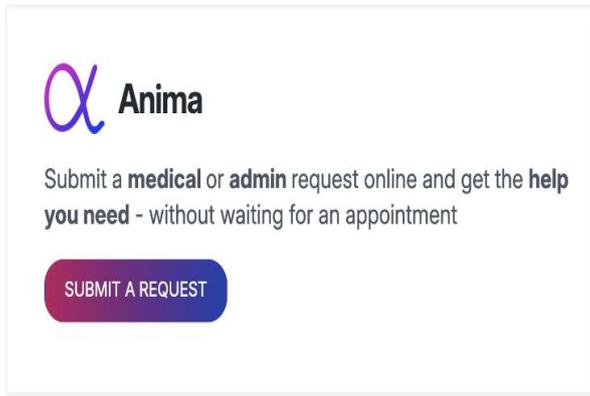


How to Submit a Medical Request Using Anima

Anima allows you to contact your GP surgery online without needing to phone or visit in person.

Step 1: Access Anima

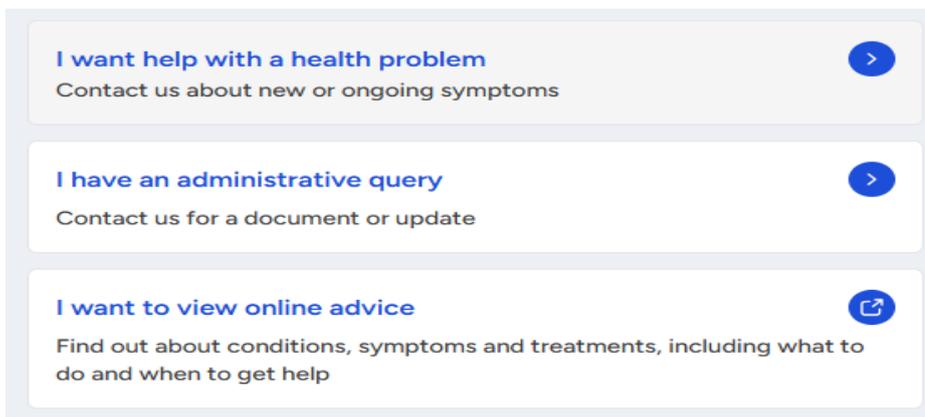
- Go to your [Memorial Medical Centre](#)
- Click the link as per below



- This will open the Anima system.

Step 2: Start Your Request

- Select the correct option



Step 3: select the appropriate option

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

Myself

Someone else

Continue

You will need to submit details

- Enter your **name, date of birth, and contact details.**
- You may need to confirm your identity using a **one-time code** sent to your phone or email.

ME10 4XX

UK telephone number (mobile preferred)

01795477764

Warning! You have provided a landline as your mobile telephone number. You will not be able to receive status updates or communication from your GP practice via SMS.

You will be asked if you want to verify, skip this stage if you do not have a mobile phone

Step 4: read the notices on the screen and select the correct option

I understand

Answer the next questions if you have none of the symptoms select next on each page

Next

or follow the suggested instructions

Step 5: Choose the condition you need help with or search for your issues

Type your issue here...



Search

- Anima will ask a series of questions about:
 - Your symptoms or concern
 - How long the problem has been present
 - Any relevant medical history
 - Medications you are taking
- Answer as fully and honestly as possible. This helps the GP assess your request safely.

Step 6: Add Additional Information

- You may be able to:
 - Upload photos (for example, rashes or injuries)
 - Add extra details you feel are important
- Only upload clear and relevant information.

Step 7: Review Your Request

- You can check your answers before submitting.
- Make sure your **contact details are correct**, especially your phone number.

Step 8: Submit the Request

- Click **Submit**.

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](#)

- You should see a confirmation that your request has been sent successfully.

Step 9: before you finish you have this screen

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

Your availability will be taken into consideration when looking at your request, the following information is used for guidance only and is not a guarantee.

Would you be available for an appointment at very short notice?

Do you feel you could wait until tomorrow for an appointment?

Would you be happy to wait longer if you are requesting a specific GP? (please note this could be 1-2 weeks, depending on GP availability)

Please enter your preferred GP

Finish

Step 10: Wait for the GP Surgery to Respond

- A clinician will review your request.
- You may be:
 - Sent advice or treatment
 - Asked for more information
 - Offered a phone call, video call, or face-to-face appointment
- Responses are usually sent via **text message, email, or Anima**.

Important Information

- **Anima is not for emergencies.**
If you have chest pain, severe shortness of breath, heavy bleeding, or a life-threatening emergency, call **999** immediately.
- Requests are reviewed during **practice opening hours**.
- Submitting detailed information helps the GP respond more quickly.