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Digital Consultations Explained

From next year all GP Practices nationally are contractually required to adopt digital consultations to improve your access to services.

Over the coming months we will be introducing **Anima**, a secure and easy-to-use online system that will help you get the care you need more quickly and conveniently.

We recognise that change can feel unsettling, especially for those less familiar with technology. You will still have access to your practice by phone or in person. We believe that as more patients use Anima it will reduce demand on our phone lines, making contact easier for all.

What Is Changing?

- *No More Morning Rush*: no need to call or queue for an appointment.
- *Easier Access*: Contact us via a link on our website using a computer, tablet or smartphone.
- *Efficient Responses*: Our clinical team will review your request and decide the best course of action, which may include advice via email, text, phone or arranging an appointment.

About Anima – helping you access care more easily:

- *Secure and Simple Registration*: When available, we'll send you a link to set up your account. (Please ensure the details we hold are correct).
- *Track Your Requests*: You can log in to see the status of any requests.
- *Accessible*: Anima is user-friendly, even if English is not your first language or you have hearing difficulties.

Please be patient and courteous with our teams who will also be adapting to this new way of supporting you.

Roles and Responsibilities

We have a range of different roles at the practice. Please see below for a summary of patients they can see:

- GP – chronic conditions, mental health, sexual health, breast/testicular checks, cardiovascular disease, ongoing joint/muscle pains (after seeing physio), cancer/palliative care, sick notes, post-natal checks.
- Registrar – all the above.
- Nurse Practitioner – minor illnesses e.g. ear/throat/eye infections, UTIs, new skin problems, chest infections, newly unwell. Our individual nurse practitioners have their own specialities – e.g. diabetes, hypertension, HRT and well woman clinics.
- Paramedic – minor illnesses, rashes, skin problems, dressings, generally unwell.
- Practice Nurse – dressings, injections, vaccinations, smear tests. Individual nurses may have separate clinics for asthma, COPD, travel.
- Healthcare Assistant – blood tests, health checks for long term conditions, B12 injections, flu vaccinations, dressings.

- Physiotherapist – joint pain, back pain, sprains.

We also have clinics at the surgery run by visiting clinicians for the following conditions: coils and implants, mental health, COPD, midwife, asthma, weight management. These may be on a regular or ad hoc basis.

Enhanced Access Clinics

Enhanced Access appointments are available for Colte patients on Saturdays in November as follows:

2nd – Wivenhoe Surgery

9th – Riverside Surgery, Manningtree

16th – Rowhedge Surgery

23rd – Tiptree Medical Centre

30th – Walton Medical Centre

Telephone appointments are also available every weekday evening from 6.30-8pm.

Please contact reception to book an appointment in any of these clinics.

Thank you for reading.

Katie Pirie

Practice Manager