

# UPDATE

The number of wasted appointments in May 2026 where patients just **Did Not Attend**

St Georges Medical Practice – May 2026 DNA's				Dr Khan & Partners – May 2026 DNA's			
Clinician	Appointment	Minutes	Hours	Clinician	Appointment	Minutes	Hours
GP	28	480	8hr 00min	GP	77	1,135	18hr 55min
ANP	4	60	1hr 00min	ANP	3	45	0hr 45min
Nurse	22	405	6hr 45min	Nurse	71	1,000	16hr 40min
<b>TOTAL</b>	<b>54</b>	<b>945</b>	<b>15hr 45min</b>	<b>TOTAL</b>	<b>151</b>	<b>2,180</b>	<b>36hr 20min</b>

**Combined total number of Did Not Attend**

**WASTED: - Appointments Minutes Hours**

May 2026	205	3,125	52hrs 05mins
April 2026	176	2,773	46hrs 13mins

**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

OR

mail: - [reception.rushbottomlane@nhs.net](mailto:reception.rushbottomlane@nhs.net)



**Rushbottom Lane Surgery received 14,264 Incoming telephone calls during the month of May 2026**

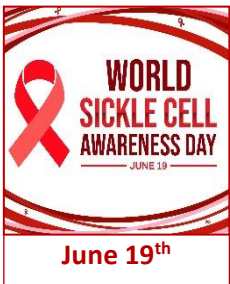
# Here are just three of the awareness events taking place in June 2026



Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support. A carer is someone who provides unpaid care and support to a family member or friend who has a disability, illness, mental health condition, addiction, or who needs extra help as they grow older. It isn't someone who volunteers or is employed to provide support.

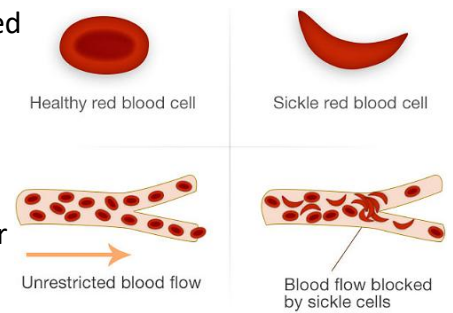
In the UK, 7 million people are juggling paid work with unpaid caring for someone they love, these are the backbone of our communities. Every day, they provide support to friends, family members, and loved ones. But are often overlooked, undervalued, and unsupported. They can face challenges in every part of their lives – affecting their health and wellbeing, education, careers and livelihoods, relationships, daily life, hopes and aspirations.

**World Sickle Cell Awareness Day** has been held annually since 2008, for the sickle cell community, this day holds much significance. Every year on June 19<sup>th</sup>, the global sickle cell community unites to celebrate **World Sickle Cell Day**.



Sickle cell disease is a group of inherited red blood cell disorders. Normal red blood cells are round and flexible, allowing them to move easily through blood vessels. In contrast, those affected by SCD have red blood cells that are shaped like crescent moons or sickles. These sickle-shaped cells are rigid and sticky, causing them to get stuck in small blood vessels, which can slow or block blood flow and oxygen to parts of the body.

The most common form of the disease is **Sickle Cell Anaemia**, characterised by a chronic shortage of red blood cells, leading to severe anaemia, episodes of pain (often referred to as sickle cell crises), and potential complications such as stroke, acute chest syndrome, and organ damage. Sickle cell disease varies between individuals from mild to serious, overall, the life expectancy for someone with sickle cell disease tends to be shorter than normal, but this can vary depending on the exact type of sickle cell disease they have, how it's treated and what problems they experience.



## Acne Awareness Month June 2026

June is **Acne Awareness Month** – a time dedicated to understanding and addressing one of the most common skin conditions affecting individuals worldwide. Acne Awareness Month serves as a reminder of the importance of education, support and access to effective treatments for those struggling with acne. This month aims to dismantle misconceptions, spread awareness about causes and treatments and provide guidance on managing this often-distressing condition.

Acne is not just a teenage affliction; it can affect individuals of all ages. It occurs when hair follicles become clogged with oil and dead skin cells, leading to inflammation and the formation of pimples, blackheads and cysts. Understanding the different types of acne and debunking common myths is crucial for effective management.

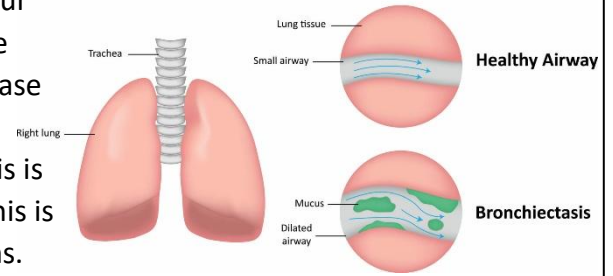


### Types of Acne

- **Comedonal Acne:** Characterised by blackheads and whiteheads.
- **Inflammatory Acne:** Includes papules and pustules that are red and swollen.
- **Cystic Acne:** Severe form involving painful, pus-filled cysts beneath the skin's surface.
- **Nodular Acne:** Hard lumps under the skin, often more severe and painful.

# Bronchiectasis

Bronchiectasis is a long-term condition where the airways in your lungs become damaged and widened. Because your airways are widened, phlegm (sputum) can build up in them. This can increase your risk of getting infections, as the built-up phlegm makes it easier for bacteria to get trapped in your airways. Bronchiectasis is sometimes called non-cystic fibrosis (non-CF) bronchiectasis. This is because bronchiectasis and cystic fibrosis share some symptoms.



However, the treatment and outlook are different for each condition. Bronchiectasis can affect anybody; it's estimated that 212,000 people are living with bronchiectasis in the UK. This is around 1 in 200 adults.

Around 4 in 10 cases of bronchiectasis has no clear cause. This is called idiopathic bronchiectasis. But some infections, such as: - pneumonia, tuberculosis (TB), mycoplasma, flu (influenza), whooping cough, and measles can cause bronchiectasis.

There are also other causes of bronchiectasis, including: chronic obstructive pulmonary disorder (COPD), asthma, having a weaker immune system, inflammatory bowel disease, rheumatoid arthritis, and even accidentally breathing food or drink into your airways instead of swallowing it (aspiration).

Regardless if your bronchiectasis is a result from an infection or other condition that injures the walls of your airways or keeps the airways from clearing the mucus they make, injured airways slowly lose their ability to clear out mucus, (a thick substance that removes germs, dust, and other tiny particles in the air we breathe). This mucus buildup creates an environment in which harmful bacteria can grow more easily, leading to repeated flare-ups from serious lung infections.

The injured airways and infections can become a vicious cycle. Each infection causes more damage to your airways. Over time, they lose their ability to move air in and out. Early diagnosis and treatment are important. The sooner treatment starts for bronchiectasis and any underlying conditions that are causing your bronchiectasis, the better the chances of preventing further lung damage.

	Mild	Moderate	Severe
	<b>or persistent symptoms despite standard care</b>		
<b>Typical symptoms</b>	<ul style="list-style-type: none"> <li>⦿ few symptoms</li> <li>⦿ breathless on moderate exertion</li> <li>⦿ recurrent chest infections</li> <li>⦿ little or no effect on daily activities</li> </ul>	<ul style="list-style-type: none"> <li>⦿ breathless walking on level ground</li> <li>⦿ increasing limitation of daily activities</li> <li>⦿ Increased cough and sputum production</li> <li>⦿ exacerbations requiring oral corticosteroids and/or antibiotics</li> </ul>	<ul style="list-style-type: none"> <li>⦿ breathless on minimal exertion</li> <li>⦿ daily activities severely curtailed</li> <li>⦿ experiencing regular sputum production and chronic cough</li> <li>⦿ exacerbations of increasing frequency and severity</li> </ul>

## Can blood pressure medication cause itchy skin?

Yes, blood pressure tablets can cause itchy skin (pruritus) as a side effect.

Common culprits include Calcium Channel Blockers (e.g., amlodipine), beta-blockers, and diuretics like hydrochlorothiazide. Itching can occur with or without a rash, sometimes presenting as dry, eczema-like skin.

Check your home for anything that may trigger itching and remove it, if possible. If this doesn't help, and you suspect your medication may be causing the itching, speak to your GP.



# Fibromyalgia and Heart Abnormalities

Fibromyalgia (FM) and heart health may be more closely connected than people realize. Fibromyalgia can greatly affect quality of life, and lifestyle changes due to the disease can increase the risk of problems with the heart and blood vessels, including heart attack and stroke.

First, understand that having a higher risk of a health problem doesn't mean you will develop it. Knowing the risk is a positive thing because it gives you a chance to make healthy changes. Research does suggest that women with fibromyalgia are at a higher risk of heart disease than healthy women. That was among the findings of a research project published in the journal *Clinical and Experimental Rheumatology*, 2017.

A 2017 study in Turkey found fibromyalgia was especially frequent in people complaining of heart palpitations (rapid heartbeat), but it didn't find any link between fibromyalgia and arrhythmia (irregular heart rhythms).

A 2023 study of fibromyalgia among the Italian population found people with fibromyalgia had more cardiovascular risk factors and more stress on the cardiovascular system than the general population. It also found high rates of hypertension (high blood pressure) and diabetes, as well as a high rate of an abnormal heart rhythm called atrial fibrillation among females with fibromyalgia.

**Fibromyalgia and Stress:** - In 2023, researchers reported that fibromyalgia is linked with abnormal functioning of the sympathetic nervous system, which regulates how your body responds to stress. Compared to people in this study without fibromyalgia, those with the condition not only had higher heart rates but also had lower heart rate variability. Low heart rate variability is associated with poor cardiovascular outcomes.

The same study also found a link between heart rate variability and depression in people with fibromyalgia. Those with normal levels of heart rate variability tended to have low rates of depression and anxiety, while people with lower heart rate variability tended to have higher rates of depression and anxiety. *Stress, depression, and anxiety are three factors that have been linked to poor heart health. They can put you at higher risk for heart attack and stroke earlier in life.*

**Fibromyalgia and Exercise Intolerance:** - In 2011, *Arthritis Research & Therapy* published an exercise study that detailed several abnormalities in the fibromyalgia group, including: -

- **Delayed heart-rate recovery:** This is how quickly your heart returns to normal after you stop exercising.
- **Chronotropic incompetence:** This means the heart isn't able to increase its rate enough to deal with the demands of the activity. It's known to produce exercise intolerance and is common in people with cardiovascular disease.

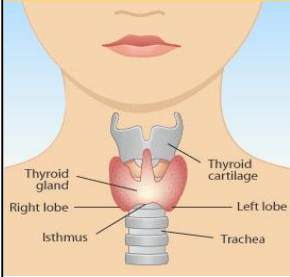
Exercise needn't be complicated. It can be something as simple as walking. (But even this can be extremely difficult for some FM sufferers. As exercise intolerance has long been a known feature of fibromyalgia, and this could help explain why. *That should offer some validation to people with this condition who've been told they just need to exercise more and they'll be fine.*

**Another Factor That Could Affect Exercise Capacity:** - Problems with something called the baroreflex have also been linked to fibromyalgia. The baroreflex helps your body with homeostasis, which is what keeps things like the internal temperature in balance. Specifically, the baroreflex is part of what keeps your blood pressure at a nearly constant level.

## Fibromyalgia and Chest Pain

**While chest pain can be an indication of a heart problem, this isn't always this case. Fibromyalgia can cause chest pain resulting from inflammation of the cartilage of the ribs and sternum (breastbone). If you're having chest pain, talk to your doctor to rule out heart-related and other problems.**

# Thyroid



Your thyroid is an important butterfly-shaped endocrine gland in the lower neck that produces hormones regulating metabolism, energy, and body temperature. Sometimes, your thyroid doesn't work properly. Women are more likely than men to have thyroid diseases, especially right after pregnancy and after menopause.

Thyroid diseases, including hypothyroidism (underactive) and hyperthyroidism (overactive), are commonly caused by autoimmune issues (Hashimoto's or Graves' disease) and occurs when the gland produces too little or too much hormone. Symptoms can range from fatigue and weight gain to weight loss and anxiety as well as heart rate irregularities.

It's important to be aware of the symptoms of thyroid disorders and to speak with your doctor if you are experiencing any of the symptoms. Early diagnosis and treatment are key to managing thyroid disorders and preventing further complications.

Thyroid cancer accounts for about **1% of all new cancer cases** in the UK, with around **2,900 new cases in females** and **1,100 in males** each year. There are approximately **4,000 new thyroid cancer cases each year** in the UK, with around **460 thyroid cancer deaths annually** from 2022 to 2024.



Living better with thyroid disease begins with the right information, support and research.

<https://www.btf-thyroid.org/>



CANCER RESEARCH UK

We exist to beat cancer.

<https://www.cancerresearchuk.org/>

## Costochondritis

Costochondritis is a self-limiting inflammation of the cartilage connecting the ribs to the breastbone (sternum), causing sharp, localised chest pain that often intensifies with deep breaths or movement. It is a common cause of chest pain that typically resolves on its own within a few weeks or months, though it can be persistent.

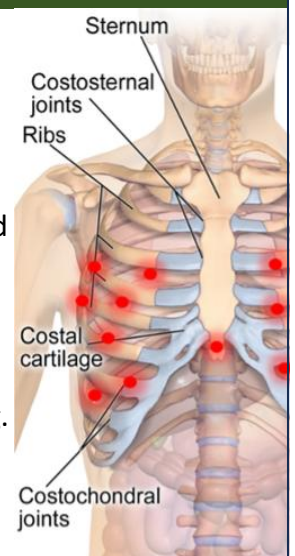
The exact cause is often unknown (idiopathic), but it is generally thought to be caused by microtrauma. Sometimes it may be caused by a problem with the joints in the back, or another underlying condition like fibromyalgia or rheumatoid arthritis.

### Potential Causes and Risk Factors

- **Physical exertion/Strain:** Heavy lifting, strenuous exercise, or severe coughing.
- **Respiratory infections:** Viral infections that cause inflammation.
- **Injury:** Direct trauma to the chest.
- **Chronic Conditions:** Rheumatoid arthritis or Fibromyalgia.
- **Demographics:** While it can affect anyone, it is more common in women over the age of 40.

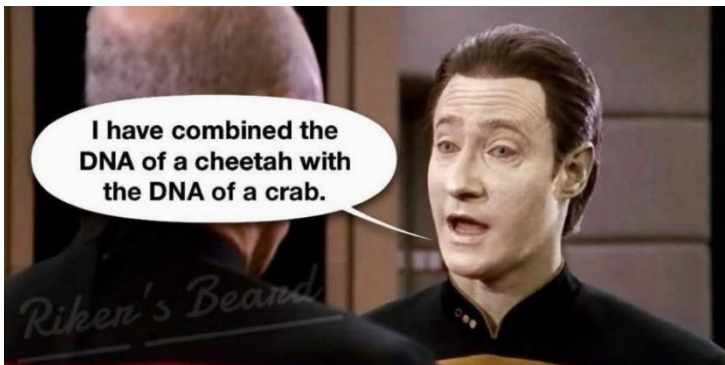
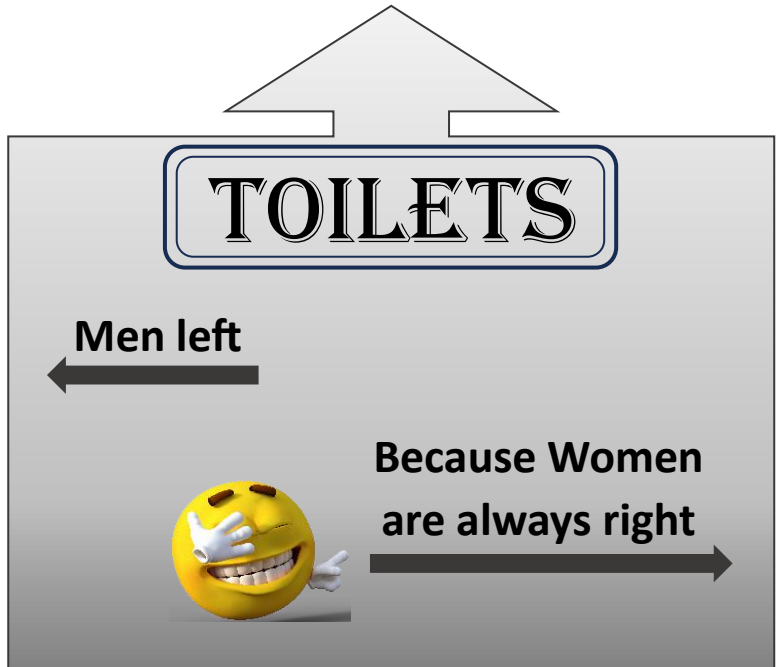
### Symptoms

- **Sharp, aching pain:** Often felt on the left side of the breastbone but can affect both sides.
- **Tenderness:** The area is usually tender to the touch, often affecting the second to fifth ribs.
- **Positional pain:** Worsens with physical activity, exercise, deep breathing, coughing, or sneezing.
- **No swelling:** Unlike Tietze syndrome, costochondritis generally does not present with swelling of the cartilage.





'He's waiting to see a doctor online. I put him in the corridor for the full hospital experience'



## Members Stories - Update

### Migraine Soother

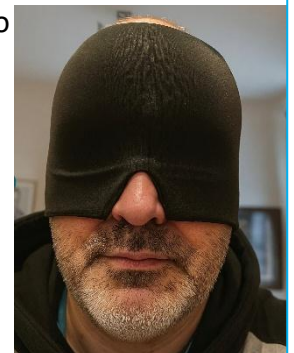
**Recap:** Derek, diagnosed with Chronic Headache Syndrome and a long time Migraine sufferer.

Derek unfortunately suffers 24/7 with headaches that vary in strength, so he decided to trial a drug free device called **MigraineSoother™** It is a Hot & Cold compression cap, with a light-blocking mask to help you relax.

Over the next six weeks Derek had cause to use the cap at least ten times. On several occasions he awoke in the early hours of the morning with his head pounding and so put the cap on, which he keeps by the side of his bed for just such occasions.

Derek has found the compression cap to be really helpful. It's not a cure, but it has helped to relieve some of the pain.

Was it worth the £22.00? *"Yes definitely". I try not to take tablets if I avoid them, but sometimes the pain is so intense that I have to take Paracetamol. Some days, even with the cap and several rounds of Paracetamol, the pain just won't go away or even subside, so I have to take myself off to bed and wait for it to improve".*



**MigraineSoother™** <https://aurenovastore.com/products/sinussoother-1>

H.O.M.E HUB

# SUMMER WELL-BEING AND FUN DAY

BRINGING UNITY BACK TO THE COMMUNITY

**FREE EVENT**

SATURDAY 20<sup>TH</sup> JUNE 2026  
1PM - 8PM

H.O.M.E HUB  
88 BROOK ROAD  
SOUTH BENFLEET PLAYING FIELDS, SS7 5JF

1 YEAR ANNIVERSARY

HAVANA VIBES

Book your free tickets & let us know that you are coming!

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07720 710 698  
www.homehub-benfleet.co.uk

WELLBEING TOGETHER   STRONGER TOGETHER   SUPPORT EACH OTHER

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

We all have mental health to some degree, 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.

Your mental health is as important as your physical 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.

**Better Health** every mind matters

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

100,000 - people have strokes a year.  
Every five minutes, Stroke strikes.  
The main symptoms of stroke can be remembered with the word FAST:

**FACE** Has their face fallen on one side? Can they smile?

**ARMS** Can they raise both arms and keep them there?

**SPEECH** Is their speech slurred?

**TIME** To call 999 if you see any single one of these signs

WHEN STROKE STRIKES, ACT F.A.S.T.

ACT F.A.S.T. Help us help you



FOR HELP ON ANY DISABILITY ISSUE IN SOUTH ESSEX

**DIAL**  
SOUTH ESSEX  
DISABILITY INFORMATION & ADVICE LINE  
0333 366 1045

DIAL's helpline is manned by a group of dedicated volunteers with a vast experience of the many problems facing disabled people.

We aim to help you or somebody you know. Please contact us on the above telephone number for a chat or have a look at our website.

MONDAY TO FRIDAY  
10AM - 3PM

Mobile/Text Enquiries 07786 088538  
Email: enquiries@dialsouthessex.co.uk  
Website: www.dialsouthessex.co.uk

DIAL South Essex  
The Beehive, West Street, Grays, Essex, RM17 6XP  
Registered Charity Number 1155514



**Yellow Card****Making medicines and medical devices safer**

Ever suffered a side effect or injury from a medicine, vaccine, medical device (including software, apps and artificial intelligence), blood product or e-cigarette? **Report it to the Yellow Card scheme.**

The Yellow Card scheme is run by the Medicines and Healthcare products Regulatory Agency (MHRA), which safeguards medical products quality and efficacy in the United Kingdom.

<https://yellowcard.mhra.gov.uk/>



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

**Available from 6.00am**

**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>

## Drown it out with Emz

### Sound Immersion Event in a Chair

Join us for a restorative hour of chair-based self-care. Specifically designed for those with long-term chronic illness, this safe and supportive session uses sound frequencies to dial down physical discomfort and release tension. Best of all? No floor work required!

**When:** Every first Wednesday of the month | 16:30 – 17:30

**Where:** Thundersley Methodist Church, South Benfleet, SS7

**TO BOOK YOUR SPOT:**  
Please call **07762945928** to discuss your specific needs and eligibility.

Any donations gratefully received for refreshments.

All warriors welcome—no previous experience needed. Just bring yourself and home comforts. Don't forget your home comforts!

Supported by:



## Time to Learn Sessions 2026 - 2027

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

**Tuesday 2nd June 2026**

**Tuesday 7th July 2026**

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

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

## 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**

**OR – In person by queuing outside from 8.30am Mon-Fri**

**OR – Online via Accurx from 6.00am 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 on the website to learn more: <https://www.thekhanpractice.nhs.uk/attached-services>