

## FAQs

### **What is Anima and why is it going to be any better than e-consult?**

Anima is the new fastest way to get the care you need and is our new online service replacing eConsult. This helps you access the help and advice you need at the right time, in the right place, with the right person.

Why we think Anima is a good choice for our patients:

- Easy and simple for patients to use.
- All multiple-choice questions and no lengthy free text.
- Allows patients to track their request.
- Patients can be sent a link to the most appropriate appointment - so you can book a time that suits you for routine matters.
- Patients with certain medical conditions can directly book most appropriate appointment without having to be triaged by the Brookside team - for example Musculoskeletal problems.

### **Will I still be able to access test results, book appointments and order prescriptions via Patient Access or will that be redundant too?**

Yes, this just replaces eConsult. It does not replace the NHS App or Patient Access if you have a log in for these already. You will still be able to book long term condition and nursing appointments via the NHS App or Patient Access and see your medical records and test results. Our website forms will still work.

### **Are you only using Facebook to let patients know about this important change?**

No, we will be sending out texts to all our patients over 16yrs who we have a valid mobile phone number for on the 6<sup>th</sup> of June to allow them time to pre-register for Anima.

We have advertised via our Facebook page as wanted to start getting the word out via our website and social media platforms to begin with before sending out a text to patients.

### **It is unclear how you would book an appointment on the new system this does not seem to be an option?**

- The system isn't live yet to be able to submit a request.
- From the 20<sup>th</sup> of June you will be able to select the option to submit a medical or administrative request. You can then select what the request is regarding and complete the multiple-choice questions.
- There is a link on our website to a video showing you how to submit a request.

### **Can I continue to raise request on behalf of my children (as I would have for eConsult) or do I need to register them on Anima separately for any request for them?**

- If you register yourself first, then register the child with you as their carer or parent. This will allow you to submit a request on behalf of your child.
- At the moment only one parent can be registered on behalf of their child.
- Patients 13years and older can register for their own account from the 14<sup>th</sup> of June

**Today I could only login until I found that the name of Brookside Group Practice does not appear in the drop down list?**

- We are called Brookside Practice and it should display the postcode for Brookside Surgery. When you submit a request, it will still include all 4 sites.

**I think I've registered via the NHS app, but not received any confirmation. Are you supposed to get an email/message to confirm you've registered?**

- You will receive a notification when you register for an Anima account without an NHS log in to verify your email. There are further instructions on how to register on our website.
- Anyone who's automatically verified (i.e. already has an NHS app account) doesn't receive anything. It's only people who need manual verification get an email when they've been approved

For more information visit our Anima information page on our website - [Anima | Brookside Group Practice](#)