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Appointments

- All GP services must offer an online appointment system — this is a requirement.
 - Our chosen system is called Anima. It is not an app.
- We understand there has been some confusion between Anima and the NHS App.
- Anima cannot be accessed via the NHS App.
 - When setting up Anima, you can use your NHS App login details — this means you use the same username and password for convenience.
 - However, you'll need to add Anima as a shortcut on your phone or device's home screen for easy access.

Booking medical appointments

- To request a GP or nurse practitioner appointment, a digital form must be completed — this helps the GP assess your needs before offering an appointment.
- If you don't have internet access or feel unsure about filling in the form, our reception team can help — either over the phone or in person.

Booking nursing appointments

- You can still call or visit reception to book general nursing appointments, such as:
Smear tests
Blood tests
Injections
Dressings
Health checks
Asthma, Diabetes and COPD checks

Appointment Availability

- Appointment numbers are limited and may vary each day — this is to make sure our clinical team works safely.
 - Same-day appointments are given based on clinical need — a GP decides whose needs are most urgent.
- Extra Support
- Over 7,000 patients use Anima, including many of our elderly patients.
 - If you have additional communication needs, please let us know so that we can make reasonable adjustments.
 - You can add elderly relatives or children as dependants to your Anima account and manage their appointments on their behalf.

Phone system

The practice phone system has been upgraded so that you can now request a callback rather than holding on the phone or making multiple attempts.

If you're unsure about anything or need support, please contact the practice and ask our reception team or contact the Digital Access Support Team at 01206 587277.

Enhanced Access Clinics

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

5th – Walton Medical Centre

12th – Colne Medical Centre

19th – Wivenhoe Surgery

26th – Riverside Health Centre, Manningtree

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

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

Easter Opening Hours

The surgery will be closed between Good Friday, 18th April and Easter Monday, 20th April.

Should you need a GP while the practice is closed, please call 01206 302522 where you will be redirected to the out of hours service.

Thank you for reading.

Katie Pirie

Practice Manager