

## Winter Newsletter 2025

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**WE ARE PLEASED TO ANNOUNCE OUR NEW ONLINE CONSULTATION SYSTEM, ANIMA!**

The system will allow you to submit medical queries without having to visit or call the practice. **THIS WILL BE REPLACING OUR CURRENT ECONSULT SYSTEM WHICH WILL NO LONGER BE AVAILABLE.**

Anima seamlessly and confidentially integrates with your medical record, bringing improvements to how you access care and appointments, as well as how our staff assess your condition. Anima allows our team to improve access time by helping us to efficiently direct you to the most appropriate care for your needs. All appointments will continue to be offered according to clinical urgency and need.

**In addition to our new online consultation service, we would like to share that we are upgrading our phone system to Check Cloud in February.** This new system is designed to enhance your experience when contacting the practice. It offers faster access to the surgery with some features like call back queuing. We appreciate your patience during this transition and are confident that this enhancement will significantly improve interactions with our team.

You will be pleased to hear that, for the mutual benefit of both patients and the practice, all calls will be recorded once our new phone system goes live.



## Welcome

Dr Cross who has recently joined us as a doctor. Additionally we will be welcoming a new nurse to our team.

*Goodbye!*

We would like to update you on some staff changes, sadly Nurse Shannon and Nurse Grace have moved onto new opportunities, we wish them all the best in their future roles.



### JOIN OUR PATIENT PARTICIPATION GROUP (PPG)

We value your feedback and suggestions. If you have any ideas on how we can improve our practice why not join our PPG?

Our PPG is a virtual group with regular emails, text messages and surveys.

Contact reception to join!