

Amina @ The Reynard Surgery

1. Register

Create an account on Anima or log in using your NHS app login details

[Click here to sign up](#)

Within your account dashboard you can see the status of any request you have made, book appointments and contact the practice.

2. Submit

Whenever you have a health concern, you complete a request on the Anima Website.

You can submit requests for a variety of medical and administrative queries.

If you want to request a GP appointment please select the option *"I want help with a medical issue"* or see our videos below.

3. Review

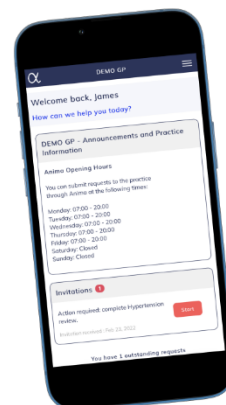
This request is then reviewed by a GP the same day and an appropriate outcome is emailed to you, along with a text message.



The fastest way to get the care you need

Submit a **medical** or **admin** request and get the **help you need** - without waiting for an appointment

Submit a request



What are the opening times for Anima?

We aim to have Anima open from 7am – 4pm every weekday.

Occasionally we may have to close Anima early, see below for more details

Why is Anima closed?

On some days, demand for a GP appointment far outweighs the safe capacity we can provide. On these days, we may have to turn Anima off early because we are full. If you have an emergency in these situations, please call the reception team who will be happy to help.

Remember there are also out of hours services when we are closed, including 111 and 999.

How soon will I hear back?

We aim to respond to all queries the same day.

Some more routine queries may take us a few days to get back to you. You can always check the status of your query via your Anima dashboard.

What happens if I can't access the internet or don't feel confident using it?

Our reception team are always happy to help.

They are able to submit requests for you and can call you back to inform you of the outcome of your request and book you in for the necessary appointment.

Why have we changed to Anima?

GP practices are experiencing significant strain with declining GP numbers and increasing demand. Ensuring that patients are seen by the appropriate clinician in the right place and the right time means that patient care and experience is improved, and it reduces pressure on GP practices, allowing GPs to spend their time where it is needed the most. The idea behind a total digital triage is also to avoid the "8am rush" that has become a problem for many. This approach is [supported by NHS England](#) who have advised that GP surgeries consider this approach in future.

Can I use Anima to request a repeat prescription?

Currently, the process of requesting medication through Anima is not the easiest way. We would recommend you use the NHS app or continue with your usual method of requesting prescriptions.

Can I book nurse appointments through Anima?

You can certainly use Anima to request nurse appointments.

Is Anima an App?

No, Anima is not an app currently. It can only be accessed through the website. The Anima team are working on integration with the NHS app and we will update you when this has happened.

You can log into Anima using your NHS app login credentials, or create your own unique Anima username and password.

Can I contact Anima directly?

Yes! We would encourage you to email Anima's support team on support@animahealth.com if you have trouble using the website.