
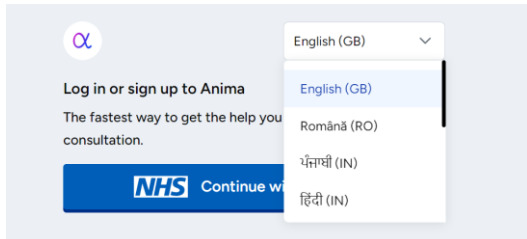


## ANIMA INSTRUCTIONS

1. Search on Google – Animahealth.com
2. There will be a little logo that looks like this - 
3. Once on the website there is a Menu button at the top right corner , You can chose your language from the top right hand drop down box



4. It will then ask you for your email address, you can either use your email or your NHS app details.
5. If you already have an Anima account enter your password - if not, please create one
6. Anima will then send you an email to verify your Anima Account
7. Once logged in please click 'submit'
8. Options will appear on your screen, to ask a question or request an appointment please select one
9. If you have clicked medical, it will then ask you who you are booking the appointment for - if it is for yourself - or your children.
10. A message will then appear stating that Anima is not for urgent requests such as if you are experiencing signs of a heart attack, please **DO NOT** use Anima and dial 999.
11. You will then get to the list of issues that you want to discuss today. If your problem is not listed, please click the button which says 'my problem isn't listed' which is located at the bottom left of your screen.
12. Anima will ask around 18 questions - "Have you had this problem before? And how long have you had this issue for?"
13. Once all questions have been answered click "Submit"
14. On the last question it will then ask you which appointment you would prefer such as telephone or face to face. Also, what would your availability be if there is a certain time of day you will not be able to answer your phone or attend the surgery. It will also ask you if you need an interpreter.
15. This form will then be passed onto our triage team at our head office, who will then contact you with an appointment or information.

**PLEASE CHECK BOTH YOUR EMAILS AND TEXT MESSAGES AS WE WOULD NOT WANT YOU TO MISS AN APPOINTMENT.**

When a high demand of requests has been submitted Anima will close for a short while to enable us to catch up and will re-open later in the day.

Anima closes for the day at 3:30pm on Monday, Tuesday, Wednesday, Friday and 11.00 am on Thursday.

Any Questions please ask reception, and we will do our best to help you.