



Anima FAQ

Why has the surgery used Anima?

All surgeries will be encouraged to use a triage-based system by next year, we have started early so we can adjust our processes as needed so our system is running smoothly when the change becomes mandatory, more information can be found at this link (add the letter Kellie gave the patients)

What happens to elderly, vulnerable, and people without access to internet/phones/computers?

We have not stopped patients from calling the surgery, our patients/carers can still contact the receptionist as they did before, and the receptionist will go through the questions on Anima on their behalf. The patient will then be contacted by the receptionist with the GP's triage. We hope to support our patients and their families/carers to get used to the new way of contacting the practice and to become comfortable with this over time.

We will provide additional support to patients who are unable to use online resources. We work hard to identify our patients who may need extra help and can flag this on their medical records. If a patient is struggling to navigate the system, we will support in any way we can.

Can I walk into the surgery and book an appointment?

If a patient walks into the surgery, they will be treated the same as anyone sending an online consult it does not speed up your enquiry. We manage the requests based on a safety system.

Why can I not make a request?

A reason Anima will not let you make a request is either because our maximum amount of medical requests have been reached, or you are trying to make a request outside the open times (8:00-16:30 Mon-Fri).

Why do you have a maximum request limit?

In the same way the GPs only have a certain number of appointments, if we allow 40-50 requests a day the GP can triage all appropriately within the correct timeframes, if Anima was left open and the GP received 150 requests, this will not be manageable and patient's may miss important care. We are currently looking at demand, we must remain safe, there has been a lot of concern about clinicians being overwhelmed by work stress and demand. This leads to sickness and reductions in service. There will be times when the work demand will exceed capacity, your request can be sent the next working day or if your problem is urgent, please contact 111/999 directly.

How are they triaged by the GP?

The GP will triage at certain times in the day, these triages are not done at 8am. This is to allow for the triages to come in so the GP can prioritise who may require an appointment on the day, depending on the patients' medical symptoms or diagnosis.

Can I call Reception?

You can still call reception during our opening hours. The receptionists will be more than happy to answer any queries, but all appointment requests need to go through Anima whether it's the patient or the receptionist who sends the request.



Why is the form so long?

The form asks a series of questions that the GP will need to know in order to triage your request appropriately. The questions follow the NICE guidance and will help to give the GP an accurate decision on the triage.

Why am I being asked all these questions?

The more information the GP can have at the start, the quicker treatment or advice can be implemented.

Why can't I just book an appointment?

As stated above, the GP will now triage all appointment requests. The GP has set hours to work a day and these appointments need to be order in which is urgent and which can wait for the next day. This is something a receptionist would be unable to do as they are non-clinical.

When will the GP triage appointments?

The GP will triage during the day, for example, they will triage at 9:30-10:30 then again at 2:30. These times can vary but all Anima triages are completed within our timeframes.

How long will it take to look at my request?

We aim to action all requests on the day ,for continuity of health care patients may be informed that the GP is not on duty that day so their request will be flagged for the Doctor on their next working day.

Anima says 2-3 days turnover time, I can't wait that long!

If you are worried about your Anima request, the reception team will be happy to check the status of your request. We do aim to complete the requests as soon as we can.

Can I order prescriptions?

You can order prescriptions through Anima, but we do recommend using our Online Services system as this has patients repeats available for ordering and is much clearer for admin staff. Anima does have plans to develop their repeat prescription requests in the future.

What happens after I have sent a request?

Your request will show on our dashboard which the GP will then look through during their triage time. You will receive an SMS message or e-mail when the GP has written back with advice or an appointment link.

I can't wait this long for an appointment, what do I do?

You are more than welcome to contact reception who can advise the GP.

I have my appointment link but there are no appointments to book, what do I do?

If there are no appointments showing on the booking screen, this could be due to the clinics being fully booked. Appointments open every day so please check the following day.