



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

St Georges Medical Practice August 2026 DNA's				Dr Khan & Partners August 2026 DNA's			
Clinician	Appointment	Minutes	Hours	Clinician	Appointment	Minutes	Hours
GP	25	388	6hr 28min	GP	76	1,125	18hr 45min
ANP	1	30	0hr 30min	ANP	0	0	0hr 00min
Nurse	10	165	2hr 45min	Nurse	64	895	14hr 55min
TOTAL	36	583	9hr 43min	TOTAL	140	2,020	33hr 40min

Combined total number of Did Not Attend

WASTED:- Appointments Minutes Hours

August 2026 176 2,603 43hrs 23mins

July 2026 251 4,006 66hrs 46mins

DOCTORS' APPOINTMENT.
KEEP IT OR CANCEL IT.
DON'T WASTE IT!



Can't make it? 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

Disclaimer:

"The information contained within the following articles, do not necessarily represent the views or advice given by the surgery or the NHS as a whole"



Rushbottom Lane Surgery
received 13,624 Incoming
telephone calls in August 2026

Here are three of the awareness events taking place in September 2026



AIR AMBULANCES UK
SUPPORTING AIR AMBULANCE CHARITIES

September
9th – 13th
2026

Air Ambulance Week 2026 will take place from September 9th to September 15th, highlighting the lifesaving work of UK air ambulance services.

This is an annual '**national campaign**' dedicated to raising awareness and funds for the UK's 21 air ambulance charities, which provide rapid emergency medical response and critical care to patients, often in remote or hard-to-reach areas

These services respond to over 50,000 emergency missions each year, with an average mission cost of £4,748, and rely almost entirely on public donations as they receive no day-to-day government funding. <https://www.airambulancesuk.org/>



Healthy Aging Month 2026 is observed throughout September, beginning on September 1st, to encourage adults to focus on physical, mental, social, and emotional well-being.

Healthy Aging Month is an annual observance designed to highlight the positive aspects of growing older and to encourage adults to adopt or maintain healthy habits at any age. It emphasises that aging is not just about longevity but also about staying **engaged, independent, curious, and socially connected**, and able to enjoy life as much as possible. The month-long observance is particularly associated with adults aged 45 and older, but its message applies to all adults. Healthy Aging Month can be observed by reviewing daily habits and choosing one or two realistic changes. You might begin walking more often, add strength or balance exercises, improve your sleep routine, drink more water, eat more fruits and vegetables, or schedule a preventive health appointment.



Orthostatic Tremor (**OT**) is a rare movement disorder characterised by a high-frequency (13–18 Hz) tremor in the legs and trunk that occurs specifically while standing still. (Orthostatic Tremor was previously referred to as Shaky Leg Syndrome). Symptoms usually subside upon walking, sitting, or lying down. The disorder is progressive in many cases and can significantly impair mobility and quality of life.

OT is very fast so you may not recognize the problem as a tremor as compared to the more common Essential tremor (4-7 Hz) or Parkinsons (3-6Hz) which produces a very visible movement.

OT is currently considered a rare disorder; however, it is greatly under diagnosed and often misdiagnosed as other neurological problems such as Parkinson's, MS, ET, etc. Both the cause and cure of OT is unknown.



Healthy Ageing for Life

<https://www.the-mindful-life.com/healthy-ageing>

The Mindful Life Group, believe healthy ageing is not simply about; adding years to life - it is about adding life to years.

Healthy Ageing for Life is a practical, evidence-informed programme designed to help older adults understand the factors that support physical, emotional, and cognitive wellbeing as we age. Drawing on the latest research in psychology, neuroscience, public health, and healthy ageing, the programme explores simple, realistic ways to maintain health, independence, and quality of life in later years. Rather than focusing on illness or decline, Healthy Ageing for Life takes a positive, proactive approach, helping participants understand what they can do to support their wellbeing now and into the future.

The World Health Organisation describes healthy ageing as the ability to develop and maintain the physical, mental, and social resources that enable people to live well throughout later life.

Research increasingly shows that many aspects of healthy ageing are influenced by modifiable factors, these include:

- Emotional wellbeing
- Physical activity
- Social connection
- Lifestyle habits
- Sleep quality
- Nutrition
- Cognitive stimulation

Healthy ageing is about more than living longer. While ageing brings natural changes, there is much we can do to support our health, resilience, and quality of life.

Healthy Ageing for Life helps people understand the practical steps they can take to support wellbeing, maintain independence, and continue living meaningful, connected, and fulfilling lives.

For more information regarding the various courses, check out the link below:

<https://www.the-mindful-life.com>

A NEW WAY TO RECEIVE YOUR HOSPITAL LETTERS

DIGITAL FIRST, NOT DIGITAL ONLY

We'll begin sending most hospital letters and updates sent digitally via the NHS App and text message from September 2026. This will allow you to receive your letters faster and more efficiently. Paper letters are still available if you need them.

Learn more about Digital First



The **NHS digital-first strategy** aims to enhance patient communication and access to services through digital channels.

Use of the NHS App: All NHS providers are expected to send messages to patients via the NHS App as the default service, promoting digital communication.

This strategy is part of the NHS's broader goal to modernize healthcare delivery and improve patient experiences. <https://digital.nhs.uk/about-nhs-digital/digital-first-messaging>



What causes swollen ankles and feet?

By Regina Giblin, Cardiac Nurse



Swollen ankles and feet are the result of fluid building up in your body's tissues. It is known medically as 'peripheral oedema' – but you may hear it referred to it as 'fluid retention' or 'water retention' too.

There are many causes of swollen ankles and feet, ranging from lifestyle factors and incidents that cause mild and often harmless swelling, to persistent or sudden swelling that can be a sign you have a serious heart or other medical condition.

Puffiness and swelling in the ankles and feet is caused by an accumulation of extra fluid in the tissues. This fluid then leaks out of the blood vessels and builds up in the surrounding tissue, particularly in the lower part of the body. When you are inactive, fluid collects in your legs, ankles and feet due to the natural forces of gravity pulling it down. And because you're not moving, the muscles in your calves and feet that help pump blood back to your heart are not activated either, and your lymphatic system stops working properly too. Both of these lead to fluid accumulating in your legs, ankles and feet.

Other one-off lifestyle causes of swelling include injuries, like sprains, insect bites and infections. Certain medicines including blood pressure drugs, hormone therapies, contraceptives, antidepressants and steroids can trigger swelling too. Your doctor can adjust your medicines if this is an issue. But if swelling in your ankles and feet is persistent, or sudden and severe, it can be a sign you have a heart condition, like heart failure, or a problem with your kidneys, liver or circulatory system.

How does heart failure cause swollen ankles and feet?

Heart failure is linked to swollen ankles and feet because the heart muscle is too weak or stiff to pump blood around your body properly. It can be one of the first signs of heart failure and can be an ongoing symptom of the condition.

The reason your ankles and feet swell with heart failure is because blood backs up in the veins of the legs and feet when your heart is not working properly. This increases blood pressure in your blood vessels that forces fluid into the surrounding tissues, leading to swelling.

The build-up of fluid in the tissues is made worse because in response the body tries to increase the volume of blood in the blood vessels by holding salt and water in the blood. But instead of helping this leads to more fluid building up in the tissues. This is why heart failure can also affect the kidneys whose job it is to balance the amount of fluid and salt in your body.

Eating a high-salt diet and being inactive when you have heart failure can worsen the swelling in your ankles and feet – so it's important to have a healthy lifestyle.

If you have been diagnosed with heart failure and notice new or worsening swelling in your legs, ankles or feet, contact your medical team as your medicines or treatment plan may need adjusting.

What other health conditions can cause swollen ankles and feet?

Swelling in the legs, ankles and feet could be a sign you have a problem with your kidneys or liver, which both help regulate fluid in your body. It can also indicate a circulatory problem such as a blood clot in a vein in your leg – known as a deep vein thrombosis (DVT). This can be a medical emergency if accompanied by breathlessness and chest pain and you need to call 999.

Treating the underlying cause of your swollen ankles and feet is key whether it's a serious medical condition like heart failure, or lifestyle related such as eating a diet high in salt or not being physically active.



Local Services & Support



The Benfleet PCN have a list of 232 links to local Social Prescribing services on their website

<https://www.socialprescriber.co.uk/pcn/benfleet-pcn>

They cover the following topics, with a few examples below: -

Mental Health & Addiction

Physical Activity & Physiotherapy

Advice: Money, Housing & Work

Social Connection & Community

Safety & Abuse Support

Carers & Family Support

Long-Term Conditions

New Health Problems

Advice: Money, Housing & Work South Essex Advocacy Services (SEAS) Advocacy support for vulnerable adults including IMCA, IMHA, Care Act and NHS Complaints... Adults requiring statutory or non-statutory advocacy	Advice: Money, Housing & Work Southend Mencap Advocacy Service Specialist advocacy service for adults with a learning disability across Southend, Castle Point... Adults with learning disabilities	Carers & Family Support Carers Choices Benfleet Day centres, respite, men's shed and community café in Benfleet for carers and the people they care for... Carers, older people, adults with disabilities	Mental Health & Addictions TIME - Men's Mental Health Support Group Castle Point Local men's support group in Castle Point providing a safe non-judgemental space to talk about... Adult men wanting peer support	Mental Health & Addictions Therapy For You - NHS Talking Therapies South East Essex Free NHS Talking Therapies service for adults aged 17+ in Southend, Castle Point and... Adults with anxiety, depression, PTSD, OCD or...	Mental Health & Addictions Trust Links - MSE Recovery College Free Mid and South Essex Recovery College courses helping adults better understand and... Anyone interested in mental health recovery learning
Social Connection & Community Benfleet U3A Lifelong learning cooperative in Benfleet running interest groups and activities for retired adults... Older adults in Castle Point	Social Connection & Community CAVS - Castle Point Association of Voluntary Services Council for voluntary service providing support, advice and volunteering opportunities to... Community groups, volunteers and individuals	Social Connection & Community CAVS Ways to Wellness Social prescribing service for Castle Point, Rayleigh and Rochford residents linking adults... Self-referrals and referrals via GPs	Safety & Abuse Support Safe Steps - Domestic Abuse Service Community domestic abuse service supporting women, men, young people and children to... Survivors of domestic abuse and their families	Safety & Abuse Support Synergy Essex - Sexual Violence Specialist Service Partnership of rape and sexual abuse specialist services covering Essex, including Southend-on-Sea... Victims and survivors of sexual violence and abuse	Safety & Abuse Support The Next Chapter - Domestic Abuse Refuge & Outreach Crisis accommodation and outreach for women and children who have experienced domestic... Women fleeing abuse
Long-term Conditions Stroke / Headway Headway is the UK national charity for people affected by brain injury, offering a helpline, local groups, I... Adults and families	Advice: Money, Housing & Work StepChange StepChange Debt Charity offers free debt advice over the phone (0800 138 1111) and through an... Adults	Long-term Conditions Teenage Cancer Trust Teenage Cancer Trust provides specialist NHS-unit nursing care and free online support for youn... Teenagers and young adults with cancer, their friends...	Carers & Family Support Carers Trust Carers Trust is the UK charity for unpaid carers, working through a network of Carers Centres across... Carers of all ages, including young carers 5+	Safety & Abuse Support ChildLine (NSPCC) ChildLine is the NSPCC's free, confidential 24/7 helpline for children and young people under... Children and young people up to 19	Mental Health & Addictions Andy's Man Club Andy's Man Club runs free weekly peer support talking groups for men aged 18+ across the UK, in... Men struggling with their mental health

Rushbottom Lane Surgery Patient Participation Group

QUIZ NIGHT

Saturday 17th October

St Georges Church Hall, Rushbottom Lane SS7 4DN

Quiz starts at 7.30pm Doors open at: 7.00pm

Come pit your wits against the surgery's team. Let's see who knows the most

There will be 8 people to a table. So, whether you come as an individual or have your own team of eight, ALL are welcome.

Bring your own nibbles and drinks for a fun filled evening.

Entry is £5.00 per person (cash only on the night)

Please contact John Hall to book your place as this is a popular event and spaces are limited.

rushbottomppg@gmail.com or 07768 607014

All proceeds go towards funding future PPG events

Better Health Let's do this

NHS

Quit Smoking Start Saving

Join the thousands of people who are quitting smoking.

Download the free NHS Quit Smoking app to get started or scan the QR code for more information.

Quit Smoking

For a week of 28 days: £11.99

For a month of 28 days: £15

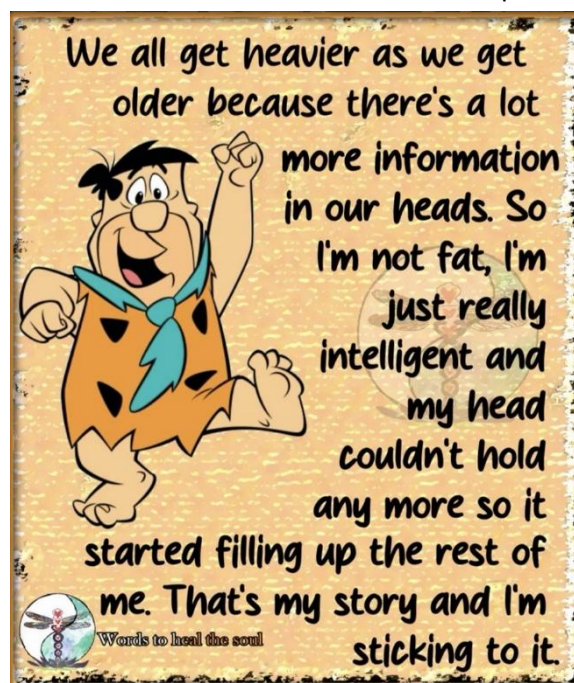
For 6 months: £128

For 1 year: £60.60

For 1 year of tobacco: £0.50

Get it on Google Play

Download on the App Store



There is no such thing as a grouchy old person.

**The truth is,
once you get old, you stop being polite and start being honest.**

GET ACTIVE

This is the perfect time to get active. No matter how much you do, physical activity is good for your body and mind. Adults should aim to be active every day. Some is good – more is better still.

Yes, regular physical activity is good for our bodies and minds, but it can be difficult to get started, not all of us are naturally sporty and it can be hard to know where to begin.

Did you know walking briskly, even for 1 minute, counts as exercise?

Start small by finding easy ways to fit more activity into your daily life and build up from there. For instance; If you have to drive somewhere, park a little further away than you need to – even just the far end of the car park adds a little extra activity.

A daily brisk walk can give your body a boost, lift your mood and make everyday activities easier. Every bit of extra activity you do matters, no matter how big or small. But the more you do, the more you benefit. That's why finding a way to make lasting changes and increase your activity levels in the long term

The free **NHS Active 10** app anonymously records every minute of walking you do. Just pop your phone in your pocket and away you go!

The free app:



- Tracks your steps
- Shows you your achievements
- Helps you set goals
- Gives you tips to boost your activity

What are you waiting for - take your first steps today!

1 man in 5 dies before the age of 65

Statistics show that in the UK, one in five men die before the age of 65, highlighting a significant men's health crisis.

With leading causes including cancer, cardiovascular disease, and suicide, often linked to men delaying seeking medical help and engaging in risky behaviours.

Men account for four out of five suicides, with it being the biggest killer for men under 35. Many men struggle with mental health issues but don't seek help, often avoid visiting the doctor, even with symptoms, due to stigma, embarrassment, or feeling like a burden leading to higher suicide rates.

Who's missing from your team?

The Samaritans and Shout are here to help.

SAMARITANS

Call 116 123



shout
85258

here for you 24/7

Most commonly support texters.

With **suicide, depression, anxiety, relationships, loneliness, and self-harm.**



NHS medical history achievements

The NHS was started over 75 years ago, on 5th July 1948 and has since saved millions of lives through its medical innovations. In July 2021, the late Queen Elizabeth II awarded the George Cross to the NHS at Windsor in recognition of the public service provided. *The George Cross is given for 'acts of the greatest heroism or of the most conspicuous courage in circumstances of extreme danger'.*

Here are just a few of the many medical achievements of the NHS:

1948 NHS is born, providing healthcare services that are free for all at the point of delivery.

1958 Polio and diphtheria vaccination programmes ensure that everyone under 15 is vaccinated.

1960 The first kidney transplant takes place at Edinburgh Royal Infirmary.

1960 First implantable heart pacemaker is used.

1962 The first full hip replacement is carried out.

1968 The first heart transplant is carried out.

1978 The world's first test-tube baby, Louise Brown, is born.

1980 MRI (magnetic resonance imaging) scans are introduced.

1983 UK liver transplant programme begins.

1987 Britain's first ever purpose-built AIDS ward is opened by Princess Diana.

2002 First successful treatment of a child in the UK by gene therapy.

2012 Announcement of DNA mapping for cancer patients and rare diseases.

2016 NHS England funded Bionic Eye Surgery.

2022 NHS treats first sickle cell disease patients with life-changing drug.



Image courtesy Science Museum

Friends & Family Test

Have you completed the Friends & Family Test yet?

It can be accessed via the surgery website.

As you can see, it's a very short questionnaire but you can add your own comments. Regardless of whether they are good or bad, the surgery needs to know what you think of the service you receive.

Just select the surgery that you are registered with.

Take the questionnaire for Dr Khan & Partners

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

Take the questionnaire for St Georges

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

Without relevant feedback, nothing will change!

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



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

SEN PARENTS SUPPORT GROUP

EVERY MONDAY 7-9 PM

Free to Attend

Join us every Monday evening in a warm, welcoming space to talk with others who truly understand.

Connect with people in similar situations, make new friends, join in some light games, unwind, or just simply be.

- Free Parking.
- Hot & Cold Drinks Available.
- Monthly Guest Speakers.



H.O.M.E HUB

Together We Can!



Annie - 07349 912 668

www.homehub-benfleet.co.uk

H.O.M.E HUB, 88 Brook Road, South Benfleet, SS7 5JF