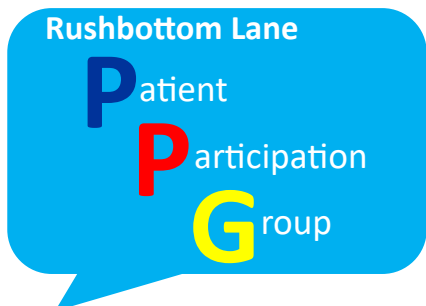




UPDATE

A reminder that our next **PPG** meeting with the surgery is
Wednesday 14th October at 6.30pm
 The meeting will be held within the surgery and on TEAMS
 All members are invited to attend

Below is an **UPDATE** list from both Rushbottom Lane Surgeries. This shows the number of wasted appointments last month (September 2026), where patients just **Did Not Attend**.

St Georges Medical Practice September 2026				Dr Khan & Partners September 2026 DNA's			
Clinician	Appointment	Minutes	Hours	Clinician	Appointment	Minutes	Hours
GP	24	405	6hr 45min	GP	71	1,080	18hr 00min
ANP	2	30	0hr 30min	ANP	1	15	0hr 15min
Nurse	21	330	5hr 30min	Nurse	74	1,180	19hr 40min
TOTAL	47	765	12hr 45min	TOTAL	146	2,275	37hr 55min

Combined total number of
WASTED:- Did Not Attend
 appointments In September 2026

Appointments	Minutes	Hours
193	3,040	50hrs 40mins



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

OR: - Email reception.rushbottomlane@nhs.net



**Rushbottom Lane Surgery
received 16,365 Incoming
telephone calls in September 2026**

Here are three of the awareness events taking place in October 2026

Child Health Day Oct 5th

Child Health Day is observed on the first Monday of October each year.

In 2026, Child Health Day will be celebrated on October 5th, providing a dedicated day to focus on children's health and well-being. It is an important annual observance that focuses on raising awareness about the health and well-being of children and



promoting initiatives to improve their physical and mental health. This day reminds us of the critical importance of providing children with access to quality healthcare, nutrition, education, and safe environments. Child Health Day serves as a call to action for individuals, families, communities, and policymakers to prioritize the health and future of our youngest generation. Participating in Child Health Day allows you to contribute to the well-being of children in our community and around the world.

Back Care Awareness Week 5th to 9th October 2026

Back Care Awareness Week champions spinal health and pain prevention each October.

This week-long observance encourages everyone to adopt better posture, incorporate ergonomic solutions, and understand the vital role a healthy back plays in overall well-being.

The take home message from modern research is that for most low back pain self-help is key to recovery. What you do in the early stages of pain is a strong predictor of outcome: your back needs movement and those who stay active and get on with life, cope best in the long run.



International Brain Tumour Awareness Week 2026 26th Oct To 2nd Nov



International Brain Tumour Awareness Week 2026 is a dedicated week-long observance that aims to raise awareness about brain tumours and their impact on individuals and their families. This important week provides an opportunity to educate the public about brain tumours, their early detection, treatment options, and the need for ongoing research and support services. It also serves as a time to show solidarity with those affected by brain tumours and to advocate for improved care and resources for patients and their caregivers.

AI Receptionist - EMMA



EMMA, an AI-powered virtual receptionist and phone assistant developed specifically for NHS GP surgeries in the UK to handle patient calls, reduce queues, and integrate with clinical triage tools.

EMMA answers patient phone lines instantly – no engaged tone, no hold music. Simply tell her what you need, and she'll help with appointment requests, prescription queries, and routes information securely into practice consultation software.



However, two local GP surgeries that have been using this software, (one in Hockley and one in Rayleigh), will no longer be using this due to patient feedback. Both surgeries will return to having a person answer the phones even though they say there may be occasional short waits before calls are answered.

The practices say they hope the change will again result in a more "personal and responsive" experience for patients. What do you think of **EMMA**?

STRESS!

Stress is something everyone feels at times, especially when dealing with change or life challenges, such as money worries, work issues or relationship problems.

But firstly, let's debunk one myth: stress is not necessarily a 'bad' thing. Without this brilliant ability to feel stress, humankind wouldn't have survived. Our cavemen ancestors, for example, used the onset of stress to alert them to a potential danger, such as a sabre-toothed tiger. Stress is primarily a physical response. When stressed, the body thinks it is under attack and switches to 'fight or flight' mode, releasing a complex mix of hormones and chemicals such as adrenaline, cortisol and norepinephrine to prepare the body for physical action.

In the modern world, the 'fight or flight' mode can still help us survive dangerous situations, such as reacting swiftly to a person running in front of our car by slamming on the brakes.

The challenge is when our body goes into a state of stress in inappropriate situations. When blood flow is going only to the most important muscles needed to fight or flee, brain function is minimised. This can lead to an inability to 'think straight'.

One of the difficulties with stress is that people experience stress in different ways. This contributes to stress manifesting itself differently. So, it would be wrong to over generalise when giving advice on how to identify stress in others. But how we manage stress in ourselves can make a big difference to our mental wellbeing, and the first step to managing it is to know how it affects us and why.

Cognitive



Poor Judgement.
Inability to Concentrate.
Brain Fog.
Indecision.
Self-Doubt.
Starting many tasks but achieving little.

Emotional



Moodiness.
Irritability.
Fatalistic Thinking.
Panic.
Anxiety.
Feeling Overwhelmed.
Frustration.

Physical



Rapid Heartbeat.
Aches and Pains.
Frequent Colds.
Skin Complaints.
Indigestion.
High Blood Pressure.

Behavioural



Isolating yourself from Others.
Sleeping too Little or too Much.
Demotivated.
Loss of Sense of Humour.

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



The Mindful Life Group

Dedicated to older adult mental wellbeing

OUR MISSION

To enhance quality of life in later years through compassionate, evidence-based psychological programmes that support meaningful connection, mental wellbeing, and emotional balance.

Professionally facilitated mindfulness and wellbeing programmes for older adults, funded by local NHS and county council partners.

Sign up to our Newsletter: - https://openss.qualtrics.com/jfe/form/SV_czLV2t2oF8pa3Vc



We know that current or previous caregiving can deplete the mental health and wellbeing of those that provide it. This course has been designed to support you in looking after yourself, wherever you are in your caregiving journey.

Mindfulness for Older Adult Caregivers

[Read More](#)



This course has been carefully developed to respond to common challenges in later life. Through guided practices and supportive group sessions, it combines evidence-informed approaches to managing stress and improving focus with the opportunity to build connection, share experiences, and become part of a supportive community.

The Six Week Mindfulness Programme

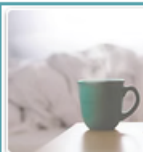
[Read More](#)



Learn accessible tools to settle stress, regulate the nervous system, and support heart health. Evidence suggests that steady, manageable lifestyle changes of this kind can make meaningful reductions in blood pressure.

The Blood Pressure Balance Programme

[Read More](#)



This programme adapts CBT-I techniques to fit real life, offering practical steps to improve your sleep without adding to your workload. Feel more rested, resilient, and supported.

Better Sleep Programme for Caregivers

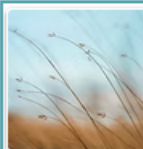
[Read More](#)



Understanding and Managing Stress and Anxiety: A Four Week Programme is a new course designed to support your mental health by helping you understand why we experience stress and anxiety, and how to respond to and manage difficult emotions.

Understanding and Managing Stress and Anxiety

[Read More](#)



Healthy Ageing for Life is a practical, evidence-informed programme designed to help adults over 50 understand the factors that support physical, emotional, and cognitive wellbeing as we age.

Healthy Ageing for Life

[Read More](#)

How to be more active - Regular physical activity is good for our bodies and minds, but it can be difficult to get started – especially if we're not particularly sporty or have not done any exercise for a while.

Get into a routine - Every bit of extra activity you do matters, no matter how big or small. But the more you do, the more you benefit. That's why finding a way to make lasting changes and increase your activity levels in the long term can make a real difference to your life.

Here are 6 ways you can make a routine of being active: -



1 Find something you enjoy

You're far more likely to stick with something if you enjoy it.



2 Track your progress

Whether it's steps, distance or active minutes, setting a daily target and hitting it will feel great!



3 Go from strength to strength

Strength-building activities – like carrying heavy grocery bags counts.



4 It's better together

If you have friends or family who want to be more active too.



5 Get into a good habit

Set a reminder - you could use the alarm or timer on your phone.



6 Reward yourself

Set yourself activity goals and rewards.

For more information, check out the Better Health website.

<https://www.nhs.uk/better-health/get-active/how-to-be-more-active/>

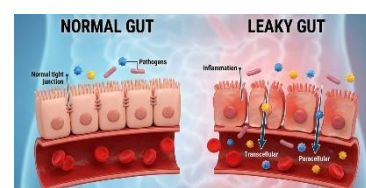
Leaky Gut Syndrome

The gut has many functions. One important function is to act as a barrier for our body, against harmful bacteria or other harmful agents. The inside layer of the bowel has a thin coating of cells. These cells are tightly bonded together, acting as a seal. Sometimes, these tight bonds can become looser, and the bowel can become more porous (meaning liquid can pass through easier). This is known as '**leaky gut**' (clinically referred to as increased intestinal permeability) but is a controversial, unproven standalone diagnosis in mainstream medicine.

While increased intestinal permeability is a well-documented *component* of legitimate conditions like celiac disease and inflammatory bowel disease (IBD), there is a lack of scientific evidence that it is the root cause of systemic, non-digestive ailments. People who identify with having "leaky gut" often report symptoms that overlap with common gastrointestinal and autoimmune issues:

Professor Christer Hogstrand and the team at King's College London have been awarded £50,000 for their research into 'leaky gut syndrome' by Guts UK. <https://gutscharity.org.uk/>

GUTS UK!



What do we know already?

The bowel wall also has sensors for different components of our food. One of these is called the 'Aryl Hydrocarbon Receptor' (AHR). When these sensors attach to specific substances in our food, the AHR become activated. It is thought that AHR then communicates with the tight bonds in the bowel (mentioned earlier) and our immune system, to help keep the bowel healthy.

Prof. Hogstrand's earlier research suggests that AHR can do this by letting the mineral, zinc into the cells. The zinc then improves the seal of the tight bonds in the bowel, but the levels of zinc are often low in people with IBD.



The fact that there's a
'Highway to Hell'
and only a
'Stairway to Heaven'
says a lot about the
anticipated traffic numbers.

Men if you're bored phone up the
Women's Rights Group....
And ask to speak to the MAN in charge.

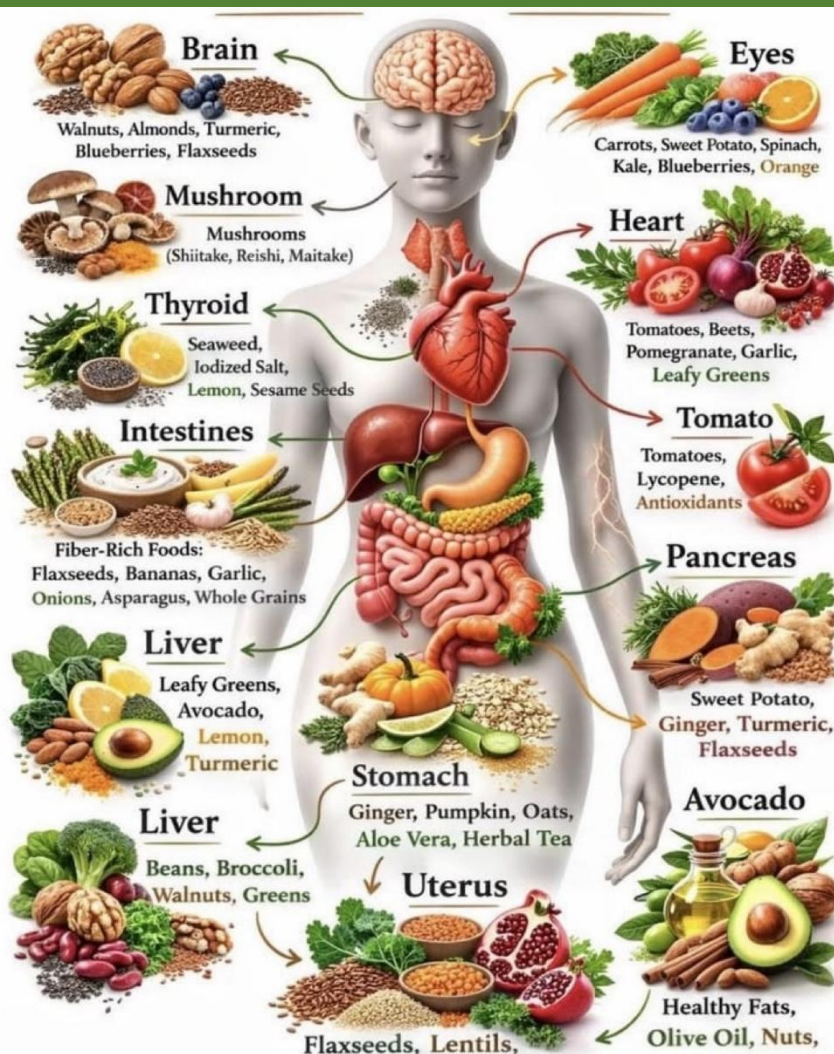


Food as Medicine

The "Food as Medicine" movement in the UK emphasises using diet strategically to prevent and manage chronic diseases, rather than merely providing sustenance. This approach is gaining traction due to rising obesity and diet-related illnesses, with functional foods—such as probiotic yogurts, omega-3-rich fish, and turmeric—becoming mainstream in schools and healthcare settings to support health outcomes and cognitive function in children and adults.

NHS England has established national standards for healthcare food and drink, requiring trusts to have food strategies, access to dietetic advice, and monitoring systems to ensure high-quality, nutritious meals for patients, staff, and visitors.

The UK government supports the movement by promoting access to affordable, nutritious foods and reducing ultra-processed food consumption. Subsidies for fruits and vegetables and public health campaigns aim to make healthier options more accessible, particularly for low-income families.

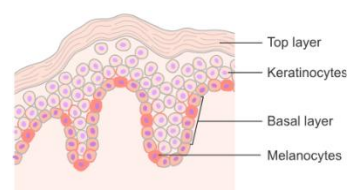
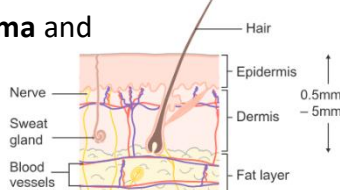


What is skin cancer?

Skin cancer is cancer that starts in the skin. Doctors group skin cancers depending on what type of skin cell they start in. The two main groups are **melanoma** and **non-melanoma** skin cancer.

The skin is made up of 2 main layers:

- The epidermis is the outer layer.
- The dermis is the inner layer and is under the epidermis.



Sun damage is the cause of most skin cancers, as the cells in the epidermis are most at risk of sun damage.

How cancer starts: Cancer is when abnormal cells start to divide and grow in an uncontrolled way. The cells can grow into surrounding tissues or organs and may spread to other areas of the body.

Melanoma:

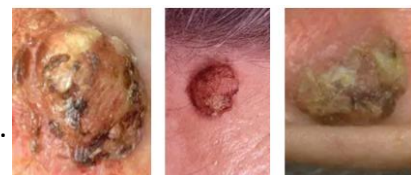
Melanoma skin cancer can start anywhere on the skin. It may start:

- In a mole
- On a patch of normal skin
- On the palms of the hands or soles of the feet
- Under the nails



Non-Melanoma:

- Basal cell skin cancer - this is also called basal cell carcinoma (BCC).
- Squamous cell skin cancer - also called squamous cell carcinoma (SCC).
- Plus, some other rare types.



Ultraviolet radiation can cause sunburn. This is a sign of damage to the genetic material in skin cells. Over time, enough DNA damage can cause cells to grow out of control and lead to cancer. UV radiation from the sun or sunbeds is the main environmental factor that increases the risk of getting melanoma skin cancer.

Melanoma skin cancer is the 5th most common cancer in the UK. Around 19,400 people are diagnosed with melanoma skin cancer in the UK each year. The number of people diagnosed has increased over the last few decades.

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



If you have a spot or mole that has changed in size, shape or colour, then talk with your doctor. It doesn't mean that you do have cancer, but it is worth getting it checked out.

STOP TOBER

Helping you split up with smoking this October

Search Stoptober

BECAUSE THERE'S ONLY ONE YOU

QUIT SMOKING

AND BREATHE

Better Health LET'S DO THIS

Stop smoking for Stoptober and you're five times more likely to quit for good

LOCATED AND SUPPORTED
BY THUNDERSLEY
METHODIST CHURCH.

 **Benfleet**
Primary Care Network

FIBROMYALGIA SUPPORT GROUP

A space for shared experiences and ongoing connection for those diagnosed with Fibromyalgia.

Fortnightly Thursday's
10am to 12PM drop or pop
including Guest Speakers!

You are not alone, Call Em
on 07762945928 or
emma.holmes41@nhs.net
more details!

BENFLEET FIBRO WARRIORS - THE POWER IS NOW!



DONATIONS WELCOME FOR REFRESHMENTS.

FOR PATIENTS
REGISTERED WITH A
CASTLEPOINT GP.

T.I.M.E

Together In Mental-Health Empowerment

The men's support group
for mental-health concerns

**It's time to
make TIME for YOU**

Come and join like-minded individuals
every **Tuesday** from **7pm - 9pm**

HOME Hub Community Centre,
88 Brook Road,
South Benfleet Playing Fields,
Benfleet, Essex SS7 5JF

@T.I.M.E.groupformen
@t.i.m.e.groupformen
james.timemensgroup@yahoo.com

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

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>

accurx

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.

Available from 6.00am

Disclaimer: "The information contained within these articles, do not necessarily represent the views or advice given by the surgery or the NHS as a whole"