



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 (July 2026), where patients just **Did Not Attend**.

St Georges Medical Practice July 2026 DNA's

Clinician	Appointment	Minutes	Hours
GP	31	453	7hr 33min
ANP	1	15	0hr 15min
Nurse	29	545	9hr 05min
TOTAL	61	1,013	16hr 53min

Dr Khan & Partners July 2026 DNA's

Clinician	Appointment	Minutes	Hours
GP	116	1,570	26hr 10min
ANP	0	0	0hr 00min
Nurse	74	1,423	23hr 43min
TOTAL	190	2,993	49hr 53min

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

CANCEL IT!



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

To cancel an appointment, 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
July	251	4,006
June	191	2,823



During the month of July 2026 Rushbottom Lane
Surgery received 15,317 Incoming telephone calls

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

1st Aug World Lung Cancer Day

World Lung Cancer Day is an annual observance dedicated to increasing public awareness about lung cancer, one of the leading causes of cancer related deaths globally.

According to the World Health Organisation, lung cancer causes more deaths each year than colon, breast, and liver cancers combined, highlighting the critical need for early detection and prevention.



The primary mission of World Lung Cancer Day is to **educate the public about lung cancer risks, symptoms, and the importance of screening**. It encourages individuals to take proactive steps toward lung health, including quitting smoking, reducing exposure to environmental pollutants, and seeking medical advice for early detection. The day also serves as a platform for healthcare professionals, patient advocates, and policymakers to collaborate on strategies to improve lung health globally.

Grief Awareness Day 30th Aug



Grief Awareness Day takes place on 30 August every year and aims to open up the conversation around grief, raising awareness about how it can manifest in our lives and how we can cope when this happens.

We often associate grief only with death, but there are lots of circumstances that can lead people to grieve. This could include the loss of a family member/loved one (people or pets), breakdown of a relationship, job loss, coming to terms with a chronic illness or other health condition, financial losses or loss of freedom.

No one's experience of grief will follow the same path and, for some, this will be meandering while for others, it might be more linear. Whether grief ebbs and flows in your life in varying periods of intensity or peaks at a certain point, there's no 'right way' to experience grief and all responses are valid. Learning to live with grief, in whatever form it takes, is a challenge, but there are ways in which you can support yourself and others.

Sometimes it's hard to know how to support someone who is experiencing grief. And while nothing can make grief 'go away', there are things you can do that could help.

Speaking to someone, whether a therapist/counsellor or friend/family member.

National Wellness Month August 2026



National Wellness Month encourages individuals to prioritise their health amidst busy scheduled work obligations, and family responsibilities. Research shows that practicing self-care can

increase happiness by up to 71%, reduce stress, and improve overall energy and focus.

Key Takeaways

- Observed every August
- Focuses on self-care, stress reduction, and healthy lifestyle habits
- Founded by Live Love Spa in 2018
- Encourages both individual and community participation through pledges, challenges, and wellness events
- Supports holistic well-being, including physical, mental, and emotional health

By participating in National Wellness Month, individuals and organisations can create lasting wellness habits, reduce stress, and foster a healthier, happier lifestyle.

Ramsay Hunt Syndrome

Ramsay Hunt Syndrome (RHS) is a neurological condition caused by varicella zoster virus, the same virus that causes chickenpox in children and shingles in adults. The virus can linger in your body for your entire life, even long after you have recovered from chickenpox, and reawaken to irritate and inflame the nerves in your face.



Justin Bieber

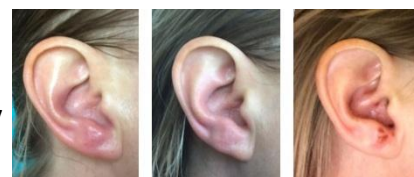
In June 2022 singer Justin Bieber (age 28) was diagnosed with Ramsay Hunt Syndrome.

In a video released at the time Bieber told fans that his face is currently paralysed by a viral condition. He said *“the nerve in my ear, and facial nerves, have caused my face to have paralysis. You can see this eye is not blinking. I can’t smile on this side of my face. This nostril will not move.”*

Bieber assured fans that he was *“gonna get better”* and that he was doing *“facial exercises to get my face back to normal.”* However, not everyone makes a full recovery from Ramsay Hunt, and recovery can take months or even years.

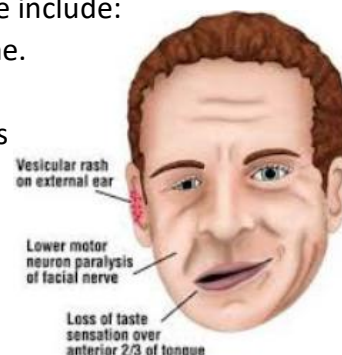
Ramsay Hunt Syndrome, also known as herpes zoster oticus, is a leading cause of facial paralysis caused by reactivation of the varicella zoster virus (aka the chicken pox virus) affecting the facial nerve.

The classic presentation of Ramsay Hunt Syndrome includes sudden onset (within 24-72 hours) facial paralysis, a blistering rash of the ear, and hearing loss and/or dizziness. In some cases, the rash, including painful blisters, may also affect the mouth, soft palate, and top portion of the throat. However, some patients will experience facial paralysis and hearing loss or dizziness without ever getting a rash.



The main distinguishing features between Bell’s palsy and Ramsay Hunt Syndrome include:

1. A painful blistering rash of the ear is consistent with Ramsay Hunt Syndrome.
2. “Room spinning” dizziness is consistent with Ramsay Hunt Syndrome.
3. While Bell’s palsy patients often have discomfort around the ear, this pain is not triggered by touch or manipulation of the ear like the pain of Ramsay Hunt Syndrome. The pain of Ramsay Hunt Syndrome is more severe than that of Bell’s palsy.
4. While patients with Bell’s palsy and RHS frequently have sensitivity to loud noises, hearing loss is consistent with Ramsay Hunt Syndrome.



While RHS affects patients of all ages, it is more common in people older than 50 years-old and is rare in children. Plus, impacts men and women of all races and cultures without preference.

The treatment of Ramsay Hunt Syndrome commonly involves antiviral medications, and that beginning treatment within three days of onset appears to have the greatest benefit as prompt diagnosis and management seems to improve outcomes.

Despite therapy, some degree of facial paralysis and hearing loss may become permanent in some cases.



1 in 8 white men and 1 in 4 black men get prostate cancer.

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.

**Check your risk
in 30 seconds**

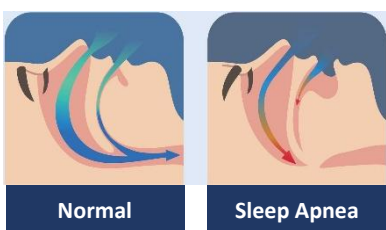
Answer three quick questions to check your risk. <https://prostatecanceruk.org/>

Sleep Apnea

Sleep apnoea is a sleep disorder in which pauses in breathing or periods of shallow breathing during sleep occur more often than normal. Each pause can last for a few seconds to a few minutes and can happen many times a night.

There are four main types of sleep apnea: -

1. Obstructive Sleep Apnoea (OSA) – is a respiratory illness and the most common type, where the upper airway is narrow or has become blocked due to being obese or overweight
2. Central Sleep Apnoea (CSA) is an uncommon neurological illness, where the brain does not signal the respiratory muscles to breathe.
3. Mixed Sleep Apnoea is a combination of OSA and CSA.
4. Obesity Hypoventilation.



OSA is caused by excessive narrowing of the throat during sleep. Anything that makes the throat narrower to start with (for example enlarged tonsils or a set-back lower jaw) means that it is easy for the throat to close off a bit more and block the airway. A partially blocked nose generates lower pressures in the throat whilst taking a breath in, which tends to suck the walls of the throat together.

People with OSA are unable to sleep properly. Their sleep is constantly disrupted by snoring and/or obstructed breathing to the extent that they briefly stop breathing. PPG member Andy, who was diagnosed with OSA 7yrs ago said, *“My daughter noticed that I constantly stopped breathing for around 80-85 seconds while asleep. After being diagnosed with OSA, I was issued with a CPAP device which I must wear now whenever I sleep.”*



Some OSA sufferers often fall asleep during the day, even whilst working or driving. For the majority of sufferers, the most important factor seems to be being overweight with a big neck. Extra fat in the neck squashes the throat from outside, particularly when the throat muscles become floppier with sleep.

Using nasal decongestants when you have sleep apnea requires careful consideration and medical guidance, as certain sinus remedies can worsen breathing problems during sleep. If you have been diagnosed with sleep apnea, your airways already narrow or collapse periodically during sleep, disrupting oxygen flow to your brain and body. Adding a decongestant product that constricts blood vessels or causes rebound swelling can complicate your condition, making it harder for your breathing to stabilize once you fall asleep.

For example, someone using a nasal decongestant spray at night might feel immediate sinus relief, but within hours, the rebound congestion effect can intensify nighttime airway obstruction, triggering more apnea episodes and fragmenting sleep quality even further. The interaction between sinus medications and sleep apnea is particularly important for older adults and those managing cognitive decline, because poor sleep and low oxygen levels accelerate cognitive deterioration. When you're not sleeping well due to untreated apnea—or medication-worsened apnea—your brain doesn't consolidate memories effectively, and your glymphatic system (the brain's cleanup mechanism) can't clear out amyloid proteins linked to dementia. Before reaching for any sinus product, it's essential to discuss the option with your sleep specialist or primary care doctor to find safer alternatives that won't sabotage your sleep apnea management. The relationship between nasal obstruction and sleep apnea severity is well-established in sleep medicine. If you use a decongestant every night, you can become dependent on it—your nasal passages stop responding to your body's natural regulation, and you end up needing the spray just to breathe normally.



SLEEP APNOEA TRUST

The independent patient voice

<https://sleep-apnoea-trust.org/patient-information/treatment-sleep-apnoea/>

Nearly one million GP appointments in a month – improving access across Essex



Every day, General Practice teams across Essex are working hard to care for thousands of local people. More people are now being seen by their GP teams than they were a year ago. In April 2026, practices across Essex delivered around 929,000 appointments. That's almost 68,000 more appointments than in April 2025 – an increase of nearly 8%.

In a new blog, Dr Ian Perry, Primary Care Partner Member for NHS Essex, explains how GP teams are working to improve access and help patients get the right care in the right place. The blog also explains why some practices use online triage, how patients can still access care by phone or in person, and how community pharmacies can support people with common conditions.

Dr Perry said; *"it's encouraging that the 2026 GP Patient Survey found more than 74% of Essex patients rated their overall experience of their GP practice as good, with over half of practices improving on last year. However, it is recognised that these results also highlight variation across the county and that there is more work to do to ensure every patient receives a consistently good experience."*

"Many people say they value seeing someone face to face, and the latest figures show that more than 616,000 appointments in April were carried out in person, an increase on last year. At the same time, we all know that one size does not fit all. Some people WANT a telephone call, while others are happy to use online services if it means they can get help more quickly. The important thing is making sure people get the right care, in the right place, at the right time."

"Community pharmacies also play a vital role in keeping people well and patients across Essex agreed. Pharmacists are highly trained healthcare professionals who can now assess and treat many common conditions without you needing to see a GP first. They can also provide expert advice; help you manage long-term medicines and tell you when you should seek further medical care. Using your local pharmacy for common illnesses can often mean getting help sooner while keeping GP appointments available for people with more complex health needs."

PPG Smart Watch Winner

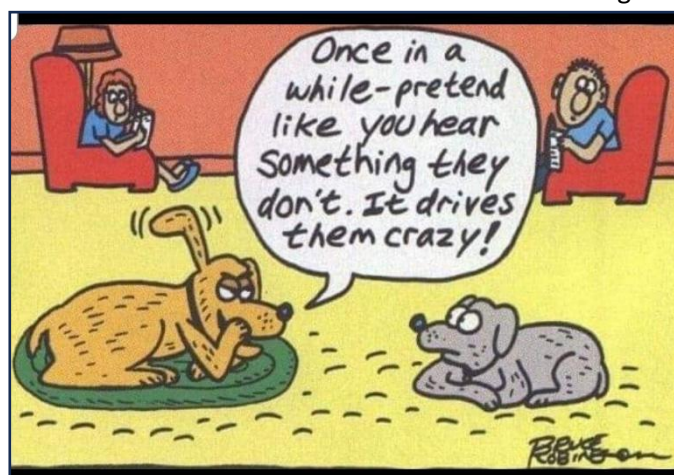
Congratulations to our PPG member Gillian Roberts, who became the first winner in our **'Free Smart Watch'** draw.

Gillian was presented with the watch by PPG Chairman John Hall at our July meeting with the surgery.

Our next winner will receive their watch at the last quarterly meeting for this year, which will be held at the surgery on October the 14th.

Why not come along and share your thoughts.





My Wife screamed:

"You haven't listened to a single word I've said, have you?!"

I was taken aback.....



what a weird way to start a conversation.

Don't risk your health!

**General
Pharmaceutical
Council**

Pharmacy regulator launches new campaign.

Check an online pharmacy is registered when buying medicine online.

Always check an online pharmacy is on our register before you use it.

**If you don't use a
registered pharmacy,
you won't know what's
inside your medicine.**



**Before you buy from an online pharmacy:
Check it's on the pharmacy register.**

Protect your health.  pharmacy register

All legitimate pharmacies in Great Britain have to be on the register.

General
Pharmaceutical
Council

<https://www.pharmacyregulation.org/register>

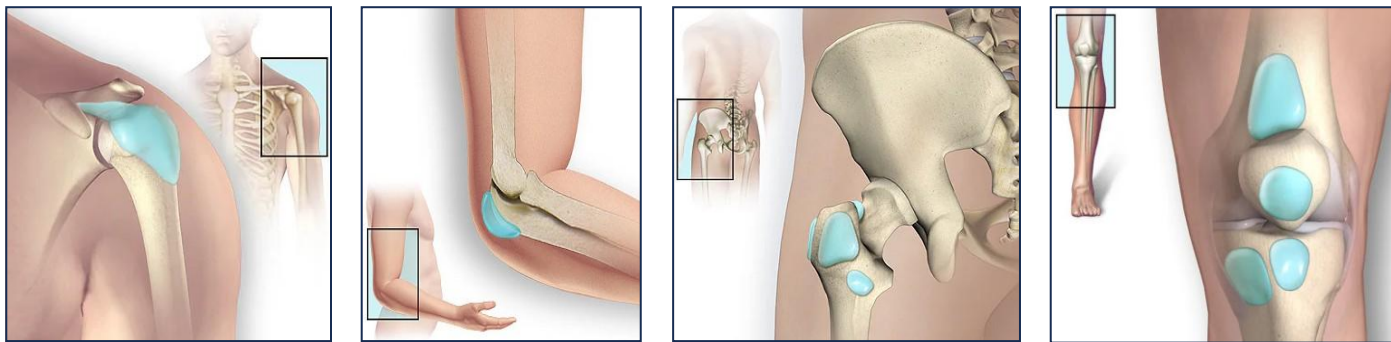
All legitimate pharmacies operating in Great Britain have to be on the General Pharmaceutical Council's register.

Fake online pharmacies are operating illegally and sell medicines that are unsafe and could cause you serious harm.

The General Pharmaceutical Council has a register of all legitimate pharmacies in Great Britain. The GPhC register is the only way to confirm a pharmacy is legally operating in Great Britain and is meeting standards to keep you safe.

If the pharmacy is not listed, do not use it!

Bursitis – Joint Pain & Inflammation



Images borrowed from the Mayo Clinic

Bursitis (bur-SY-tis) is the inflammation of a bursa (bur-SEE)—a small, fluid-filled sac that acts as a cushion between bones, tendons, and muscles near joints. It typically causes localised pain, swelling, and stiffness, often worsening with movement or pressure. It most commonly affects the shoulder, elbow, hip, and knee.

Bursitis usually flares up due to repetitive, friction-causing motions, or direct pressure on a joint.

Common triggers include:

- **Overuse:** Repetitive motions like throwing, painting, or heavy lifting.
- **Prolonged Pressure:** Leaning on elbows or kneeling for tasks like laying carpet.
- **Trauma:** An injury or hard bump to the area.
- **Underlying Conditions:** Osteoarthritis, rheumatoid arthritis, or gout.

Common Symptoms:

- Achy, dull, or stiff pain in the joint.
- Pain that increases when pressing on the joint or during movement.
- Visible swelling and redness.
- The affected area may feel warm to the touch.

To help bring down swelling and pain you can:

- Rest – try not to move the joint too much and avoid activities that put pressure on it.
- Use Ice – gently hold an ice pack (or a bag of frozen peas) wrapped in a tea towel on the area for around 10 minutes at a time and repeat every few hours during the day.
- take painkillers, such as paracetamol or ibuprofen, to ease any pain.

It may also help to put extra cushions around the affected joint while you sleep, to protect and support it.

Possible treatments for bursitis include:

- ✓ Antibiotics – usually taken for at least 7 days if bursitis is caused by an infection.
- ✓ A steroid injection given into the affected joint to reduce the swelling – this will not be done if bursitis is caused by an infection.
- ✓ Taking fluid from the joint using a needle (aspiration) to ease symptoms.

If bursitis is severe or keeps coming back, the inflamed bursa may need to be surgically drained or removed.

Last resort, joint replacement:

Joint replacement (arthroplasty) is a surgical procedure that removes damaged or arthritic joint surfaces and replaces them with an artificial prosthesis made of metal, plastic, or ceramic.

6 Health benefits of swimming



1. A gentle form of exercise that works various body parts.
2. Helps to build muscle.
3. Aids with weight loss.
4. Boosts mental health.
5. Improves sleep Relieves.
6. pressure on joints.

Local Chemists

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

Arundel 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)



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

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>

If you have any feedback or suggestions for future articles, please email us.
PPG-RushbottomLane@gmx.com

WELLNESS WAVE - 2ND CHAPTER | Supporting National Wellness Month!

HEALTH & WELLBEING EVENT

GUEST SPEAKER • EXHIBITORS • SUPPORT

EVERYONE WELCOME

Supporting People Living with Fibromyalgia, Chronic Pain and Long-Term Health Conditions

14.08.2026 | 17:00 - 21:00 | FREE ENTRY

MEET SOME OF OUR EXHIBITORS

- Chip and Gem: Crystals, Spiritual Gifts & Holistic Treasures
- Castle Point Leisure: Active • Healthy • Connected
- Whispering Energy: Reflexology & Holistic Therapies
- TOPICS SKIN CARE: NURTURE • RESTORE • GLOW

SPECIAL GUEST SPEAKER

TARPOTS NUTRITION

FAYE DIXIE

Join us for an informative talk on nutrition, wellbeing and practical ways to support your health.

DISCOVER

- Nutrition & Healthy Living Advice
- Wellbeing & Self-Care Support
- Reflexology & Complementary Therapies
- Local Health & Community Services
- Leisure & Activity Opportunities
- Support for Fibromyalgia Warriors
- Friendly Advice and Information

MORE EXHIBITORS BEING ADDED WEEKLY!

COME ALONG AND CONNECT

Whether you are living with fibromyalgia, supporting a loved one, managing chronic pain, or simply interested in health and wellbeing, we'd love to welcome you.

MEET LOCAL HEALTH, WELLBEING AND HOLISTIC BUSINESSES

FIND US HERE

The Burnt Wellbeing Centre
Thundersley Methodist Church
Kennington Avenue
Benfleet
SS7 4BS

GET IN TOUCH

07956 290 221

jeanette.spenner@outlook.com

ABOUT US

Benfleet Fibro Warriors is a local group dedicated to raising awareness, offering support and building a stronger community for those living with fibromyalgia.

BENFLEET FIBRO WARRIORS
UNITED BY FIBROMYALGIA. FOCUSED ON THE POWER OF NOW.

Time to Learn Sessions 2026 - 2027

The surgery will close at 1.00pm on the dates below
and re-open at 8.00am the following morning.

Tuesday 8th Sept 2026

Tuesday 6th Oct 2026

This is protected time for clinicians and staff to attend training sessions.

Patients should contact 111 with any medical issues during this time.