

ACCESS OUR SERVICES


Not sure how to book an appointment?

We use an **online triage system (Anima)** to make sure you are seen by the right clinician at the right time.

Submit a Request Online (Fastest Option)

 [Submit Anima Request] <https://anima.thirdparty.nhs.uk/blue/o/nn46lwwoo>

- Complete a simple online form via our website
- Tell us about your symptoms or request
- Our clinical team will review and respond

 *Best for: new health concerns, ongoing symptoms, medical advice*

Prefer to Contact Us Another Way?

- **Call the practice 01604 709922** – our team will complete an Anima request on your behalf
- **Visit reception** – we will support you to access care

 *You will receive the same level of care if you cannot go online*

Urgent vs Routine Queries

Urgent (needs attention today)

- Worsening symptoms
- Severe pain or distress
- Suspected infection or acute illness

 **Submit an Anima request and clearly mark as urgent, or call us directly**

Routine (can wait a few days or be planned)

- Ongoing or long-term conditions
- Medication reviews
- Fit notes or administrative requests

[➔ Submit an Anima request online](#)

What Happens Next?

Once you submit your request:

- A **clinician reviews your information**
 - You will be contacted with the most appropriate outcome:
 - Same-day response
 - Booked appointment
 - Advice by text or phone
 - Referral to another clinician (e.g. nurse, pharmacist)
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Need Urgent Help?

- For life-threatening emergencies call **999**
 - For urgent advice when we are closed, contact **NHS 111**
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Our Commitment to You

We are continually improving how we communicate and provide access to ensure our services are:

- **Clear and easy to use**
- **Fair and clinically safe**
- **Responsive to patient needs**