

 **Newsletter** 

July 2025 (Anima edition)



being replaced by



Wednesday 30th July 2025 @ 7:30am

– visit our website for further information

[Roxbourne Medical Centre](http://www.roxbournemc.nhs.uk)

Roxbourne Medical Centre
37 Rayners Lane
Harrow, HA2 0UE
Tel: 0208 422 5602
Monday to Friday 8am to
6.30pm
(excluding public holidays)
www.roxbournemc.nhs.uk

Article by Jane Bevan - Chair of RMCPPG Committee

As chair of the RMCPPG committee, I receive some disgruntled emails from patients, which I sometimes answer, or if I don't have the answer, I forward them to the surgery. I know that some of you will be anxious about the change from Patches to Anima. I used to be in that group too. Mobile phones seemed strange initially as I was born in the 60s, but now, I can't be without my smartphone. Although I still have a traditional analogue telephone line into my house, I have seen that by the end of January 2027, we will go digital.

I like Patches and I don't know Anima, but I'm hoping that I will embrace the change and in time, prefer it. I started this article by saying that I used to be in the group of not wanting to embrace change. I had a fixed mindset, "I'm not going to be able to get on with the change in IT", "I won't be able to do it", "I'm too old for change", "Why do we have to change – it works well for me".

So, what changed my mindset? I visited my mum's cousin a few years ago; at the time, she had just turned 104 years old! She turned to me and said, "Let me get my iPad and show you photographs of my grandchildren!" I did not even have an iPad. I decided then and there that if I ever said to myself, "I can't do that," I would remember that Aunty Muriel was using technology at the age of 104!

My Aunty Muriel is 110 this year! I'm not sure if she's still using her iPad independently anymore, but unbelievably, she is living independently.

Why is it important to have a growth mind-set.

I sometimes say things like "I'm too old to learn something new", or "I find this hard", or "I don't like changes". This is having a fixed mind-set, and I need to try to develop a growth mindset and challenge myself.

I can practise saying to myself, "I am still learning how to do this" or "sometimes I feel overwhelmed or anxious but at other times I am OK".

When you learn how to do a new kind of problem, it grows your brain.
When you try and think positively about situations, it grows your brain.
Next time I think “I can't do this” I should add YET to the end of the sentence.
“I don't understand this yet”. “It might take me a while to figure out, but I can overcome this change”. With lots of practice, I can have a growth mind-set



We're pleased to share that **Roxbourne Medical Centre** will be officially launching **Anima** on **Wednesday 30th July**, as our new online consultation and triage platform. This means we will be **switching off PATCHS on Tuesday 29th @ 6:30pm to Anima** to improve how patients access care and communicate with our team.

A Smarter Way to Access Healthcare

Healthcare is evolving, and **Anima** is at the forefront of this transformation. By replacing **Patches**, Anima brings a more **intelligent, efficient, and patient-friendly** approach to accessing GP services. What sets Anima apart? **Its AI-powered capabilities**—designed to streamline patient requests, enhance communication, and improve healthcare efficiency.

Supporting Patients through the Transition

We understand that switching from Patches to a new system may bring questions or concerns, and we are committed to making the transition **smooth and stress-free** for all patients. Here's how we will support you:

- **Clear guidance** – Step by step instructions on how to use Anima will be on our website.
- **Helpdesk** – Speak to one of our lovely reception staff who will be on hand to help with the transition to Anima.
- **User-friendly tutorials** – Video guides and FAQs on tube and on our website.
- **Registration** – with Anima removes the need to register so you will not have to remember password just your name and date of birth

Why the Change?

The transition from Patches to Anima is driven by the need for a **more advanced platform** that simplifies the patient journey. Anima's **AI technology** enables:

- **Automated triage** – AI helps categorize patient requests based on urgency, ensuring quicker responses and prioritization.
- **Smart recommendations** – Patients receive tailored advice based on their symptoms and medical history.
- **Instant request processing** – AI streamlines admin tasks, allowing GP staff to focus more on patient care.
- **Seamless interaction** – AI ensures more efficient communication between patients and healthcare providers.

AI-Powered Benefits

Anima's **artificial intelligence** is not just a technological upgrade—it is a **game-changer** in patient access. Here is how:

1. Faster Care, Fewer Delays

AI-driven automation ensures patient requests are **processed instantly**, reducing wait times.

2. Better Health Outcomes

Smart recommendations guide patients on whether they need medical attention or self-care solutions.

3. Less Administrative Burden

AI-powered workflows reduce manual tasks, allowing GPs to focus on what matters most—**patient care**.

4. Improved Patient Experience

Patients receive **real-time updates** on their requests, minimizing uncertainty and frustration.

5. Enhanced Security & Accuracy

AI ensures secure handling of patient data while minimizing errors in medical requests.

The Future of Healthcare Access

How You Can Help

As valued members of RMC Patient group, your support is crucial in helping us make this transition smooth and successful. Here is how you can assist:

Spread the word to other patients/family and friends about the switch to Anima

Encourage feedback from patients using the new system to improve and make it a better system that works for you.

Let us know if you spot any issues or areas for improvement

By embracing **AI innovation**, Anima is not just making healthcare digital—it is making it **smarter, faster, and more accessible**. With its intuitive AI capabilities, patients can experience a **more streamlined** and **efficient** journey in receiving the care they need

Join our PPG Committee

If you share a proactive spirit and want to make a real difference, consider joining our Patient Participation Group (PPG)!

This group plays a vital role by providing valuable feedback, suggesting innovative ideas, and collaborating with us to shape the future of our practice. (For more info please email roxbournemedppg@outlook.com)



Telephone Calls recorded

To ensure the highest quality of care and service, all inbound and outbound calls are recorded for training and monitoring purposes. This helps us improve our communication and better serve you. If you do not wish for your consultation to be recorded, please inform the clinician at the start of your appointment. If you have any concerns, please let us know—we're always here to help.

NHS APP <https://www.nhs.uk/nhs-app/>

See your GP health record on the NHS App



Please download the NHS App. It lets you see your online consultations, access your record, view results & request medications. Do not forget to keep your notifications switched on! This helps us to message you in a secure way