



7th February 2025

IMPORTANT INFORMATION ENCLOSED

Dear Patient,

RE: Changes to the appointment booking system

Following on from feedback received, Patients are struggling to get an appointment with the Surgery and are finding the phones lines difficult to get through due to too many patients calling at once, we will be trialling a new way for patients to access our surgery.

From the 1 April 2025, there will be a link to Anima Total Triage on our website that will allow patients to request an appointment and or ask administration queries. Once a form has been submitted, our team will triage your appointments and sign post your medical condition to the most appropriate service.

Please note that from the 1 April 2025, we will not take appointment bookings over the phone or by visiting the practice. Please see exemptions of this below;

Our Reception Team will complete the online form over the phone or when visiting the practice for patients;

- Who have a learning disability
- Who are elderly and without internet access

Once the form has been completed by the Receptionist, requests will be handled based on urgency, ensuring fair and timely access to care.

The Benefits

- The patients that really need to see a GP will get an appointment and the patients that can be seen by another service or clinician will be signposted.
- No phone queue waiting times
- The link will be live from 7:30am.
- You will get a documented response with answers to the queries
- The Portal is very easy to use with questions for you to answer with added optional photo attaching

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Lisa Marotta – Practice Manager

Admin Queries

Anima Total Triage will give you the options below when you want to submit an admin query, these will be sent to the Practice for us to complete.

- Doctors Letters
- Sick Notes
- Questions about a referral (update / Status)
- Test Results
- I need help with something else

This is a new way of working for both us and you, but your access to an appointment will be greatly improved, thank you for your understanding and we hope you find the new service useful. We welcome feedback once we have gone live so we can continue to approve our service.

Many thanks

Lisa Marotta

Lisa Marotta
Practice Manager