



Rushbottom Lane

Patient
Participation
Group

UPDATE

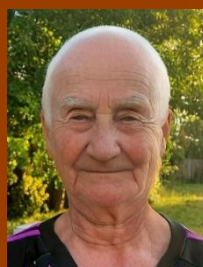
Below is an **UPDATE** list from both Rushbottom Lane Surgeries. This shows the number of wasted appointments last month (October 2025), where patients just **Did Not Attend**.

St Georges Medical Practice October 2025 DNA's			
Clinician	Appointment	Minutes	Hours
GP	23	405	6hr 45min
ANP	10	143	2hr 23min
Nurse	41	635	10hr 35min
TOTAL	74	1,183	19hr 43min

Dr Khan & Partners October 2025 DNA's			
Clinician	Appointment	Minutes	Hours
GP	80	1,218	20hr 18min
ANP	1	15	0hr 15min
Nurse	169	1,539	25hr 39min
TOTAL	250	2,772	46hr 12min

Don't need or Can't make your appointment?

CANCEL IT!



"I really needed that appointment that you didn't turn up to...."

Call your surgery number and select option 6 - OR - Text CANCEL in response to the appointment text reminder - OR - email: - reception.rushbottomlane@nhs.net

Combined total number of: **Did Not Attend**

	Wasted: Appointments	Minutes	Hours
October	424	3,955	65hrs 55mins
September	232	3,783	63hrs 03mins



During the month of October 2025 Rushbottom Lane Surgery received 16,390 Incoming telephone calls

Malnutrition Awareness Week 10th – 16th November

Malnutrition Awareness Week – is to raise awareness and understanding of preventable malnutrition in local communities and with health and social care professionals.

Malnutrition is a state of nutrition in which a deficiency or excess (or imbalance) of energy, protein and other nutrients causes measurable adverse effects on tissue / body form (body shape, size and composition) and function and clinical outcome. However, the term malnutrition also includes obesity.

Malnutrition can coexist with obesity, a condition referred to as the "double burden of malnutrition," where an individual consumes excessive calories but lacks essential vitamins and minerals, leading to nutrient deficiencies despite being overweight or obese. This often stems from diets rich in processed foods and unhealthy fats, which can contribute to obesity while lacking micronutrient density. The co-occurrence of these conditions negatively impacts health, quality of life, and life expectancy.

<https://www.bapen.org.uk/malnutrition/introduction-to-malnutrition/>

This year, **Carers Rights Day** is on Thursday 20th November and the theme is:-

'Know your rights, use your rights.'

Every day, 12,000 people become unpaid carers for a partner, family member or a friend – many of whom don't see themselves as carers, often unaware of their legal rights and what they're entitled to in terms of support and benefits.

Carers should not have to miss out on support designed to reduce some of the pressures caring can bring. Whether they care 24/7 or juggle care with work and family life, are new to caring or have been for many years, and wherever they live in the UK – all carers deserve to understand their rights and be supported to use them if they wish.

As a carer, knowing your rights empowers you with information about what you're entitled to. This helps you feel confident asking for what you need, as well as challenging things when your rights are not being met – whether that be in the workplace or education, in accessing health or social care, or when interacting with other professionals or at home. Find out more about carers rights:

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

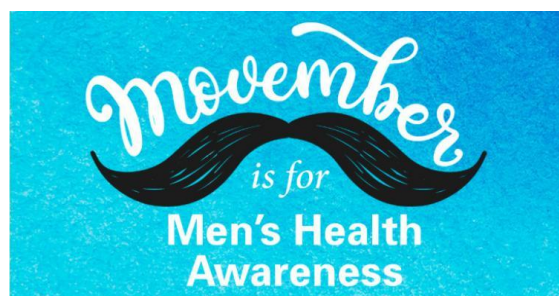


Men's Mental Health Awareness Month

Men's Mental Health Awareness Month (also known as **Movember**, as *men grow moustaches to raise awareness of men's health conditions*) is observed every November

to address the unique mental health struggles men face, combat stigmas, and encourage open conversations about their well-being, especially in light of suicide statistics.

The global Movember campaign is a prominent part of this initiative, encouraging men to grow moustaches and raise awareness and funds for prostate cancer, testicular cancer, suicide prevention, and mental health.



Why Men's Mental Health Awareness Month is Important: -

Societal Pressures: Men are often conditioned to be strong and avoid showing vulnerability, which can lead to silence, isolation, and difficulty in seeking therapy or talking about their feelings.

Stigma: The month aims to challenge the stigma surrounding men's mental health, making it easier for them to discuss their experiences and access support services.

Men's Health Awareness Month is designed to encourage men to start conversations about their health, and to seek support if they need it.

Don't procrastinate. Know your prostate



Peeing may be a growing problem.

If you can't pee like you used to – for example, can't start, don't feel empty, weak flow, up several times a night – it could be a prostate problem!

Prostate cancer affects 1 in 8 white men and 1 in 4 black men. In the UK, it's the most common type of cancer in men.

Talk to your GP about having a PSA blood test.

YES I HAD TROUBLE PEEING, BUT I TALKED TO MY DOCTOR AND NOW IT'S ALL WATER UNDER THE BRIDGE...



Information and Illustrations supplied by Men's Health Forum <https://www.menshealthforum.org.uk/>

Southend's Community Diagnostic Centre

The home of Southend's brand-new NHS Community Diagnostic Centre (CDC) has been announced as being in the former Argos unit in the Victoria Shopping Centre. It's on track to welcome its first patients this winter and will deliver 30,000 new diagnostic appointments a year, helping cut hospital waiting times and get people across mid and south Essex the tests they need sooner.

Some of its services – which will move to the old Argos site once completed - are already up and running, with ultrasound appointments now being delivered from the Pathology First test centre in the same shopping centre. This centre is part of a wider national programme funded by the Government to increase diagnostic capacity and provide a one-stop shop for checks, tests, and scans closer to home. It's one of four CDCs set to open across the region in the next 18 months, with work already underway on Centres in Thurrock, Braintree and Pitsea.

Julie Smith, Senior Responsible Officer for the project at the Trust said: "By offering thousands of additional appointments each year, patients will get the tests they need more quickly - reducing waiting times and improving health outcomes for our communities. Southend's CDC marks a major step forward in expanding access to diagnostic services across mid and south Essex. We are very excited about working in partnership with Thurrock Health Hubs (THH) to deliver this service".

Last year THH, an independent provider who have provided clinical and diagnostic services within south Essex since 2014, was chosen as the independent provider to build and operate the state-of-the-art facility.

Cllr Paul Collins said, "This new facility will not only bring vital diagnostic services into the heart of Southend but also support our wider ambition to improve access to care, reduce health inequalities, and ensure everyone has the opportunity to live well."



Accurx - The simple way to communicate about patient care.

Rushbottom Lane Surgeries now use an online communication system called accurx. This is in addition to phoning the surgery or calling in in-person.

Accurx provides a convenient and faster way to contact your surgery, especially for non-urgent issues, it ensures a fairer system for accessing care, as it removes the advantage of those who can call or visit early in the day, as this operates outside of opening hours. Plus, this allows staff to direct patients to the most appropriate service based on their submitted information.

Accurx allows patients to submit a request via two routes:

"I have a health problem"

This is for **NEW** and ongoing **HEALTH PROBLEMS ONLY!**

"I have an admin or routine care request"

For **ALL OTHER** enquiries and **ROUTINE** appointments

What would you like help with?

⚠ Online requests will be read within 2 working days.
If you need more urgent help, call your GP practice. If it's closed, visit [NHS 111 online](#) or call 111. In an emergency call 999

Available options

I have a health problem Available 6am to 6:30pm
Contact your GP about a new or ongoing problem

I have an admin or routine care request
Available 6am to 6:30pm
Includes fit (sick) notes, repeat prescriptions, reviews, screening and vaccinations

Unfortunately, many of Rushbottom's online appointments are being misused. People are sending in admin requests via the "Health" route which has a limited number of submissions, whereas the "Admin" route is unlimited. This will improve as patients become more familiar with the system.

Accurx was designed specifically for the NHS and launched in 2016. It began as a text messaging tool for NHS clinicians and patients. Over time, it grew to include additional services like video consultations, digital triage, and seamless integration with major NHS systems. Including SystmOne (used by our surgery), enabling clinicians to update records without constant switching and re-logging into multiple platforms.

Today, thousands of practices across the UK rely on Accurx for their day-to-day communications as it is a quick and simple system to use.

And for patients, it takes just a few moments to complete the online forms.

Form available from 6am to 6:30pm

Patient information

Who is the patient?

☒ Me ☐ Someone else

Patient date of birth

Day Month Year

[Back](#) [Continue](#)

Add information about the health problem

Describe the problem
Focus on one, for example: I have a pain in my lower back

500 characters remaining

Attach a photo (optional)
You can attach up to 5 photos

[+ Attach a photo](#)

How long has it been going on for? Is it getting better or worse?
For example: It's been going on for over a week

500 characters remaining

Have you tried anything to help?
For example: I've tried physio, which helps a little

500 characters remaining

Is there anything you're particularly worried about? (optional)
For example: I'm worried about it affecting my work

500 characters remaining

How would you like us to help?
For example: I would like help managing my pain

500 characters remaining

When are the best times to contact you (optional)
We can't guarantee a time and will only contact you during opening hours

500 characters remaining

[Back](#) [Continue](#)

Review request before submitting

Your request will be sent to:

Dr Khan and Partners
91, Rushbottom Lane
Benfleet, SS7 4EA

Date of birth: 01/01/1999

Phone number: 07887000357

Postcode: ss7 4ae

Query: Medical request

Describe the problem: .

Attach a photo: No file attached

How long has it been going on for? Is it getting better or worse?: .

Have you tried anything to help?: .

Is there anything you're particularly worried about?: .

How would you like us to help?: .

When are the best times to contact you: .

Preferred contact method: Text message

[Back](#)

[Submit request](#)

Please note! If your medical query is urgent then call the practice. If the practice is closed, contact 111 or for a medical emergency call 999.

Accurx consultation solution is recognized by the NHS and has passed the NHS Digital Capabilities assessment

Martha's Rule

Martha's Rule is a major patient safety initiative in hospitals encouraging patients, families and carers to speak to the care team if they notice changes in someone's condition. It also provides them with a way to seek an urgent review if their or their loved one's condition deteriorates – and are concerned this is not being responded to.

Named after Martha Mills, who died in 2021 aged 13 after developing sepsis in hospital, where she had been admitted with a pancreatic injury after falling off her bike. Martha's family's concerns about her deteriorating condition were not responded to, and in 2023 a coroner ruled that Martha would probably have survived had she been moved to intensive care earlier.

In May 2024, NHS England announced the rollout of Martha's Rule across 143 pilot sites following the campaigning of Martha Mills' parents. Between September 2024 and June 2025, there were 4,906 calls made to Martha's Rule helplines to escalate concerns about care – leading to 241 potentially life-saving interventions being triggered. The positive results from the first year have led the NHS to expand its use to an additional 67 sites – meaning all 210 acute inpatient sites in England now offer the service.



Professor Meghana Pandit, NHS National Medical Director, said: *"There is no shadow of a doubt that Martha's Rule is having a transformative impact on the way hospitals are able to work with patients and families to address deterioration or concerns about care".*

"Behind the nearly 5,000 calls made in the last year are patients and families who were deeply concerned, worried that something wasn't right and potentially unsure if they would be listened to. When people feel confident to speak up, and know their concerns will be acted on, the NHS becomes safer, more compassionate, and more responsive". **"This is patient power in action".**

Martha's Rule empowers everyone to speak up and ensures that crucial safety information is escalated to a senior clinician outside the immediate care team, and is now available in every acute hospital in England, the NHS has announced, as new data shows hundreds of patients have benefitted from potentially life-saving changes to their care thanks to the scheme.

FREE blood pressure monitor loans

Essex residents aged 18 and over can now borrow blood pressure monitors for free from 74 local libraries with no GP referral needed.

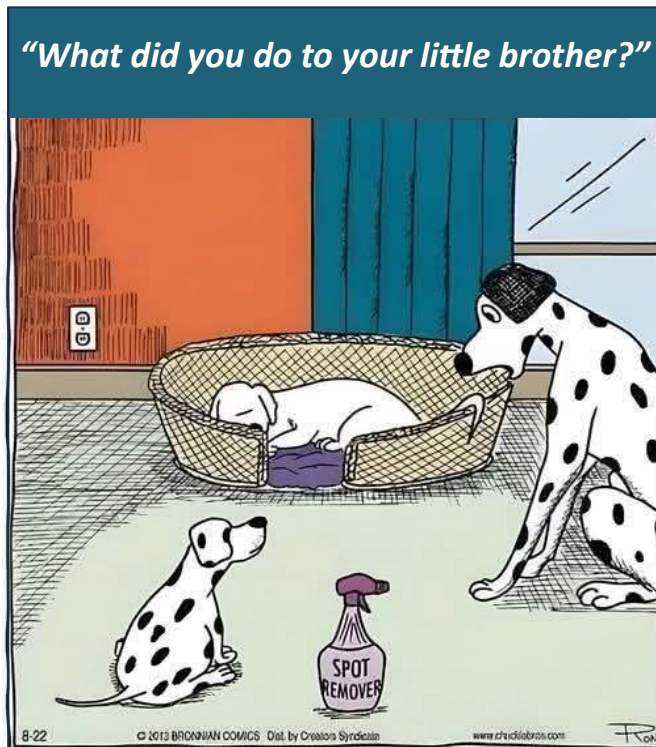
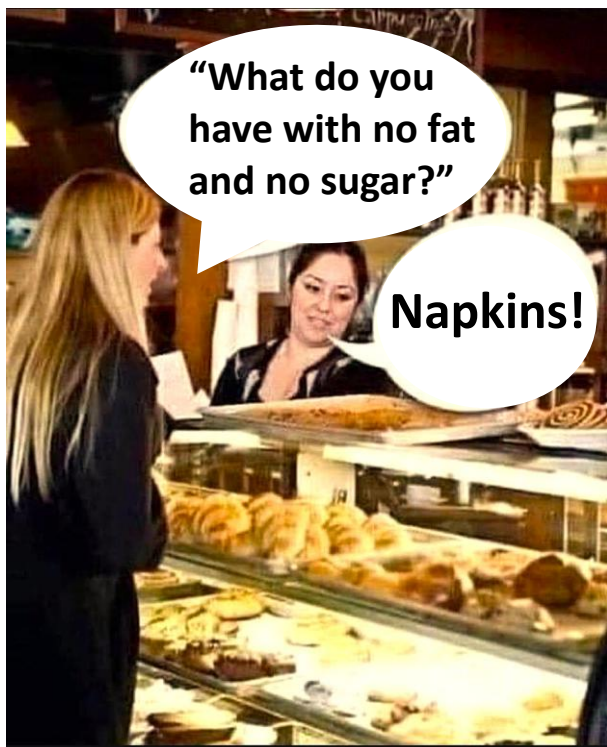
Each loan pack includes a:

- **Blood pressure monitor**
- **Cuff**
- **Guidance leaflet**
- **Diary to record readings**
- **QR code linking to more guidance**



Monitors can be borrowed for up to two weeks. This initiative supports early detection and monitoring of high blood pressure, while reducing unnecessary clinical appointments.

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<https://www.facebook.com/groups/8128412363840904/>

Benfleet Community First Responders

Benfleet | Daws Heath | Hadleigh | Thundersley



If you would like to make a donation, then you can either make a bank transfer or scan the QR code to pay via card.

Benfleet Community First Responders

Account: 50183028 Sort: 82-12-08 Virgin Bank



Volunteering for



**East of England
Ambulance Service**
NHS Trust



NHS Online Hospital

The NHS is setting up an 'online hospital' – **NHS Online**. This new 'hospital' will not have a physical site, instead digitally connecting patients to expert clinicians anywhere in England. This means patients can be seen faster. Healthcare teams will triage patients through the NHS App and let them book in scans at times that suit them at Community Diagnostic Centres closer to home. When a patient has an appointment with their GP, they will have the option of being referred to the online hospital for their specialist care. They will also be able to track their prescriptions and get advice on managing their condition from the comfort of their home.

NHS Online aims to provide a huge boost to patient care and waiting times, delivering the equivalent of up to 8.5 million appointments and assessments in its first three years, four times more than an average trust, while enhancing patient choice and control over their care. The first patients will be able to use the service from 2027.

In the first instance, the service will build and scale tried-and-tested innovations already in place across the country such as AI and remote monitoring, with millions of patients already accessing online appointments and using the NHS App to manage their care, plus initially the focus will be on a small number of planned treatment areas with the longest waits. Over time this will be expanded to more treatment areas. Treatment areas will only be offered if the NHS knows it is clinically safe to do so remotely.

Connecting patients with specialists across the country means the same high-quality care available to everyone regardless of postcode, helping to reduce variation and inequalities.

Rushbottom Friends & Family Test

Have you completed the Friends & Family Test yet? No! - Why not?

The surgery has a patient survey on its site called: - **Friends & Family Test** as they need your feedback to understand what YOU the patient thinks of the service you receive.

How else do they know what patients think of the way the surgery is run and what, if anything, could be improved.

Without this information nothing will change. And regardless of whether your comments are good or bad, the surgery still needs to know.

As you can see, it's a very short questionnaire, (but you can add your own comments). So, let's all complete the survey and help develop the kind of surgery we all want.

The survey can be accessed via the surgery website, the link below or via the QR code.

Just select the surgery that you are registered with.

Thinking about your GP practice overall, how was your experience of our service?

☐ Very Good
☐ Good
☐ Neither Good Nor Poor
☐ Poor
☐ Very Poor
☐ Don't Know

Can you tell us why you gave that response?

☐ Tick this box if you consent to us publishing your comment anonymously on our website.

Additional Questions

Please confirm you are registered with the Khan & Partners practice? If not, please complete the other form for St Georges Medical Practice.

☐ Dr Khan & Partners

Submit Test

Take the questionnaire for Khan & Partners

<https://www.mysurgeryintranet.co.uk/FriendsAndFamily/Surveys/TakeOurSurvey?surveyId=27307>



Take the questionnaire for St Georges Medical Practice

<https://www.mysurgeryintranet.co.uk/FriendsAndFamily/Surveys/TakeOurSurvey?surveyId=27308>



Without relevant feedback, nothing can change!

This month's issue has been sponsored by:-



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Contact Us:

Hadleigh

01702 554445

Rayleigh

01268 931149

Westcliff

01702 554445



www.first4feethadleigh.co.uk

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- 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!



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.

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>

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 4th November

Tuesday 2nd December 2025