

## Survey Feedback

Thank you to all those of you who took part in the survey where we asked for your thoughts on Anima and services that you would like to see available at the Surgery.

### **Anima:**

We are aware that Anima is not as straightforward as many of you would like and to that end, we are in discussion with Anima to see if some of the issues can be rectified and made simpler. As you will know it is now compulsory for surgeries to have an online booking service and there are a number of systems available. One of the positive features in Anima's favour is that, unlike many of the others, it performs an initial clinical triage and prioritises requests according to severity. Requests are then sent to the Hub at the Surgery where they are triaged a second time and dealt with accordingly. The Surgery has decided to persevere with Anima for another year to give time for any glitches and malfunctions to be ironed out.

### **Below is a summary of requested services:**

Medication delivery is available but only in specific circumstances.

Oncology blood tests are available.

Ear wax removal and podiatry available but not on NHS.

Minor surgery, if not cosmetic, is referred on as is Dermatology.

Mammograms are contracted out.

Cryotherapy – unavailable as liquid nitrogen is no longer available to surgeries.

Coil fitting – it is hoped to make it available in the future.

Aneurism testing – self refer to Essex Aneurism Service.

Mental Health and Wellbeing - Mental Health input from specialist nurses is available for adults and children across Essex and can be accessed through the Surgery and the Social Prescriber.

Menopause and fertility issues should be discussed with one of the doctors.

Difficulties with weight loss are referred on.

There were requests for the provision of a separate waiting area/quiet space for Autistic patients and discussions are taking place to see what adjustments can be made.

***The Surgery strives to provide patients with the best possible service and thanks you for your patience.***