



UPDATE

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

| St Georges Medical Practice March 2026 DNA's | | | |
|---|-------------|------------|-------------------|
| Clinician | Appointment | Minutes | Hours |
| GP | 14 | 240 | 4hr 00min |
| ANP | 6 | 85 | 1hr 25min |
| Nurse | 18 | 335 | 5hr 35min |
| TOTAL | 38 | 660 | 11hr 00min |

| Dr Khan & Partners March 2026 DNA's | | | |
|--|-------------|--------------|-------------------|
| Clinician | Appointment | Minutes | Hours |
| GP | 88 | 1,320 | 22hr 00min |
| ANP | 2 | 30 | 0hr 30min |
| Nurse | 63 | 1,098 | 18hr 18min |
| TOTAL | 153 | 2,448 | 40hr 48min |

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

CANCEL IT!



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

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

| Combined total number of: Did Not Attend | | | |
|---|----------------------|---------|--------------|
| | Wasted: Appointments | Minutes | Hours |
| March | 191 | 3,108 | 51hrs 48mins |
| February | 177 | 2,690 | 44hrs 50mins |



In March 2026 Rushbottom Lane Surgery received 16,785 Incoming telephone calls

Here are just three of the awareness events taking place in April 2026



World PI Week April 22nd - 29th
TEST • DIAGNOSE • TREAT

<https://worldpiweek.org/about-primary-immunodeficiencies>

Primary Immunodeficiencies are a group of over 550 conditions where part of the body's immune system is missing, does not function correctly or at all. These conditions leave individuals more vulnerable to infections, autoimmunity, and other complications. While some forms of Primary Immunodeficiencies are identified early in life, others manifest in childhood, adolescence, or adulthood, often after years of unexplained health struggles.

Over 550 forms exist, affecting people of all ages.

- Approximately 6 million people worldwide live with Primary Immunodeficiencies, yet 70-90% remain undiagnosed.
- Not contagious – these conditions are mostly genetic, meaning they are inherited, though some cases arise spontaneously.
- Frequent infections could indicate an underlying immune disorder.
- Timely diagnosis reduces hospitalizations, long-term complications, and improves quality of life.
- Treatment options vary and may include anti-infectious treatments, immunoglobulin therapy, targeted therapies, bone marrow transplant or gene therapy.
- Quality of life – with timely diagnosis and proper treatment, many can lead productive and fulfilling lives.

April is: - Sjögren's Awareness Month

Sjögren's (SHOW-grins) syndrome is an autoimmune condition affecting an estimated 500,000 people in the UK, characterized by immune system damage to moisture-producing glands. It causes severe dry eyes, dry mouth, and fatigue. Beyond dry eyes and mouth, it can cause joint pain, severe exhaustion, dry skin, vaginal dryness, and a dry cough. Sjögren's is the UK's second most common autoimmune rheumatic disease, yet the condition remains under recognised and frequently under treated. It does not command a high profile within the medical profession, and the general public is largely unaware of the problems faced by sufferers.

In reality, Sjögren's can be a debilitating, distressing and miserable condition.

While there is no cure, management involves symptom relief (drops, gels) and supportive care through specialists.



Sjögren's UK
<https://siogensuk.org>

April is Testicular Cancer Awareness Month, a dedicated time to educate about the most common cancer in young men (ages 15-44), highlighting its high treatability with early detection through self-exams, and encouraging awareness.

**APRIL IS
TESTICULAR
CANCER
AWARENESS
MONTH**



Each year in the UK, around 2,400 men are diagnosed with testicular cancer. The most common symptom is a lump or swelling in a testicle (Testicular cancer starts in one of the testicles), or a dull ache, pain, or heaviness in the scrotum. Organisations like Movember, Macmillan, and the Testicular Cancer Awareness Foundation provide resources, promote self-checks ("Know Thy Nuts"), and offer support.

Early detection is key, often eliminating the need for additional surgeries, chemotherapy, or radiation. It also eases the financial and emotional burden on patients and their families.

**Testicular Cancer
Awareness Foundation**

<https://www.testicularcancerawarenessfoundation.org/tc-awareness-month>



Urgent and emergency dental care

While some dentists offer emergency appointments and will provide care if clinically necessary, if you're not currently signed up to a dental surgery or if emergency appointments are not available, this can understandably cause stress and anxiety.

NHS 111 can now book appointments for treatment directly into dental practice appointment systems. This means patients won't have to contact dental practices themselves to find an appointment slot when they need urgent care.

When to contact NHS 111

Call NHS111 to request an urgent dental appointment if you have any of the following symptoms:

1. Intense pain or toothache that's affecting your sleep or daily activities, and which cannot be managed with paracetamol and ibuprofen.
2. An infection causing swelling, pain, and possibly fever.
3. Broken or knocked-out teeth.
4. Bleeding or severe pain from having a tooth removed. Note that if you can't stop the bleeding yourself in any way that you may need emergency care.
5. A broken or loose filling, denture, crown, bridge or veneer that is causing pain.
6. Severe bleeding from gums.
7. A swelling, lump or patch inside your mouth that's getting bigger or not going away – it may or may not be painful.

Go to A&E in serious circumstances, such as:

- Severe injuries to the face, mouth or teeth.
- Severe or increasing swelling in your mouth, throat or neck, making it difficult to breathe, swallow or even speak.

Do not contact a GP, as they cannot offer urgent or emergency dental care.



PPG 2026 AGM

At last month's AGM, the following members were elected:

John Hall was re-elected as Chair of Rushbottom Lane Surgery PPG

Kathryn Chandler was re-elected as PPG Secretary

Dallas Wilcox was re-elected as PPG Treasurer

Louise Kinsey and Terry Clarke both remain key members of the Coordination Team.

It would be good to have more members in our Coordination Team, to help with various events and to bring in fresh ideas to help us develop our PPG. If you are interested in joining our inner team of helpers, then please email: rushbottomppg@gmail.com

Fibromyalgia - the painful everything

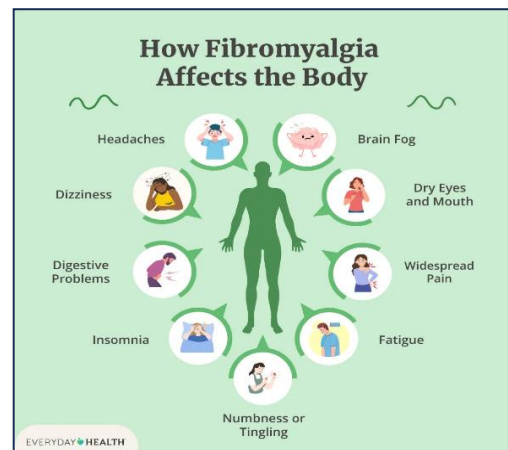
Fibromyalgia (FM) is a long-term chronic condition that causes pain and tenderness throughout the body, primarily affecting the muscles, bones, and joints. People with this disease experience a hypersensitivity to both painful and non-painful stimuli. People may experience other associated symptoms, such as sleep disturbances, brain fog, memory impairment, headache, fatigue, and numbness and tingling in the extremities (to name but a few). It is often comorbid with anxiety and/or depression. It is unknown why fibromyalgia occurs but is thought to be the result of an imbalance in how the nervous system processes pain signals (which includes the brain and the spinal cord) – more “pain-on” signals and fewer “pain-off” signals – which can significantly amplify the sensation of pain.

In addition to depression and anxiety, fibromyalgia and migraine are also commonly comorbid with chronic fatigue syndrome, rheumatoid arthritis, systemic lupus erythematosus, irritable bowel syndrome, Raynaud’s phenomenon, interstitial cystitis, vulvodynia, obesity, and endometriosis.

People with fibromyalgia usually experience symptoms that come and go in periods called flare-ups. Sometimes, it can feel exhausting and challenging to navigate living with fibromyalgia. The peaks and valleys between feeling good and suddenly having a flare-up of symptoms can feel overwhelming. Fibromyalgia is real, and so is how it makes you feel.

Fibromyalgia tender points — also known as trigger points — are areas of the body where pain frequently occurs. People with fibromyalgia often say that these areas hurt when pressed on with a finger.

There are 18 identified tender points (nine pairs) that tend to be painful when pressed. These spots are commonly found on both sides of the body around the elbows, shoulders, knees, neck, hips, sides of the breastbone, and back of the head.



Complications of Fibromyalgia

- **Reduced Quality of Life:** Chronic pain and fatigue can severely limit daily activities.
- **Mental Health Issues:** Increased risk of depression and anxiety.
- **Physical Limitations:** Stiffness and pain can lead to reduced mobility.
- **Job Impact:** Potential for needing to reduce work hours or take time off.

*One of our members who was diagnosed with Fibromyalgia 30 years ago is about to trial a device called, **Sereni Stim™**. It's a Cervical Neuromodulation Device. They say that Science has long believed that Fibromyalgia starts in the Nervous System — and Spreads through the Fascia. Studies show fibromyalgia muscles register higher pressure and tension than healthy ones.*

We know it's not a cure but may help to ease some of the pain.

Our member has agreed to give us an honest report on this device for our June/July issue.



**SOUTHEND FIBROMYALGIA
SUPPORT GROUP**
<https://www.southendfma.org.uk/>

Fibromyalgia Friends Together
<https://www.southendfma.org.uk/>

More research is needed for fibromyalgia; therefore, those with the condition are encouraged to enrol in clinical trials by routinely checking clinicaltrials.gov.

Under 5s Screen Time Guide



Digital screens are now a normal part of family life. The early years are however critical for development - 90% of a child's brain development occurs by age 5, making it a critical period for the development of social, emotional and cognitive skills.

Consequently, on Friday 27 March, the government published new, evidence-informed guidance to help parents and carers of children under 5 navigate screen time.

Scan the QR code to download and read the free Screen time guidance for under 5s booklet.



It is designed to provide practical, clear and straightforward advice to help families make informed choices that support their child's development during the years that matter most.

ARFID - Avoidant Restrictive Food Intake Disorder

Avoidant restrictive food intake disorder is not simply "picky eating" commonly seen in toddlers and young children, which usually resolves on its own. In ARFID, the behaviours are so severe that they lead to nutritional deficiencies, poor weight gain (or significant weight loss), and/or significant interference with "psychosocial functioning."

Sensory issues with food are among the most common reasons of ARFID. For example, people who experience the taste of fruits or vegetables as intensely bitter might avoid eating them. For others, the smell, texture, appearance, colour, or temperature of certain foods is unbearable. A diet limited to certain foods, particularly highly processed foods, can lead to nutritional deficiencies. Food avoidance due to sensory issues often develops in early childhood and is long-lasting.




Some individuals with ARFID may need to be fed via a tube, in order to meet nutritional and calorific needs. The decision to tube feed is not an easy one. For parents it brings with it a myriad of emotions and the guilt can be incredibly difficult to live with. They can feel like they have failed if their child needs an NG (nasogastric tube) or a PEG (percutaneous endoscopic gastrostomy tube). They have **NOT!**

What they have done, though, is save their child's life! That is the crux of it.

Tube feeding is not the answer for all ARFID sufferers but is a route to consider if all else has failed. A feeding tube is not just life changing, it can be lifesaving!

WHY TUBE FEEDING MAY BE NEEDED FOR ARFID SUFFERERS



-  Limited food selection
-  Insufficient calorie intake
-  Malnutrition

facebook

<https://www.facebook.com/groups/593712311391270>

 ARFID AWARENESS UK®

<https://www.arfidawarenessuk.org>



I finally did it!

Bought a new pair of shoes with memory foam insoles. No more forgetting why I walked into the kitchen.

BEFORE YOU JUDGE SOMEONE, WALK A MILE IN THEIR SHOES.

AFTER THAT, WHO CARES?

THEY'RE A MILE AWAY AND YOU'VE GOT THEIR SHOES.



Members Stories

Weight Loss Jab

Jayne technically obese, and not happy in her body, had tried various diets over the years. But now, with a special holiday booked, decided to try the weight loss jab, Mounjaro. She signed up for a course through a private company. Over the next 8 months took 36 doses and at a cost of more than £8,000.

Jayne suffered several side effects. She fainted a couple of times, suffered with sickness and had several accidents regarding both bladder and bowl control. On one occasion while asleep in bed. 😞

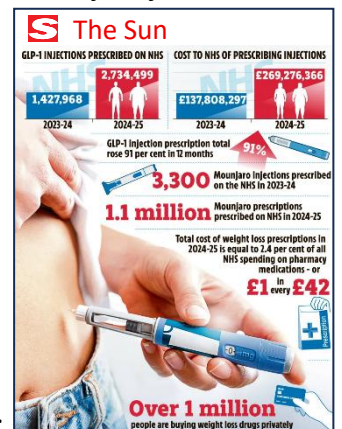
At the end of this time, Jayne lost a total of 6 Stone and was now looking and feeling so much better with herself. Seeing this transformation, one of her work colleges also decided to try the Mounjaro jabs.

Although she too had side effects, they were not as bad as Jaynes.

Before issuing the jabs, there was an on-line consultation asking health questions and her GPs details. However, they never contacted the doctor to let them know she was on this drug or to check her medical details. Wrongly, neither did Jayne.

Since completing her course five months ago, Jayne has regained half a stone, which she feels is now probably her best size. She is eating less than she used too but is also eating better meals and has cut out snacks.

Would Jayne recommend Mounjaro? *"If people wanted to lose a lot a weight and have not had much luck with diets, then yes! But just be careful of the side effects".*



Ultra Processed Food

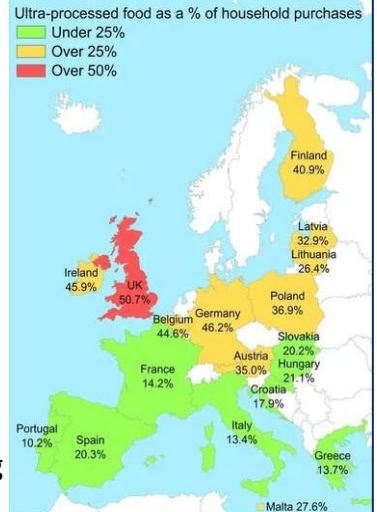
Take a look at this map, the UK sits alone in red, the only European country where more than half of household food purchases are **ultra-processed**. We've become the unhealthiest nation in Europe, and it's not because we lack willpower or discipline. It's said that our food system is broken.

Think about it. Portugal manages just 10.2%. Italy sits at 13.4%. France at 14.2%. These countries haven't discovered some magical secret. They've simply held onto something we've lost: a culture of real food, cooked from scratch, shared with family and friends. Meanwhile, we've handed our health over to food manufacturers who care more about profit margins than our wellbeing.

This isn't your fault. For decades, the food industry has spent billions engineering products designed to make you eat more, buy more, crave more. They've stripped the fibre out, pumped the sugar in, and marketed it all as convenient, affordable, and perfectly acceptable. They've captured our taste buds, hijacked our metabolism, and left us wondering why we can't shift the weight or find the energy we used to have. But we can turn this around. Not through government mandates or another failed public health campaign, but through a grassroots movement of people who refuse to accept this as normal anymore.

Stop buying ultra processed food that has been stripped of its goodness, vitamins and taste, and replaced with chemicals, sugar and unhealthy seed oils.

Buy, cook and eat REAL food. Not ultra processed!



Download the free **NHS Food Scanner** app

With a speedy scan of your family's favourite foods, you can find healthier swaps for next time you shop.

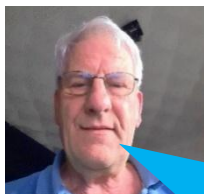


The nutrient data provided in the app is supplied by Brandbank and FoodSwitch



Scan, swipe, swap!

Just scan the barcodes of your family's favourite foods, swipe to see the healthier options available, and make a swap next time you shop!



John Hall
PPG Chair

The date of our next **PPG** meeting with the surgery has been changed.
It will now be on 13th May at 18.30

The meeting will be held within the surgery and on TEAMS

All members are welcome and we look forward to seeing you there

Free Digital skills sessions

Hadleigh library 10am-2pm on the last Tuesday of each month

Hadleigh Library, 180 London Road, Hadleigh, SS7 2PD

Local residents are benefiting from free one-to-one digital skills sessions designed to help them build confidence using everyday technology and access NHS digital services.

The sessions have been organised by the local NHS, Essex County Council, Hadleigh Library and volunteers from Saffron Building Society.

Free, friendly digital support sessions to:

- ✓ Build digital confidence
- ✓ Download the NHS App
- ✓ Order repeat prescriptions
- ✓ Set up an email address
- ✓ Navigate App stores
- ✓ Stay safe online



To find out more about the free sessions, pop into Hadleigh Library or visit the [Essex libraries website](https://www.essexlibraries.org/).



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

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>