



# UPDATE

Just a quick reminder that this year's AGM (Annual General Meeting) is being held on

Wednesday 26<sup>th</sup> March 2025 at 19.00hrs  
 St Georges Church Hall, Rushbottom Lane, Benfleet SS7 4DN

All are welcome to attend. Come and have your say.

If you wish to put yourself forward for the position of: Chair, Secretary or Committee member, then please email: [RushbottomPPG@gmail.com](mailto:RushbottomPPG@gmail.com) at least 24hrs before.

Below is an **UPDATE** list from both Rushbottom Lane Surgeries. This shows the number of wasted appointments last month (February 2025), where patients just **Did Not Attend**.

St Georges Medical Practice Feb 2024 DNA's				Dr Khan & Partners Feb 2024 DNA's			
Clinician	Appointment	Minutes	Hours	Clinician	Appointment	Minutes	Hours
GP	20	285	4hr 45min	GP	90	1265	21hr 05min
ANP	17	248	4hr 08min	ANP	7	120	2hr 00min
Nurse	24	365	6hr 05min	Nurse	65	1003	16hr 43min
Pharmacist	0	0	0hr 0min	Pharmacist	0	0	0hr 0min
<b>TOTAL</b>	<b>61</b>	<b>898</b>	<b>14hr 58min</b>	<b>TOTAL</b>	<b>162</b>	<b>2,388</b>	<b>39hr 48min</b>

### Combined total number of Did Not Attend

	WASTED:- Appointments	Minutes	Hours
February 2025	223	3,286	54hrs 46mins
January 2025	293	4,541	50hrs 09mins

**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 March 2025

### Ovarian Cancer Awareness Month



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

During the month of March, Ovarian Cancer Action - alongside other UK gynae charities - put the spotlight on ovarian cancer and ask supporters to help raise awareness of ovarian cancer symptoms, statistics and stories.

Understanding the symptoms of ovarian cancer is pivotal for early detection. Common symptoms include: ■ Persistent bloating ■ Pelvic or abdominal pain ■ Difficulty eating or feeling full quickly ■ Changes in urinary habits ■ Unexplained weight loss or gain ■ Fatigue.

- There are around 7,500 new ovarian cancer cases in the UK every year.
- There are 41,000 women living with ovarian cancer in the UK.
- Over 4,000 women lose their lives each year – that's 11 women every day.
- If diagnosed at the earliest stage, 9 in 10 women will survive.

### Brain Tumour Awareness Month March 2025



A brain tumour occurs as a result of an abnormal growth or spread of cells from within the brain, or its supporting tissues, that can damage the brain or threaten its function. Some types of tumour can occur around the edge of the brain and press on certain parts of it, whilst others can be more diffuse, spreading out and growing in amongst healthy brain tissue.

Brain tumours are divided into four classifications – grades 1 and 2 are low-grade, grades 3 and 4 are classed as high-grade. High-grade or malignant brain tumours are aggressive and can spread quickly in the brain, they are usually a serious threat to life. Low-grade or benign brain tumours are slower-growing and not usually immediately life threatening but can still have a potentially dangerous impact on a person's well-being.



**Brain Tumour Research** <https://braintumourresearch.org/>

March 21<sup>st</sup>

is



**World Down Syndrome Day**

**Around 1 in every 800 babies will be born with Down syndrome.**

Down syndrome (or Trisomy 21) is a condition in which a person has an extra chromosome. Most people have 23 pairs of chromosomes – 46 in total. People with Down syndrome have an extra chromosome added onto the 21st pair – 47 in total. Chromosomes act like an instruction manual that defines how our bodies look and how they work. People who have Down syndrome usually have an intellectual disability. This is different in each person.

You usually get an extra chromosome by chance, because of a change in the sperm or egg before you're born. This change does not happen because of anything anyone did before or during pregnancy. Down syndrome occurs naturally – there is no known cause.

“**Chromosomes R Us**” is a short film explaining how Down syndrome (or Trisomy 21) occurs. This film was made by actors with Down syndrome: [https://youtu.be/o0VV3C\\_ydak](https://youtu.be/o0VV3C_ydak)



**Down Syndrome International** provides information about some of the key topics relevant to people with Down syndrome, including diagnosis, early development, health, education, employment and much more.

Visit their website and learn more about Down syndrome: <https://ds-int.org/about-down-syndrome>

## Q&A with Practice Manager; Jo Meadlarklan

Jo Meadlarklan is Practice Manager for both surgeries at Rushbottom Lane Surgery. As you can imagine this is an incredibly important and demanding job. We asked Jo about her role and what it involves

**Q.** What exactly is the role of a Practice Manager?

**A.** The official role is managing the practice's staff and budget, for developing its business strategy and to ensure that service delivery is smooth, efficient and cost effective for the taxpayer. But for me it's so much more, I like speaking to the patients, solving any issues quickly. Making sure the patients and staff are happy.

**Q.** How long have you been Practice Manager and how did you progress to this role?

**A.** I took over as Practice Manager in June 2024. I was Deputy before then for 15 months. I started as a part time receptionist in February 2020 just before Covid and was promoted to Reception Manager in 2022.

**Q.** Did you have to have any specialist or medical training?

**A.** No, although I had worked for the surgery since February 2020, so I gained knowledge over the years.

**Q.** What does the day-to-day work of a Practice Manager involve?

**A.** I don't think you have enough time to read everything I do. My roles range from policies and procedures to having my hand in the toilet cistern when it's playing up! It's an extremely busy role, especially being Manager for both practices.

**Q.** What are some of the most demanding aspects of the job?

**A.** Keeping up with all the legislation and correct procedures. Also, making sure we are fully staffed.

**Q.** What do you find is the most rewarding part of the job? What do you enjoy the most?

**A.** Helping patients is the most rewarding. We really do have some lovely patients. When a patient has an issue, I like to deal with this immediately.

**Q.** Do you have to work long hours?

**A.** Sometimes, as meetings with GPs can only take place in lunchbreaks or evenings due to their surgery times, so there can be some long days involved.

**Q.** How do you unwind at the end of the day?

**A.** I spend time with my family and friends. I enjoy walking and watching tv.

**Q.** As patients, how can we make your job a little easier?

**A.** Please talk to me if you have an issue or even an idea of how we can improve our service to you. Of course, the ideas cannot always be implemented but I would explain why.

**Q.** For anyone wanting to pursue a career as a Practice Manager – what advice could you give?

**A.** Definitely start your career as a receptionist, the knowledge you gain from the front desk is invaluable. I never imagined I would be the Manager after 4 years of working for the Surgery, but the knowledge gained along the way has helped me in this role.

**Q.** Tea or coffee? 😊

**A.** Both but only maybe 2 or 3 a week.

# ABCDE of Cancer

MSE-ICS In  
partnership with  
MACMILLAN  
CANCER SUPPORT



## Know the symptoms ABCDE of Cancer



### A - Appetite Loss

Have you lost your appetite Are you losing weight without trying?



### B - Bowel/Blood

Has the amount of times you go to the toilet changed? Does your poo look different? Have you seen blood in your poo or urine?



### C - Cough

Have you had a cough for over 6 weeks? Have you coughed up blood?



### D - Different & discomfort

Have you noticed any changes in your body? Has a mole changed? Have you found a lump? Are you always feeling bloated?



### E - Exhausted

Are you feeling more tired for no reason? Do you feel more breathless?



## Know the symptoms ABCDE of Skin Cancer



### A - Asymmetry

Does your mole look a symmetrical in appearance?



### B - Border

Does the border of your mole look uneven, jagged or does it have notched borders?



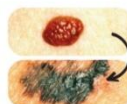
### C - Colour

Have you noticed that there is more than one colour on a mole



### D - Diameter

Does your mole look larger than a pencil eraser?



### E - Evolving

Has a mole gone through any sudden changes in size, shape or colour?



## Know the symptoms ABCD of Breast Cancer



### A - Appearance

Do your breasts look or feel different? Do you look or feel like you have lost weight without trying to?



### B - Bump

Do you have any new lumps or bumps with or without pain in your breasts or armpits



### C - Changes to the nipple

Does your nipple look different or has any liquid been coming out of the nipple?



### D - Discomfort

Do you have any pain in your breasts that doesn't go away?



## Know the symptoms ABCD of Prostate and Testicular Cancer



### A - Awake at night

Are you waking up at night to have a pee frequently?



### B - Blood

Have you noticed blood in your pee when you don't have an infection?



### C - Change

Are you having to pee more often, or is the speed slower or flow weaker when you have to pee? Have your testicles changed in shape, size or how they feel? Is there pain or change in sensation?



### D - Difficulty

Is it difficult to take a pee, do you have to strain or feel like you haven't emptied all your pee when you have finished?

Early detection of cancer increases your chances of successful treatment.

Please speak to your GP if you notice something that is unusual for you.



# Cataract



Cloudiness or opacity in the natural crystalline lens of the eye is called cataract. It is also called ‘white water’ or ‘white pearl’ because of its white appearance. Cataract is very common in people over the age of 50 but – contrary to common belief – it can happen at any age. When a child is born with a Cataract it’s called Congenital Cataract and it affects the vision by preventing all the light reaching the retina at the back of the eye.

Congenital cataract is caused by certain infections that the mother may have picked up during her pregnancy, like chicken pox or rubella virus. Other causes could be Down’s syndrome or an eye injury, diabetes, steroids, and any complications due to eye problems. There are various reasons as to why a child is born with it or develops it at a young age. Not all the causes are known, yet.



Cataracts usually appear in both eyes. They may not necessarily develop at the same time or be the same in each eye. They are more common in older adults and can affect your ability to carry out daily activities such as driving or watching TV. If you wear glasses, you may feel your lenses are dirty and need cleaning, even when they don’t.

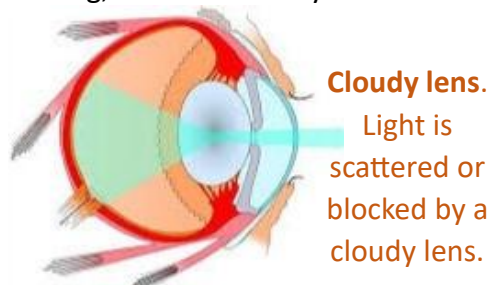
Cataracts are not usually painful and do not make your eyes red or irritated, but they can be painful if they’re in an advanced stage or if you’ve got another eye condition.

If you wear glasses, you may feel your lenses are dirty and need cleaning, even when they do not.

### When to seek medical advice

You should see an optician if you have any of these symptoms:

- Your eyesight is blurred or misty.
- Colours look faded.
- You find lights too bright or glaring.
- You find it harder to see in low light.



**The fastest way to get support during a mental health crisis is to dial 111 and select the option for mental health**

**In a mental health crisis?**

**CALL 111**

**And select the option for mental health crisis**

**NHS**

Little things like a daily walk make a **big difference** to your mental health

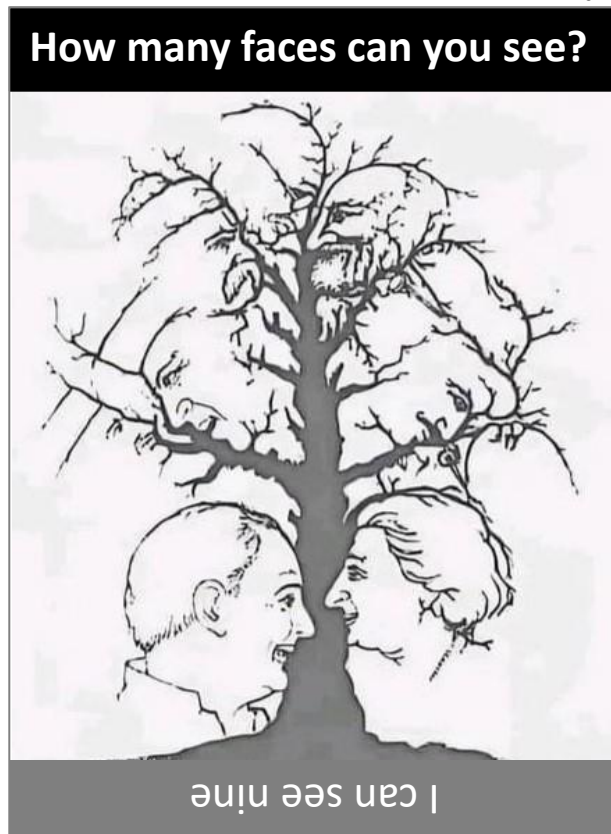
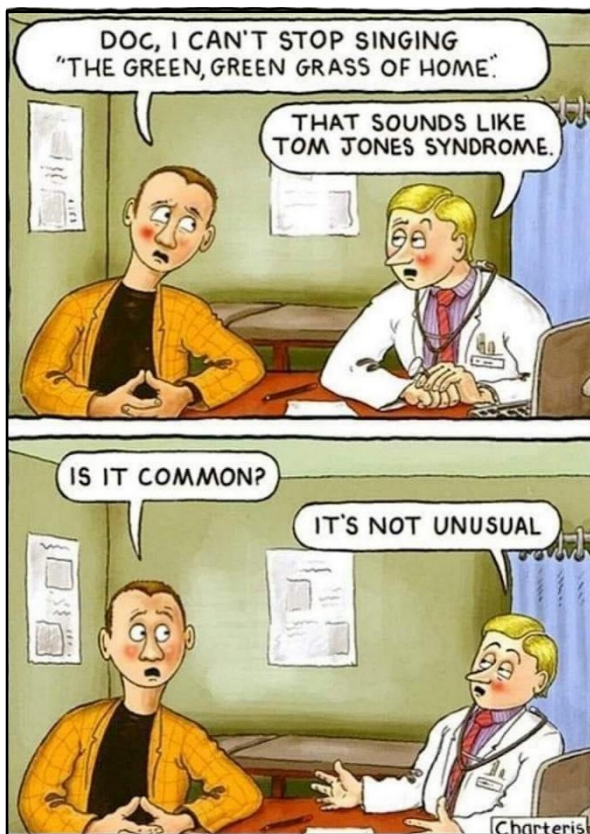
**Better Health every mind matters**

Learn more

### Be active for your mental health

One of the best things we can do for our mental health and wellbeing is to be active – it’s a natural mood booster.

<https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/be-active-for-your-mental-health/>



**Doctor said if I have a vasectomy, I wouldn't have any kids.**

**Had the op.. got home.. they're still here...**



## NHS Hearing Aid Support Service

Our NHS hearing aid support service is expanding, and our amazing volunteers will be visiting The Methodist Church in Benfleet once a month from March 2025.

**Did you know that your hearing aid needs cleaning and re-tubing every 6 months?**

**Hearing Help Essex** Volunteers who have been trained by local hospital Audiologists, are working in The Benfleet Methodist Church SS7 5LH to complete this maintenance for you.

This service is provided FREE of charge in the local area for [NHS](https://www.nhs.uk) hearing aid patients to save you a visit to the Hospital. To register for this service, and to book your appointment, please contact the charity **Hearing Help Essex** using one of the below channels:



**NHS HEARING AID SUPPORT SERVICE  
@ THE BENFLEET METHODIST  
CHURCH- BENFLEET**



[www.hearinghelpessex.org.uk/register](https://www.hearinghelpessex.org.uk/register)

info@hearinghelpessex.org.uk OR Call: 01245 496 347

# NHS App minimum device requirements



The minimum software version required to run the NHS app is changing on 3 February 2025.

Following this date, the minimum operating system required to run the NHS app will be:

- **Apple iOS 15** and above
- **Android version 8** and above

This means that devices running software versions lower than this will no longer be able to use the NHS app. This will affect people who use the following versions of iOS and Android operation systems:

- iOS 12
- Android 6
- Android 7

These users will not be able to access the NHS App via the app on their phones and will need to access the NHS App via their web browser.

## How will this affect those on older devices?

For the small number of users using older devices, they won't be able to access the NHS App via an app and will need to access their NHS App services via their NHS Account using a web browser. You can do this using this link; <https://www.nhsapp.service.nhs.uk/login>

**An in-app message has been sent to users with older software versions to make them aware.**

Help and support about the NHS App device compatibility can be found on the NHS.UK website, which has been updated to reflect the minimum device support as follows:

## We only support the NHS App on:

- Android version 8 and above, on devices with a front-facing camera
- Apple iOS version 15 and above

Google has a guide on how to check and update your Android version.

Apple has a guide on how to update your iOS on iPhone.

For support using the NHS app, visit the NHS website for technical support.



## 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>



**e consult – 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 2025

The surgery will **close at 1.00pm** on the first Tuesday of each month, and re-open at 8.00am the following morning.

Patients should contact 111 with any medical issues during this time.

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

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

**[PPG-RushbottomLane@gmx.com](mailto:PPG-RushbottomLane@gmx.com)**