



Riverside Health Partnership

Retford | Harworth | Misterton | Gringley



PATIENT GUIDE TO USING ANIMA

Provided for you by our Patients Participation Group

'Patient's Voice'



If you would like to become a member of our PPG please [email: nnicb-bassetlaw.riversideppg@nhs.net](mailto:nnicb-bassetlaw.riversideppg@nhs.net)

How to Use Anima (without downloading the app)

There are a number of screens to complete, please be assured it is a simple and short process.

Go to the Riverside Health website

You will see the screen opposite.

To start using Anima click on the

[please click here](#)

The screenshot shows the website www.riversidehealth.co.uk. At the top right is a search bar. Below the search bar is the Riverside logo and a navigation menu with links: Home, Our Practice, Appointments, Prescriptions, Self Help, NIS App, News, and Contact & Opening. A yellow banner highlights the 'Online Consultation (Anima)' section, which states: 'You can now submit all enquiries including Appointments, Medical requests, Prescriptions, Test results and SickFit notes through our online consultation system Anima. To log in or create an account, [please click here](#).' An orange arrow points from the 'please click here' link in the banner to the 'please click here' text in the left-hand column of the document. Below the banner is a large image of a brick building with a blue speech bubble overlay that says 'Riverside Health Partnership'. At the bottom of the page, there are three small thumbnail images.

If there is **availability for a same day appointment** you will see this screen

Click on the appropriate request

The screenshot shows the NHS online services interface for Riverside Health Centre (DN22 6FB). At the top left is the NHS logo, and at the top right is the text "Provided by Anima" with an external link icon. Below this is a greeting: "Good morning from everyone at Riverside Health Centre (DN22 6FB)". There are three main service cards, each with a blue arrow icon on the right: "I want help with a health problem" (with subtext "Contact us about new or ongoing symptoms"), "I have an administrative query" (with subtext "Contact us for a document or update"), and "I want to view online advice" (with subtext "Find out about conditions, symptoms and treatments, including what to do and when to get help"). Below these is a section titled "Highlighted by your GP surgery" containing two more cards: "Repeat Prescription" and "Test Results Request", both with blue arrow icons.

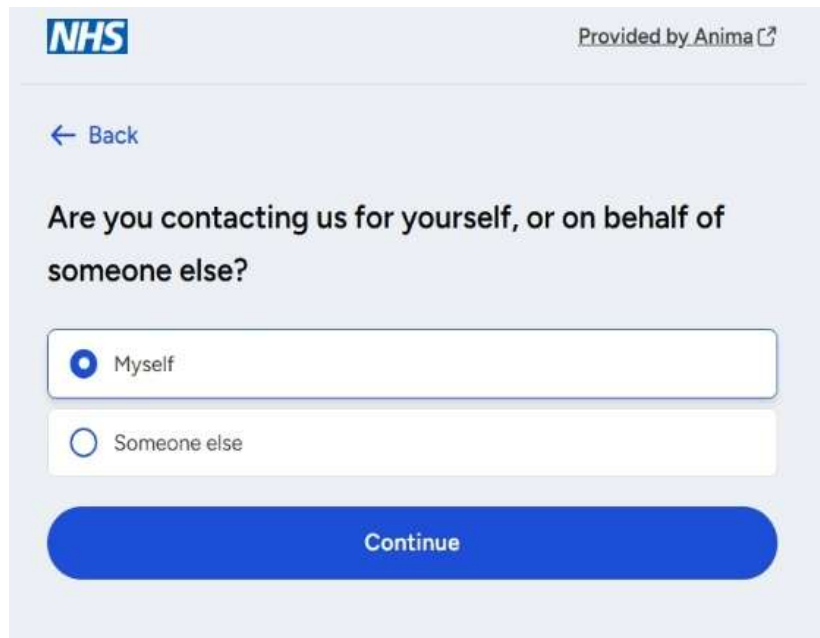
If there are **no same day appointments available** you will see this screen

Click on the appropriate request

The screenshot shows the NHS online services interface for Riverside Health Centre (DN22 6FB). At the top left is the NHS logo, and at the top right is the text "Provided by Anima" with an external link icon. Below this is a greeting: "Good morning from everyone at Riverside Health Centre (DN22 6FB)". A yellow banner at the top of the main content area contains the text: "We are now at full capacity for SAME DAY medical requests. However, you can still submit ongoing medical requests." Below the banner are three main service cards, each with a blue arrow icon on the right: "I want help with a health problem" (with subtext "Contact us about new or ongoing symptoms"), "I have an administrative query" (with subtext "Contact us for a document or update"), and "I want to view online advice" (with subtext "Find out about conditions, symptoms and treatments, including what to do and when to get help"). Below these is a section titled "Highlighted by your GP surgery" containing one card: "Repeat Prescription" with a blue arrow icon.

Make your selection

Remember to click Continue



NHS Provided by Anima [↗](#)

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Are you contacting us for yourself, or on behalf of someone else?

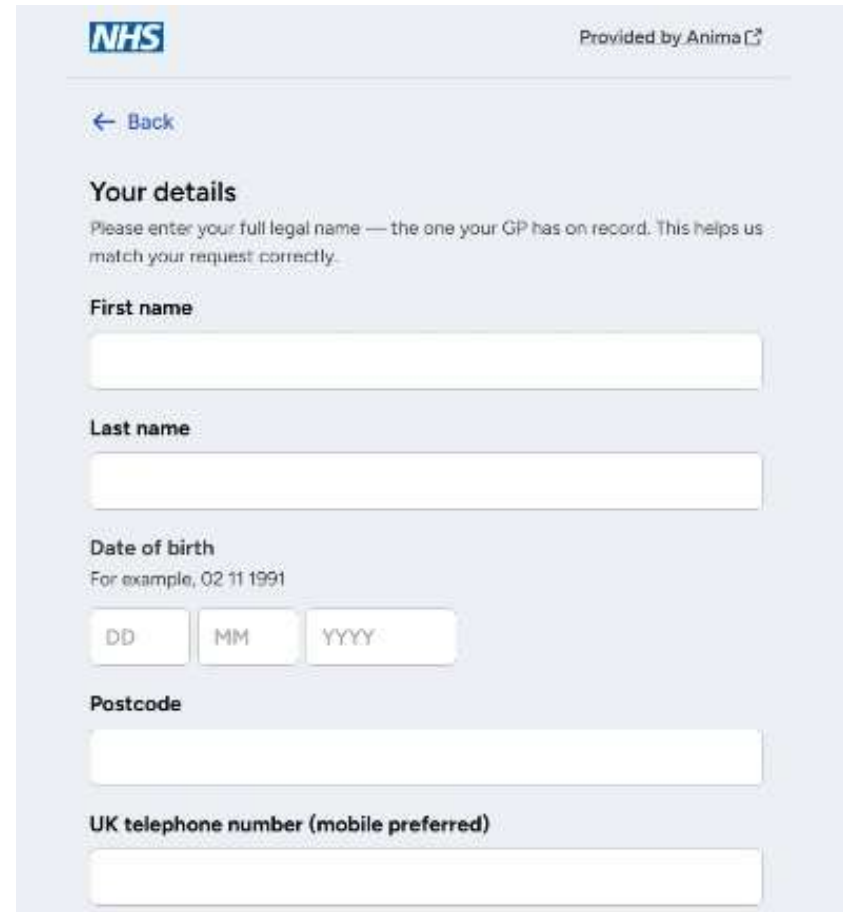
Myself

Someone else

Continue

Enter your details

You can proceed without entering a telephone number



NHS Provided by Anima [↗](#)

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Your details

Please enter your full legal name — the one your GP has on record. This helps us match your request correctly.

First name

Last name

Date of birth
For example, 02 11 1991

Postcode

UK telephone number (mobile preferred)

If you enter a mobile number, you will be sent a code by text message which you will need to enter here

NHS Provided by Anima

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Verify phone number Your mobile number will show here

We've sent a verification code to

~ [Not received a text message?](#)

Verification code
The code is 6 digits

Continue

Once you have entered your details (and your code, if you have entered your mobile number) you will see this screen.

Check the name in the box is correct then click BEGIN

Slot guaranteed for: 29:48

Before you begin...

Please select who you are submitting this request for

Your name will appear here

If you would like to submit a request on behalf of your child or other dependant, please make sure they have been added to your account before continuing. [Click here to add dependants to your account](#)

Back Begin

If there are **no same day appointments** available, you will see these 3 screens

Click your answer on each of these 3 screens to progress.

You will then move on to this screen

By continuing, you acknowledge that you are happy to wait for a non same day response.

If you continue and submit a request that requires more urgent attention, please note you may be contacted and directed to 111 / Urgent Treatment Centre / Pharmacy First.

Back to menu

I understand

If there is **availability for a same day appointment** you will see this screen immediately.

Read thoroughly, click all that apply. Proceed by clicking **NEXT**

Slot guaranteed for: 27:54

Anima is not suitable for emergencies. Are you experiencing any of the following symptoms? Select all that apply. If none, leave blank and continue.

- Signs of a heart attack - pain like a very tight band, heavy weight or squeezing in the centre of your chest or any pain that moves into your jaw or neck
- Signs of a stroke - face drooping on one side, can't hold both arms up, difficulty speaking, or weakness or numbness on one side of your body
- Severe difficulty breathing - gasping, not being able to get words out, choking or lips turning blue
- Seizure (fit) - someone is shaking or jerking because of a fit, or is unconscious (can't be woken up)

Next

Read thoroughly, click all that apply
Proceed by clicking **NEXT**

Slot guaranteed for: 27:46

Please let us know if you are experiencing any of the following - select all that apply. If none, leave blank and continue.

- Severe injuries - including deep cuts after a serious accident
- Poisoning - you have swallowed something you should not have (medicines, batteries, household chemicals)
- Heavy bleeding that won't stop - uncontrollable bleeding from any part of your body
- Sudden, rapid swelling - of the eyes, lips, mouth, throat or tongue

Next

You can type your issue here
Then click **SEARCH**

Slot guaranteed for: 26:47

Which condition or problem would you like to discuss today?


Type your issue here... **X** **Search**

- New skin problem** >
lump, spots, cysts, redness, discharge
- None of these** >
none of these
- Osteoarthritis** >
pain, knee, joint, stiffness, osteoarthritis
- Pain during sex** >
spotting, dyspareunia, pain during sex, pain on intercourse, erectile dysfunction
- Pain when urinating** >
cloudy, dysuria, urgency, prostate, pain when urinating

[My problem isn't listed above](#)

Or select **None of these**
Or choose any of the listed conditions

Read the options and click on your answer

 Slot guaranteed for: 26:37


What would you like to discuss today?

A new problem

A longstanding condition that the GP knows about

Type in the box

Please be brief, then click **NEXT**

 Slot guaranteed for: 26:05

Please summarise the problem in a few words. Please be specific, you will be able to provide more detail later. For example, 'Arthritis in right knee' or 'Lower back pain'

Problem overview

Example

I have pain in my stomach and back

0 characters remaining

Next

Type in the box

Please give as much detail as possible, then click **NEXT**

< Slot guaranteed for: 24:54

Please describe the new problem you are experiencing in more detail. If you are experiencing multiple problems, it is better to complete this questionnaire for each problem separately. This makes it easier for us to understand and give each problem the attention it requires.

Problem details

This is a test for demonstration purpose - PPG

Example

I am getting sharp pains in my stomach and have a lot of pain in my back at the left hand side

Next

Read the options and click on your answer

< Slot guaranteed for: 24:39

For how long has this problem been affecting you?

Less than one day

1 - 3 days

3 - 7 days

1 - 2 weeks

More than 2 weeks

Read the options and click on your answer

< Slot guaranteed for: 24:30

Do you think you know what might be causing the problem?

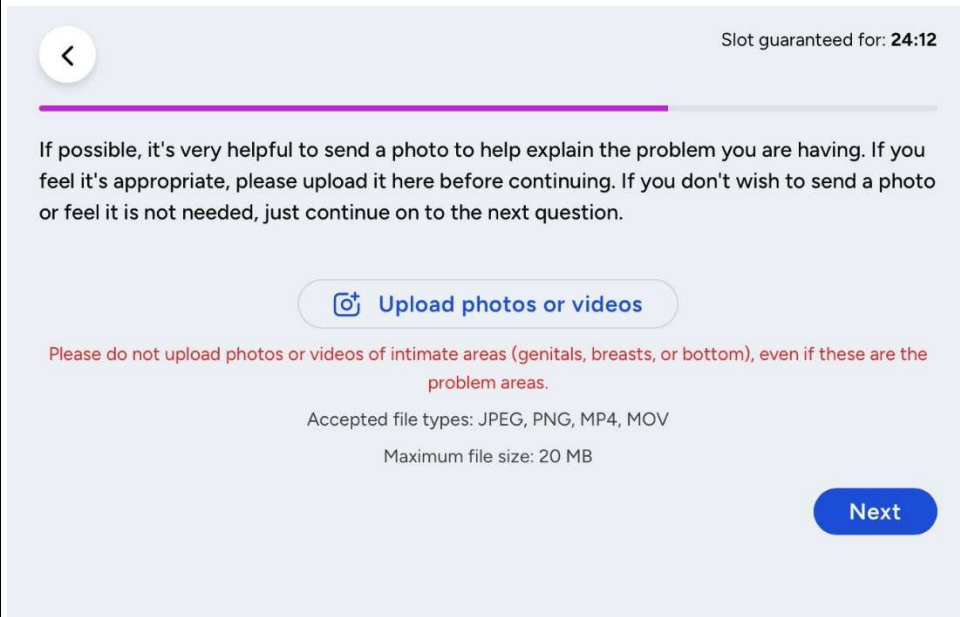
Yes

No

Read the following screen,


you do NOT need to send a photo or video,

but you MUST click **NEXT** to proceed



Slot guaranteed for: 24:12

If possible, it's very helpful to send a photo to help explain the problem you are having. If you feel it's appropriate, please upload it here before continuing. If you don't wish to send a photo or feel it is not needed, just continue on to the next question.

 Upload photos or videos

Please do not upload photos or videos of intimate areas (genitals, breasts, or bottom), even if these are the problem areas.

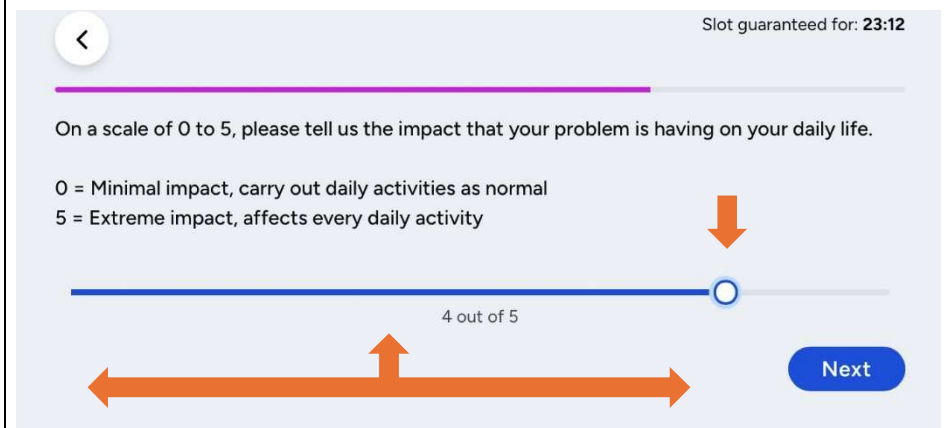
Accepted file types: JPEG, PNG, MP4, MOV
Maximum file size: 20 MB

Next

Tap the screen on the sliding scale

and move it to the right until you reach the appropriate

number then click **NEXT**



Slot guaranteed for: 23:12

On a scale of 0 to 5, please tell us the impact that your problem is having on your daily life.


0 = Minimal impact, carry out daily activities as normal
5 = Extreme impact, affects every daily activity

4 out of 5

Next

Type in the box

Please give any further details, then click **NEXT**

 Slot guaranteed for: 22:31

Please tell us more detail about how your problem is affecting your daily life

Additional details


Unable to go out because of being so uncomfortable

149 characters remaining

Next

There will now be several screens

Please read the options and **CLICK** on your answer

 Slot guaranteed for: 21:26

We would like to ask you some questions that may sound strange, but they can be useful in helping to figure out the problem.


Have you lost a significant amount of weight in the last few weeks/months without trying?

Yes

No

Next screen

Please read the options and **CLICK** on your answer

 Slot guaranteed for: 21:14

Have you noticed a new cough that has been there for more than 3 weeks?

Yes

No

Screens continue...

Please read the options and **CLICK** on your answer

Slot guaranteed for: 21:04

<

Do you currently smoke? If so, how much?

Never smoked

1 - 5 per week

1 - 5 per day

5 - 10 per day

10 - 20 per day

20+ per day

Ex-smoker

Screens continue...

Please read the options and **CLICK** on your answer

Slot guaranteed for: 20:28

<

Please describe your alcohol intake in units. 1 unit = approximately half a glass of wine OR half a pint of lager OR 1 shot of vodka.

I don't drink alcohol

1 - 5 units per week

5 - 10 units per week

10 - 15 units per week

15 - 20 units per week

20+ units per week

Type in the box

Please give any further details, then click **SUBMIT**

Slot guaranteed for: 19:41

Do you have any other comments or questions for us? For example:
Do you have any specific worries or concerns about your condition?
What are you hoping we will be able to do for you today?
Otherwise leave blank, and continue when you are ready to submit all your answers.

Please go back and check your answers before you submit - you will not be able to change them after this point.

Additional comments

500 characters remaining

Submit

Type in the box

Please give any further details, then click **SUBMIT**

Slot guaranteed for: 19:15

Do you have any other comments or questions for us? For example:
Do you have any specific worries or concerns about your condition?
What are you hoping we will be able to do for you today?
Otherwise leave blank, and continue when you are ready to submit all your answers.

Please go back and check your answers before you submit - you will not be able to change them after this point.

Additional comments

Please contact me, thank you

472 characters remaining

Submit

Now to submit your request

Click on 'Yes, submit my answers'

Slot guaranteed for: 19:09

Do you have any other comments or questions for us? For example:
Do you have any specific worries or concerns about your condition?
What are you hoping we will be able to do for you today?
Otherwise leave blank, and continue when you are ready to submit all your answers.

Please go back and check your answers before you submit - you will not be able to change the

Are you sure?

Please confirm that you would like to submit your answers to your practice and finish the review. Once you have submitted your answers you cannot go back and change them.

No, I want to review my answers first

Yes, submit my answers

Submit

Almost there...

Read and complete. Remember to click **FINISH**

Slot guaranteed for: 18:41

Do you have any other comments or questions for us? For example:

Before you finish...

In certain cases (only if it is clinically appropriate), we may be able to respond to your Anima request and send you a management plan without requiring more information from you.

This means you may get the care that you need quicker.

Would this be OK?

Yes, that's fine

In the event that we do require more information from you before we resolve your request, how would you like to be contacted? We will try to use your preferred contact method.

No preference

In the event a follow up consultation is required, will you need an interpreter?

No

Please enter which language

Please let us know your availability

In case an in-person appointment is required, please let us know your preferred location

Finish

You have successfully submitted your request to Riverside Health via Anima



Thank you! You have reached the end.

We will review your answers as soon as possible. **In most cases, you will receive a response on the same day. However, it may take up to 3 working days for us to get back to you.**

If you have the NHS app, all messages will be directed through this in the first instance, a further message will be sent through your Anima account and registered email address.

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