

Important announcement: New appointment system starting Tuesday, 21st January.

We are making changes to our appointment system in line with a contractual requirement from NHS England. This change aims to improve access to medical services for all our patients through digital consultations.

What does this mean for you?

From 5th December, our practice will use a new system called **Anima**. This system ensures that all medical requests are assessed by a GP, allowing us to offer the most appropriate appointment for your needs.

If you have internet access via a smartphone, tablet, or computer, you can get started by registering an account using the link provided <http://patients.animahealth.com>

Registration is active now, although you cannot request an appointment until 5.12.2024 **If you don't have internet access**, don't worry! You can still call our reception team, who will help you request an appointment.

How will the new system work?

- **Medical request form**

To request an appointment with a GP or Nurse Practitioner, you'll need to complete a medical form. This form provides details about your health concern, allowing us to:

- Match you with the right clinician first time around.
- Make your consultation more effective, as the clinician will already understand your concern.
- Give you the time and space to explain your issue fully.

- **Assistance is available**

If you're unable to complete the form online yourself, our reception team will gladly assist. We can:

- Help you use an iPad in the practice.
- Complete the form over the phone on your behalf.
- Give you contact details for the Digital Access Support Team

- **Submission times**

Medical requests can be submitted from **8:00 am until 4:00 pm**, or until we reach safe capacity for the day. If necessary, you may be redirected to **NHS 111**, a pharmacy, or an urgent care centre.

What are the benefits?

1. **Appointments based on clinical need**

Appointments will be allocated based on need, not on a first-come, first-served basis.

2. **Flexibility for patients**

Instead of waiting for a convenient day off to visit, you can submit your form as soon as an issue arises. We will arrange an appointment—whether same-day, in a week, or up to six weeks later—depending on clinical need.

Appointments may be face-to-face, over the phone, as appropriate.

FAQs

Who will assess the requests?

All medical requests will be reviewed by a GP, ANP, Receptionist or Pharmacist who will assign appointments as needed.

What if I need urgent treatment?

For urgent issues, please call **NHS 111** or visit an **urgent treatment centre**, as our practice is not a walk-in urgent care service.

What if I am housebound?

If you are housebound, you can request a home visit by completing the form online or by calling our reception team for assistance.

Do I need to complete a form for regular nurse appointments?

No. Nursing appointments can still be booked directly by calling our reception team.

Will there still be open surgery every morning?

No this will no longer be available. All medical requests must now be submitted through the Anima form, after which you will be offered a suitable appointment, this may be on the same day.

Thank you for your patience and cooperation as we transition to this new system. We understand this is a significant change, and we are here to support you every step of the way. If you have any questions or need help registering for Anima, please contact our reception team.