



# UPDATE

A reminder that our next **PPG** meeting with the surgery is  
**9<sup>th</sup> October at 18.30**  
 The meeting will be held within the surgery and on **TEAMS**  
 For those that unable to make the 18.30 start,  
 you are welcome to join us at any time during the meeting

Below is an **UPDATE** list from both Rushbottom Lane Surgeries. This shows the number of wasted appointments last month (September 2024), where patients just **Did Not Attend**.

St Georges Medical Practice Sept 2024 DNA's				Dr Khan & Partners Sept 2024 DNA's			
Clinician	Appointment	Minutes	Hours	Clinician	Appointment	Minutes	Hours
GP	13	225	3hr 45min	GP	79	1,175	19hr 35min
ANP	15	225	3hr 45min	ANP	5	75	1hr 15min
Nurse	15	220	3hr 40min	Nurse	54	835	13hr 55min
Pharmacist	0	0	0hr 0min	Pharmacist	0	0	0hr 0min
<b>TOTAL</b>	<b>43</b>	<b>670</b>	<b>11hr 10min</b>	<b>TOTAL</b>	<b>138</b>	<b>2,085</b>	<b>34hr 45min</b>

### Combined total number of Did Not Attend

WASTED:-	Appointments	Minutes	Hours
September	181	2,755	45hrs 55mins
August	186	2,820	47hrs 00mins

**Don't need or 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**

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



**World Mental Health Awareness Day** is celebrated every year on **10<sup>th</sup> October**. This year's theme set by the World Federation of Mental Health is, **"it's time to prioritise mental health in the workplace"**. The theme highlights the importance of addressing mental health and wellbeing in the workplace, for the benefit of people, organisations, and communities. On World Mental Health Day, people all over the world get involved by raising awareness of mental health. Last year, Mental Health Foundation has helped thousands of people to speak up about mental health through Tea & Talk events being held across the UK.

Talking about our mental health can help us cope better with life's ups and downs. So, on World Mental Health Day and beyond it, why not check in with your friends, family, peers, or colleagues?



<https://www.mentalhealth.org.uk/our-work/public-engagement/world-mental-health-day>

**Restart a Heart Day**  
**16<sup>th</sup>**  
**October**



**Restart a Heart Day** takes place on and around 16<sup>th</sup> October each year.

The Resuscitation Council UK along with the British Heart Foundation, British Red Cross, St John Ambulance, the Association of Ambulance Chief Executives, NHS England, Save a Life for Scotland, Save a Life Cymru, and Northern Ireland Ambulance work together to help raise awareness of cardiac arrest and teach CPR.

More than 30,000 out-of-hospital cardiac arrests happen every year in the UK. Sadly, less than one in 10 people survive. Early CPR and defibrillation can more than double the chances of survival in some cases.

**International Brain Tumour Awareness Week**  
**October 26<sup>th</sup>**  
**to**  
**November 2<sup>nd</sup>**

**International Brain Tumour Awareness Week** is celebrated worldwide annually from the last Saturday of October to 1st Saturday of November to create awareness about brain tumours and their effect on individuals and their families. The week encourages activities that draw attention to the particular challenges of a brain tumour and the need for an increased research effort.

A brain tumour is a mass or development of abnormal cells in your brain that causes symptoms such as headaches and nausea. There are several distinct forms of brain tumours. The majority of brain tumours are noncancerous — benign — although a small number of brain tumours are cancerous — malignant. Brain tumours can start in the brain itself, or they can start in other parts of the body and spread to the brain, which is often called secondary or metastatic brain tumours.



**Rushbottom Lane Surgery**  
**has 19,496 patients**

**The Surgery received**  
**14,035 Incoming telephone**  
**calls in September 2024**



Rushbottom Lane  
**P**atient  
**P**articipation  
**G**roup

**Rushbottom Lane PPG**  
**have 461 members**

# New AI partnership targeting non-attendance forecasted to save trust £28 million annually

Patient engagement specialist, [Healthcare Communications](#), part of [Webex](#), has partnered with [Deep Medical](#), a digital health group specialising in artificial intelligence (AI) solutions for medical imaging and diagnostics, to integrate an AI solution into its market-leading communications platform to reduce missed appointments, improve waiting times and drive down health inequalities.

Following a successful pilot at [Mid and South Essex NHS Foundation Trust](#), which saw the number of did not attends (DNAs) reduce by almost a third in six months, the integration has been rolled out across the entire trust. This is forecast to allow 100,000-150,000 extra patients to be seen and save the trust £28 million each year. The results have led to [NHS England](#) announcing plans to roll out Deep Medical's AI solution to a further ten NHS trusts.



"The initial pilot outcomes are hugely encouraging. It has helped us to make the best use of our resources as a service, reducing no shows and supporting the movement of patients off the waiting list. Critical to this is being able to communicate with our patients at scale, across multiple channels, and we are delighted to be using the Webex Connect platform through Healthcare Communications to deliver this. Our deployment with Deep Medical and Healthcare Communications will be a fantastic example of how harnessing the power of AI, with proactive, scalable communications will play a key role in the NHS's improvements," said Erica White, Programme Director at Mid and South Essex NHS Foundation Trust.

According to NHS England, 8 million appointments are missed and 4 million are cancelled at short notice in England, costing the NHS over 2 billion GBP annually, all while 7.6 million people are waiting for care. Initial calculations made by Deep Medical suggest if a patient misses just two hospital appointments their risk of death increases by eight times, compared to patients with the same condition who do not miss appointments. This in turn increases the likelihood of the person requiring more urgent and emergency care.

An algorithm is used to predict DNAs based on external insights such as a person's job, childcare and carer commitments, live traffic, and weather, before offering alternative bookings for patients. This is achieved by analysing hundreds of human behaviour insights from trust data. Healthcare Communication's platform, Webex Connect, then uses the segmented data to send hyper-personalised messages to patients through various channels and at different times to give them the best opportunity to be aware of appointments and rearrange to a convenient time and/or date to optimise their attendance likelihood.

Dr Benyamin Deldar, Deep Medical's Co-Founder and former NHS Doctor and NIA Fellow added: "Our partnership with Healthcare Communications represents a pivotal moment in our mission to improve patient care and optimise clinician time. It made sense to integrate with a leading patient communications provider such as Healthcare Communications so we could maximise our potential to reduce the waiting list backlog and health inequalities."

## Find your little big thing, for your mental health

There are little things we can all do to lift our mood or ease our anxiety – we need to find what works for us. This could be as simple as taking a walk in nature, prioritising our sleep or opening up to a friend. Our little thing, if we keep doing it, will make a big difference to how we feel.

We all have mental health, and life is full of ups and downs for us all. Here you will find expert advice, practical tips, and plenty of help and support if you're stressed, anxious, low or struggling to sleep.

<https://www.nhs.uk/every-mind-matters/>



**Better Health** Let's do this

**STOP TOBER**

**NHS**

Stop smoking for  
Stoptober and you're  
**5 times more likely**  
to quit for good.

Search **Stoptober**  
for free support

<https://www.nhs.uk/better-health/quit-smoking/>



## Free weight management courses

Essex Wellbeing Service are offering free weight management courses: virtual, digital, phone, and face-to-face to suit different learning styles and lifestyles. [Essex Wellbeing Service](#)

My Weight Matters is a programme promoting weight loss in a safe, steady and sustained way following NHS guidance. The Low Carb Programme is a low-carb approach with support to achieve your health goals. Both courses have a dedicated private Facebook Group for additional support and advice. Suitable to anyone over 18.

**Please note:** there is currently no waiting list for any of the programmes and no BMI restrictions. The only restrictions are pregnant/breast feeding and diagnosed with an eating disorder.

To register for your first appointment, call 0300 303 9988, scan the QR code, or click the button below:



**Essex Wellbeing Service**

**Begin your journey**



### Why should I take the online health and wellbeing assessment?

If you want to make lifestyle changes to improve your health and wellbeing, then we can help. By improving your diet, increasing your exercise and addressing low self-esteem, you could significantly reduce any risk of cardiovascular disease and mental health illness.

Completing our online health and wellbeing assessment can help you understand more about your physical and mental health needs and factors that stops you from dealing with them, so you can prioritise them and find the right support for you. It also allows us to get a more detailed overview of who you are, what you need help with, and the best way we can support this if that is what you choose.

This assessment is built around you and your needs and will help us understand and better prioritise your needs. Once completed, you could gain the access to:

- A better picture of your overall requirements.
- The tools to help you sustain your health improvements.
- Additional support from specialist organisations in Essex. [Take the Online Assessment TODAY](#)

**Carers  
First**

## Carers Support Hub "Drop In" sessions

**By carers  
for carers**

**Thundersley Methodist Church, Kennington Avenue,  
South Benfleet SS7 4BS**

**06.11.24.**

**04.12.24.**

Carers First works with over 39,000 unpaid carers. Directly with, and for carers, providing personalised information and tailored support in the way that suits them, helping them find balance, and making it easier for them to continue living their lives to the fullest.

Any of our lives can be turned upside down as a result of ill health, disability or frailty of a member of our family or a friend.

Carers First understand that caring can be hard but believe getting the right help shouldn't be. That's why, Carers First work with both carers and external partners, such as local councils, to deliver support services to carers across local communities.



## Local man benefits from implanted device: - "It's like I've got a paramedic in my pocket"

More than 100 patients with heart issues in Essex can now lead more normal lives thanks to being given round-the-clock support to manage their condition. Heart specialists based at the world-renowned Essex Cardiothoracic Centre (CTC) at Basildon Hospital, part of Mid and South Essex NHS Foundation Trust, have expanded a service that remotely monitors how well a patient's heart is working from data that is constantly sent by a device implanted in the heart.

If it detects any issues, it sends an alert to the cardiology team, made up of staff based at the CTC and in the community, who can contact the patient within 24 hours to check on their wellbeing. If needed, clinical staff can then change the patient's medication, schedule an appointment, or give advice about eating and drinking. There are around 100 active patients currently supported by the service at Basildon Hospital, with more set to benefit as the service plans to expand across mid and south Essex.

One of those patients is Sam Cross, from Grays, who had a pacemaker and defibrillator implanted in May after spending time in intensive care and having conditions including atrial fibrillation, where the heart can beat very quickly. He's now supported by the monitoring service and loves the freedom and peace of mind it gives him and his family. He said: *"It's like I've got a paramedic in my pocket, which is nifty because the hospital will know I've had any issues before I do. Being monitored gives me the confidence to plan things with my family, and it's very reassuring. I know I'm in good hands and it's taken a big weight off my mind."*

Such early intervention stops conditions such as heart failure from getting worse, preventing patients having to be admitted to hospital in an emergency. As well as remote monitoring of a heart's condition, the device can also support hearts in traditional ways, including acting as a pacemaker or restarting a heart if it stops.



Story by Nub News Reporter <https://basildon.nub.news/>

**My wife yelled from upstairs and asked, “Do you ever get a shooting pain across your body, like someone’s got a voodoo doll of you and their sticking pins in it?”**

**I replied “No...”**

**She responded: “How about now?”**



**The adult version of “head, shoulders, knees and toes”**

**Is**

**“wallet, glasses, keys and phone.”**

**When a woman says “Correct me if I’m wrong”**



**Don’t do it. It’s a trap!**

## **Emergency Department expansion at Southend Hospital is underway**

An £8.5million expansion of Southend Hospital’s Emergency Department (ED) has now started. Improvements will include a dedicated paediatrics area, linking it to the existing children’s ward and creating a better experience and calmer environment for children coming into hospital.

Treatment areas, waiting rooms and resuscitation areas will be redesigned to improve flow through the hospital, meaning those coming to ED get the urgent care they need faster and allowing ambulances to handover patients as quickly as possible. The new ED is set to open in summer 2025. Additional beds are planned for phase two, and earlier this year capacity was increased with the opening of a 16-space clinical assessment unit. This provides more areas to rapidly assess and treat patients coming in by ambulance.





<https://agewelleast.org.uk/>

[enquiries@agewelleast.org.uk](mailto:enquiries@agewelleast.org.uk)

0300 373 3333

## Just last year alone, we supported and empowered over 4,000 people to age well.

Age Well East offers community friendship services to anyone in Essex who is over 18 with an aim to end loneliness. They provide one to one volunteer friendship (befriending), pen friending and access to social groups and activities to empower people to live happier and healthier.

Age Well East believes everyone deserves to age well and they have been empowering people in later years since 1950. Their knowledgeable staff and volunteers provide excellent support services which are easily available.

They understand that changes in circumstances make people particularly susceptible to loneliness. When left ignored, loneliness can escalate from a temporary situation to a chronic challenge, which the NHS estimates as having the same detrimental impact as smoking 15 cigarettes a day on health deterioration. In Essex alone, as many as 80,000 people are thought to be lonely, which is one of many reasons Age Well East is so committed to providing excellent and trusted support.



## Save money with an **NHS** Prescription Prepayment Certificate

If you know you'll have to pay for a lot of NHS prescriptions, it may be cheaper to buy a prescription prepayment certificate (PPC). A PPC covers all your NHS prescriptions, including NHS dental prescriptions, no matter how many items you need.

### There are 3 PPC options:

- A 3-month PPC costs £32.05 and will save you money if you need more than 3 prescribed items in 3 months.
- A 12-month PPC costs £114.50 and will save you money if you need more than 11 prescribed items in a year.
- A hormone replacement therapy (HRT) PPC costs £19.80 and will save you money if you need more than 2 prescribed qualifying HRT items in a year.



### How to apply for a PPC

[Check if you can get free prescriptions](#) before you apply for a PPC.

You can [buy an NHS prescription prepayment certificate online](#). The PPC will start from the day you submit your application, unless you ask for a different start date. The start date must be within 1 month before or after the date of your application.

# 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>



**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

For patients registered at St Georges Medical Practice, click here to contact your doctors online, with eConsult.



[GET STARTED](#)

Check out this YouTube video: <https://www.youtube.com/watch?v=tbg1AhkmZkU>

## 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 1st Oct 2024      | Tuesday 4th February 2025 |
| Tuesday 5th Nov 2024      | Tuesday 4th March 2025    |
| Tuesday 3rd December 2024 |                           |

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

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