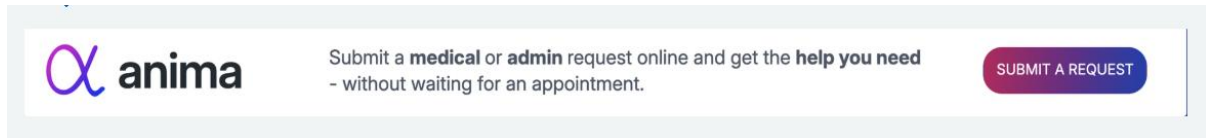


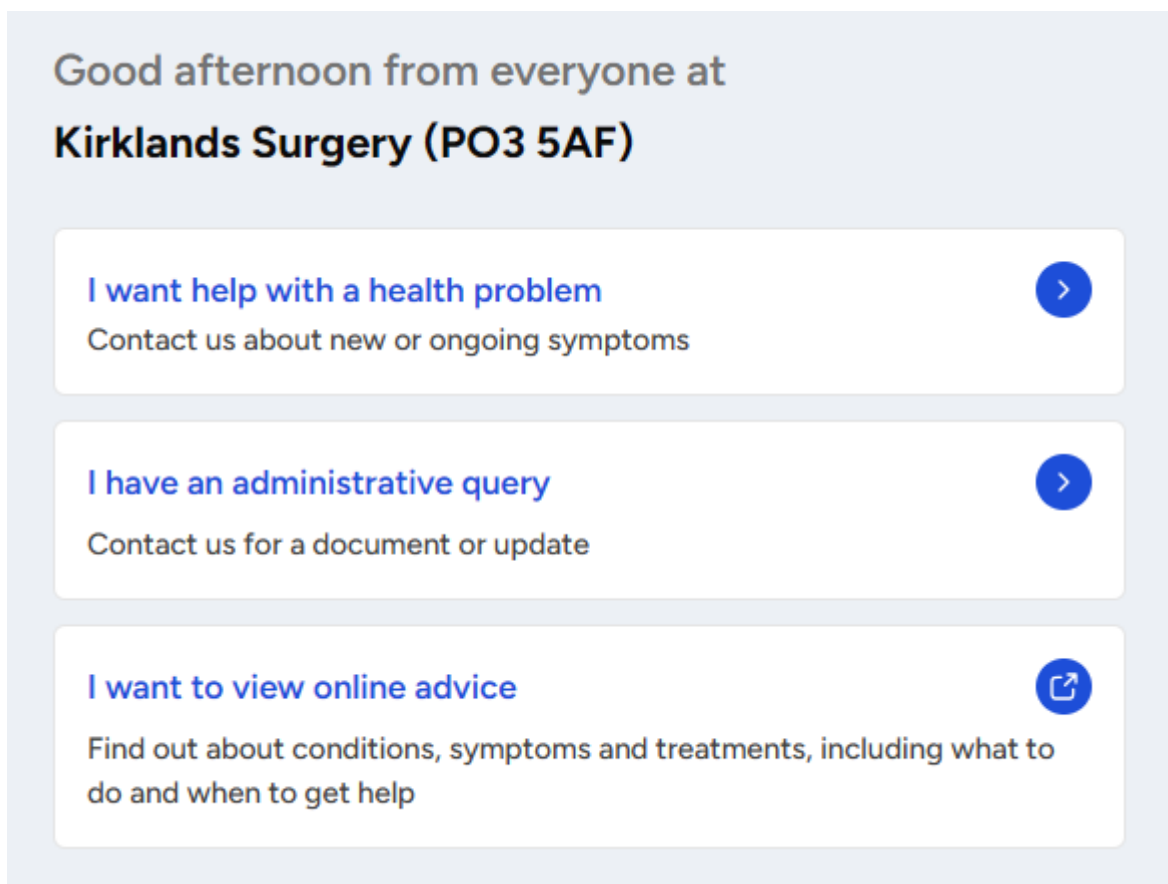
# How to use Anima

**1. Visit our website- <https://www.kirklandssurgery.co.uk/>**

**2. Click on the Anima banner**



**3. You will then see this screen**

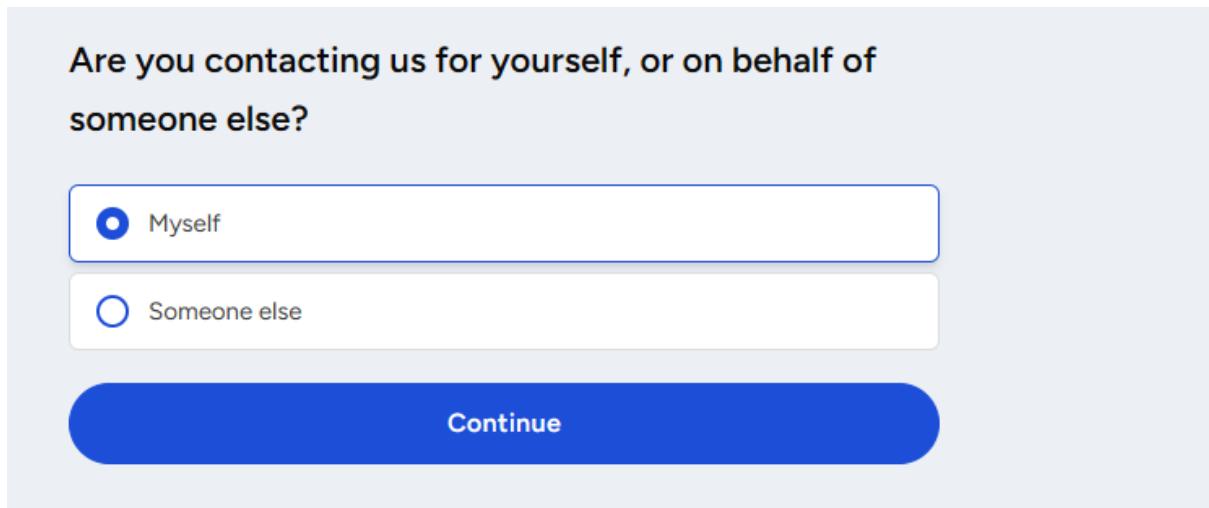


Please note- If you are hoping to get a GP appointment or consult with a GP choose – ‘I want help with a health problem’.

For an admin query choose- ‘I have an administrative query’

Anima does not allow you to book appointment directly with the GP. Your request needs to be 'triaged' by the GP first to determine who is the most appropriate person to see you and the most appropriate time to be seen.

***4. Once you have selected from the options above you will see this screen***



Are you contacting us for yourself, or on behalf of someone else?

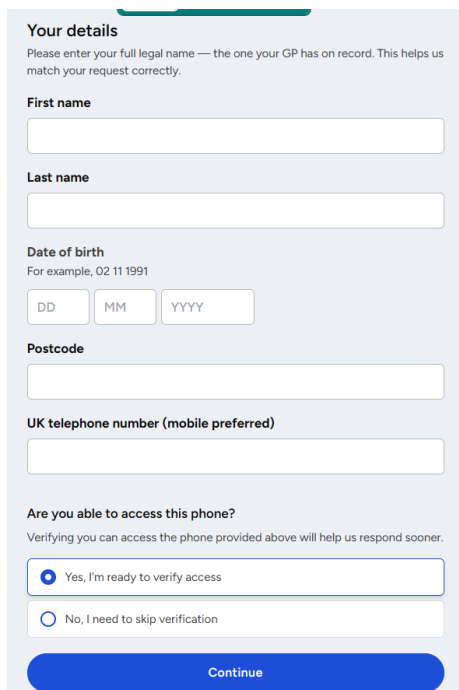
☒ Myself

☐ Someone else

Continue

Select the appropriate response and then click on continue.

***5. You then need to add your details***



**Your details**

Please enter your full legal name — the one your GP has on record. This helps us match your request correctly.

**First name**

**Last name**

**Date of birth**  
For example, 02 11 1991

DD  MM  YYYY

**Postcode**

**UK telephone number (mobile preferred)**

**Are you able to access this phone?**  
Verifying you can access the phone provided above will help us respond sooner.

☒ Yes, I'm ready to verify access

☐ No, I need to skip verification

Continue

If you do not have a mobile number or cannot use your phone to verify then please choose 'no I need to skip verification', then select continue

**6. You will then need to choose who you are submitting the request for, you can also add a dependent on this screen.**

Before you begin...



Please select who you are submitting this request for

If you would like to submit a request on behalf of your child or other dependant, please make sure they have been added to your account before continuing [Click here to add dependants to your account](#)

Back

Begin

**7. Once you have selected the appropriate person click on begin.**

Read the instruction on the screen and click 'I understand' to move onto the next page

Anima is a tool to help us manage your request as efficiently as possible .If you have a clinical request this will go to the duty team, admin requests will be signposted to the most appropriate staff member. Once triaged you will receive a response by phone, text or email depending on your preference and the urgency after triage.

If you have an emergency or life threatening condition call 999 and DO NOT USE ANIMA  
**Please DO NOT use Anima for requesting your repeat medications. Repeat prescriptions requests are to be sent through systmonline and our dedication prescription email; [hiowicb-p.kirklandssurgeryprescriptions@nhs.net](mailto:hiowicb-p.kirklandssurgeryprescriptions@nhs.net)**  
**Please DO NOT send clinical queries via the admin route**

I understand

Anima is not suitable for emergencies. Are you experiencing any of the following symptoms?  
Select all that apply. If none, leave blank and continue.

- ☐ Signs of a heart attack - pain like a very tight band, heavy weight or squeezing in the centre of your chest or any pain that moves into your jaw or neck
- ☐ Signs of a stroke - face drooping on one side, can't hold both arms up, difficulty speaking, or weakness or numbness on one side of your body
- ☐ Severe difficulty breathing - gasping, not being able to get words out, choking or lips turning blue
- ☐ Seizure (fit) - someone is shaking or jerking because of a fit, or is unconscious (can't be woken up)

Next

Read and select a response (if appropriate)- please note that if you select these options then anima will likely inform you to contact 999. Leave blank and click next if the responses to do apply.

Please let us know if you are experiencing any of the following - select all that apply. If none, leave blank and continue.

- ☐ Severe injuries - including deep cuts after a serious accident
- ☐ Poisoning - you have swallowed something you should not have (medicines, batteries, household chemicals)
- ☐ Heavy bleeding that won't stop - uncontrollable bleeding from any part of your body
- ☐ Sudden, rapid swelling - of the eyes, lips, mouth, throat or tongue

Next

Read and select a response if appropriate- please note that if you select these options then anima will likely inform you to contact 999/111. Leave blank and click next if the responses to do apply.

**8. *You will then see the page where you can choose your condition from a list.***

This will lead to a questionnaire. If you are unable to complete the questionnaire here or are unsure of what questionnaire to choose, please go to the bottom of the page and select **‘my problem isn’t listed above’**. This will take you to a shorter questionnaire.

Which condition or problem would you like to discuss today?

Type your issue here...



Search

**Abdominal Pain**



Suggested topic based on your search

**Abnormal genital discharge**



vaginal discharge, discharge from penis, male genital swelling, female genital swelling, abnormal genital discharge

**Acne**



pus, acne, zits, spots, cysts

**Ankle pain**



ankle pain, stiff ankle, rolled ankle, pain in heel, ankle swelling

**Anxiety**



scared, anxiety, anxious, worried, depressed

**Back pain**



spine, spinal, back pain, back weakness, back stiffness

**Bleeding from back passage (rectal)**



pr bleed, anal bleed, rectal bleed, bleeding from bottom, bleeding from back passage (rectal)

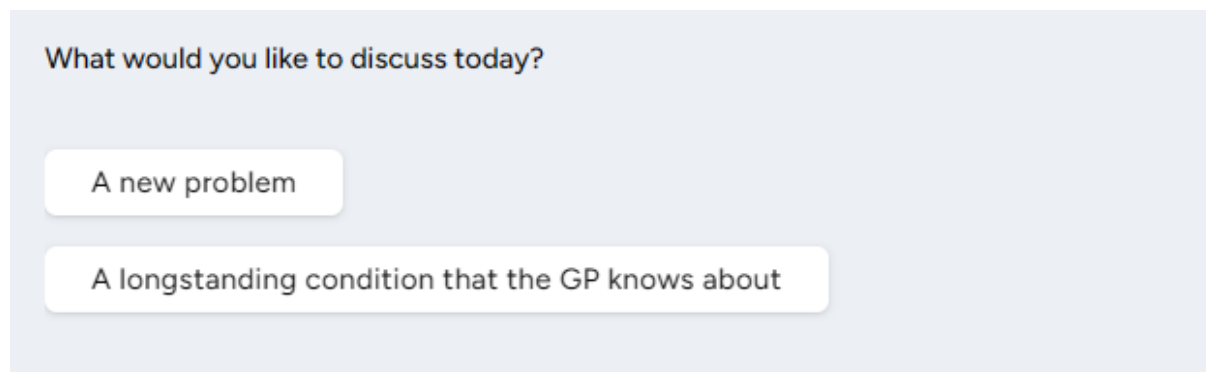
**Blood Test**



[My problem isn't listed above](#)

Please complete the relevant questionnaire

If you choose the **‘my problem isn’t listed above’** pathway- you will see the following screens

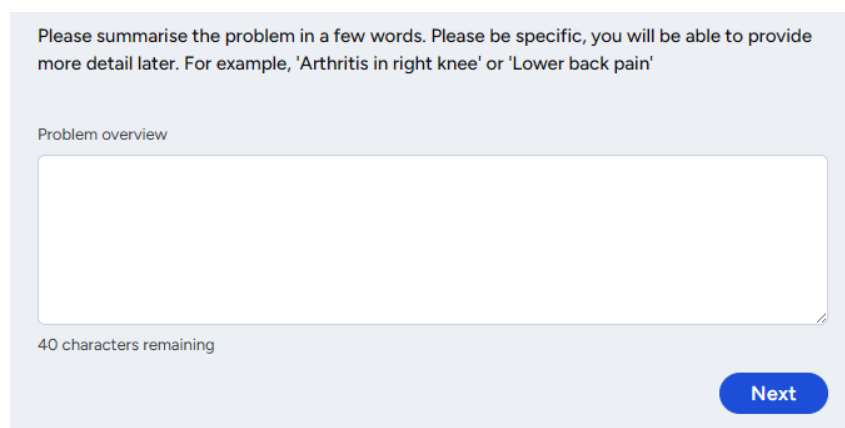


What would you like to discuss today?

A new problem

A longstanding condition that the GP knows about

Click on the appropriate response – new or longstanding



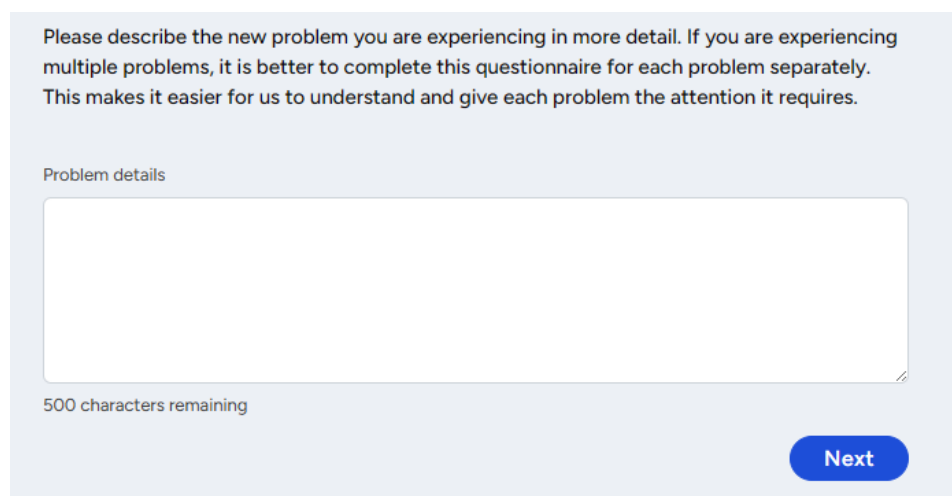
Please summarise the problem in a few words. Please be specific, you will be able to provide more detail later. For example, 'Arthritis in right knee' or 'Lower back pain'

Problem overview

40 characters remaining

Next

Summarise your problem in a few words and click next



Please describe the new problem you are experiencing in more detail. If you are experiencing multiple problems, it is better to complete this questionnaire for each problem separately. This makes it easier for us to understand and give each problem the attention it requires.

Problem details

500 characters remaining

Next

The next screen allows you to describe your problem, add some detail and click next

For how long has this problem been affecting you?

Less than one day

1 -3 days

3 - 7 days

1 - 2 weeks

More than 2 weeks

You will need to choose how long the problem has been affecting you for.

Do you think you know what might be causing the problem?

Yes

No

You will need to state if you know what is causing the problem- if you choose yes you will need to write this.

If possible, it's very helpful to send a photo to help explain the problem you are having. If you feel it's appropriate, please upload it here before continuing. If you don't wish to send a photo or feel it is not needed, just continue on to the next question.

 Upload photos or videos

Please do not upload photos or videos of intimate areas (genitals, breasts, or bottom), even if these are the problem areas.

Accepted file types: JPEG, PNG, MP4, MOV

Maximum file size: 20 MB

Next

You can upload photos if required

On a scale of 0 to 5, please tell us the impact that your problem is having on your daily life.

0 = Minimal impact, carry out daily activities as normal

5 = Extreme impact, affects every daily activity



0 out of 5

Next

Choose on a scale of 0-5 how much the problem is having on your daily life- you will need to slide the button across the screen. Click next when done

Please tell us more detail about how your problem is affecting your daily life

Additional details

200 characters remaining

Next

You will need to explain how much the problem is having on your daily life. Click next when done

On a scale of 0 to 5, please tell us how worried you are about your problem.

0 = Not worried at all

5 = Extremely worried



0 out of 5

Next

Choose on a scale of 0-5 how worried you are about your problem - you will need to slide the button across the screen. Click next when done

Please tell us more detail about what you are worried about

Additional details

200 characters remaining

Next

You will need to explain how worried you are about your problem.  
Click next when done

How would you like us to help with your problem?

How can we help?

500 characters remaining

Next

You will need to explain how you would like us to help with the problem. Click next when done

You will then be asked some questions about your lifestyle- see below.

We would like to ask you some questions that may sound strange, but they can be useful in helping to figure out the problem.

Have you lost a significant amount of weight in the last few weeks/months without trying?

Yes

No

Have you noticed a new cough that has been there for more than 3 weeks?

Yes

No

Do you currently smoke? If so, how much?

Never smoked

1 - 5 per week

1 - 5 per day

5 - 10 per day

10 - 20 per day

20+ per day

Ex-smoker

Please describe your alcohol intake in units. 1 unit = approximately half a glass of wine OR half a pint of lager OR 1 shot of vodka.

I don't drink alcohol

1 - 5 units per week

5 - 10 units per week

10 - 15 units per week

15 - 20 units per week

20+ units per week

You will be asked if you have any other comments or information.  
Add text and then click submit

Do you have any other comments or questions for us? For example:  
Do you have any specific worries or concerns about your condition?  
What are you hoping we will be able to do for you today?  
Otherwise leave blank, and continue when you are ready to submit all your answers.

**Please go back and check your answers before you submit** - you will not be able to change them after this point.

Additional comments

500 characters remaining

Submit

At the end of the questionnaire, you will be given the opportunity to review your answers before submitting.

Are you sure?

Please confirm that you would like to submit your answers to your practice and finish the review. Once you have submitted your answers you cannot go back and change them.

No, I want to review my answers first

Yes, submit my answers

## ***9. When you have submitted your questionnaire, anima will ask you some questions about your availability for an appointment. Please select any suitable answers***

Before you finish...

×

In certain cases (only if it is clinically appropriate), we may be able to respond to your Anima request and send you a management plan without requiring more information from you.

This means you may get the care that you need quicker.

Would this be OK?

☒ Yes, that's fine

Your availability will be taken into consideration when looking at your request, the following information is used for guidance only and is not a guarantee.

- ☐ Would you be available for an appointment at very short notice?
- ☐ Do you feel you could wait until tomorrow for an appointment?
- ☐ Would you be happy to wait longer if you are requesting a specific GP? (please note this could be 1-2 weeks, depending on GP availability)

Please enter your preferred GP

Finish

Thank you! You have reached the end. We will review your answers as soon as possible but it may take a few days to get back to you with a response.

You will be contacted through the app and also through email on the next steps (if any).

Back to menu

If you receive this message, then your anima has been successfully submitted to the practice. You should also receive an SMS message confirming your anima has been received.

**10.        *We advise that you keep your phone near to you so that you are aware of the outcome from the triage.***

Please note:

- If you think you need a same day appointment, please submit your request before 11am.
- If the GP decides that you need to attend a same day appointment, we will book the appointment for you and send you a message through anima and an additional SMS message to inform you of the appointment. If you need to change your appointment or are unable to attend, then please contact us as soon as possible. We cannot guarantee you a later time on the same day and we may advise that you attend a treatment centre.
- If the GP decides that you need to be seen within the next few days or weeks we will send you a booking link. Unless we know that are unable to book through a link and we can make alternative arrangements when booking an appointment.
- Please do not use anima to arrange nurse appointments or for prescriptions (unless you have been asked to do this).