



# UPDATE

This is the number of wasted appointments in June 2025 where patients just **Did Not Attend**

St Georges Medical Practice - June 2025 DNA's			
Clinician	Appointment	Minutes	Hours
GP	16	260	4hr 20min
ANP	9	165	2hr 45min
Nurse	26	390	6hr 30min
Pharmacist	0	0	0hr 0min
<b>TOTAL</b>	<b>51</b>	<b>815</b>	<b>13hr 35min</b>

Dr Khan & Partners - June 2025 DNA's			
Clinician	Appointment	Minutes	Hours
GP	119	1,670	27hr 50min
ANP	11	170	2hr 50min
Nurse	58	1,016	16hr 56min
Pharmacist	0	0	0hr 00min
<b>TOTAL</b>	<b>188</b>	<b>2,856</b>	<b>47hr 36min</b>

Combined total number of Did Not Attend

WASTED	Appointments	Minutes	Hours
June 2025	239	3,671	61hrs 11mins
May 2025	211	3,236	53hrs 56mins

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

GP appointment?  
Can't make it? Don't need it?

**CANCEL IT!**



Rushbottom Lane Surgery received an average of 13,982 Incoming telephone calls during a month, during the past three months



## Here are just three of the awareness events taking place in July 2025

### July is UV SAFETY month



Sun safety is important all year. Did you know that just a few minutes of sun exposure each day can add up over time and put you at risk for serious health problems? That's why it's essential to protect yourself from UV radiation exposure to minimize your risk of skin cancer. Summertime is all about enjoying the sunny weather, but it's crucial to minimize your ultraviolet radiation exposure while you're at it. Ultraviolet radiation is a type of electromagnetic radiation that is invisible to the naked eye. It is made up of high-energy waves that can damage DNA and cause sunburns. It comes from the sun and can also come from artificial sources like tanning beds. UV radiation is divided into two main categories: UVA (aging) and UVB (burning). UVA rays are the longest and can penetrate deep into the skin, causing premature aging and wrinkles. UVB rays are shorter and cause sunburns. **Both types of UV radiation can be harmful to your skin! They can cause sunburn, premature aging, and skin cancer.**

### Fragile X Syndrome Awareness Day July 22<sup>nd</sup>

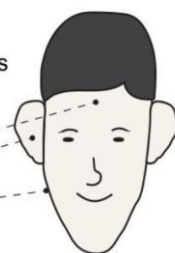
[Fragile X syndrome \(FXS\)](#) is caused by a mutation of a single gene — FMR1 — on the X chromosome and is [inherited genetically](#), often unknowingly. Everyone has the FMR1 gene on their X chromosome, but when a mutation occurs, it can cause intellectual disability, behavioural and learning challenges, and various physical characteristics. There is no cure, but therapies, interventions, and medications are often prescribed to treat behavioural symptoms like anxiety, aggression, and ADHD.

There have been a number of studies aimed at determining the prevalence of FXS in males and females. Studies have been undertaken both in the "special needs" population and the general population. The agreed upon prevalence of FXS:

- Males — approximately 1 in 4,000 to 1 in 7,000
- Females — approximately 1 in 6,000 to 1 in 11,000

#### Symptoms

Intellectual disability  
Autism spectrum disorders  
Abnormal facial features  
Prominent forehead  
Large ears  
Long face

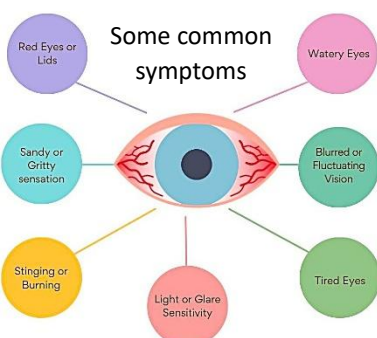


<https://fragilex.org/understanding-fragile-x/fragile-x-syndrome/>



### Dry Eye Awareness Month July 2025

Dry eye disease is a common condition that occurs when your tears aren't able to provide adequate lubrication for your eyes. Tears can be inadequate and unstable for many reasons.



Dry eyes feel uncomfortable. If you have dry eyes, your eyes may sting or burn.

You may experience dry eyes in certain situations, such as on an airplane, in an air-conditioned room, while riding a bike or after looking at a computer screen for a few hours. You should see your doctor or optician if you've had prolonged signs and symptoms of dry eyes, including red, irritated, tired or painful eyes. They can take steps to determine what's bothering your eyes or refer you to a specialist.

# Handheld device could transform heart disease screening

Researchers have developed a handheld device that could potentially replace the stethoscope as a tool for detecting certain types of heart disease.



*"This device could become an affordable and scalable solution for heart health screening, especially in areas with limited medical resources"*

- Professor Anurag Agarwa

The researchers, from the University of Cambridge, have developed a device that makes it easy for people with or without medical training to record heart sounds accurately. The device can aid in early detection of heart valve disease, potentially offering a more accessible and efficient screening tool to improve patient outcomes as unlike a stethoscope, the device works well even if it's not placed precisely on the chest: its larger, flexible sensing area helps capture clearer heart sounds than traditional stethoscopes.

Heart valve disease – valvular heart disease or **VHD** – has been called the “next cardiac epidemic” – with a prognosis worse than many forms of cancer. Up to half of patients with significant VHD remain undiagnosed, say scientists, and many patients only see their doctor when the disease has advanced and they are experiencing significant complications including heart failure, strokes and blood clots. In the UK, the NHS and NICE have identified early detection of heart valve disease as a “key” goal, both to improve quality of life for patients and to decrease costs. The device, with a larger sensing area than traditional stethoscopes, can be used over clothing, providing more comfort for patients, especially women, during check-ups and screenings.

## Did You Know?

As a registered patient at the Rushbottom Lane practices, you have access to a range of locally provided additional services through their partner organisations. This could include anything from extended hours GP appointments, to vaccinations, weight loss and stop smoking services, mental health support and some non-NHS services too. Such as: -



**Benfleet**

Primary Care Network

<https://benfleetpcn.nhs.uk/>



**GP Healthcare Alliance**

Working together to provide healthcare in the community

<https://gphaclinic.co.uk/>



**Essex Wellbeing Service**

<https://essexwellbeingsservice.co.uk/>

Visit the Rushbottom Surgery “Attached Services” webpage.

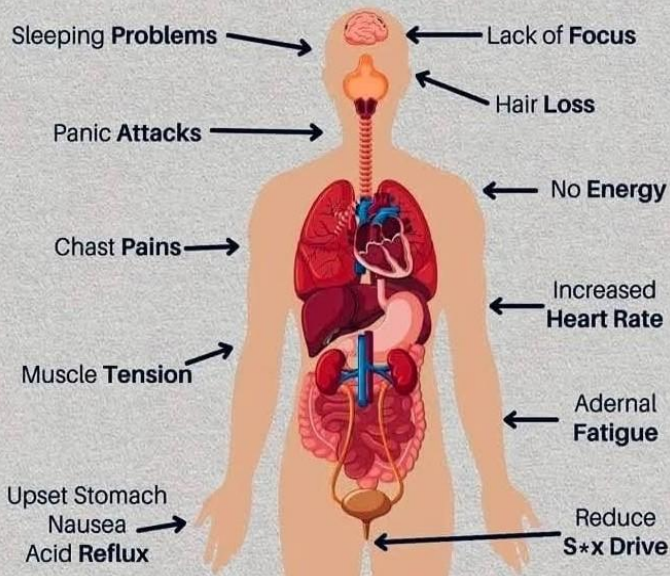
<https://www.thekhanpractice.nhs.uk/attached-services>.



**GP Healthcare Alliance**  
Clinical Services

<b>Weight loss injections</b>	From
Mounjaro weight loss consultation clinic	£35
<b>Cryotherapy</b>	£37
Wart, Skin tag and Verruca removal	
<b>Ear Wax Removal</b>	£45
Ear irrigation or microsuction	
<b>Vaccinations</b>	£50
see website for details...	
<b>Travel Vaccinations</b>	£25
Protecting you when you travel...	
<b>Phlebotomy</b>	£15
Blood taking service	
<b>Ring Pessary Replacement</b>	£35
Replacement service for PVC ring pessaries	
<b>Toenail Clippings</b>	£25
For those who struggle to cut their nails. Add fingernail clipping for just £10 to your toenail cutting appointment	

# Stress Makes You Sick



**Stress is our body's response to pressure**, whether this be physiological, biological or psychological. Stress is an organism's response to a stressor. You may blame sickness for that annoying headache, your sleeping troubles, feeling unwell or your lack of focus at work. But stress may really be the cause. When you face a perceived threat, a tiny region at the brain's base, called the hypothalamus, sets off an alarm system in the body. An example of a perceived threat is a large dog barking at you during your morning walk. Through nerve and hormonal signals, this system prompts the adrenal glands, found atop the kidneys, to release a surge of hormones, such as adrenaline and cortisol.

Adrenaline makes the heart beat faster, causes blood pressure to go up and gives you more energy. Cortisol, the primary stress hormone, increases sugar, also called glucose, in the bloodstream, enhances the brain's use of glucose and increases the availability of substances in the body that repair tissues.

Cortisol also slows functions that would be nonessential or harmful in a fight-or-flight situation. It changes immune system responses and suppresses the digestive system, the reproductive system and growth processes. This complex natural alarm system also communicates with the brain regions that control mood, motivation and fear.

The body's stress response system is usually self-limiting. Once a perceived threat has passed, hormones return to typical levels. As adrenaline and cortisol levels drop, your heart rate and blood pressure return to typical levels. Other systems go back to their regular activities. But when stressors are always present and you always feel under attack, that fight-or-flight reaction stays turned on.

The long-term activation of the stress response system and too much exposure to cortisol and other stress hormones can disrupt almost all the body's processes. This puts you at higher risk of many health problems.

You may have some friends who seem relaxed about almost everything. And you may have other friends who react strongly to the slightest stress. Most people react to life stressors somewhere between those extremes.

Breathing exercises offer many physical and mental health benefits. Discover three deep breathing techniques you can use to feel calmer.

1. Box breathing
2. The 4-7-8 breathing technique
3. Alternate nostril breathing

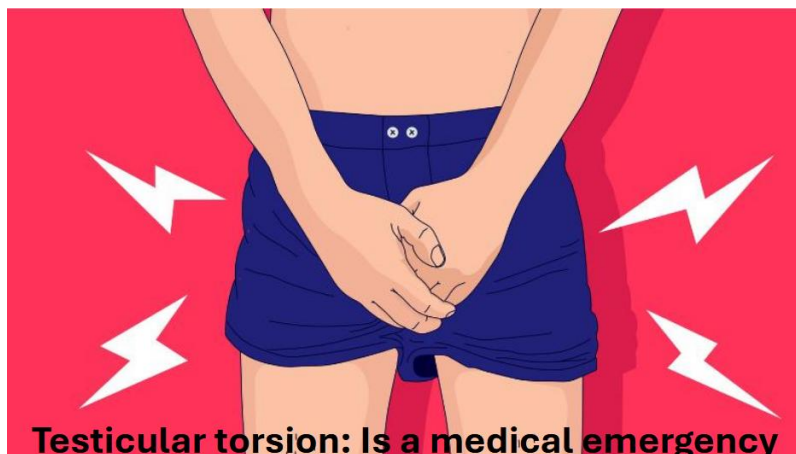


<https://www.bhf.org.uk/>

# Important health information for young men and parents of boys

**This is urgent health information that requires immediate action if recognised.**

Testicular torsion most commonly affects boys aged 10-18 and requires emergency medical attention. Local data shows that on average more than one boy or young man loses a testicle each month in mid and south Essex due to delayed arrival at hospital. Testicular torsion happens when a testicle rotates, twisting the spermatic cord that brings blood to the scrotum. This cuts off the blood supply to the testicle and surrounding tissue, causing sudden pain and swelling.



## Key facts:

- Causes sudden, severe pain in one testicle
- Can occur during activity, after injury, or during sleep
- Requires immediate visit to A&E - don't wait. Go straight to Southend or Broomfield Hospital A&E departments if possible. (Basildon Hospital can also assess for testicular torsion, but you would be transferred to Broomfield Hospital for specialist treatment if required.)

## Why quick action is required:

Testicular torsion is a medical emergency. The longer the blood supply is cut off, the greater the risk of permanent damage:

- Within 6 hours: Good chance of saving the testicle
- After 12 hours: Risk of damage increases significantly
- After 24 hours: Testicle will likely need to be removed

For more information on symptoms, treatment and how to discuss this with your child, please read the blog: Testicular Torsion in Boys: Important information for young people and parents.

<https://news.comms.midandsouthessex.ics.nhs.uk/5AE3DE97530C35COD89E9C30E0A3DA44F1CE21E970A00569BD969F3851C6A2B3/ACA1F4960A61F6173A629EFA2786B390/LE35>

**Remember: Sudden, severe testicular pain means go straight to A&E or call 999.**

## PROSTATE CANCER IS NOW THE MOST COMMONLY DIAGNOSED CANCER IN ENGLAND\*

Check your risk in 30 seconds



\*with more diagnoses than breast cancer in both 2022 and 2023.

1 in 8 men get prostate cancer, and if you're Black, your risk is double. Prostate cancer is the most common cancer in men. And if you're over 50, or you have a family history of the disease, then your risk is even higher.

But the earlier you find it, the easier it is to treat. And the first step is to check your risk.



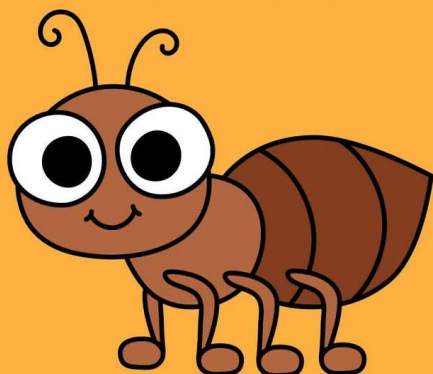
Answer three quick questions to check your risk.

**PROSTATE CANCER UK**

<https://prostatecanceruk.org/>

Check your risk in 30 seconds

**WHY DON'T ANTS  
GET SICK?**



**BECAUSE THEY HAVE  
LITTLE ANTY BODIES.**

WWW.ZIPADEEDOODAHDESIGNS.COM

*"Me after watching 5  
minutes of MasterChef"*  
**Crispy pork wellington, on a  
bed of refined haricot beans  
and reduced tomato jus.**



I've opened a new gym where instructors go from door-to-door,  
to tell people about the benefits of joining it.

What's it called?

Jehovah's Fitness.



## Wellness Hub

**Thundersley Methodist Church  
Kennington Ave, Benfleet, SS7 4BS**

The Thundersley Methodist Church Wellness Hub has a range of events each week, plus a **free food bank**. There are plans to add new events, classes and guest speakers throughout the coming months.

Current schedule includes: -

**Monday:** - 10am-11am Chair Fit £2 includes tea and biscuits.

**Tuesday:** - 11.30am-1.30pm Hug in a Shrug (The ladies come and crochet blankets that they then donate).

**Tuesday:** - 2.30pm Afternoon club every other week.

**Wednesday:** - 9am-11am Coffee morning and **FREE FOOD BANK** (depending on supplies).

1<sup>st</sup> Wednesday of each month, Carers First attend coffee morning giving advice to carers.

The other Wednesday's, social prescribers are there to give help and advice to anyone that needs it.

**Wednesday:** - 1pm-3pm Crafty Cake and Coffee.

**2<sup>nd</sup> Saturday** of the month: - Coffee morning 10am-12pm.

**All are welcome, so we hope to see you there very soon.**



# Men's Health Strategy for England



The UK Government has launched a national consultation to help develop the first ever **Men's Health Strategy for England** – and your voice could help shape it.

Men and boys in England face some of the worst health outcomes in the country. On average, men live four years less than women and are more likely to die from preventable illnesses such as heart disease, cancer and type 2 diabetes. However, Suicide remains the leading cause of death for men under 50.

This new strategy aims to change that – but it needs to be informed by real experiences from people like you.

## What is the consultation about?

The Department of Health and Social Care wants to hear from:

- Men and boys aged 16 and over
- Families, carers and community members
- Health professionals, support workers and researchers
- Anyone with lived experience of health issues affecting men

Whether you have personal experience, support others, or simply care about improving men's health, your insight will help shape how future services are designed and delivered.

### Topics covered include:

- Supporting men to live healthier lives
- Tackling preventable conditions
- Improving access to services
- Mental health and suicide prevention
- Reducing health inequalities

## Have your say

**1** The consultation is open until 11.59pm on 17 July 2025

**Men's Health Strategy for England: call for evidence - GOV.UK**

<https://www.gov.uk/government/calls-for-evidence/mens-health-strategy-for-england-call-for-evidence>

## Surgery UPDATE

This month, we have to say a fond farewell to the surgery's Deputy Practice Manager, Karen Thomas.

Karen will be missed by our PPG, plus patients and all the staff. But who knows, maybe one day she'll come back to us. Good luck for the future Karen.

The good news: - we now have a new Reception Manager, Sarah Lodge.

So, let us all give Sarah a warm welcome, and wish her all the best in this new role.



This month's issue has been sponsored by:-



**first4feet**  
Foot Clinic & Physiotherapy

**Expert foot care for all ages**



**Contact Us:**

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[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!**



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>

If you have any feedback or suggestions for articles in future issues of our **UPDATE** magazine, then please email us.

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