



# UPDATE

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

St Georges Medical Practice April 2025 DNA's				Dr Khan & Partners April 2025 DNA's			
Clinician	Appointment	Minutes	Hours	Clinician	Appointment	Minutes	Hours
GP	21	310	5hr 10min	GP	89	1345	22hr 25min
ANP	10	150	2hr 30min	ANP	9	140	2hr 20min
Nurse	37	550	9hr 10min	Nurse	104	1553	25hr 53min
Pharmacist	0	0	0hr 0min	Pharmacist	0	0	0hr 0min
<b>TOTAL</b>	<b>68</b>	<b>1,010</b>	<b>16hr 50min</b>	<b>TOTAL</b>	<b>202</b>	<b>3,038</b>	<b>50hr 38min</b>

Combined total number of <b>Did Not Attend</b> WASTED;			
	Appointments	Minutes	Hours
April	270	4,048	67hrs 28mins
March	212	3,136	52hrs 16mins

**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**



**Rushbottom Lane Surgery received 13,965 Incoming telephone calls during the month of April 2025**

## DEAF AWARENESS WEEK 1<sup>st</sup> - 7<sup>th</sup> MAY



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

Deaf Awareness Week is an annual event that aims to raise awareness about the Deaf community, our language, culture, and history.

It is a time to celebrate Deaf identity, promote Deaf culture, and advocate for equal access to communication and services for the Deaf and hard of hearing. This week-long event provides an opportunity for individuals and organisations to come together and support the Deaf community, learn about their experiences, and work towards a more inclusive and accessible society. Deaf Awareness Week is a time to celebrate diversity, promote understanding, and build a more inclusive world for all.

### Spinal Cord Injury Awareness Day 14<sup>th</sup> May

Spinal Cord Injury Awareness Day is observed annually on May 14 to raise the profile of people with spinal cord injuries in the U.K. and educate the public on its impact, effect, and treatment. Did you know that spinal cord injuries go as far back as 3000 B.C.? A spinal cord injury (S.C.I.) is damage to any part of the spinal cord or nerves. This injury often leads to permanent loss of strength, sensation, and autonomic function below the injury site.



Spinal injuries can result from various incidents, ranging from car accidents and falls to sports injuries and medical malpractice. Spinal injuries encompass a broad spectrum of conditions, each with its own causes, symptoms, and implications. These injuries can be classified into two main types: **traumatic and non-traumatic**. Despite their diverse origins, both types of spinal injuries can have significant and long-lasting effects on an individual's quality of life. Navigating life after a spinal injury can be overwhelming and access to comprehensive support networks is essential for both physical and emotional well-being.

Spinal Cord Injury Awareness Day is an initiative by the **Spinal Injuries Association**,  and in partnership with; -  -  -  <https://www.spinal.co.uk>

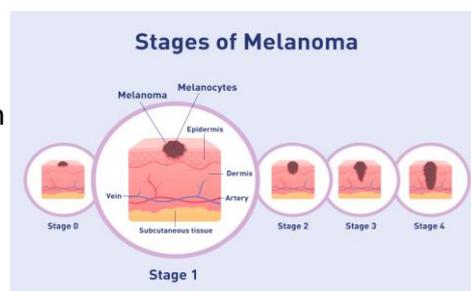
### 25<sup>th</sup> May melanoma UK

**Skin Cancer awareness** is an awareness campaign that takes place annually each May. The campaign aims to raise awareness of the dangers of unprotected sun exposure and educate the public about the ways to help prevent skin cancer. Skin cancer is one of the most common types of cancer, but when caught early, it is highly treatable. By checking your skin for unusual moles, growths, or changes in your skin, you can detect skin cancer early. Common types of skin cancer include **melanoma, basal cell carcinoma, and squamous cell carcinoma**.

**Early detection of melanoma** is crucial as it is one of the deadliest forms of skin cancer, but when caught early, it is highly treatable.

**Where Melanoma Can Appear:** - Melanoma can develop anywhere on the skin, but it is often found in areas that have been exposed to the sun. **Common locations include:** -Back, Legs, Face, Arms, Hands and Nails (melanoma can also occur in the nail beds)

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



# Surgery UPDATE

## accurx has replaced econsult

The surgery has replaced its on-line triage system eConsult, with Accurx. This can be accessed via the surgery website <https://www.thekhanpractice.nhs.uk/>

Accurx allows those unable to make the 8am telephone que or use the phone during the day to submit an on-line request. Whether that be for a health problem or an admin issue (i.e. - sick note, test results, repeat prescription etc). However, do not expect an instant reply to your issue as all requests will be read within two working days of submission.

## SOCIAL PRESCRIBING

Health care is more than medication and healing wounds; today's health service is more focused on preventative treatment and reducing people's dependency on GP's and hospitals. Yes, it helps to ease the pressure on them, but it also aims to help give everyone a better quality of life.

Everyone wants to be healthy, both physically and mentally, but we can't always do this by ourselves. That is where social prescribing comes in. Its aim is to give us the tools we need to achieve this.

**So, what is Social Prescribing?** – Many things that affect our health, cannot be treated by doctors or medicine alone, social prescribing connects people to non-medical support to address these issues and other unmet needs. Such as:

- Helping someone who is isolated join a befriending group, an art class or a community gardening project, based on what matters to them.
- Connecting someone struggling with financial stress to a service that helps with managing debt or claiming benefits.
- Working with someone with high blood pressure take up a form of exercise that they're comfortable with.

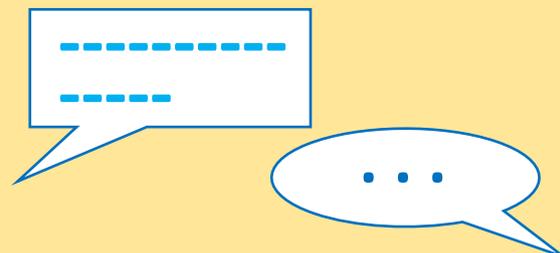


Social prescribing involves understanding the complexities of people's lives and the inequalities they may face. It can help change the circumstances that make people unwell and empower them to manage existing health problems.

Your GP, nurse, care navigator, pharmacist and other care workers can put you in touch with the local Social Prescribing Link Worker (SPLW) who can help you find and connect with appropriate support.

**If you think that this sounds like something that would help you, then ask to be connect to your SPLW.**

**Did you know?  
About 1 in 6 people  
have hearing loss**

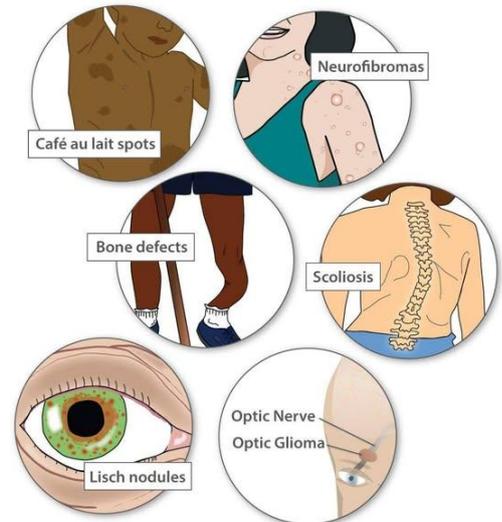


Find out more: <https://orlo.uk/CaF40>

# Neurofibromatosis

## May 17<sup>th</sup> is Neurofibromatosis Awareness Day

Neurofibromatosis (NF) is a term for three genetic disorders that cause noncancerous tumours to grow in the nervous system and skin. The tumours can affect the brain, spinal cord, and nerves that connect them to the rest of the body. While symptoms vary from person to person, NF can cause lesions in the skin, nervous system, and skeleton. NF1 occurs in 1 in 3000 individuals and is equally prevalent among men and women. Neurofibromatosis is an autosomal dominant disorder, which means only one copy of the affected gene is needed for the disorder to develop. Therefore, if only one parent has neurofibromatosis, his or her children have a 50% chance of developing the condition as well. Furthermore, it is among the most common inherited nervous system disorders.



Such individuals have a 10-to-15-year reduction in life expectancy compared to the average person.

**Neurofibromatosis type 1 (NF1)** is a genetic condition where tumours grow on the nerves and skin. There's currently no cure, but treatment can help manage symptoms. Many of the symptoms are there from birth or start during early childhood, but some do not appear until later in life. Symptoms of NF1 can include:

- light brown patches of skin (café-au-lait spots) these may be harder to see on brown and black skin
- freckles in your armpits or around the tops of your legs
- lumps on or just under your skin (neurofibromas) that can be painful or itchy – these tend to appear during the teenage years or early 20s
- yellow-brown raised dots on the coloured part of your eye (iris) that do not usually affect vision
- eye problems, such as a squint, reduced vision, or a bulging eye (which can sometimes cause further symptoms like headaches or feeling and being sick)
- a large head and below average height
- learning difficulties

**Neurofibromatosis type 2 (NF2)** is a genetic condition that causes tumours to grow along your nerves. The tumours are usually non-cancerous (benign) but may cause a range of symptoms.

Such as: -

- hearing loss that gradually gets worse over time
- hearing ringing or buzzing in the ears (known as tinnitus)
- balance problems – particularly when moving in the dark or walking on uneven ground

You can also get other tumours inside the brain or spinal cord, or along the nerves to the arms and legs. This can lead to symptoms such as weakness in the arms and legs, and persistent headaches.

NF2 is similar to NF1 but is less common.

The third NF - **Schwannomatosis** and is **very rare**. Most people don't have symptoms until they are adults.



At Nerve Tumours UK, we are trying to make sure that all 26,500 people with NF in the UK have access to specialist care. We want to raise £265,000 for the 26,500 people in the UK with NF! You too can help, by donating to this cause.

<https://nervetumours.org.uk/get-involved/donate>

One EXTREME case, is this lady that has 1,000 tumours all over on her body



<https://www.midandsouthessex.ics.nhs.uk/health/campaigns/child-health/>

# Children's Health Matters

We know it's worrying when your child is unwell. Our Children's Health Matters campaign aims to support parents and carers look after their children's health and recognise when they are unwell.



What to do if your child is unwell



Children's Health Matters guide available to download



You can sign up for Children's Health Matters emails

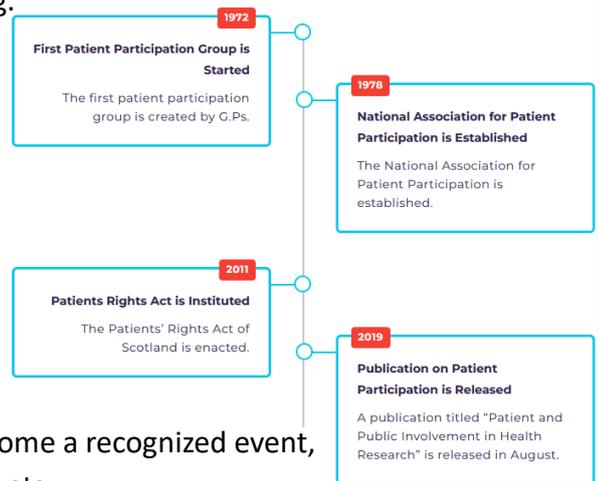
<https://www.midandsouthessex.ics.nhs.uk/health/campaigns/child-health/>

## National PPG Awareness Week 31<sup>st</sup> May to June 6<sup>th</sup> 2025

Patient Participation Week is a significant event that focuses on the importance of patient engagement, communication, and involvement in healthcare decision-making.

National Patient Participation Week originated in the 1970s as a grassroots effort to bridge the gap between patients and healthcare providers. Early advocates saw the need for patient involvement in decision-making. They recognized that patient feedback could lead to significant improvements in healthcare services. The initiative gained momentum, inspiring healthcare professionals to listen closely to patients. This collaborative approach emphasized transparency and accountability, ensuring healthcare systems were aligned with patient needs.

By the early 2000s, National Patient Participation Week had become a recognized event, celebrated with activities and discussions that empowered patients.



Today, this event draws participation from thousands of healthcare organizations and patients and serves as a platform to recognize the pivotal role patients play in shaping their own healthcare experiences and to promote collaborative relationships between patients, healthcare providers, and communities.

**Our PPG & Surgery need You.**

Email: [rushbottomppg@gmail.com](mailto:rushbottomppg@gmail.com) to find out how you can get involved.



# Doctor Doctor



Patient:- **Doctor, Doctor! I think I'm suffering from déjà vu!**

Dr:- **Didn't I see you yesterday?**

Patient:- **Doctor, Doctor! Aaa, eee, I, oh! You...**

Dr:- **I think you may have irritable vowel syndrome!**

Patient:- **Doctor, Doctor! I keep seeing spinning insects!**

Dr:- **Don't worry, there's a bug going round!**

Patient:- **Doctor, Doctor! Will this ointment get rid of my spots?**

Dr:- **I never make rash promises...**

Patient:- **Doctor, Doctor I keep painting myself gold**

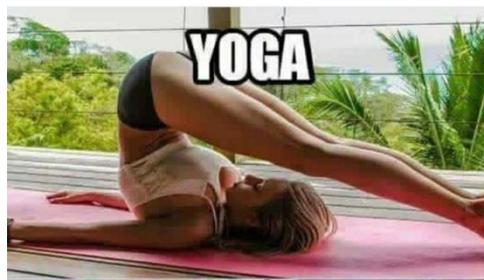
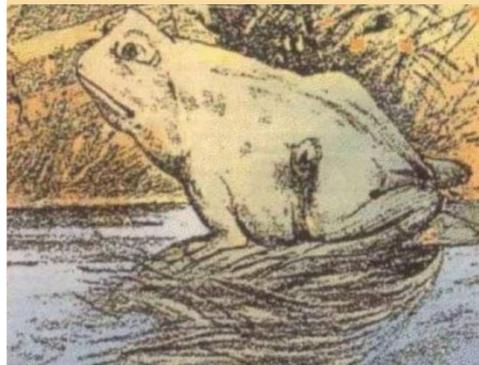
Dr:- **Don't worry it's just a gilt complex!**

Patient:- **Doctor, Doctor I'm becoming invisible**

Dr:- **Yes I can see you're not all there!**



Most people can only see a frog in this picture, what else can you see?



## BENFLEET COMMUNITY FAYRE



SUNDAY 1ST JUNE 2025  
12 NOON - 5 PM

WOODSIDE PARK, BENFLEET

A community event with fun for all the family

Charity & Support Groups

Food Stalls & Picnic Area

Live Music & Bar

Local Crafts & Businesses

Yoga Festival

Raffle & Tombola

Activity Demos

Youth Market

& much, much more!

**£1 ENTRY**

All proceeds donated to our chosen charities

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&

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tracy@benfleetcommunityfayre.org

## CARERS VOICES



To find out more, call: 0300 500 1895

healthwatch Essex

Healthwatch Essex are an independent charity, and we use your voice to improve health and care in Essex. We undertake high-quality research and engagement to uncover your experience of services and use it to shape health and care for all.

We can help you find out about and access health and social care services through our **Information & Guidance Services.**

Call 0300 500 1895

Or

Text 07712 395398

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

# #Declare Your Care

The Patients Association work in partnership with the Care Quality Commission (CQC) to support people to report their experience of health and social care, whether good or bad.

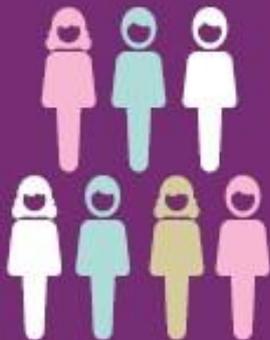
Call or write to us to share your experience and we can raise any concerns with CQC anonymously or, if you'd like to talk to the regulator will add your details.



## #DeclareYourCare

Have you raised concerns about health and care services?

CQC's new #DeclareYourCare campaign encourages people to speak up about their experiences of care – both good and bad - which is essential for helping health and social care services learn and improve the quality of care. Yet Care Quality Commission (CQC) research finds...



Almost  
**7 million people**  
in England who have had concerns in the last 5 years have never reported it

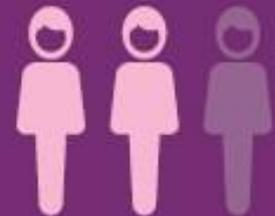


**58%**  
of people have regretted not complaining or raising concerns about poor care that they or someone they are responsible for has received

**Two thirds (66%)**  
found their issue was resolved quickly, it helped the service to improve and they were happy with the outcome

**Over half (54%)**

of 'Share Your Experience' forms submitted to CQC have been used for inspection planning or resulted in direct action by our inspectors



To report your care, call our helpline on 0800 345 7115 or email us on [helpline@patients-association.org.uk](mailto:helpline@patients-association.org.uk).

## 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/>

# Rushbottom Lane Surgery Opening Times

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

\*Out-of-Hour's 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>



Dr Khan & Partners click here:

<https://accurx.nhs.uk/patient-initiated/F81001>

St Georges Medical Practice click here:

<https://accurx.nhs.uk/patient-initiated/F81142>

accurx is a digital triage and online consultation platform that is ideal for those unable to make the 8am telephone queue.

## Time to Learn Sessions 2025 - 2026

The surgery will close at 1.00pm on the dates below and re-open at 8.00am the following morning.

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

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

Tuesday 13<sup>th</sup> May 2025

Tuesday 3<sup>rd</sup> June 2025

This month's issue has been sponsored by:-



**first4feet**  
Foot Clinic & Physiotherapy

Expert  
foot care  
for all ages



### Contact Us:

**Hadleigh**

**01702 554445**

**Rayleigh**

**01268 931149**

**Westcliff**

**01702 554445**



[www.first4feethadleigh.co.uk](http://www.first4feethadleigh.co.uk)

### Our Services

- Toenail Cutting
- Corn and Callous Removal
- Hard Skin Removal
- Treatment of Verrucae
- Treatment of Fungal Nail
- Athletes Foot
- Diabetic Foot Check
- Hayfever Injection
- B12 Injection
- Ear Wax Removal
- Home Visits
- Care Home Visits
- Physiotherapy
- Reflexology

**Have a treatment and feel like walking on air!**