RIVERSIDE
www.riversidehealth.co.uk

Anima | FAQs

Do I need to register?
Yes. You will have two options 'Use Anima with NHS Login' or 'Continue without NHS Login' where you will be asked to fill out some details and set a secure password.

Please register at: https://patients.animahealth.com/signIn

How do I use Anima?
Once you have registered, click to submit an urgent/routine or admin query. Then answer a few simple questions. The more information you give us, the better we will be able to help you.

Please monitor your phone, as we may send you a text or give you a call during your stated available times. You can also track your request on the Anima dashboard.

If you miss a call from us, please do not call back, we will make 3 attempts to contact you.

I have submitted a request when will I be contacted?
Most cases are dealt with on the day. However, for non-urgent requests, you may receive a response within 3 working days. Please monitor your email inbox, Anima account and phone calls, as we will be in contact with you through one of these channels.

Can I request my repeat prescriptions through Anima?
Yes.

Can I submit one request with multiple queries?
No, please submit a new request for each problem. We have several dedicated teams each dealing with specific types of requests.

Why will Anima not allow me to put a request through?
- This online service is available Monday – Friday 8AM to 5:00PM.
- We may also be at full capacity for appointments on that day.
- The practice maybe on a training afternoon.
- For urgent medical queries and emergencies, please continue to call 111 or call 999.

How does it use my data?
Anima has gone through all the necessary checks required by NHS Digital. The NHS has a lengthy assurance process to make sure we meet the highest standards of safety and security. Your data is safe and is shared only with your GP Practice for the purposes of your direct care. Your data is stored and sent securely using industry best practices, and we only collect the data that is necessary to allow your GP Practice to provide you with care.

For more help using Anima, please visit:
https://animahealth.zendesk.com/hc/en-gb/categories/4422717737105-Patients