

Anima Facebook Post

Slide One



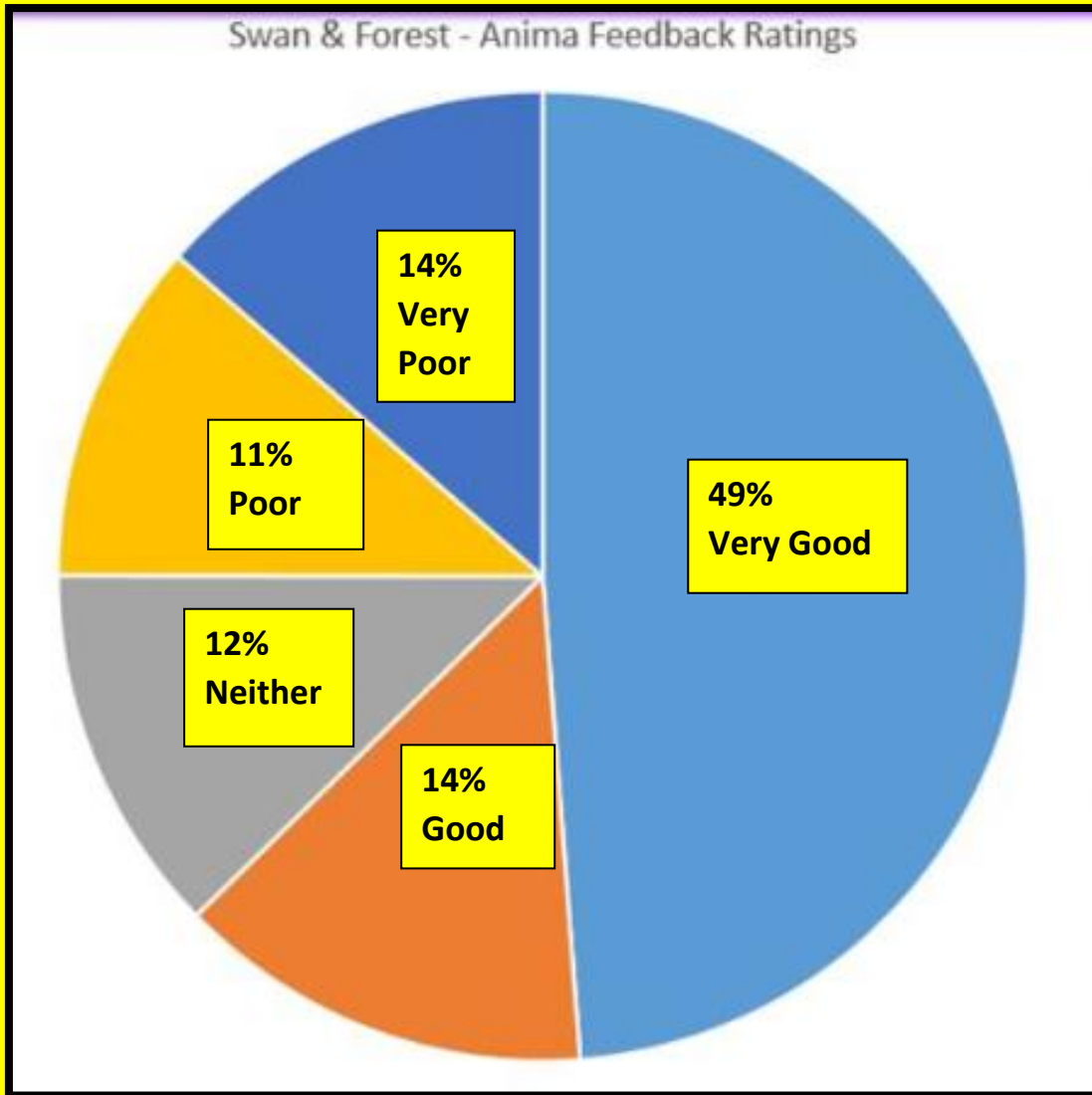
Slide Two

At Swan and Forest Surgeries we have processed 76,517 Anima Requests in the past 12 months...

Offering our patients 65,619 on the day appointments



Slide Three



63% of patients rated Anima as Very Good or Good this year!

25% of patients rated Anima as Poor or Very Poor, let's take a look at some of the feedback



Slide Four

Patient Feedback from Anima

Every month we receive feedback including written comments from patients about their interaction with Anima.

We regularly receive comments with patients disappointed they cannot print their Anima request for their own records. We have liaised with our Patient Participation Group who found their requests under the Documents section of the NHS App. Since October 2023 any new information added to your medical records can be viewed on the NHS App.

We have lots of information on the NHS App including video tutorials on how to download and use the app in the "Patient Support" tab on our website.



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Patients expressed they found it difficult to request repeat medication using Anima, the easiest way to request repeat medication is via the NHS App.

Once logged in it takes around 30 seconds to request your repeat medication, you can also call our dispensary – and you can leave a message if no one is available.

Anima is best used to request medications not on a repeat template, this could include acute medication you need more of, or items such as painkillers that may be regularly prescribed but not on a repeat template so they can be regularly reviewed.



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We are still seeing a higher volume of requests particularly at 8am on a Monday morning, some of these requests are from patients wishing to book an appointment later in the week.

Some of our feedback has highlighted that patients were disappointed they were only offered an on the day appointment. Anima does work best as an on-the-day service, we work through all requests on the day they are made.

We forward book limited appointments, this is usually with our nursing staff but we also forward book for our limited appointments offered on a Saturday.

You can also make use of Suffolk GP+ with evening and weekends appointments available or you can submit your request on the day you are available for a call and potentially called in to be seen.



Slide Seven

Sometimes we reach our safe working capacity earlier than any of us would like. Our capacity changes from day to day depending on the clinicians we have available.

For example, if a clinician calls in sick we can amend our capacity to remove appointments they would have completed. Previously this would have been a case of cancelling our patient's appointments last minute, potentially trying to fit those that needed to be seen that day in with other clinical staff and generally leaving everyone unhappy with our services.



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We appreciate some patients would like to see a specific clinician, it's important you see someone you are comfortable with and trust. You can select your preferred clinician before submitting your request and if we can, we will accommodate this but they may not always be available that day even if they are in.

We think it's important that patients understand their preferred clinician may not always be available, our staff all undertake other roles within the practice, some may be GP Trainers, part of this includes education mornings and debriefs at the end of GP Trainees clinics.

Most of our GP's undertake Ward Rounds in the care homes we are responsible for and this can be several mornings or afternoons a week.

All our GP's complete a lot of admin, including completing audits of medication and contributing to Quality Improvement projects.



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Some people love it and some people hate it but being able to complete an Anima request from 4am is NOT a suggestion you get up at that time to do it.

We implemented this following feedback from patients when we first went live with Anima, as well as reflecting on the many years of historic feedback from the dreaded 8am telephone queues.

Many people are leaving for work or getting ready for the school run between 7.30 and 8.30am making it difficult to submit a request for an appointment. It was decided we would open the system early so those patients would have time to submit a request before leaving the house. It also gives us requests to work through from the time we open so we can fill clinics up early or complete their enquiries early.



Slide Ten – Is Anima an app?

Anima is not an app, nor is it being developed into an app, however you can create a shortcut on your devices home screen which looks and works similarly to an app.

iPhone or iPad

- 1. Open Safari, using other browsers such as Chrome will not work for this**
- 2. Navigate to the website and then the exact page you want to save to your home screen, for this you will need to go to the Swan Surgery page and navigate to the Anima login page**
- 3. Tap the Share button at the bottom of the page, it looks like a square with an arrow pointing out of the top**
- 4. In the list of options that appear, scroll down until you see "Add to Home Screen". Tap this. The Add to Home Screen box appear.**
- 5. You can choose a name for the website shortcut and you'll see the link to confirm it. Click "Add" when you're done, Safari will close and you**



will be taken to where the icon is located on your Home Screen

- 6. Now just tap the new "app" (shortcut) on your home screen and it will open directly to the Anima login page.**

Note: To remove the shortcut you can delete it as you would any other app on your device.

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Android devices

- 1. Open Chrome**
- 2. Navigate to the website and then the exact page you want to save to your home screen, for this you will need to go to the Swan Surgery page and navigate to the Anima login page**
- 3. Tap the "Menu" icon (Three little dots in the upper right-hand corner) and tap "Add to home screen"**



4. Choose a name for the shortcut then click "Add" a confirmation box will then pop up, select "Add to home screen" then close the page
5. Your new shortcut will be on your devices home screen
6. Just tap on the new "app" or shortcut on your home screen and it will open on the Anima login page on Chrome

Note: If you would like to remove the shortcut you can delete it as you would any other app.

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