

How Does Anima Work?

1. Register

[Create an account on Anima](#) or log in using your NHS app login details

Within your account dashboard you can see the status of any request you have made, book appointments and contact the practice.

2. Submit

Whenever you have a health concern, you complete a request on the [Anima website](#).

You can submit requests for a variety of medical and administrative queries.

If you want to request a GP appointment please select the option *“I want help with a medical issue”* or see our videos below.

3. Review

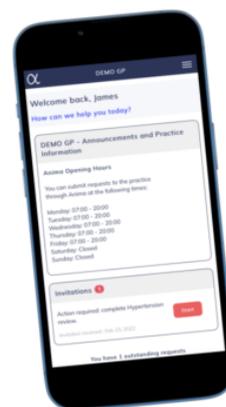
This request is then reviewed by a GP the same day and an appropriate outcome is emailed to you, along with a text message.



The fastest way to get the care you need

Submit a **medical** or **admin** request and get the **help you need** - without waiting for an appointment

[Submit a request](#)



FAQs

What are the opening times for Anima?

We aim to have Anima open from 7.30am – 3pm every weekday.

Occasionally we may have to close Anima early, see below for more details

Why Is Anima closed?

On some days, demand for a GP appointment far outweighs the safe capacity we can provide. On these days, we may have to turn anima off early because we are full. If you have an emergency in these situations, please call the reception team who will be happy to help.

How soon will I hear back?

We aim to respond to all queries the same day.

Some more routine queries may take us a few days to get back to you. You can always check the status of your query via your Anima dashboard.

What happens if I can't access the internet or don't feel confident using it?

Our reception team are always happy to help.

They are able to submit requests for you and can call you back to inform you of the outcome of your request and book you in for the necessary appointment.

For patients who meet any of the criteria below, please be reassured you can still call the surgery on 01242 602 307 where one of our reception team will be able to assist you:

- If you do not have access to the internet, or struggle using it;
- If you have a language barrier;
- If you have a disability.
- If you are in mental health crisis;
- If you are neurodivergent.

Your request will be handled in exactly the same manner whether you complete the Anima request online yourself, or contact us via telephone, where our receptionists will ask the same questions to ensure equity of access for all patients. We would encourage all patients who can do so to use Anima, as this will prevent you needing to queue on the telephone and keep lines free for those who do not have internet access or are unable to use the system. Completing an Anima request yourself also provides you with more discretion should you prefer not to discuss your medical problem with one of our receptionists.

What type of questions will I be asked over the telephone?

When completing a triage questionnaire on your behalf, a member of our team is presented with several questions that are evidence based and algorithmic. Some of these questions may be sensitive in nature and it is not the staff member being intrusive! It is important that you answer all the questions as accurately as possible for you to get access to the right person and the right advice and to help the practice help you in the best way possible.

Why have we changed to Anima?

GP practices are experiencing significant strain with declining GP numbers and increasing demand. Ensuring that patients are seen by the appropriate clinician in the right place and the right time means that patient care and experience is improved, and it reduces pressure on GP practices, allowing GPs to spend their time where it is needed the most. The idea behind a total digital triage is also to avoid the “8am rush” that has become a problem for many. This approach is [supported by NHS England](#) who have advised that GP surgeries consider this approach in future.

Can I use Anima to request a repeat prescription?

Currently, the process of requesting medication through Anima is not the easiest way. We recommend you use the NHS app to request your repeat prescriptions.

How will you make contact with me?

Depending on the nature of your request and our response, we may contact you in various ways. For example, we may be able to process your request without having to speak to you and therefore will send you an SMS and/or email. If we need to speak to you directly, then we will contact you via telephone – please note, calls from our practice may appear as ‘No Caller ID’ or ‘Blocked’ – please ensure you answer if you are expecting a call from our team. The clinician may invite you to take part in a video consultation and if so, will provide further instructions during your call.

I don't want to engage with the Anima model and just want to see a GP

We strongly believe that accessing services, advice and guidance this way is much more efficient in comparison to our previous model. It only takes up to 10 minutes to complete an Anima e-consultation and 2-3 minutes for a GP to process. Research shows that in England 70% of patient requests can be closed without the need for a face-to-face appointment which means that you may not even have to come to the surgery. Also, you can access NHS based help via Anima anytime, even outside of surgery hours during the week.

What about my data?

Anima has been approved by NHS Digital to be used by your GP Practice and the other systems involved in your care. The NHS has lengthy assurance process to make sure we meet the highest standards of safety and security. Your data is safe and is shared only with your GP Practice for the purposes of your direct care. Your data is stored and sent securely using industry best practices, and only collects the data that is necessary to allow your GP Practice to provide you with care. For more information please visit our [Privacy Notice](#).

Can I book nurse appointments through Anima?

You can certainly use Anima to request nurse appointments, but these can also be booked by calling reception in the usual way.

Is Anima an App?

No, Anima is not an app currently. It can only be accessed through the website. The Anima team are working on integration with the NHS app and we will update you when this has happened.

You can log into Anima using your NHS app login credentials or create your own unique Anima username and password.

Can I contact Anima directly?

Yes! We would encourage you to email Anima's support team on support@animahealth.com if you have trouble using the website.

Tutorials

Please see the videos below that will hopefully help you to navigate using Anima.

Video 1: [How to create your anima account](#)

Video 2: [How to add a dependent to your Anima account](#)

Video 3: [How to submit a medical request](#)

Video 4: [Booking Appointments in Anima](#)