



OAKLEY HEALTH GROUP

NEWSLETTER - JULY 2023

THE LINKS HIGHLIGHTED HAVE BEEN CHECKED & ARE SAFE TO USE

ANIMA



Anima is our new online consultation platform that allows patients to submit requests to the practice. It will ask you the same questions that you would be asked if you were to call the surgery. Anima will help the team at Oakley Health Group manage health consultations, administrative tasks & send communication.

Anima is not an AI Doctor. It does not diagnose nor make decisions for the patient. Every medical enquiry will be reviewed by a GP & an administrative enquiry will go to the admin team.

Anima is a movement forward in the development of the practice rather than a total change in the health care provided. It allows the appropriate clinician to access the patient's consultation faster than the traditional method, allowing the surgery to run more effectively and efficiently.

WHY WEREN'T WE TOLD?

Anima is a pilot scheme that is being provided by the Oakley Health Group. This is a new system that we are working to develop, and positive changes will be made to improve it as we use it. We decided to use a soft launch to initiate the service.

There are nearly 30,000 patients registered with the surgery. If we had invited all our patients to register, we may have been swamped with patient enquiries that had been sent as a "tester", these minor ailments may have prevented us from providing a safe service to those who were unwell.

We apologise if this approach has caused unnecessary anxiety or worry.

HOW DO I REGISTER?

[Anima \(animahealth.com\)](https://patients.animahealth.com)

Click on the link above to create an account with Anima or go to:

<https://patients.animahealth.com/signUp>

Alternatively, you can call the surgery and an administrator will create an account for you and you will then be sent a link in an email or text to create a password.

Once you have registered you can log on in future without having to complete all the data again.

Common error: Anima cannot be reached via the NHS App. Use the links on our website to log in, you can use your NHS log in but not via the App.

WHY SHOULD I USE IT?

Every medical request sent through Anima is reviewed by a GP. They then decide the course of action. Our team includes a wide range of roles, and we need to ensure that patients are seen by the appropriate clinician, this is not always a GP.

It takes a whole healthcare team to look after a community.

GP appointments are in short supply. Many medical enquiries can be managed safely without a face-to-face appointment. By giving as much detail as possible, the GP can decide what care you need and whether you need to be seen and by whom.

Right person, right care, right place.

WARNING



ZERO TOLERANCE

ON ABUSE OF HEALTHCARE STAFF

Be kind to our staff, Anima is new to them too. Over the last 4 weeks our administrators have received more verbal abuse than ever before. Remember, they are trying to help, shouting at them will not help you get the information you need.

It is preferable for patients to fill out their own requests as these have much more detailed information for the GP, however, if you are **unable to use online services**, call the surgery & a receptionist will fill out an Anima request on your behalf. If you can use Anima, please do as then the phone lines will be clear for those who can't.

QUOTES FROM OUR CLINICIANS

"One of our big problems has been that patients who need advice or treatment from their own GP had to wait a long time for this. Using the Anima system I have found it easier to prioritise those who need appointments with me more quickly and those who can wait longer or be seen by other colleagues." **Jamie Buxton (GP Partner)**

"Anima has brought a huge change to how GPs can manage the needs of their patients and help them access the right Health Care Professional at first contact. It has made my time spent with patients more efficient due to the information they have provided." **Fiona Salkeld (GP Managing Partner)**

CAN I BOOK AN APPOINTMENT ON ANIMA?

Receptionists will no longer make GP appointments for patients unless the GP has read the Anima request & decided one is needed. Either the GP will **send a link to the patient to book**, or the **receptionist will contact** the patient to book over the phone.

Routine blood tests (make sure that these have been requested by a GP or are required on a regular basis), annual reviews & INRs can still be **booked directly via the NHS App**.

The more information a patient provides in Anima, the better the quality of the appointment with a clinician as they do not need to ask the patient for the reason for the appointment, adding valuable minutes to the appointment time.



POSITIVE PATIENTS

90 year old patient who prefers to use Anima as she is hard of hearing and does not like using the telephone.

"I used the new service, received a call and appointment booked with nurse."

"Used Anima at 8.15am yesterday, Dr rang at 12.30pm, relevant appointments booked, and prescription issued. Worked well."

"I registered Tuesday evening and added my daughter, answered everything and Wednesday morning had a text and email to say a plan had been done."

82 year old patient told Dr Buxton: "It's good once you've got the hang of it"

"Easy to use and can use for dependents also. Worth spending a little time registering on the NHS login to have everything in place for future medical issues"

DID YOU KNOW?

- The more patients use Anima, the better the telephone access for patients who can't use online services
- Clinicians have background information before an appointment, they spend more quality time with the patient
 - GPs have more appointment availability, which means better continuity of care
 - The service is open from 8am - 6.30pm Monday to Friday & 9am - 5pm Saturday
 - Patients can track and review their entire history without having to contact the surgery
 - Anima requests will be prioritised in the same way as calls to reception