The new **online tool** you can now use to access Market Surgery for Medical and Admin requests

Anima does not replace the NHS App.
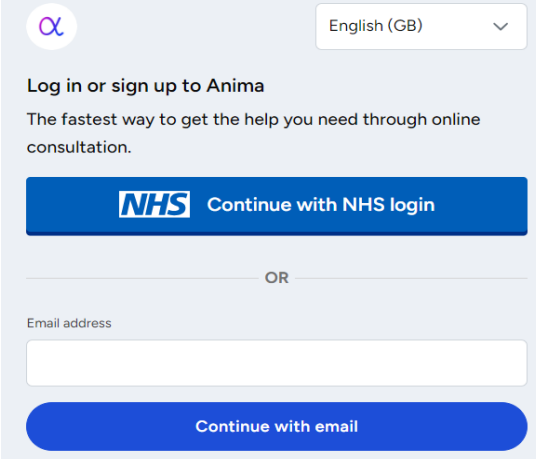
Patient guide

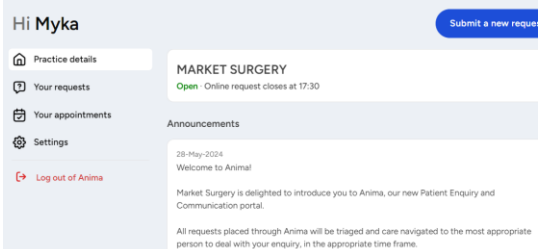If you have any issues with Anima, please contact them by email at support@animahealth.com

Getting Started

anima

1. Sign up to Anima by going to this link: https://patients.animahealth.com/signIn

2. You can use your existing NHS App login to create an account or you can enter your email address.

3. You will then see a welcome screen

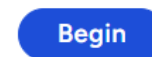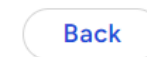# Submit a new Medical request:

1. Click on the 'Submit a new request' button

2. Click on 'Medical Request'

3. Select who you are submitting the request for.

4. If it is for a child/dependant make sure they have been added to your account.

5. Click 'Begin'

Submit a new Medical request:

1. You will then be asked a series of questions.

2. Answer the questions if they apply to you.

3. Click 'Next' and continue through the questions

4. At the end, click 'Yes, submit my answers'

Anima is not suitable for emergencies. Are you experiencing any of the following symptoms? Select all that apply. If none, leave blank and continue.

☐ Signs of a heart attack - pain like a very tight band, heavy weight or squeezing in the centre of your chest or any pain that moves into your jaw or neck

☐ Signs of a stroke - face drooping on one side, can't hold both arms up, difficulty speaking, or weakness or numbness on one side of your body

☐ Severe difficulty breathing - gasping, not being able to get words out, choking or lips turning blue

☐ Seizure (fit) - someone is shaking or jerking because of a fit, or is unconscious (can't be woken up)
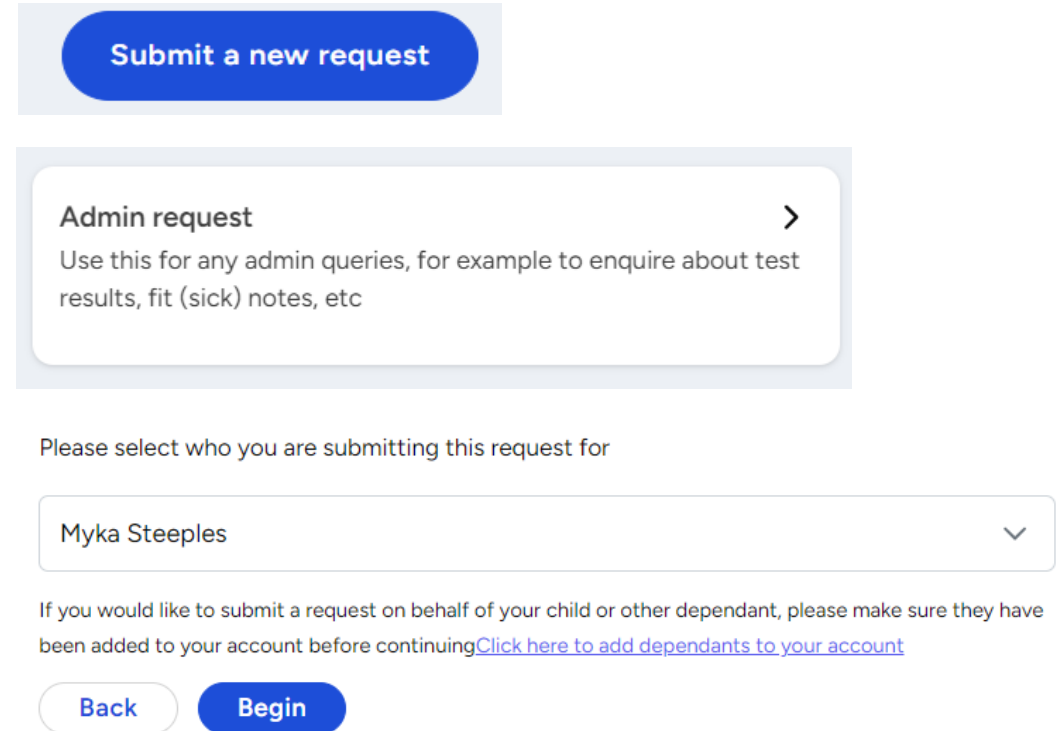
Next

Are you sure?

Please confirm that you would like to submit your answers to your practice and finish the review. Once you have submitted your answers you cannot go back and change them.

No, I want to review my answers first

Yes, submit my answers

Submit a new Admin request:

1. Click on the 'Submit a new request' button

2. Click on 'Admin Request'

3. Select who you are submitting the request for.

4. Click 'Begin'

Submit a new request

Admin request   ›
Use this for any admin queries, for example to enquire about test results, fit (sick) notes, etc

Please select who you are submitting this request for

Myka Steeples   ⌄

If you would like to submit a request on behalf of your child or other dependant, please make sure they have been added to your account before continuing Click here to add dependants to your account

Back   **Begin**

Submit a new Admin request:

1. Choose the admin request you want help with.

2. Complete the information asked for.

3. Remember Anima is not for urgent requests.

Quick access:

1. Click on the 'Submit a new request' button.

2. Select the relevant tab from the quick access menu.
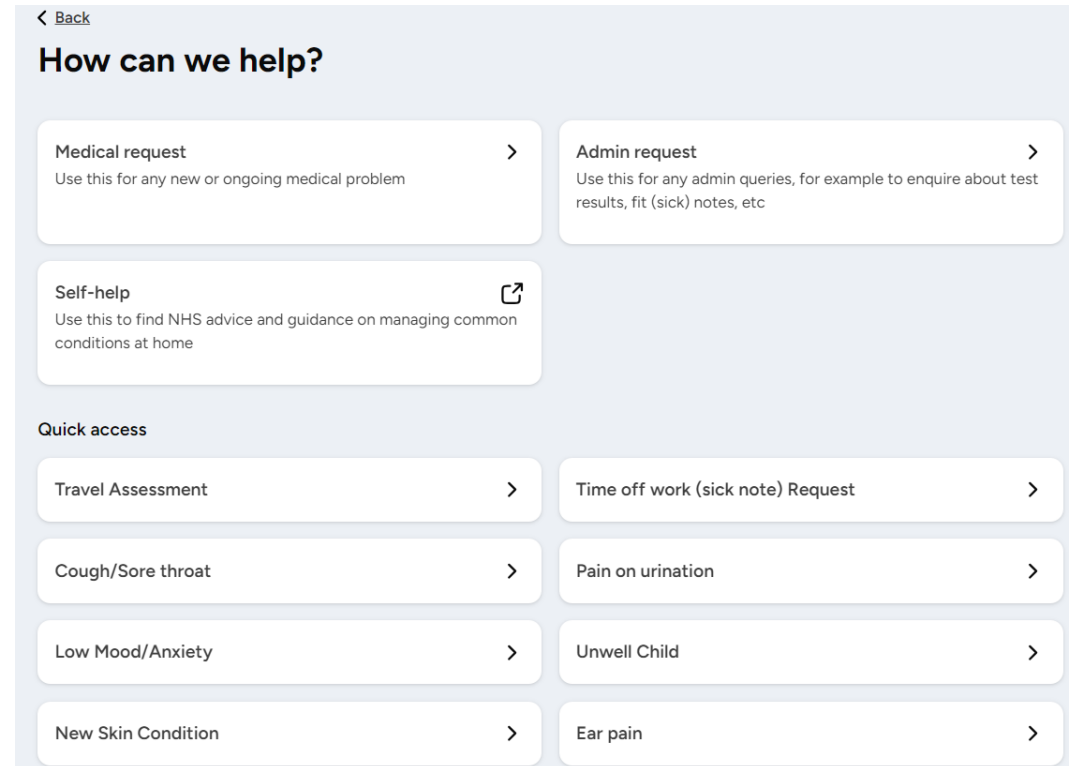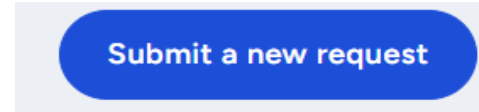
Adding a dependant to a request:

1. Choose the 'Click here to add dependants to your account'.

2. On this page click the 'Add new dependant'.

3. Enter the details of the person.

If you would like to submit a request on behalf of your child or other dependant, please make sure they have been added to your account before continuing Click here to add dependants to your account

Back   Begin

On this page you can add dependants who aren't able to use Anima themselves e.g. children under 16.

When a dependant has been added and verified, you will be able to submit Anima requests on their behalf. Any emails or messages received will go to the account owner's registered contact details.

If we are unable to verify their details, **you will have to wait for your practice to manually verify them before submitting requests on their behalf.**

No dependants added

Add new dependant

Enter the details of the person you would like to add as a dependant below.

Any new dependant must not have an existing individual Anima account.

Dependant's first name

Dependant's last name

Date of Birth