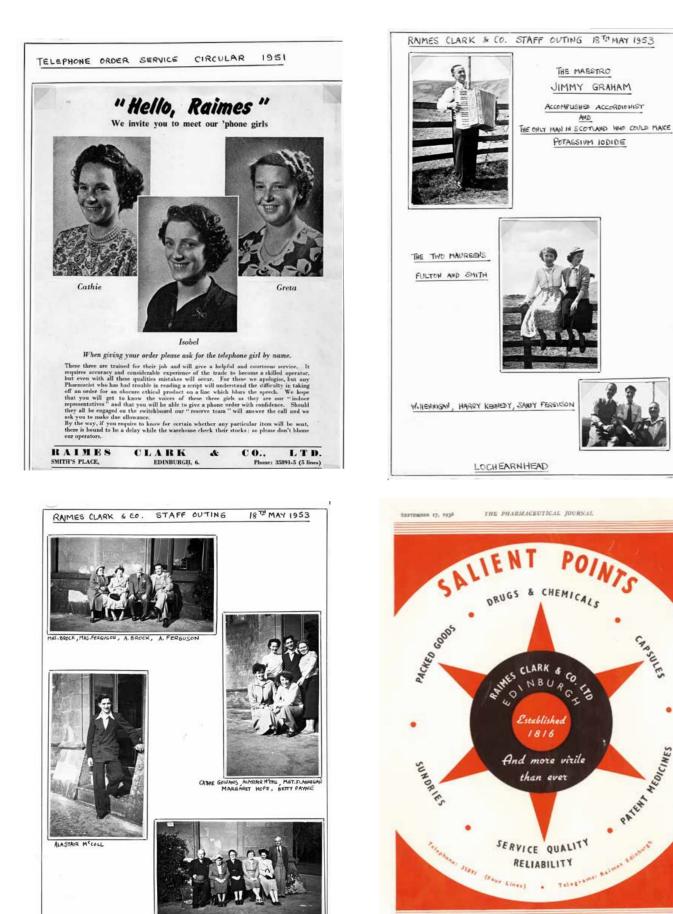
managers soon proved to have its advantages. Just four years later, with the departure of the older directors, he found himself running the company at the age of 30. It was not an easy time. Raimes Clark was falling behind as new medicines were rapidly being produced on an industrial scale and demand for many of the traditional products, which Raimes Clark produced and sold, was declining. To try and compete in the production of 'Over the Counter Medicines' Raimes Clark produced its own 'Red Band' range. The packets bore a distinctive red band around all four sides, recalling the red and white stripes used on old-fashioned barber's poles



An original box of Red Band Magnesia

and in the Red Cross, to signify surgery and medication* 'Red Band Magnesia' (pictured above) was their best seller and they proudly advertised it as 'the safest and most efficacious remedy for indigestion, acidity, heartburn, gastritis, and duodenal ulcers...'

^{*}The red band on old-fashioned barber's poles refers back to the Eighteenth Century practice of barber-surgeons being both barbers and 'blood-letters', the bands representing bloody bandages.



Clockwise from top right: telephone order circular (1951); Staff outing to Lochearnhead (1953);

BALLOCH CASTLE

CAPSULES

HA HEDICINES

Souvenir advertisement in Pharmaceutical Journal (1938); Staff outing to Balloch (1953)

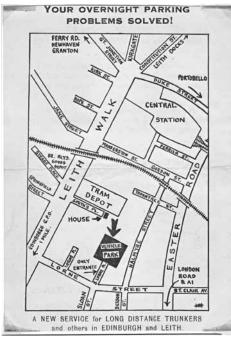
In prescription medicine manufacturing, it was becoming even harder to compete. Modern medicines required massive investment in research and development. These 'ethicals', as they were known in the trade, began to dominate the market. The days of pharmacists making up medicines on the premises from fairly simple ingredients were on the way out. The introduction of the National Health Service in 1948 was also changing the way pharmacy was practiced. Medicines became not only more effective but also much more widely available. Prescription books in our collection dating from the early 1900's show even the busiest pharmacies dispensing only a handful of prescriptions per day. Nowadays the average pharmacy will handle twenty times as many prescriptions, with numbers increasing all the time.

Under Charles's direction, Raimes Clark gradually withdrew from manufacturing, focusing instead on wholesaling, distributing medicines and other supplies to pharmacies throughout Scotland. As the range of effective modern medicines grew, it became increasingly important for pharmacies to be able to obtain them quickly. Daily, then twice daily, deliveries were introduced with a fleet of distinctively liveried maroon vans and telephone operators were trained to phone customers and take down orders. Even in the early fifties, older customers, often used to dealing face to face, mistrusted the telephone. An advertisement of 1951 (pictured opposite) encouraged customers to have confidence in giving orders over the phone, despite 'the difficulties of placing orders for an obscure ethical product on a line which blurs the speech.' In an essay written in 1983, Charles Cumming noted some of his thoughts on the changes that were taking place:

'The telephone and not the traveller became the method of obtaining orders and van journeys which had often taken two days had mainly to be restricted to a radius within which the van driver could get back to the depot to take out another load... However, those who had not realised the job of the distributor had changed and that the traditional 'drug house' was finished, fell by the wayside. In Edinburgh, for example, there were seven wholesalers just after the war and by the 70's the number was down to two.'

The social side of working for Raimes in the 50's is vividly portrayed in a leather-bound reminiscence book lent to the archive by ex-employee Mrs Stewart, the widow of Robert Stewart, the last Managing Director of Raimes Clark Wholesale. It contains memorabilia such as press clippings, awards for long service, and invitation cards. There are a number of photographs of convivial staff outings made to Crianlarich, Ayr, Lochearnhead and Balloch in the early 50's. In the years between 1948 and '56, around 60 people were employed in various aspects of the business. Staff were needed to run the penicillin room, furnace and mills, tincture room, ledger and accounts office. There were typists, dry counters, packers, and two 'carry down boys'!

Although Raimes Clark Wholesale flourished throughout the fifties and sixties, a new challenge was facing independent wholesalers. National wholesalers increasingly began to dominate the distribution market, buying up and amalgamating local distributors. Realising the threat, Charles took the bold step of starting to acquire retail pharmacies, making Raimes Clark one of the first wholesalers to do so. Today all the big national pharmacy chains are part of large pan-european distribution and retail groups. Back in the 1950's, for a wholesaler to own pharmacies was seen as unusual, and sometimes regarded with suspicion by the pharmacies who bought their supplies from Raimes Clark. For this reason the shops were not brought under the Raimes Clark name, and in



Autocarfields Circular

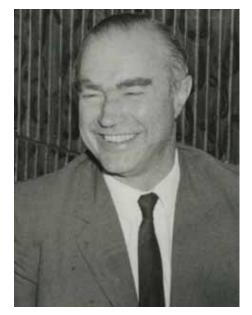
the main continued to trade under their original titles. The earliest pharmacies, H.F. Scott in Inverkeithing, Dinwoodie, in East Calder, Fraser in Currie, and Lindsay & Gilmour in Elm Row, were all very different and continued to run relatively unchanged from the way they had been prior to take-over. Much of this diversity remains today; although Lindsay & Gilmour pharmacies now trade under one name, standardisation takes second place to catering to the needs of the local community.

Charles was a born entrepreneur and was always looking for new business opportunities. When manufacturing ceased at Raimes Clark and they were left with empty buildings, he filled them with thousands of chickens, supplying fresh eggs in the heart of Leith. Similarly when spare land became available behind these buildings, he turned it into a caravan and lorry park, setting up a new company to run it

under the wonderfully descriptive name of 'Autocarfields.' In the early fifties he launched a society paper under the name 'Edinburgh Pictorial'. It was a kind of local "Hello" magazine with pictures of celebrity weddings and major functions attended by the great and the good. Although the newspaper didn't last long, other publications followed, the most enduring of which was the Scottish Building and Civil Engineering Yearbook. For this he hit on a successful formula; he would get a well known figure in architecture, planning or the building industry to write about a major new project, and then sell advertising space to the contractors involved. This worked well, apart from a hiccup in the late 60's when the article on the new St James shopping centre arrived late, just as the book was going to print, and it was too late to have it re-written. The article was highly critical, bemoaning the fact that such an monstrosity should have been allowed to be built so close to Princes St; a view which perhaps many of us would agree with, but not one that went down well with the architects, designers and building contractos who had paid for advertising space.

Charles Cumming led Raimes Clark for more than half a century, first as Managing Director and then as Chairman. During that time he successfully steered the business through many major changes; finally retiring as Chairman in 2005.

Another example of long service was Cathy Gowans, featured in the 'Hello Raimes" advert on the previous page. Like many of her generation, she started work at fourteen and spent all her working life with the same employer. She started out in the patent room before moving to sundries, then on to the phones. For many years she was Charles Cumming's P.A. and finally retired in her seventies having worked a total of 60 years for the company.



Charles Cumming at a Conference in Milan 1970

The Move to Retail Pharmacy

Raimes Clark continued to invest in expanding its network of pharmacies, and in the closing decades of the twentieth century, the main focus of the business began to shift towards community pharmacy.

In 1988 the decision was finally taken to bring the then sixteen strong chain of pharmacies under one trading name. As a group, the shops were able to source many attractive offers not generally available through other outlets, but trying to advertise under a long list of different names was proving too cumbersome. The name Lindsay & Gilmour was adopted. It seemed to embody the traditional values of good service that the firm

aspired to. The fact that it was one of the oldest pharmacies in Scotland and the longest established pharmacy in the



group was an added bonus. All the branches were refitted with the newly designed blue and gold livery and there was a concerted drive to ensure that the best offers and services were available from each one. The branches were, however, by no means standardised. Each branch remained distinctive, reflecting the needs of the local community it served. Then as now the aim was to try to combine the friendliness and responsiveness to local needs of the independent, with the efficiency and buying power of a multiple.

Lindsay & Gilmour have continued to grow and prosper as an independent, locally owned pharmacy chain. Branches can be found throughout much of Eastern and Central Scotland, the Borders and Fife.

Like many other independent wholesalers before it, Raimes Clark Wholesale finally gave up the struggle of competing against the large multinational distributors and that side of the business was sold in 1990. The old warehouse is currently enjoying a new lease of life as characterful flats, which are available to lease via the company's agents.





Lindsay and Gilmour adopted as trading name. Commemorative plaque, Evening News Article, October 1988 Pictured left: Dorothy Fraser, Staff Trainer (far left), Nigel Cumming and staff at the Elm Row Branch Pictured right: David Clark, Managing Director, with Douglas Jolly, Pharmacist and Shop Manager

Fires in the Warehouse

The nature of the business involved the use and storage of many flammable chemicals and there was an ever present danger of fire. The following extracts from the local press tell the story of two fires suffered by the company, just over 100 years apart, .

Press clippings from the Edinburgh Evening News tell us that at 8.30am on March 3rd 1961 a substantial fire broke out in the top floor of one of the warehouses, causing an estimated £90,000 pounds worth of damage. The most immediate problem was the loss of stock and storage space:

'The fire spread to office premises at 17 Smith's Place and flames seeped through the roof. The firemen ran up a long turntable ladder and a fierce jet of water immediately doused the flames ... Mr W Logie (57) the firm's buyer, said: 'Electric blankets and canisters of air-purifying liquids were stored on the top floor, and when the flames got a hold, the canisters began shooting out of the windows like little sputniks. The noise they made as they blew up was like a fusillade of rifle fire.'

The Evening Dispatch of the same day read:

'The top storey of the warehouse presented a desolate scene today, with thousands of items of ruined stock heaped into a charred, sodden mass all over the floor. The firm are hopeful that it will not be necessary to dispense with any of their employees. Their biggest problem, however, is to find alternative accommodation for the badly damaged warehouse.'

It could have spelled the end for Raimes. Rival wholesalers Smith & Bowman had recently closed after a major fire. If Raimes was unable to maintain service to its Chemist customers, who would have had to look elsewhere for supplies, there was no guarantee that they would switch back when Raimes resumed business. Management, staff and suppliers made an immense effort to bring in new stock overnight. By the next morning the orders were flowing again, without the loss of a single day's trading.

Examining the wreckage of the warehouse, firemen noted ancient signs of charring from a much older fire, which had devastated the building more than 100 years earlier. An imaginative piece of writing in the Scotsman of Wednesday 27th February 1850 stated

'A most alarming and extensive fire occurred on Sunday evening at Smith's Place, Leith Walk in the warehouses of Messrs J&R Raimes & Co, wholesale druggists and manufacturing chemists, which ended in the almost total destruction of their extensive and valuable storehouses...

'From the combustible nature of the materials in the warehouse, including dry-salter goods of every description, spirits of wine and camphor, alkalis, groceries, oils, and an endless variety of drugs the fire burned with undiminished vigour, notwithstanding the exertions of the firemen, who thronged every commanding spot. Some of the positions which they occupied were extremely dangerous, but of material consequence in directing the stream of water.

'The roof fell in with a dreadful crash, and carried away, in its descent, portions of the floor, which in turn became themselves prey to the flames. The peculiar sound of burning rafters, and the noise of the destruction of the glass in the windows, with the uproar and confusion of the excited crowd, combined to form a scene of appalling grandeur. Showers of sparks were carried about in the air, and as different chemical substances became ignited, they burned with a peculiar flame, presenting the variety and brilliancy of a pyrotechnic display...

'After burning for about three hours it became apparent that the fire was exhausting itself. It was ultimately extinguished shortly after twelve o'clock, when nothing remained of the south wing of the warehouse but the bare walls, and a mass of smouldering ruins. No satisfactory conjecture has yet been formed as to the origin of the disaster.

'The fire of Sunday night has rarely been equalled in this city and attracted great numbers of people to the spot from all quarters of the city and suburbs. In attendance were members of the military, local councillors, the police and even the provost.'

LEITH WORKERS NOT LIKELY TO LOSE JOBS

Directors of Raimes, Clark & Co., the Leith manufacturing chemists, whose warehouse was badly damaged by fire

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with thousands of ite stock heaped into a chamass all over the floor The firm are hopefu not be necessary to d any of their emplo biggest problem, howe alternative accommod

badly damaged wareh LETTER TO CUS

The situation could even more serious, fire brigade succeeder ing the fire from spre-stairs to the valuab drugs. But some may by writer

by water. Mr Cumming has se firm's customers a let them of the position them to continue to

Mr J. B. Fowler, --the firm, said tha damaged by fire special room in which ous drugs were stored removed last night t greater safety under vision

COL.

UNDER CONTROL



AFTERMATH OF FIRE



Lindsay and Gilmour Today

Over the past hundred years, advances in the development and use of medicines has changed not just the length, but the quality of our lives. Not only do far more people now survive into old age, but with the support of medication they are more likely to be able to remain active in the community to an advanced age. Demographic changes and the post war baby-boom mean that the numbers of 70, 80 and 90 year olds will increase dramatically over the coming decades, placing increasing pressure on the NHS. Many people in these age groups have to take a combination of medicines to maintain their health, and problems with correctly taking medication are one of the most common reasons for them to be admitted to hospital. In February 2002 the Scottish Government published a strategy for pharmacy, entitled "The Right Medicine," setting out their plans for how community pharmacy could improve Medicines Management and Public Health and help reduce the mounting pressure on other areas of the Health Service.

Recent developments in Scottish Pharmacy include the Minor Ailments Service. Under this scheme, patients with "minor ailments", who are entitled to free prescriptions, can visit their local pharmacy and receive free advice and appropriate medication, without having to make an appointment to see their GP. Details are now being finalised for a Chronic Medication Service, which will allow patients on regular medication to register with a qualified pharmacist, who will manage their prescriptions, and monitor and adjust their medication levels as required. This service will help patients with chronic needs maintain their health while making fewer trips to their GP. It should prove more accessible and convenient for patients, while at the same time reducing pressure on GPs. The challenge for pharmacy has been how to cope with these new developments while at the same time safely and accurately dispensing ever increasing numbers of prescriptions.

For several years now, Lindsay & Gilmour have been investing in preparing for these changes. The pharmacists are supported by trained dispensers, many of whom have undertaken further courses of study to upgrade their skills to the level of Accredited Checking Technicians. This means that they are able to take on additional responsibilities in the dispensing process, freeing up pharmacists to spend more time on patient consultations and clinical duties. Many of the pharmacists have also undertaken further studies and post-graduate studies to enhance their knowledge and skills to meet the challenges of 21st century pharmacy. Drawing on both their adaptability as a local family run business, and on the strength of being one of the largest independent pharmacy chains in Scotland, Lindsay & Gilmour believe they are well placed to serve the healthcare needs of their local communities. The company now manages 27 pharmacies spread throughout Edinburgh, the Lothians, East Central Scotland, the Borders and Fife. To help maintain efficient and cost effective services to this expanding network, a distribution warehouse was opened in Broxburn in 2007.

The current Managing Director, Robbie McGregor, is a pharmacist with considerable depth of experience. He ran his own business for several years before joining Lindsay & Gilmour and working his way up to his current position. Along with his professional and management duties, Robbie recently found the time to sharpen his

management skills by studying part time for an MBA at Napier University, a step which the chairman, Nigel Cumming, made a few years previously. He has recently taken over as Managing Director and Superintendent Pharmacist from Norman Jess, who stepped down in 2008, but continues to make a valuable contribution to the business working part-time as Purchasing Director, managing the medicine supplies.



From the top left, clockwise: the welcoming interior of the original Lindsay & Gilmour in Elm Row Edinburgh; Robbie McGregor MD with Angela Constance MSP, at the opening of the new Lindsay & Gilmour pharmacy adjacent to West Calder health centre; blood pressure monitoring at L&G Grangemouth; pharmacy; staff at the Sauchie branch; pharmacy consultation at L&G West Calder; the facade of the Smith's Place premises on Doors Open Day; the exterior of L&G Elm Row; staff at the Inverkeithing branch.



Rory Vereker, Archivist, with the Elm Row display

Centenary Celebrations

The 100th anniversary of Raimes Clark & Co. becoming a limited company seemed a suitable opportunity to take action to preserve the company history and to make the early documents and artefacts available to interested parties. To this end, this history was commissioned and a number of other events were organised.

A series of travelling exhibitions of original pharmacy memorabilia toured the branches as window displays. Traditional wooden pharmacists' drawers, bottles, ledgers and product labels were shown alongside history boards outlining the history of the business. The Edinburgh Evening News published an illustrated article, entitled 'Pharmacy Darwin used Evolves Way to Rouse Memories of the Past'. Emphasis was given to the fact that we understand that Darwin had visited the Elm Row branch as a young man, and to the way the displays had evoked reminiscences from members of the public.

In September 2008 the company participated in Edinburgh Doors Open Day for the first time. Visitors were invited to see inside Smith's Place House and view exhibitions showcasing the archive. This event was attended by over 750 people; the company is most grateful to the Leith Local History Society members, who were on hand to bring the history to



The curved stairwell at Smith's Place

life. Amongst the visitors was Dr George Drummond, who at 101 is the oldest registered pharmacist in Britain. Pouring over the exhibition, he recollected having to run errands to Smith's Place as an apprentice. Another exemployee reminisced about her experiences of meeting a Stevenson-esque ghost in the building, whom she met leaning on a balustrade in breeches and a cut-away coat! The event was repeated in 2010 and it is hoped that it will become a biennial event.



Visitors studying the exhibitions in the Boardroom



Nigel Cumming and Dr Drummond

Extract from J.P. Gibb's Diaries: Letter to a Young Traveller, 1935

29 Ladysmith Road

Edinburgh, 29th Septr., 1935.

Dear Mr Trotter,

You are opening a new chapter in your life and to help you all I can give you are a few hints garnered from a wealth of experiences of 35 years life 'on the road'. You are getting an excellent chance of making good and I have no doubt you will seize the opportunity with both hands. You will find you are representing a first class firm, which is of paramount importance, not like representing a 2nd or 3rd class firm and you will find you are backed by a first class organisation inside, also very important. We have a first class connection and it is up to you to keep it up and even increase same. Now for points- some are obvious but there is no harm putting them down. In the first place, the men you call upon will be strangers, therefore 'gang warily' till you know their different idiosyncrasies.

Always do the straight thing, apart from anything else it always pays you in the long run.

<u>Smoking</u>- Every traveller should smoke and carry a plentiful supply of cigarettes. I carry Cotton's Charter cigarettes. We are the agents for Cotton and you can buy

20's retail for 1/- for 10d. 50's retail for 2/6 for 2/-

If your customer fancies the cigarettes tell him you can supply at wholesale prices. For a month before Christmas include in your samples a 50 and 100 cabinet, for chemists buy at that time to sell or give as Christmas presents.

<u>Drink.</u> There is not much treating 'on the road' nowadays. Still it is handy to give a social glass sometimes. This is more applicable to the North where more time is available.

<u>Dress.</u> Always be smartly dressed and well groomed, and be a collar a day man. A two-day-collar man is always the sign of a second-class traveller.

<u>Work.</u> Always be a hard grafter and never grudge working early or late. It pays. If you make a mistake then own up at once. 'To err is human', but say to yourself I shall take jolly good care not to make the same mistake again. (This is one of the spokes of the wheel of Toc H. I know some people admirable in many virtues but who will lie ad lib to try and make out they are right. They are a nuisance.)

Always carry a fountain pen. A customer describing to me a poor traveller summed him up by saying 'he didn't even have a fountain pen'.

Never run down an opponent, or anybody in fact, for 'there's good in the worst of us.' If your customer is running down anybody, be a good <u>listener</u>.

Find out what your customer is interested in (apart from the drug trade), literature, sport, seafaring, etc. and listen and talk on his hobby.

Literature I give and loan books on subjects in which my customers are interested.

Sport If you can play a decent game at golf, bowls or billiards of an evening with a customer, this is good for business or a hand at cards. Cards apply particularly to Dundee. Thomson, our best customer there, likes you to go to his club with him, or if summer time he likes bowls or a round of the putting course.

Copy all your orders into your order book. If you are handed an order written out, copy it into your book and at the same time send the customer's order to us and mark it copied. This is handy for office and

warehouse. Of course, sometimes you may have to send the original order uncopied through lack of time. The order in your order book is always a reference for the future.

<u>Samples.</u> Always have an attractive lot to show, and what you sell from samples is a satisfaction for they are extra lines for you to order. Not only that, but when a man says he has no order ask him for five minutes to show him the contents of your bag. Often by doing so you get the start of an order and additions will follow.

I always take two old order books with me. My order book for my previous journey and my order book of 12 months ago. After you get your order run over items of the previous order asking him how he got on with special lines you sold him and you will probably get repeats. If you do not mention these items they may be forgotten by the customer or yourself. Then your 12-month-old order book contains items seasonal for that time of year, such as sponges in April, etc. I am a diarist, and have been since I was nine years old, but I keep a separate journey log and write in notes such as prices quoted for items the customer nearly bought but is likely to buy when in the market.

If your customer tells you his wife or any of the family are ill, note it so next journey you can ask so how is wee Tommie, etc. keeping now? Customers appreciate this. Many other eminently useful items are included in my log.

Be careful not to stay too long or too short a time with a customer.

Apart from business have something interesting to show him, snapshots (not too many) etc. Have one or two really good new stories to tell. Tell them the whole journey and then delete from your repertoire- so no risk of repeating. Different stories for different men, but never tell a story with even a trace of blasphemy in it. A first class story suitable for a drawing room is always best, but of course, there are others again; you must know your man.

Humour is first and always a great asset to a traveller. Try to make yourself a favourite with your customer, so that when he gets your advice card he says – Oh Trotter is coming, he is a decent lad, must keep something for him. <u>Not</u> – Oh Trotter is coming, he is a bore, I must tell the assistant to say I am out.

<u>Accounts</u>. As far as possible wait till your customer asks for his account, but if he doesn't, just before leaving, by the way I have a small account for you.

These are general remarks, but you will have to feel your way yourself. Take a note of any difficulty and discuss it with us when at the office on Saturdays.

Yours very truly,

J.P. Gibb



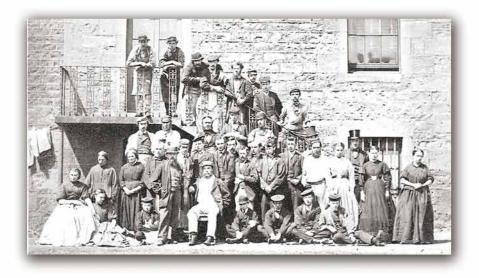
Lindsay and Gilmour Pharmacies

11 Elm Row, Edinburgh, EH7 4AA	0131 556 4316
257a Leith Walk, Edinburgh, EH6 8NY	0131 554 6591
18-20 Comiston Road, Edinburgh, EH10 5QE	0131 447 2336
22 Hillhouse Road, Blackhall, Edinburgh, EH4 2AG	0131 332 3602
242a Crewe Road North, Edinburgh, EH5 1LW	0131 552 4253
37 Moredun Park Road, Edinburgh, EH17 7ES	0131 664 2119
6 Milton Road West, Edinburgh, EH15 1LF	0131 669 1532
107 Slateford Rd, Edinburgh, EH11 1QY	0131 337 3405
2 Pentland View Court, Currie, Edinburgh, EH14 5NP	0131 449 2707
536 Lanark Road, Juniper Green, Edinburgh, EH14 5DJ	0131 453 3130
18-20 Woodburn Avenue, Dalkeith, Mid Lothian, EH22 2BP	0131 663 0372
173 Main Street, East Calder, West Lothian, EH53 0EW	01506 881 935
65 West End, West Calder , West Lothian, EH55 8EJ	01506 871 232
16 Central Avenue, Grangemouth, Stirlingshire, FK3 8SD	01324 482 079
81 Main Street, Sauchie, Alloa, FK10 3JT	01259 723 155
5 Firs Entry, Bannockburn, Stirlingshire, FK7 0HW	01786 816893
15 Bannockburn Road, Stirling, FK7 OBP	01786 472 810
Larbert Road Health Centre, Bonnybridge, FK4 1ED	01324 812342
1 High Street, Bonnybridge, FK4 1BX	01324 812332
5 Moss Knowe, Kildrum, Cumbernauld, G67 2HU	01236 722523
91-93 Main Street, Forth, ML11 8AA	01555 811 247
5 Oliver Place, Hawick, Roxburghshire, TD9 9BG	01450 372 757
10-12 Market Place, Selkirk, TD7 4BT	01750 21723

Group Pharmacies

Macbride Pharmacy, 34 Main Street, West Calder, West Lothian, EH55 8DR	01506 871 164
Nuchem, 173 Piersfield Terrace, Edinburgh, EH8 7BR	0131 669 8109
Head Office	
19 Smith's Place, Leith, Edinburgh, EH6 8NU	0131 554 1551





Staff Group Photo, 1870's



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