What is Changing?

We are introducing a new method of contacting the practice that will help us to streamline our services for patients and offer efficiencies for both the Practice and Patients as well as improving patient experience and outcomes.

We are asking patients to use Anima to submit requests for all **New Medical Problems**.

We recognise that the way many patients want to contact us is changing and we can utilise new technology and services to meet their needs and demands. The NHS is encouraging Surgeries and patients to engage in new technologies that can help us to meet the growing demands on the NHS and to improve capacity and access across Primary Care.

**Please be assured that patients will still be able to contact the Surgery by telephone, or in person at the practice**. However, we do recommend that patients use Anima where they are able to do so.

What is Anima?

Anima is an online consultation service that allows patients to submit Medical, Admin, and Appointment requests to the Surgery.

When submitting a request, patients are asked a history of the problem they are contacting us about and this provides us with a significant amount of information which allows us to quickly and effectively **triage** patient requests and offer solutions.

Benefits of using Anima

* Patients can contact us online at a time, location and opportunity more convenient to them
* Patients can save personal time by submitting requests online rather than calling us by phone and waiting on hold
* No need to relay personal information to our reception team
* Patients are offered outcomes based on their clinical needs
* Patients can view a history of their request and any updates relating to them

What is Triage?

Triaging patients allows us to ensure that patients needs are met by offering interventions that are appropriate to you and your needs. This therefore ensures that patients get:

**The Right Appointment, with the Right Clinician, in the Right Timeframe**

Many types of clinicians now work in Primary Care and this opens up many more avenues for patients to receive care from their GP Surgery. These roles include:

* Doctor
* Nurse Practitioner
* Paramedic
* Pharmacists
* First Contact Physiotherapist
* Mental Health Worker
* Nurse
* Healthcare assistant
* Social Prescriber

Currently our reception teams try their best to navigate patient requests, however we recognise that this has limitations. Receptionists, despite being trained care navigators, are not clinically trained and are only able to take a brief amount of information from you to understand your needs and offer you solutions. Using Anima allows us to take more information to be able to offer you the best outcome for you and your needs. In some instances, we may even be able to issue medications based on your submission alone offering patients greater convenience.

By triaging patient requests, we can ensure that you see the clinician best placed to help you. By utilising all of our skilled clinicians appropriately, we can share the demand for appointments in General Practice, and get patients seen in the timeframe in which they need to be seen, therefore **reducing waiting times and improving the outcomes for patients**

Create your Anima account today. Visit <https://patients.animahealth.com/signIn>