



Under 'Settings,' you can add children or individuals you care for, change passwords, and update preferences.

English (GB) ▼

Log in or sign up to Anima

The fastest way to get the help you need through online consultation.

NHS Continue with NHS login

OR

Email address

Continue with email

Tip 1: Login with Email
If you forget your password it's easier to recover it this way.

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Settings

- Login settings
- Multi-factor authentication
- Your preferences
- Dependants & children
- I've changed my GP practice

Support

- Where else can I get medical help?
- Visit help centre
- Give us feedback
- Report a bug

Update password

Current password

New password

Confirm password

Update password

Link an NHS login

You can use NHS login to access your Anima account instead of using your email and password to log in.

Press the button below to verify your NHS login details. After you have been verified, we will ask you to confirm your decision.

NHS Continue to NHS login

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How can we help?

Medical request >
Use this for any new or ongoing medical problem

Admin request >
Use this for any admin queries, for example to enquire about test results, fit (sick) notes, etc

Self-help >
Use this to find NHS advice and guidance on managing common conditions at home

Quick access

- Cancel Appointment >
- Repeat Prescription >
- Time off work (sick note) Request >
- Personal Details Update >
- Medication Review >
- Test Results Request >

Hi Donotuse

Practice details

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Settings

Log out of Anima

THE THORPE BAY SURGERY
Open - Online request closes at 18:30

Announcements

10-Feb-2025
Anima is now open from 8:00am to 6:30pm.
If you are submitting a request after 6pm, the request will not be seen until the next working day.

Online request opening hours

Monday	8:00 am - 6:30 pm
Tuesday	8:00 am - 6:30 pm
Wednesday	8:00 am - 6:30 pm
Thursday	8:00 am - 6:30 pm
Friday	8:00 am - 6:30 pm
Saturday	Closed
Sunday	Closed

Frequently asked questions

- Important Notice: Attending the Correct Surgery Location
- Proper Use of Repeat Prescription Services
- Time To Learn Closure Dates
- Welcome Anima Opening Times

Patient Name
Surgery Name

Any Announcements

Opening Times

Settings

Medical request: use this if you require an appointment with a GP or another healthcare professional.

Admin requests are open 24/7. Use this for cancelling appointments, test results, medication reviews, prescriptions, forms, updating details, and sick notes.

How to Submit a New Triage:

1. Click the blue button on the home screen.
2. Select who the triage is for.
3. In the first two boxes, briefly describe what's wrong (these are usually the most important fields).
4. You will then be directed to two pages of screening questions. If necessary, you will be advised to go to A&E.
5. You may receive a pop-up about other services; you can choose 'Yes' or 'No.'
6. Answer all the questions. Some may seem random, but they follow NICE guidelines used by GPs to assess if symptoms are urgent.
7. Before finishing, choose your preferences. Please note that the type of appointment or location may change if the person triaging needs to see you in person or if your request can be handled over the phone.
8. Click 'Finish'.

Hi Donotuse

Submit a new request

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THE THORPE BAY SURGERY

Open Online request closes at 18:30

Announcements

10-Feb-2023

Anima is now open 8am to 6.30pm

If you are submitting a request after 4pm, the request will not be seen until the next working day.

Slot guaranteed for: 29:53

Close and save as draft

Before you begin...

Please select who you are submitting this request for

Donotuse Xxtestpatient-Tcuy

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](#)

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Begin

Slot guaranteed for: 28:04

Close and save as draft

Which condition or problem would you like to discuss today?

Heart Burn

Heartburn / Indigestion

Stable Angina

Search

Other services may be helpful

There may be other NHS services nearby that can help you get treatment faster than seeing your GP. Would you like to see pharmacies nearby that could help with your problem?

No

Yes

Slot guaranteed for: 24:31

Close and save as draft

Let's make sure this is not a medical emergency. Do you have chest pain with any of the following symptoms? Select all that apply. If not, leave blank and continue.

☐ Started with shortness of breath/sweating/feeling sick

☐ The pain spreads (e.g. to arms, neck, back, jaw)

☐ Heavy/tight chest

☐ Pain lasts more than 15 minutes

Next

Slot guaranteed for: 20:12

Close and save as draft

Have you been vomiting in the past week?

Yes

No

Do you have any other comments or questions for us? For example: [Please have a specific comment that is relevant to your request.](#)

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

In the event that we do require more information from you before we resolve your request, how would you like to be contacted? We will try to use your preferred contact method.

No preference

In the event a follow up consultation is required, will you need an interpreter?

No

Please enter which language

Please let us know your availability

In case an in-person appointment is required, please let us know your preferred location

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

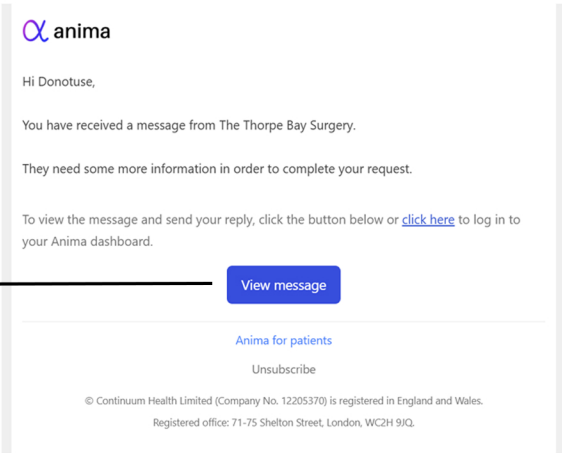
Thank you! You have reached the end. We will review your answers as soon as possible.

If you are submitting a request after 4pm, the request will not be seen until the next working day.

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

Back to menu

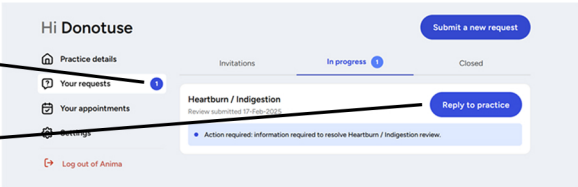
You may receive a request from the clinician asking for additional details or advice. If this happens, you will receive a notice via text and email. Click on the link provided, log in to your Anima account, view your request, and click on 'Reply to Practice.' You can then type a message back to the clinician and attach any relevant pictures.



On your emails click to veiw reply

View message

See your request



Reply to your request

Submit a new request

Hi Donotuse

Submit a new request

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Reply to practice

Your practice has requested more information. Please reply to their message as soon as you can.

Kellie Dennis
17-Feb-2025 10:42
hello test PT

Your reply

500 characters remaining

Upload photos or videos

Please do not upload photos or videos of intimate areas
Accepted file types: JPEG, PNG, MP4, MOV
Maximum file size: 20 MB

Send your reply

Add your text

Add your pictures

Send reply

After submitting your request, you will receive one of three replies:

1. Visit a pharmacy or other services: This will be sent to you via text and email. If you don't have an email address, a staff member will call you back.
2. Direct booking into an appointment slot: If you cannot make the given slot, contact the surgery, and they can reschedule your appointment.
3. Sent a link to book an appointment:
 - . Click on the link sent via email or text.
 - . Click on Your Appointments.
 - . Click on Invitations.
 - . View the invitation.
 - . Choose your preferred appointment slot.

You will see the next available appointment on the text page, or you can adjust the settings for location and clinician. Using the arrows, you can view all available dates and times. Please note that additional slots become available every day, and you do not have to choose a slot for the same day the triage was made.

Under 'Your Appointments,' you can view any upcoming appointments made through Anima.

Change Location

Pick a Clinician

Change Dates & Times

Hi Donotuse

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Submit a new request

Please select a time that suits you from the choices below.

Location

Show all

Appointment type

In-person

Clinician

Show all

Select date and time

Friday, 21 February

9:10 AM

You've selected

Date

Friday, 21 February

Time

9:10 AM - 9:20 AM (10 minutes)

Location

North Shorebury Surgery

Appointment type

In-person

Clinician

Mr Reiss Thomas

Role

Community Practitioner

Your selected appointment will be booked and you will receive a confirmation email with a calendar invitation when you click Confirm and book appointment.

Confirm & book appointment

Hi Donotuse

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Log out of Anima

Submit a new request

Invitations

Upcoming

Cancelled

No upcoming appointments found in Anima. Please note that your care provider may have booked an appointment through other means.

Your Appointments

Hi Donotuse

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Log out of Anima

Submit a new request

Invitations

Upcoming

Cancelled

Invitation for in-person consultation

Sent on Monday, 17 February 10:57 AM

View invitation

View Invite

Hi Donotuse

Practice details

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Log out of Anima

Submit a new request

Appointment invitation

You've been invited to book a in-person consultation.

Patient

Donotuse Xtestpatient-10xy

Duration

10 minutes

Availability

17-Feb-2025 - 03-Mar-2025

Comments

None

Choose appointment slot

Decline appointment invitation

Hi Donotuse

Practice details

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Log out of Anima

Submit a new request

In-person consultation with Mr Reiss Thomas

Your appointment is booked

Patient

Donotuse Xtestpatient-10xy

Duration

10 minutes

Appointment type

In-person

Clinician

Mr Reiss Thomas

Role

Community Practitioner

Location

North Shorebury Surgery

Date

Feb 21, 2025

Time

at 9:10 AM

Comments

None

Cancel appointment

Hi Donotuse

Practice details

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Log out of Anima

Submit a new request

Invitations

Upcoming

Cancelled

In-person consultation with Mr Reiss Thomas

Booked for Friday, 21 February at 9:10 AM

View