

Frequently Asked Questions

I can't use IT and/or I have no email address!

- Anima is safe, secure, easy to use and the best way to contact us with medical or admin requests, so we can get you to the help you need quickly and efficiently.
- In order to have an Anima account you need an email address.
- If you do not have an email address, it is easy to set up. This link provides guidance for Google mail, however many other options are available.
<https://support.google.com/mail/answer/56256?hl=en-GB>
- We understand that not all of our patients will be able to use this technology. If this sounds like you and you want to try Anima, we will have availability on a Monday, Wednesday and Friday between 12:00 – 13:00 for patients to drop in for some support.
- You can ask someone you trust – like a carer or family member – to help you set up and access Anima.
- If you make any changes to your contact details, (e.g. new email address or mobile number) please use our website to update your details on the link here:
<https://www.woolpithealthcentre.co.uk/contact/keep-us-updated/>
- See below for information about carers and dependents.
- We pride ourselves on giving the same level of care to all of our patients, if you can't access our services using Anima, speak to our Reception team who are here to help.

I have tried to sign up to Anima but I don't know my NHS number!

Don't worry. You can still register and once you have submitted your form a member of staff at Woolpit Health Centre can complete any missing details.

How do I add dependent children?

- Once you have created your own Anima account, you can add dependents and children.
- Adding a child under 16 years is very simple.
- Log into your Anima account and click Settings / Dependents and children / Add new dependent then complete and submit the form.
- Watch this YouTube video for a visual demonstration. <https://youtu.be/KevBODBMkho>
- When a dependent has been added and verified, you will be able to submit Anima requests on their behalf. Any emails or messages received will go to the account owner's registered contact details.
- If you are unable to complete all the form details, submit anyway and Woolpit Health Centre staff will manually enter and verify the details.

- It is difficult to state at what age any child will become competent to make autonomous decisions regarding their healthcare as between the ages of 13 – 16 years this varies from person to person.

I am a carer, how do I add dependents aged 16+ years?

- Once you have created your own Anima account, you can request for dependents to be added.
- Any new dependent must not have an existing Anima account.
- We have devised a [consent form](#) – you can pick up a copy from Reception or ask for it to be emailed to you.
- Once complete email or hand deliver to Woolpit Health Centre for verification.
- If the dependent is unable to sign the consent form they will be requested to bring the form along to their next appointment whereby a staff member can validate the request.

My spouse/partner and I share email addresses!

- To help us with patient verification and to ensure information sent to you remains secure, each account created with Anima needs to be related to a unique email address.
- If you share an email address with someone else, you may wish to consider the following options in order to create an Anima account:
 - One of the users creates a new email address. This is easy to set up. <https://support.google.com/mail/answer/56256?hl=en-GB>
 - It doesn't matter which provider you use - Gmail, Hotmail/Outlook, YahooMail, iCloud - and they are all free.
- Ask someone you trust to help you.
- If you make any changes to your contact details, please contact us or use our website to update your details. <https://www.woolpithealthcentre.co.uk/contact/keep-us-updated/>

I am concerned about the privacy and security of my medical details

- Anima is safe, secure, easy to use and the best way to contact us with medical or admin requests, so we can get you the help you need quickly and efficiently.
- Anima is approved and widely used by the NHS.
- For further details of how we handle your data please visit our website: <https://www.woolpithealthcentre.co.uk/>

Is there an Anima app?

There is no app but it's easy to bookmark the website on your phone, iPad or PC.

[How can I add Anima to my phone's home screen? | Anima](#)

Will Anima offer me a choice of appointments?

- Anima allows you to specify your availability and preferred appointment type (face to face or telephone).
- We will offer you a choice of appointments that suit you dependent of the clinical urgency of your request.
- Requests will be reviewed by our team and we may advise you to seek help from a more appropriate service (for example we cannot help with dental problems or if we are concerned your problem is very urgent we will direct you to emergency services).
- If a specific team member is not available, we will invite you to book with a suitable alternative.

How long will I wait for a response?

- We will respond to all requests within two working days and usually on the same day.
- This will sometimes mean you are offered a same day appointment (by telephone or face to face) for urgent problems.
- For less urgent requests we will offer a choice of future dates and times.
- **Please note Anima is NOT suitable for urgent requests, whereby you will be advised to seek medical help immediately by calling 999 or by visiting your local A&E.**