



Rushbottom Lane

**P**atient  
**P**articipation  
**G**roup

# UPDATE



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

St Georges Medical Practice Nov 2025 DNA's			
Clinician	Appointment	Minutes	Hours
GP	19	290	4hr 50min
ANP	3	45	0hr 45min
Nurse	22	393	6hr 33min
<b>TOTAL</b>	<b>44</b>	<b>728</b>	<b>12hr 08min</b>

Dr Khan & Partners Nov 2025 DNA's			
Clinician	Appointment	Minutes	Hours
GP	83	1,270	21hr 10min
ANP	1	20	0hr 20min
Nurse	74	1,080	18hr 00min
<b>TOTAL</b>	<b>158</b>	<b>2,370</b>	<b>39hr 30min</b>

## Combined total number of Did Not Attend

### WASTED:- Appointments Minutes Hours

November 2025	202	3,098	51hrs 38mins
October 2025	424	3,955	65hrs 55mins

**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](mailto:reception.rushbottomlane@nhs.net)**



**Ho, Ho, Ho.**  
**Rushbottom Lane Surgery**  
**averaged more than 15,000**  
**Incoming telephone calls for**  
**each of the past three months**



## Here are two of the awareness events taking place in December 2025

### Seasonal Affective Disorder (SAD) Awareness Month

**Seasonal affective disorder** (often referred to as 'SAD') is a type of depression that occurs during particular seasons. It's more common in winter – many of us feel lower in mood and energy as we adjust to the change in seasons.

**Typical symptoms of seasonal affective disorder include:**

- low mood
- lacking energy
- losing interest in things or not enjoying things you usually do
- having difficulty with concentration and memory
- feeling less able to talk to people, or needing to be quiet
- preferring to be alone more than usual
- feeling pessimistic, hopeless or guilty
- changes in appetite
- not wanting to get out of bed
- crying more than usual, or over things that wouldn't normally make you upset
- having difficulty getting restful sleep – whether this means waking up early and not being able to fall back asleep or insomnia



SEASONAL  
AFFECTIVE DISORDER

**If you believe that you might be suffering from SAD, you should consider making an appointment to talk with your doctor.**

### Crohn's & Colitis Awareness Week 1st - 7th December

**Why is it important to raise awareness of Crohn's disease, ulcerative colitis and microscopic colitis** the three main conditions classed as an Inflammatory Bowel Disease (commonly known as; IBD). They can cause painful sores (ulcers) and inflammation (swelling) in your gut and are lifelong conditions. Many people aren't aware that symptoms such as diarrhoea, blood in poo and stomach pain could be signs of a serious, lifelong condition. They may put off a visit to the GP because of fear or embarrassment. There are often many presumptions and misunderstandings when it comes to Crohn's and colitis. Not every digestive condition is visible and it's vital that those affected get the support that they need, when they need it. That's why the charity **Guts UK!** exists, to stop people from suffering in silence and alone.

<https://gutscharity.org.uk/>



**Helpline:** Offering information and support when you need it most: 0300 102 4887

Maureen - Living with Crohn's! *“It's something you'll have to learn to adapt to – and you will. Don't let your mind run riot and know that things will get better if you let them. Everyone goes through their own stuff in life; if you embrace it, everything becomes a lot easier.”*



# Keep your home environment lung friendly

## breathe easier this winter



Mid and South Essex

Use a humidifier  
to maintain  
moisture in  
the air

#BreatheEasy



## In praise of the Surgery

**I would like to share my recent personal experience of two great services provided by our surgery. By: - Louise Kinsey. PPG Committee Member.**

I recently had reason to use both direct access Physio Service and the Travel Vaccination Clinic and cannot praise them highly enough.

- Having booked an appointment with the physio via the surgery reception, I did not have to wait long for the therapist to call me. He took plenty of time to take details of my shoulder problem, and from our conversation, was able to diagnose the problem and recommend ongoing treatment.

Our conversation on the phone, was followed up the same day with an email containing a list of exercises for me to do, accompanied by videos of each exercise making it easy to see how to perform these correctly. The therapist also advised on next steps if the problem still continued after a given period of time, plus options for additional treatment going forward.

- With an approaching holiday to India, I made an appointment via Reception to see the nurse at the Travel Clinic. A speedy initial phone call to assess my holiday plans was followed up with a face-to-face appointment. I was very impressed with the time the nurse took to provide vital health advice for visiting India and what vaccinations were needed. It was clearly explained that some are available on the NHS and some have to be paid for privately.

I was able to have the vaccinations there and then and I am pleased to say – very gently!

I left feeling very impressed with this great service and a handful of leaflets to remind me what I had been told.

**Thank you, Surgery, for providing these great services. – Good work!**



# Surely the gut just deals with the food we eat

We usually think of the primary role of the gut as being digestion of the food we eat. Yet it isn't possible to separate 'digestion' from the other major roles of the gut. In reality, the gut is a multitasking marvel.

## We often use the phrase; Listen to Your Gut. What does it really mean?

Far more than just a food-processing tube. The gut plays **critical roles in digestion, immunity, metabolism, and even mental health.**

### 1 Digestion & Nutrient Absorption

- Breaks down food into usable nutrients via enzymes, acids, and bile.
- Absorbs nutrients like amino acids, fatty acids, vitamins, and minerals through the intestinal lining.
- Eliminates waste through coordinated muscle contractions (peristalsis) and microbial fermentation

### 2 Microbiome Management

- Hosts trillions of microbes that help digest fibre, produce vitamins (like B12) and regulate inflammation.
- Microbial diversity influences metabolism, immunity, and even mood.
- Produces short-chain fatty acids that nourish colon cells and reduce disease risk.

### 3 Immune System Regulation

- About 70% of the immune system resides in the gut.
- Gut-associated lymphoid tissue (GALT) helps detect and neutralize pathogens.
- Maintains immune tolerance to prevent overreactions to harmless substances (like food or pollen).

### 4 Gut-Brain Communication

- The enteric nervous system contains over 100 million neurons—earning the nickname "second brain."
- Produces neurotransmitters like serotonin and dopamine, influencing mood and cognition.
- Communicates with the brain via the vagus nerve, affecting stress response and emotional regulation.

### 5 Hormone & Metabolite Production

- Releases hormones like ghrelin (hunger) and GLP-1 (satiety) to regulate appetite.
- Gut microbes produce metabolites that influence blood sugar, cholesterol, and inflammation.

**In short, your gut is a central hub for health, not just a digestive organ.**





# Prostate Cancer Enough is Enough

Every year over 12,000 men die of prostate cancer – that's one every 40 minutes. This is a national tragedy.

**Prostate Cancer Research commissioned a report that shows a screening programme is not only possible, but practical and affordable.**

A targeted screening programme for high-risk men aged 45 - 69 would save lives, reduce inequalities and ease late-stage pressures on the NHS. The cost is modest and the workforce implications manageable. Compared with the scale of the benefits, these demands are minimal. Our findings suggest:

That a targeted screening programme for men of Black ethnicity and men with a relevant family history will:

- Cost the NHS an extra £25 million annually (around 0.01% of the NHS budget) – at a cost of £18 per eligible individual this is in line with screening costs for other cancers such as cervical, bowel and breast cancer.
- Involve a 23% increase in the number of PSA tests, MRIs and biopsies delivered.
- Require an uplift in full-time equivalent positions in the NHS workforce from 0.01%–0.4% depending on the discipline.

Evaluating and adopting innovations such as reflex blood tests, AI-enabled MRI, polygenic risk scores, digital pathology and other emerging technologies will reduce pressures on services and help pave the way for future whole population screening. *(A full copy of the report can be found via the below link)*

<https://www.prostate-cancer-research.org.uk/wp-content/uploads/2025/10/Prostate-Cancer-Screening-The-Impact-on-the-NHS-Report.pdf>

**Men of all ages and backgrounds can suffer from Prostate Cancer.  
Here are just six high profile men who had been diagnosed.**



King Charles



David Cameron



Nelson Mandela



Roger Moore



Ian McKellen

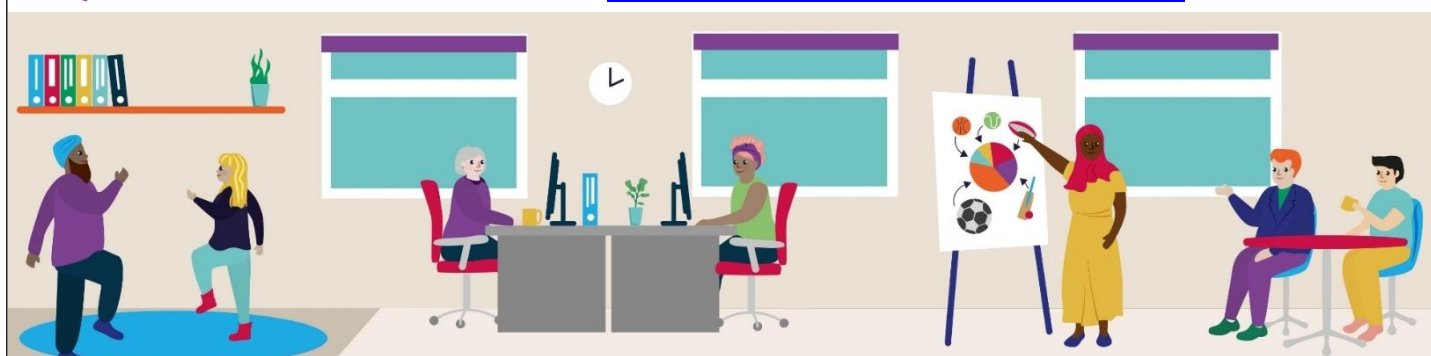


Sidney Poitier

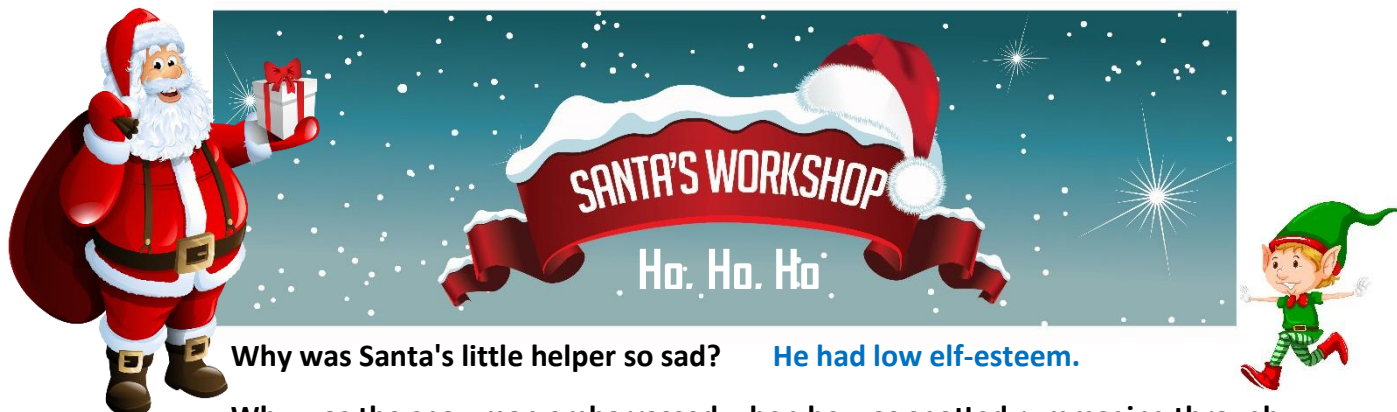


## Try something new, get a little healthier

[Active Essex: Find Your Active Lifestyle](#)







Why was Santa's little helper so sad? **He had low elf-esteem.**

Why was the snowman embarrassed when he was spotted rummaging through a bag of carrots? **He was caught picking his nose.**

What is one of the best Christmas presents that you can give and receive?  
**A broken drum.**

Why? **Because you can't beat it!**

What is Santa's favourite kind of pizza? **One that's deep-pan, crisp and even.**

What do you get when you cross a snowman with a vampire? **Frostbite.**

Why did no-one bid for Rudolph and Blitzen on eBay? **Because they were two deer.**



**A Merry Christmas  
from Staff and PPG members of  
Rushbottom Lane Surgery**

# Prescription Reminder For The Festive Period



As we get closer to the festive period, when GP practices will be closed, it is important to remind everyone who needs medications on repeat prescriptions, to order them in good time to see them through the bank holidays.



## Think Pharmacy First for help with: -

- Aches and pains, including earache, headache, migraine, back pain and toothache.
- Mild skin conditions, such as acne, eczema, psoriasis, impetigo, athlete's foot
- Coughs and colds, including blocked nose (nasal congestion), and sore throats.
- Bruises, sunburn, and minor burns and scalds
- Constipation and piles (haemorrhoids)
- Conjunctivitis, cold sores and mouth ulcers
- Hay fever, dry eyes and allergies (including rashes, bites and stings)
- Vomiting, heartburn, indigestion, diarrhoea and threadworms
- Period pain, thrush and cystitis
- Head lice (nits)
- Warts and verrucas
- Nappy rash and teething



**The Pharmacy First scheme means that you can visit your pharmacy for free advice and prescription treatments**

**NO APPOINTMENT NEEDED**

**NO WAITING FOR YOUR GP**

**SAME DAY ADVICE & TREATMENT**

## Local Chemist's

### BENFLEET

**Cross Chemist**, 133 London Rd, Tarpots, Benfleet SS7 5SQ · 01268 793153

**Benfleet Pharmacy**, 299 High Rd, South Benfleet, SS7 5HA · 01268 792310

**Elora Pharmacy**, 115 High Rd, South Benfleet, SS7 5LN · 01268 792506

**Allied Pharmacy**, 96 Arundel Road, Benfleet, SS7 4EF · 01268 794449

### THUNDERSLEY

**Rishi Pharmacy Ltd**, 84 Hart Rd, Thundersley, Benfleet SS7 3PF · 01268 793297

### HADLEIGH

**Asif's New Pharmacy** 249/251 London Road, Hadleigh, Benfleet, SS7 2RF · 01702 558432

**Boots Pharmacy**, 241-243 London Rd, Hadleigh, Benfleet SS7 2RF · 01702 559665

**Hadleigh Pharmacy**, 298 Kiln Road, Hadleigh, Benfleet, SS7 1QT · 01702 558071

**Morrisons Pharmacy**, 175 London Rd, Hadleigh, Benfleet SS7 2RB · 01702 555321

**Cartwright's Pharmacy**, 298 Kiln Road, Hadleigh, Benfleet SS7 1QT · 01702 558071

**Daynite Pharmacy**, 261 London Rd, Hadleigh, SS7 2BN · 01702 559173 (open until 22.00 hrs)



# Rushbottom Lane Surgery Opening Times

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

**Closed Thursday 25<sup>th</sup>, Friday 26<sup>th</sup> December and Thursday 1<sup>st</sup> January**

\*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



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.



This month's issue has been sponsored by:-



**first4feet**

Foot Clinic & Physiotherapy

**Expert  
foot care  
for all ages**

**Contact Us:**

**Hadleigh**

**01702 554445**

**Rayleigh**

**01268 931149**

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**01702 554445**



[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!**

**Merry Christmas & Happy New Year to all our clients.**