



UPDATE



This is the number of wasted appointments in July 2024 where patients just Did Not Attend

St Georges Medical Practice July 2024 DNA's

Dr Khan & Partners July 2024 DNA's

Clinician	Appointment	Minutes	Hours	Clinician	Appointment	Minutes	Hours
GP	15	203	3hr 23min	GP	82	1285	21hr 25min
ANP	12	165	2hr 45min	ANP	9	135	2hr 15min
Nurse	21	360	6hr 00min	Nurse	63	1025	17hr 05min
Pharmacist	0	0	0hr 0min	Pharmacist	0	0	0hr 00min
TOTAL	48	728	12hr 08min	TOTAL	154	2,445	40hr 45min

Combined total number of Did Not Attend

	WASTED Appointments	Minutes	Hours
July 2024	202	3,173	52hrs 53mins
June 2024	239	3,839	63hrs 59mins

Can't make your appointment?

Cancel it so that someone else can be seen.

Call the surgery number and select option 6 - OR -

Text CANCEL in response to the appointment text reminder from the surgery

Rushbottom Lane Surgery received 14,713 Incoming telephone calls during the month of July 2024



Here are just three of the awareness events taking place in August 2024

August 1st - 7th 2024 World Breastfeeding Week (WBW)



World Breastfeeding Week (WBW) is a global campaign to raise awareness and galvanise action on themes related to breastfeeding. <https://waba.org.my/wbw/>



Inform

people about inequalities that exist in breastfeeding support and prevalence



Anchor

breastfeeding as an equaliser to close gaps within society



Engage

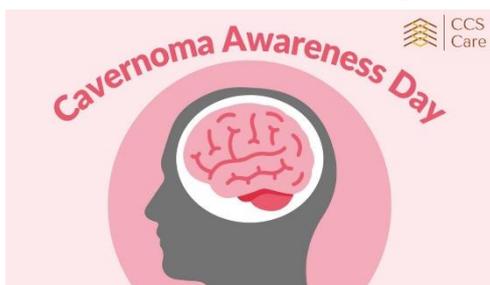
with individuals and organisations to enhance collaboration and support for breastfeeding



Galvanise

action on reducing inequalities in breastfeeding support by focusing on vulnerable groups

August 15th Cavernoma Awareness Day



Cavernoma, also known as cavernous angioma or cerebral cavernous malformation (CCM), is a cluster of abnormal blood vessels, typically found in the brain or spinal cord. These malformations can cause serious health complications, including seizures, headaches, neurological deficits, and in rare cases, haemorrhagic strokes. However, some people with cavernomas may live their entire lives without experiencing any symptoms or knowing they have the condition.

Cavernomas contain blood which travels slowly through these vessels, usually clotting. The look and shape of a Cavernoma resembles a raspberry and can range from a few millimetres to a few centimetres in size. Each year, hundreds of people are diagnosed with a Cavernoma. In the UK, 1 person in 600, has a brain Cavernoma.

August 1st – 31st International Happiness Happens Month



Happiness Happens Month is celebrated annually in August. It is dedicated to celebrating things that make you happy. It's a known fact that happiness is contagious and sharing your happiness can bring a smile to someone's face. The month reminds us that happiness can be found in even little things that we might not notice and that spreading the same joy amongst others can help make the world a better place. <https://nationaltoday.com/happiness-happens-month/> Take stock of your life and figure out which things make you truly happy. Focus on them and find new ways to fill your life with as much joy as possible.

Teamwork!

A big thank you to our members, John Atkins, June Sales, Kathryn Chandler, Louise Kinsey, Patsy Knock, and our Chairman John Hall, who gave up their time to help with the recruitment of new PPG members. Chatting with patients both inside and outside the surgery throughout the month of June.

Thanks to their efforts, our current membership now stands at **434**



New 0300 telephone numbers at Mid and South Essex NHS Foundation Trust



To improve our telephone systems, services at Mid and South Essex NHS Foundation Trust will have new telephone numbers starting with the prefix of **0300 443**. The new phone numbers are needed because we are introducing a new phone system that will provide a more reliable and improved service for calling our hospitals. This process will happen over the next six months.

Patients will be called by a number starting **0300 443**, answering or calling back the number costs no more than a normal call to a 01 or 02 landline number. 0300 numbers simply allow organisations like ours to have a single point of contact.

Once a service has their new **0300 443** phone number confirmed, it will be updated on any printed letters or other material given to patients. Departments will also update the relevant information on the Trust's website. Old phone numbers for key patient services will have a voicemail added to the line for a period of time confirming the new phone number for patients to call.

If you have any questions, please contact via email: - mse.telephony.migration@nhs.net



Makaton Symbols, Signs & Speech

<https://makaton.org>

Makaton is a unique language programme that uses symbols, signs and speech to enable people to communicate. It supports the development of essential communication skills such as attention and listening, comprehension, memory, recall and organisation of language and expression.

Being able to communicate is one of the most important skills we need in life. Almost everything we do involves communication; everyday tasks such as learning at school, asking for food and drink, sorting out problems, making friends and having fun. These all rely on our ability to communicate with each other.

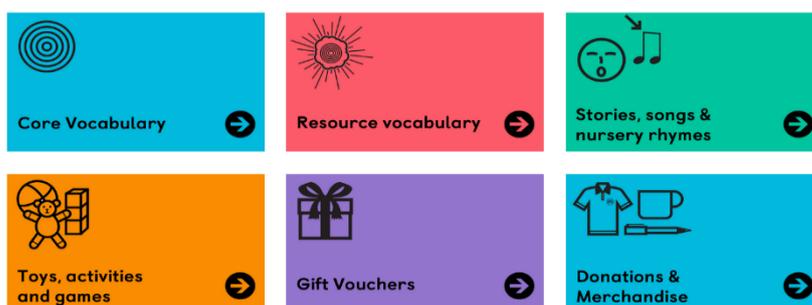
With Makaton, signs are used, with speech, in spoken word order. This helps provide extra clues about what someone is saying. Using signs can help people who have no speech or whose speech is unclear. Using symbols can help people who have limited speech and those who cannot or prefer not to sign.

For those who have experienced the frustration of being unable to communicate meaningfully or effectively, Makaton really can help. Makaton takes away that frustration and enables individuals to connect with other people and the world around them. This opens up all kinds of possibilities.

In the following video from CBeebies, parents of children who use Makaton explain how it has helped them communicate. And Makaton Tutor Kate Duggan explains how Makaton is beneficial for children (and adults) of all ages and abilities.



<https://www.youtube.com/watch?v=tRiW0s7wWlc>



<https://makaton.org/TMC/TMC/SHOP/ShopCategories.aspx>

Today over 100,000 children and adults use Makaton symbols and signs, either as their main method of communication or as a way to support speech.

In addition to children and adults with communication and learning difficulties and the community around them – for example, teachers, health professionals, friends, public service bodies etc. Makaton is increasingly used by the general public to aid communication.

Makaton has been shown to be useful for all sorts of people including those who struggle with understanding concepts, those who have poor literacy skills, including grammatical knowledge, and those with English as an Additional Language. By using Makaton, children and adults can take a more active part in life, because communication and language are the key to everything we do and learn.



Dementia hubs

Mid and South Essex NHS Foundation Trust

Staying in hospital can be an unsettling experience for anyone, and if you're living with dementia, you may feel particularly distressed. The change of environment may make the patient more confused than usual, and this can be worrying for both them and their relatives.

It's important that staff are made aware if a patient has a diagnosis of dementia. This is so that they can support the patient appropriately. The staff will ask the patients relative for information, if they're unable to tell them their self, so that staff can carefully tailor the care that the patient receives.

All patients are entitled to expect high standards of care and treatment, and to be treated with dignity and respect. For further advice or support during a hospital stay, please ask the ward to contact the Admiral Nurse or Dementia and Delirium Nurse who can visit you and talk with your relatives.

MSE Foundation Trust: - Our Dementia hubs can support you

MSE Dementia hubs run monthly, offering support and information to family, friends, carers and recently diagnosed patients. No appointment needed, drop in and visit the team at one of our sites.

Basildon Hospital: The Retreat, first Monday of the month 2pm to 4pm

Broomfield Hospital: The Atrium, outside costa last Thursday of the month 11am to 1pm

Southend Hospital: Day Assessment Unit, Prittlewell Building, first Tuesday of the month 9.30am to 11am.



Marie Curie is inviting people living with a serious life-limiting illness,

those supporting them, or people who have been bereaved, to complete a survey to tell the charity what they think future palliative and end of life care research should focus on, reflecting what's most important to them.

Marie Curie's first survey earlier this year identified a long list of 79 questions that people see as priorities for palliative and end of life care research. This second survey is asking people to prioritise these questions further.

The survey will create a shortlist of questions to be discussed at a final workshop that will identify the top ten research priorities.

The survey is open until August 31st. Follow the link in the button below to complete it.

[Take the Marie Curie survey](https://qualtrics.ucl.ac.uk/jfe/form/SV_0upill9Fq86LFVc)

https://qualtrics.ucl.ac.uk/jfe/form/SV_0upill9Fq86LFVc

How can palliative and end of life care be improved?

Complete our survey to shape future research



SUPPORTED BY



Have your say

<https://www.mariecurie.org.uk/>

The biggest joke on mankind is that computers have started asking humans to prove that they aren't a robot

It blows my mind that NASA is able to receive data from 4.67 BILLION miles away. But I lose Wi-Fi in my kitchen

Nobody told me that when you get a husband that the ears are sold separately

I'm not saying I'm old, I'm just saying that my dinner time and bed time are getting dangerously close to each other



Rushbottom Lane PPG are currently looking for several members to join our Coordination Team.

The Coordination Team are a group of PPG members that arrange our meetings, compile meeting agendas and minutes, deal with all membership issues, and handle all membership communications. Including, passing on information from the surgery and the NHS generally.

On a personal note, it's good to know that you are helping others as well as your own family. Which is satisfying to know that you can make a positive difference to other people's lives.

The Coordination Team aim to meet in person once a month, and at a time convenient for all, to discuss ideas and any issues that may have arisen.

To apply or for more information, please contact our chairman,
John Hall - rushbottomppg@gmail.com



September 1st John Burrows Park Hadleigh Community Summer Fayre

There will be: - The Annual Fun Dog Show, Bumper Cars, a Merry-go-round, Craft & Game Stalls, Live Music, and an International Food area.

Plus, lots, lots more. Including  Benfleet PCN
Primary Care Network

Rushbottom Lane PPG will be there, helping out on the PCN stall. So why not go along and say hello. It sounds like a great day out, with lots of fun and activities for all the family.

Bump to Breast support group

[Bump to Breast](#) | [Health and Wellbeing](#) | [Southend YMCA](#)



Breastfeeding
Support | Advice | Friendship

Bump to Breast provides friendly and welcoming breastfeeding support groups at various Southend locations each week. At Bump to Breast we are helping with the **Southend Supports Breastfeeding Scheme!** Do look out for us at community events over the summer, including a Pier Walk on Monday 22 July, Beach Play Ideas on Thursday 25th July, and our usual coffee morning at the Cliffs Pavilion cafe on Friday 26th July. For more information email elianorking@southendymca.org.uk or check our Facebook page, Bump to Breast ABSS Breastfeeding Group Support, or look on Instagram -bumptobreastsouthend.

About the project

Started in 2018 and funded by A Better Start Southend, Bump to Breast provides friendly and welcoming breastfeeding support groups at various Southend locations each week, where people can meet others who are breastfeeding their little ones, ask questions and receive advice and support. Families are welcome both before and after their babies arrive.

What are some benefits of breastfeeding?



Our weekly group sessions

- Mondays 10-12 am at the Southend YMA Eco Hub, 2a St John's Rd, Westcliff-on-Sea
- Tuesdays 10-12 am at the ABSS Community Hub at SAVS on Alexandra Street in Southend
- Wednesdays 10-12 am at Trust Links Growing Together Gardens, Elm Road, Shoeburyness
- Thursdays 10-12 am at the Plaza Centre on Southchurch Road (around the side in 'The Living Room')
- We also meet for coffee and a chat on the last Friday of the month at Cliffs Pavilion cafe 10am- 12pm - all welcome, and the coffee's on us!

We have a regular presence at Southend Storehouse family session on Wednesday mornings as well, with breastfeeding information available, and can provide simple breast pumps for free to those who need them.

Rushbottom Lane Surgery Opening Times

Mon to Fri 08:00 - 18:30* Sat* & Sun Closed

*Out-of-Hours appointments available. Ask at reception.

Appointments can be booked by Telephone from 8.00am Mon-Fri

Appointments can be booked in person by queuing outside from 8.30am Mon-Fri

As a registered patient at the Rushbottom Lane practices, you have access to a range of locally provided additional services through their partner organisations. Visit the surgery's **Attached Services** page to learn more. <https://www.thekhanpractice.nhs.uk/attached-services>

The surgery will be closed for the Summer Bank Holiday - Monday 26th August



eConsult – is a digital triage and online consultation platform

Mon to Fri 08:00 - 18:30

<https://thekhanpractice.webgp.com/>

<https://stgeorgesmedicalpractice.webgp.com/>

e consult Dr Khan & Partners

For patients registered at Dr Khan & Partners, click here to contact your doctors online, with eConsult.

GET STARTED

e consult St Georges Medical Practice

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GET STARTED

Check out this YouTube video: <https://www.youtube.com/watch?v=tbq1AhkmZkU>

Time to Learn Sessions 2024-2025

Please see below dates with time to learn sessions scheduled at the surgery.

The surgery will **close at 1.00pm** on these days and re-open at 8.00am on the following morning. Patient's should contact 111 with any medical issues during this time.

This is protected time for Clinicians and staff to attend training sessions.

Tuesday 3rd Sept 2024

Tuesday 3rd Dec 2024

Tuesday 1st Oct 2024

Tuesday 4th February 2025

Tuesday 5th Nov 2024

Tuesday 4th March 2025

Disclaimer: "Some of the information contained within this magazine, may not necessarily represent the views or advice given by the surgery or the NHS as a whole"

If you have any feedback or suggestions for articles in future issues of our **UPDATE** magazine, then please email us.

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