

Whitehouse & Neath Hill Health Centre

Attendees:

Jade Fuller, Laura Curtis, Brooke Mitchell and 3 PPG members

Resigned Member:

PPG member

The meeting opened at 5pm.

Minutes of the last meeting were approved.

Resigned Member

It was announced that a PPG member is resigning from the committee. We wish them well and welcome them back in the future.

New Whitehouse Surgery Staff

Welcome to Laura Curtis and Brooke, who will be assisting Jade Fuller at Whitehouse Surgery and Brooklands.

PPGs at Whitehouse Surgery and Brooklands

Due to a lack of patient interest in joining the Whitehouse Surgery PPG, it was proposed that the Whitehouse Surgery PPG and Brooklands PPG would merge, alternating meeting venues.

Data Information

During January 2026 there were 4,713 appointments made, of which 523 patients did not attend or cancel.

During February 2026 there were 4,068 appointments made, of which 471 patients did not attend or cancel.

Palliative Care

The Palliative Care Coordinator will be assisting patients who need extra help by arranging items to suit their needs, e.g. hospital appointments.

Hospitals

A PPG member advised that hospitals now use phones to send messages to GPs following a patient consultation, the surgery had not heard of this previously as it is new technology.

Doctors

A new lady doctor, Dr Dana Saeed has joined Whitehouse and will be available on Mondays, Wednesdays, and Fridays.

Advanced Nurse Practitioner

There is a new Advanced Nurse Practitioner available four days a week starting in May 2026.

Reception

Receptionists have attended refresher training for confidentiality.

Diabetic Nurse

The Diabetic Nurse will be available at weekends throughout March.

Vaccinations

It was announced that there is a lack of patients taking up vaccinations. This will be reviewed to understand the reasons.

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Health Checks

Health checks will take place at Brooklands and Whitehouse for patients with long-term conditions once a year, around their birthdays.

Notice Board

It was suggested that photos and names of doctors on duty be displayed, its not possible to add this in the surgery at present however we will look to adding this to our website.

Mole Clinic

We have a GP that specialises in Dermatology, Dr Vaida who will be able to see patients if they require.

Phone

It was reported that the waiting time for calls to be answered is between 6 and 9 minutes.

Asthma Nurse

The Asthma Nurse is going on maternity leave in June roughly, and a replacement nurse is being sourced.

AI Complaints

It has been noted that a lot of patients are using AI to make complaints. This method is not advisable as the full nature of the complaint is not always clear to what the patient is complaining about and is adds information that is not always relevant as it does not follow he experience the patient had.

The meeting closed at 6pm.

Next Meeting

15 June at 6pm, to be held at Brooklands.