

# 2024 Overview

## Doctors:

Throughout 2024, our GP Team conducted:

- 37,568 Telephone Consultations
- 20,235 Face to Face Appointments
- **889 Booked appointments were not attended by patients (DNA's)**

## Nurses:

Throughout 2024, our Nursing team conducted:

- 14,312 Face to Face Appointments
- 1,723 Telephone Consultations
- **881 Appointment DNA's**

## Physiotherapists:

Throughout 2024, our Physiotherapists conducted:

- 1,773 Appointments
- **177 Appointment DNA's**

## Medicines Management

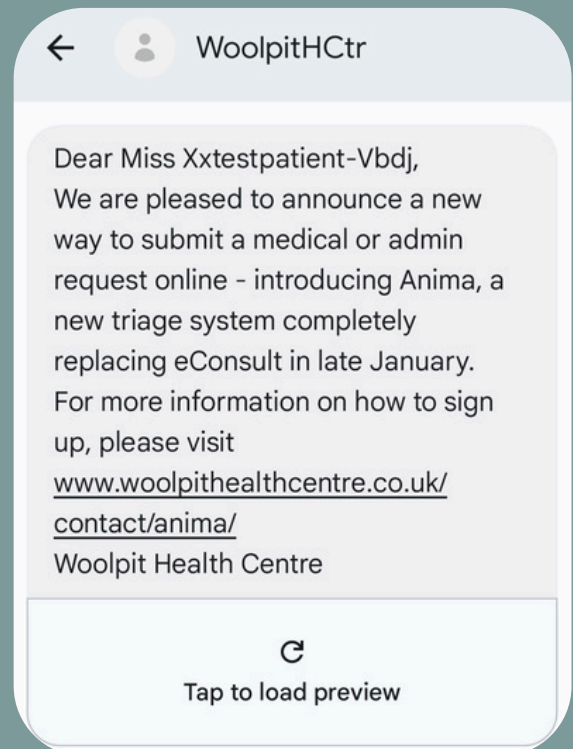
### Team:

Throughout 2024, our Medicines Management Team conducted:

- 15,386 Medication/BP Reviews
- 2,385 Face to Face appointments
- **483 Appointment DNA's**

## Happy 2025 to all of our patients!

With our upcoming launch of Anima, please be assured, if you receive the below text message, it is legitimate correspondence from Woolpit Health Centre.



## Pharmacy Team:

Throughout 2024, the Pharmacy team:

- Dispensed 342,961 items
- 15,004 orders were collected from the Prescription Collection Machine



Our new website is now live, please visit:

[www.woolpithealthcentre.co.uk](http://www.woolpithealthcentre.co.uk)



On 23rd January 2025 we will be introducing a new triage system called **Anima**, completely replacing eConsult.

**Anima** seamlessly and confidentially integrates with your medical record bringing improvements to how you submit medical or administrative requests and how our staff assess your requests.

**Anima's** triage system allows our team to continue to improve response times by helping us to direct you to the most appropriate healthcare professional according to clinical urgency and need.

### **Medical Requests**

Please note **Anima is NOT suitable for urgent requests, whereby you will be advised to seek medical help immediately by calling NHS 111, 999 or by visiting your local A&E.**

To submit a request you will be guided through a series of questions directly related to the medical condition or problem you have selected.

### **Administrative Requests**

Below are some examples of common admin requests:

- Time off work (Sick Note)
- Repeat Prescriptions
- Travel Assessment

### **Accessibility Requirements**

For patients who meet any of the criteria below, please be reassured you can still call the surgery on 01359 240298, option 2 to be assisted by our Care Navigators:

- If you do not have access to the internet, or struggle using it;
- If you have a language barrier;
- If you have a disability;
- If you are in mental health crisis;
- If you are neurodivergent.

### **Get Prepared**

To avoid unnecessary delays at the point of requiring our services, we strongly advise that you get yourself Anima ready and set up your account now by scanning the QR code on the right of this page.

