

NEW: Online Triage & Consultations via Anima

What we are doing and why

From July 2026, to manage appointment requests safely and fairly, our practice will be using an NHS-approved digital platform called Anima. When you submit a request online via our website, or when our reception team takes information over the phone and inputs a request on your behalf, Anima asks a series of multiple-choice questions. These are similar to the questions a doctor or nurse would ask during a consultation.

Anima uses advanced algorithms and artificial intelligence modules (Annie AI) to securely categorise your answers, assess clinical urgency (using a traffic-light RAG rating system), and generate concise clinical summaries. This allows our team to address critical cases rapidly, eliminate the "8 am phone rush," and direct your request to the right healthcare professional (e.g., a GP, nurse, pharmacist, or physiotherapist). The system compliments and enhances the safety of our existing processes.

How Andi AI (voice agent) processes your phone calls

From August 2026 we will be trialling the use of a voice agent. If you choose to use our automated telephone care navigator, Andi, the system will speak with you in natural language to gather details about your medical or administrative request.

- **Transcription and Structuring:** Andi securely records your spoken answers, translates them into text, and structures them into a clear medical summary.
- **Dashboard Delivery:** This structured summary is pushed instantly into our central clinical dashboard, the exact same workspace used for requests submitted by patients online (as noted in the section above).
- **Emergency Detection:** Andi is trained to recognise red-flag words indicating a medical emergency. If an emergency is detected, Andi will stop the call immediately and instruct you to hang up and call 999 or attend A&E.

You are not required to use the automated system.

- **Online Forms:** You can complete the Anima questionnaire online yourself if you prefer not to use the phone.
- **Speaking to a Human:** If you prefer to speak to a traditional receptionist, you can ask Andi to transfer you or select the option to remain in the queue for our front-of-house team at any point. Our staff remain fully available and will manually type your request into the system.

How your data is handled

- **Information collected:** We process personal identifiers (name, date of birth, contact details) alongside "special category data" (details of your symptoms, medical history, and any photos you choose to upload).
- **Data Integration:** Anima has native, deep integration with our primary medical record software (EMIS). It securely retrieves basic records to contextualise your request and

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saves the completed care plan or summary directly back into your permanent medical file with a single click.

- **Human Oversight & Safety:** Anima is a decision-support tool, not an AI doctor. It does not diagnose you or automatically decide your treatment. Every automated summary, priority score, and routing suggestion is reviewed, verified, and signed off by a human clinician or care navigator before any action is taken.
- **Data Security Standards:** Anima complies with strict NHS Information Governance frameworks. The platform is fully aligned with the NHS Digital Technology Assessment Criteria (DTAC), holds IM1 assurance for secure EHR data exchange, and is fully compliant with the UK GDPR and Data Protection Act 2018. Data is encrypted both while moving and at rest within secure UK-hosted data centres.

Your choices and rights

Using Anima is highly recommended as it ensures your request is safely triaged based on medical need, rather than who can get through on the phone first. However, if you are unable to use the online system or object to automated parsing, you can call our reception team. They will ask you the same questions and manually log your request into the clinical dashboard.

Governance of AI

Before its use was approved, the AI tools were subject to enhanced screening and hazard assessment process. An enhanced Data Protection Impact Assessments for the specific use has been completed. These are considered by the Information Governance Lead, Clinical Safety Officer and Data Protection Officer to decide if they are fit for use.

We see AI as a tool to support our work. Ownership and accountability will always remain with our staff members who use and double check the product generated by AI, e.g., the accuracy of a clinical note.