



UPDATE

Below is an **UPDATE** list from both Rushbottom Lane Surgeries. This shows the number of wasted appointments, where patients **Did Not Attend** in January 2024

St Georges Medical Practice January DNA's			
Clinician	Number of Appointments	Number Minutes	Hours
GP	15	190	3hrs 10mins
ANP	26	405	6hrs 45mins
Nurse	43	830	13hrs 50mins
Pharmacist	11	175	1hrs 55mins
Total	95	1,600	25hrs 40mins

Dr Khan & Partners January DNA's			
Clinician	Number of Appointments	Number of Minutes	Hours
GP	101	1010	16hrs 50mins
ANP	4	60	1hr 0mins
Nursing Team	87	1585	26hrs 25mins
Pharmacist	18	290	4hrs 50mins
Total	168	2,600	39hrs 5mins

**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**

Combined total of Did Not Attend

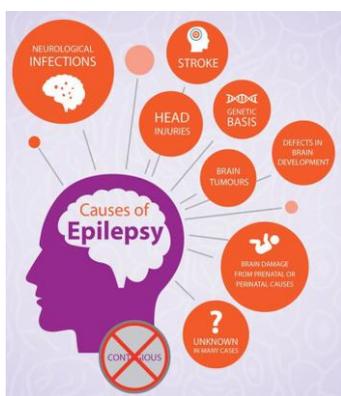
	WASTED Appointments	Minutes	Hours
January 2024	263	4,200	64hrs 45mins
December 2023	230	3,126	56hrs 53mins
November 2023	208	2,760	46hrs 00mins



Rushbottom Lane Surgery received 16,100 Incoming telephone calls during the month of January 2024

Here are just three of the awareness events taking place in February.

**International Epilepsy Day
12th Feb 2024**



International Epilepsy Day is observed on the second Monday of February each year. It is a global event dedicated to raising awareness, promote understanding, reduce stigma, and provide support to individuals living with epilepsy. Epilepsy is a neurological condition that affects millions of people of all ages and is characterized by recurrent seizures. Seizures are bursts of electrical activity in the brain that temporarily affect how it works. They can cause a wide range of symptoms, and can affect people in different ways, depending on which part of the brain is involved.

**Shingles Awareness Day
15th February**



1 in 3 adults will develop Shingles in their lifetime but is most common for people over 50. Besides age, other factors that can increase the risk include certain underlying conditions, or medications that weaken the immune system. As people age, the cells in the immune system lose the ability to maintain a strong and effective response. Apart from the immediate pain and discomfort that usually accompanies a shingles rash, more serious conditions such as persistent pain (post-herpetic neuralgia) can last for months or even years. Post-herpetic neuralgia being the most common complication of shingles.

Eating DISORDERS Awareness Week Feb 26th To March 3rd

Disordered eating impacts people in lots of different ways. Disordered eating differs from an eating disorder because the behaviours/symptoms don't meet the diagnostic criteria for known eating disorders. Disordered eaters can, however, have a number of similar traits and behaviours to those with an eating disorder. Eating disorders are often misunderstood. Eating disorders are complex mental illnesses. Anyone, regardless of age, gender, ethnicity, or background, can develop one.



Eating Disorders Awareness Week is an annual campaign to educate the public about the realities of eating disorders and to provide hope, support, and visibility to individuals and families affected by eating disorders.

PPG AGM

Our Annual General Meeting is to be held next month.

Wednesday 20th March 2024 at 18.30hrs

St Georges church hall, Rushbottom Lane, Benfleet SS7 4DN

To be nominated to the role of Chair, Secretary or Treasurer. Please submit your application at least 14 days prior to meeting via email to: rushbottomppg@gmail.com

All are welcome

Come and have your say

Meet other members

Invite a friend or neighbour along, to help increase our membership numbers

Tea, coffee and biscuits available (small donation asked to help with costs)

Here is a link to the minutes from our last quarterly meeting with the surgery 10.01.2024

<https://www.facebook.com/photo/?fbid=240040835811213&set=pcb.240041229144507>

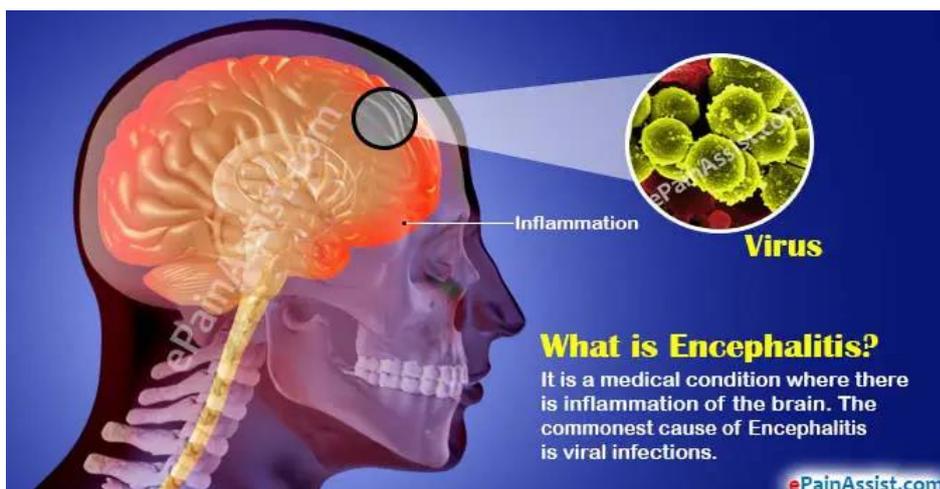
Encephalitis

Encephalitis is an uncommon but serious condition in which the brain becomes inflamed (swollen). It can be life threatening and requires urgent treatment in hospital. Anyone can be affected, but the very young and very old are most at risk.

Symptoms of encephalitis

Encephalitis usually starts off with [flu-like symptoms](#), such as a high temperature and [headache](#). More serious symptoms come on over hours, days or weeks, including:

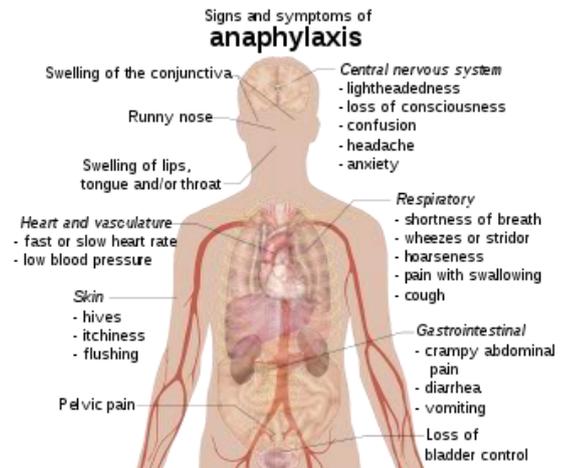
- confusion or disorientation
- seizures or fits
- changes in personality and behaviour
- difficulty speaking
- weakness or loss of movement in some parts of the body
- loss of consciousness



Anaphylaxis (or Anaphylactic Shock)

Anaphylaxis is a serious, potentially fatal [allergic reaction](#) and [medical emergency](#) that is rapid in onset and requires immediate medical attention regardless of use of emergency medication on site. In anaphylaxis, **the immune system releases a flood of chemicals that can cause the body to go into shock**. Blood pressure drops suddenly, and the airways narrow, blocking your breathing. The pulse may be fast and weak, and you may have a skin rash. You may also get nauseous and vomit.

Anaphylaxis can occur in response to almost any foreign substance. Common triggers include [venom](#) from [insect bites or stings](#), foods, and [medication](#). Foods are the most common trigger in children and young adults, while medications and insect bites and stings are more common in older adults. Any medication may potentially trigger anaphylaxis. The most common are [β-lactam antibiotics](#) (such as [penicillin](#)) followed by [aspirin](#) and [NSAIDs](#). Other [antibiotics](#) are implicated less frequently.



SYMPTOMS:

- swelling of your throat and tongue
- difficulty breathing or breathing very fast
- difficulty swallowing, tightness in your throat or a hoarse voice
- wheezing, coughing or noisy breathing
- feeling tired or confused
- feeling faint, dizzy or fainting
- skin that feels cold to the touch
- blue, grey or pale skin, lips or tongue – if you have brown or black skin, this may be easier to see on the palms of your hands or soles of your feet

You may also have a rash that's swollen, raised or itchy.

Call 999 if:

- your lips, mouth, throat or tongue suddenly become swollen
- you're breathing very fast or struggling to breathe (you may become very wheezy or feel like you're choking or gasping for air)
- your throat feels tight or you're struggling to swallow
- your skin, tongue or lips turn blue, grey or pale (if you have black or brown skin, this may be easier to see on the palms of your hands or soles of your feet)
- you suddenly become very confused, drowsy or dizzy
- someone faints and cannot be woken up
- a child is limp, floppy or not responding like they normally do (their head may fall to the side, backwards or forwards, or they may find it difficult to lift their head or focus on your face)

You or the person who's unwell may also have a rash that's swollen, raised or itchy.

These can be signs of a serious allergic reaction and may need immediate treatment in hospital.



Department of Health & Social Care

A **Rare Disorder** is a disease or condition that affects less than 1 in 2,000 people. It is currently estimated that there are over 7,000 rare diseases, with new conditions continually being identified as research advances. While 80% of rare diseases have an identified genetic origin, they can also be caused by disordered immunity, infections, allergies, deterioration of body tissues and organs or disruption to development while in the womb.

Although rare diseases are individually rare, they are collectively common, with 1 in 17 people being affected by a rare disease at some point in their lifetime. In the UK this amounts to over 3.5 million people.

Rare diseases can be both life-limiting and life-threatening, and disproportionately affect children. 75% of rare diseases affect children and more than 30% of children with a rare disease die before their fifth birthday. Rare disease patients and their families can face a lifetime of complex care and living with a rare disease can also have a huge impact on someone's education, financial stability, mobility, and mental health.



YouTube <https://youtu.be/zEQ828Lkxac> Rare Disease Day Official Video 2024

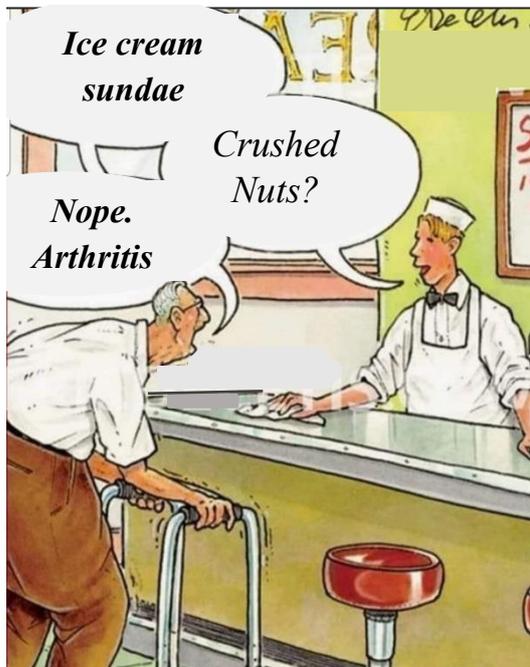
#RacetoElimination?

MP Rebecca Harris is supporting the race to eliminate cervical cancer.

The NHS has the ambition to eliminate cervical cancer in the UK by 2040. MSD has launched the “**Race to Elimination campaign**” to showcase local areas on the road to cervical cancer elimination and inspire country-wide action of the NHS England elimination pledge. 99.8% of cervical cancer cases are entirely preventable, providing a unique opportunity – through Human Papillomavirus vaccination and cervical screening – to eliminate the impact of this disease on women, their families and society.

If you were invited for cervical screening but missed or did not book an appointment, you can contact your GP surgery or local sexual health clinic to book now. You can still book even if you were invited weeks or months ago.





I had a hen that could count
here own eggs.
She was a mathemachicken

I have a pet termite.
I named him Clint.
Clint Eats Wood

How joy affects health: is laughter the best medicine?

It's true: laughter is strong medicine. It draws people together in ways that trigger healthy physical and emotional changes in the body. Laughter strengthens your immune system, boosts mood, diminishes pain, and protects you from the damaging effects of stress. Nothing works faster or more dependably to bring your mind and body back into balance than a good laugh. Humour lightens your burdens, inspires hope, connects you to others, and keeps you grounded, focused, and alert. It also helps you release anger and forgive sooner.

With so much power to heal and renew, the ability to laugh easily and frequently is a tremendous resource for surmounting problems, enhancing your relationships, and supporting both physical and emotional health. Best of all, this priceless medicine is fun, free, and easy to use.



The benefits of laughter

Laughter relaxes the whole body. A good, hearty laugh relieves physical tension and stress, leaving your muscles relaxed for up to 45 minutes after.

Laughter boosts the immune system. Laughter decreases stress hormones and increases immune cells and infection-fighting antibodies, thus improving your resistance to disease.

Laughter triggers the release of endorphins, the body's natural feel-good chemicals. Endorphins promote an overall sense of well-being and can even temporarily relieve pain.

Laughter protects the heart. Laughter improves the function of blood vessels and increases blood flow, which can help protect you against a heart attack and other cardiovascular problems.

Laughter lightens anger's heavy load. Nothing diffuses anger and conflict faster than a shared laugh. Looking at the funny side can put problems into perspective and enable you to move on from confrontations with

Patient Support Groups/Useful Websites

Below is a list of websites that may be of use to you

Asperger's Support Group: <http://www.aspergers.org.uk/>

Asthma Self-Management Information:

<http://www.asthma.org.uk/Sites/healthcare-professionals/pages/self-management-materials>

<http://www.asthma.org.uk/knowledge-bank-treatment-and-medicines-using-your-inhalers>

Bereavement: <http://www.cruse-essex.org.uk/>

Cancer Research UK: <http://www.cancerresearchuk.org/cancer-info/spotcancerearly/>

Canvey Island Youth Project : Canvey Island Youth Project is a small local charity based on Canvey Island, Essex. We help young people between 11 and 25. They may be homeless or have no money for food or clothing. They may need someone to talk to or need information on issues such as benefits, drugs, or alcohol. We are here to help. <http://www.canveyislandyouthproject.org.uk/>

Carers support: Your local independent Carer Support organisation. Providing information, advice and guidance to carers in Colchester, Tendring, Basildon and Castle Point districts. <http://www.essexcarerssupport.org.uk/>

Citizens Advice: <http://www.adviceguide.org.uk/>

Jo's Cervical Cancer Trust: Jo's Cervical Cancer Trust is the only UK charity dedicated to women and their families affected by cervical cancer and cervical abnormalities. We offer a range of information and support both online and face to face 24 hours a day and at every step of the journey. <http://www.jostrust.org.uk/>

Marriage Care: offers marriage preparation, relationship counselling and more. <http://www.marriagecare.org.uk/>

ME Association : The ME Association provides information and support on ME/CFS to people with ME/CFS. We strive to develop professional and high-quality information materials and services. <http://www.meassociation.org.uk/2009/09/essex/>

NHS Choices : <http://www.nhs.uk/Pages/HomePage.aspx>

NHS Diabetes Prevention Programme: <https://www.england.nhs.uk/diabetes/diabetes-prevention/>

Parent & Toddler Groups: <http://www.netmums.com/southessex/local/all/baby-toddler/parent-toddler-groups/benfleet>

Royal Association for Deaf People . <http://www.royaldeaf.org.uk/>

Trust Links is a charity which offers therapeutic gardening, training and other services. www.trustlinks.org

Alcohol test A new online test to help patients work out how risky their drinking is with access to personalised advice/support locally is now available www.dontbottleitup.org.uk

Rushbottom Lane Surgery Opening Times

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

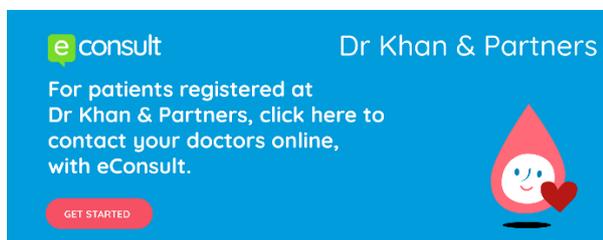
***Out-of-Hours appointments available. Ask at reception.**

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/>



e consult Dr Khan & Partners

For patients registered at Dr Khan & Partners, click here to contact your doctors online, with eConsult.

[GET STARTED](#)



<https://stgeorgesmedicalpractice.webgp.com/>



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[GET STARTED](#)



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

Time to Learn Sessions 2024

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 6th February 2024

Tuesday 5th March 2024

All information in this magazine is correct to the best of my knowledge

Rushbottom Lane Surgery PPG are looking for new members.

If you know someone who is a patient at the surgery, please ask them join.

All they have to do, is email their name to: JoinRushbottomPPG@gmail.com