



UPDATE

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

St Georges Medical Practice May 2025 DNA's

Clinician	Appointment	Minutes	Hours
GP	14	240	4hr 00min
ANP	28	413	6hr 53min
Nurse	23	340	5hr 40min
Pharmacist	0	0	0hr 0min
TOTAL	65	993	16hr 33min

Dr Khan & Partners May 2025 DNA's

Clinician	Appointment	Minutes	Hours
GP	77	1,075	17hr 55min
ANP	7	105	1hr 45min
Nurse	62	1,063	17hr 43min
Pharmacist	0	0	0hr 0min
TOTAL	146	2,243	37hr 23min

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

CANCEL IT!



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

Call your surgery number and select option 6 - OR - Text CANCEL in response to the appointment text reminder that the surgery sends you.

Combined total number of: Did Not Attend

Wasted:	Appointments	Minutes	Hours
May	211	3,236	53hrs 56mins
April	270	4,048	67hrs 28mins



During the month of May 2025 Rushbottom Lane Surgery received 13,144 Incoming telephone calls

Healthy eating week June 12th to 16th

This year, **Healthy Eating Week**, will take place from the **12th to 16th** of June. This is an annual event created by the **British Nutrition Foundation (BNF)**. It's all about celebrating healthy living and encouraging people to make positive changes to their lifestyles and promoting healthy eating, drinking and physical activity.

There are lots of simple things you can do to help support the wellbeing of your body and mind. Eating a balanced diet with foods from various food types is a good start. Try starting off making small changes one at a time – you can find out what works for you, and it's more likely to stick. Remember that everyone has different dietary requirements, so you have to find the balance that's best for you.

Make time for physical activity in your daily routine. Exercise and physical activity keep our bodies mobile and keeps us ticking over. There are so many ways to exercise. Whether taking a 30-minute walk or playing sport, make sure to choose something you enjoy!



World Blood Donor Day is observed every year on **June 14th**. This date was chosen to honor the birthday of Karl Landsteiner, an Austrian biologist and physician who discovered the ABO blood group system, which is crucial for safe blood transfusions.

Every year countries around the world celebrate World Blood Donor Day (WBDD). The event serves to raise awareness of the need for safe blood and blood products and to thank voluntary, unpaid blood donors for their life-saving gifts of blood.

A blood service that gives patients access to safe blood and blood products in sufficient quantity is a key component of an effective health system. The global theme of World Blood Donor Day changes each year in recognition of the selfless individuals who donate their blood for people unknown to them.

This year's theme is "**20 Years of Celebrating Giving: Thank You Blood Donors!**", selected to commemorate the milestone of the 20th anniversary and the profound impact of blood donation on the lives of patients and donors.



PTSD Awareness Month June 2025

PTSD does not just affect combat soldiers. Research shows that 10% of people will experience Post-Traumatic Stress Disorder at some point in their lifetime – but it's estimated that up to 70% of people with **PTSD** and **C-PTSD** (Complex - Post-Traumatic Stress Disorder) in the UK, do not receive any professional help at all:

Traumatic events can be very difficult to come to terms with, but confronting and understanding your feelings and seeking professional help is often the only way of effectively treating PTSD. Just over a decade ago, people still thought that PTSD was an incurable condition, but more recent evidence and research proves it is possible for PTSD and C-PTSD to be successfully treated many years after the traumatic event occurred, which means it is never too late to seek help.

ptsduk, as the only charity in the UK dedicated to raising awareness and supporting those with **Post Traumatic Stress Disorder**, we are the home of PTSD Awareness Month in the UK.

<https://www.ptsduk.org/ptsdawarenessmonth/>



NHS A&G - Advice & Guidance Services

A scheme to help GPs provide care and advice to patients without them joining long NHS hospital waiting lists is being expanded in England. GPs will work more closely with specialists to access expert advice quickly. The 'Advice and Guidance' scheme links GPs and hospital specialists before patients are referred onto waiting lists, so that tests and treatments can be offered in the most convenient place.

This scheme is designed to save patients time and reducing pressure on key NHS services in the process. For example, patients with tinnitus and needing ear wax removal often end up being referred to specialists when they could be helped outside hospitals. And women needing advice on types of HRT could be treated in local hubs, rather than waiting to see a gynaecologist.

Growth in demand has meant that hospital outpatient visits have increased significantly over the past decade. Mobilising A&G services will help transform the way referrals are managed by improving the interface and facilitating shared decision making between primary and secondary care. Through better enabled communication, A&G provides GPs with access to consultant advice on investigations, interventions and potential referrals. This helps manage non-urgent (elective) patients in the most appropriate setting, helping reduce unnecessary referrals into secondary care.

For more information take a look at the NHS site:-

<https://www.england.nhs.uk/elective-care/best-practice-solutions/advice-and-guidance/>

Breakthrough in bowel cancer research

Patients could soon benefit from world-leading technology to diagnose bowel cancer earlier, faster and cheaper, reducing the need for invasive colonoscopies and biopsies, and potentially saving valuable time and resource for the NHS, with an AI-driven blood test, known as miONCO-Dx.

The technology, made on British soil by Xgenera, in collaboration with the University of Southampton, has the potential to detect bowel cancer earlier, improving diagnosis rates, and offering patients valuable time back to treat the disease faster and more effectively.



Bowel cancer is the UK's fourth most common cancer, with over 42,000 people diagnosed each year. Early diagnosis is crucial, with 9 in 10 people surviving bowel cancer when it's detected at stage 1, compared to just 1 in 10 when diagnosed at stage 4.

Professor Lucy Chappell, Chief Executive Officer of the National Institute for Health and Care Research (NIHR), said:

"NIHR is supporting initiatives such as these, utilising the latest technologies such as AI, to provide patients and the public with timely, accurate and easily accessible options. Supporting the UK's thriving life sciences sector is key to seeing these strides in diagnosis and early prevention."

Bowel cancer can be difficult to detect in the early stages, and survivability drops significantly as the disease progresses, as treatment options become more limited. Investing in technologies that can support experts to detect cancer early, such as the miONCO-Dx, is an essential first step in reducing the lives lost by cancer.

BIPOLAR

БИПОЛЯР

Mental health is a topic many of us still shy away from discussing openly, in the UK, over 1 million people have bipolar. That's roughly 30% more than the number of people who have dementia and twice the number of people who have schizophrenia. However, according to some studies, as many as 1 in 4 people worldwide may be living with some form of mental illness at any given time. Bipolar affects people of all ages and from all backgrounds but like many mental-health conditions, bipolar symptoms are usually first noticeable in teenagers and young adults. Research has found that almost 50% of people get symptoms before the age of 21.



Many of us experience mood changes in daily life, however some people's moods fluctuate up and down more than others. Sometimes, these frequent mood fluctuations can be a sign of bipolar disorder (formerly known as manic depression). Bipolar can be defined by fluctuating episodes of what's known as mania and depression. Mania is characterized by 'high', elevated emotions of euphoria, energy, and impulsiveness, while depression is a period of extremely 'low' or depressed mood. People can go into a 'mixed state', too, where symptoms of depression and hypomania or mania occur at the same time.

Someone with bipolar disorder, might find themselves feeling or behaving differently than usual during these episodes. Mood changes can last days, weeks, or months, and they may find themselves feeling well in between. Bipolar symptoms can be severe and affect different areas of life, including relationships, work, and school.

There is no typical pattern of symptoms. Some people with bipolar experience more highs, others experience more lows. A small number of people with bipolar experience 'rapid cycling' or 'ultra-rapid cycling', where their emotions change in quick succession.

At either ends of the Mood Scale, both extreme mania or deep depression can develop into psychosis, where you lose touch with reality and may experience hallucinations, extreme paranoia and delusions. If this happens, it's very likely they will be sectioned to keep them safe.

Studies on twins suggest that bipolar is mostly a genetic condition. If a twin has bipolar, their identical sibling has a 70% chance of developing the condition. There is no single gene responsible for bipolar but a collection of over 100,000 genes that are also linked to schizophrenia, anxiety and depression.

Some families have high levels of heritability (where the condition is passed down through the generations), while some have very low levels. Researchers don't yet know why there's such a big variation, although some believe it may be linked to exposure to adversity at a young age — sometimes due to a parent experiencing unmanaged bipolar symptoms themselves.



We provide peer support services to empower people affected by bipolar to live well.

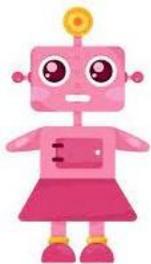
Speak to our Peer Support Line 0333 323 3880

Or email us at info@bipolaruk.org

<https://www.bipolaruk.org/>



AI Doctors' Assistant in healthcare



AI has developed hugely over the past decades. But we are not talking about the improvements in robot technology, but the computer software behind it all.

AI technology is being used more and more in our everyday lives, and none more so, than in medical care.

One such case is the use of programs such as **Heidi**



Heidi is an AI medical scribe that automates clinical documentation to reduce administrative burden and enable healthcare professionals to focus more on patient care.

Clinicians in hospitals and GP surgeries are forced to spend much of their consultations recording information into a computer instead of focusing on the patient in front of them. Once the patient has left, they are often required to take that information and summarise it in documents like referral letters.

But now, during your consultation, Heidi AI listens to the discussion between you and your clinician and automatically generates a draft of the medical notes based on what is said. Your Clinician will review and approve these notes before they are added to your medical record, ensuring they are accurate and reflect your consultation.

Benefits for Patients

- **Better Focus on You:** Your Clinician can concentrate on listening to your concerns without being distracted by typing notes.
- **Accurate Records:** The AI tool helps ensure that your medical notes are thorough and accurate.
- **Time Efficiency:** Reducing administrative tasks means more time can be spent addressing your health concerns.
- Heidi AI is an advanced digital assistant powered by artificial intelligence and uses ambient voice technology (AVT). The introduction of AI tools like AVTs has shown significant benefits in various clinical settings, such as improving productivity in A&E.

Trials across a range of primary and secondary care settings, including hospitals and GP surgeries, show a dramatic reduction in admin and more time for direct patient care.

The NHS England funded, London-wide AVT work, led by Great Ormond Street Hospital (GOSH), they evaluated AVT capabilities across a range of clinical settings including:

- Adult outpatients
- Primary care
- Paediatrics
- Mental health
- community care
- A&E
- London Ambulance Service

Dr Vin Diwakar, National Director of Transformation at NHS England, said:
"This exciting technology can reduce the burden of administration, allowing patients more quality time with their clinician."

This multi-site evaluation involving over 7,000 patients has demonstrated widespread benefits.

Interim data shows:

- Increase in direct care - clinicians spending more time spent with patients rather than typing on a computer.
- Increase in productivity in A&E - the technology has supported more patients to be seen in emergency departments by carrying out admin for A&E staff.

Will we see an AI scribe at Rushbottom any time soon? Who knows. Watch this space!

Don't wash your hair in the shower!

Finally! A health warning that is useful.

I don't know WHY I didn't figure this out sooner, as I always wash my hair in the shower.

The warning on the shampoo bottle clearly states;
"FOR EXTRA BODY AND VOLUME"

No wonder I've been gaining weight!

You should try farly washing liquid!

The label reads.
'DISSOLVES FAT THAT IS OTHERWISE DIFFICULT TO REMOVE.'

Fantastic!

If I don't answer the phone when you call, I'll be in the shower!!!




Walking home last night, I passed a slice of apple pie, an ice cream sundae, and a lemon cheesecake. I thought to myself, "The streets seem strangely deserted ..."



Essex County Council | DIGITAL ESSEX

If a loved one relies on a personal alarm or has additional needs, make sure their telephone provider knows. Find out all you need at www.essex.gov.uk/landline-switch

Did you know that the switch to digital landlines impacts care alarms?

The UK's telephone network is changing. Traditional phone lines will be replaced by a digital landline service. This means that calls will be made over a broadband line.

If you or a loved one rely on a **care alarm**, make sure to reach out to your telephone provider to understand the necessary steps to keep your phone line and care alarm operational.

BT have recently announced that to ensure that vulnerable residents can be moved over safely the deadline will be delayed until 2027. For most people, this change will be straightforward. Before your phone line changes, your telephone provider will contact you. Depending on your provider, this could be a letter, text or email.

Beware of scams

Your telephone provider is unlikely to ask for money to switch you to a digital line. Be aware of fraud – if you receive any requests for money, report it on the **Action Fraud website** or call 0300 123 2040.

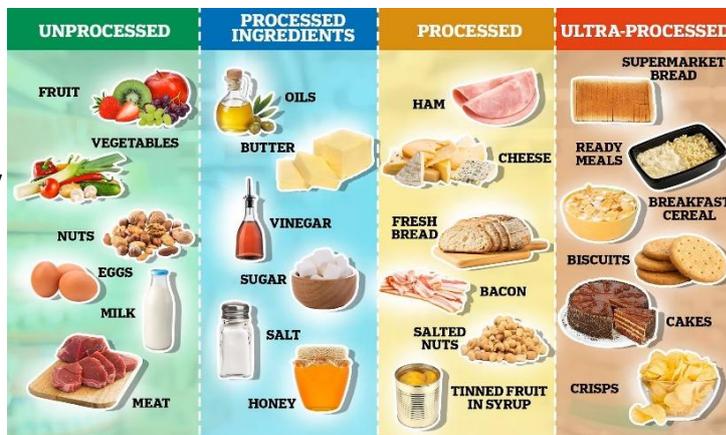
For more information, visit: - <https://www.essex.gov.uk/landline-switch>

Ultra Processed Food

When we think about healthy eating we usually think about the nutrients in our foods - for example, how much sugar or fat they contain. It's not always easy to tell whether some foods would be classified as ultra-processed or not and this includes a broad variety of foods.

So, what exactly are 'ultra-processed' foods and how do they impact on our health and well-being?

While there is no universally agreed definition, the term 'ultra-processed food' is commonly linked to a system called **NOVA** that classifies foods based on how much they have been processed. Usually, ultra-processed foods are those that have been industrially processed and contain ingredients we wouldn't have at home. For example, natural yogurt would be considered a 'minimally processed food' whereas a shop-bought yogurt containing added sugar or additives such as flavours or sweeteners would be classified as ultra-processed.



When we look at diets in the UK using this classification system, ultra-processed foods provide more than half of the calories in our diets. Studies have linked diets that are high in ultra-processed foods with conditions such as obesity, type 2 diabetes and cancer. This is a serious concern because these are leading causes of preventable illness and high healthcare costs across the globe. Many ultra-processed foods, including sugary soft drinks, sweets and some biscuits, cakes and savoury snacks, contain high quantities of added sugars, unhealthy fats, and salt (these foods are called 'High Fat, Sugar, Salt' or **HFSS** foods), which can contribute to poor dietary patterns. These foods are also typically low in essential nutrients such as vitamins and minerals, as well as fibre. Ultra-processed foods often have a high energy density (calories per gram) and are highly palatable and appealing, making them easy to overconsume. However, there are some foods that would be classified as 'ultra-processed' foods, such as wholemeal breads and baked beans (i.e. beans on toast), which are not HFSS and can contribute to nutrient intakes – particularly fibre.

While it is important for many of us to restrict HFSS foods in our diets, this is especially critical for children. We need to promote healthy eating habits from a young age and reduce the risk of overweight or obesity, as well as protect our children's teeth from dental decay. In practice, HFSS foods are generally those we would think of as unhealthy, such as sugary drinks, chocolate, and many cakes, pastries, biscuits and processed meats. Traffic light labels on foods are a good way to check if a food is HFSS. Look at nutrition labels when shopping. As many HFSS products are considered ultra-processed, using food labels to cut back on these foods and drinks will also help limit the consumption of ultra-processed foods.

Key facts about food labels

	Fat	Saturates	Sugar	Salt
What is:				
HIGH Per 100g	Over 17.5g	Over 5g	Over 22.5g	Over 1.5g
MEDIUM Per 100g	Between 3.1 & 17.5g	Between 1.6 & 5g	Between 5.1 & 22.5g	Between 0.31 & 1.5g
LOW Per 100g	3g and below	1.5g and below	5g and below	0.3g and below

Based on guidelines by the department of health

- The UK laws around nutrition labelling outline what information must be provided to you when buying food and how that information must be presented on the back-of-pack.
- Front-of-pack labelling in the UK is voluntary but most major supermarkets and many food manufacturers provide this and use the government's recommended format of red, amber, green colour-coding, and percentage reference intakes (RIs), or as it is also known - traffic light labelling!

The date for our next quarterly PPG meeting with the surgery has been changed to: - Wednesday 2nd July at 18.30
 The meeting will be held within the surgery and on TEAMS for those unable to make the 18.30 start.
 All are welcome, and feel free to join us at any time during the meeting.

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>



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:-



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