

October 2024

# Network News



Welcome to our newly launched network newsletter to find out more about our Primary Care Network and the innovative work that we are doing - including with other system providers!

## What is a primary care network?

Primary care networks are a key part of the NHS long-term plan and were established in 2019. These networks are groups of practices working closely together to focus on local patient population needs by working at scale. Networks generally cover populations of approximately 30-50,000 patients and are geographically based.

## Practice access - beating the queue

Practice demand continues to increase which means that our phone lines are busier than ever.

The network is working on a number of improvements to support patient access, particularly over the phone, but there are ways that you can help - especially if you are able to use the internet!

For repeat prescriptions - the best way to request these are via the [NHS App](#). Your request then goes straight into our clinical system to be signed off by a prescriber.

For medical requests - you are able to submit a number of queries via [Anima](#) (and can even submit "admin queries" such as cancelling appointments and requesting blood tests). Submitting via the anima topics helps our clinical teams in particular as the questions asked are specific to your ailment and based on clinical guidelines ([NICE](#)).

## The South Somerset West Primary Care Network consists of

Buttercross Health Centre & Ilchester Surgery

Crewkerne Health Centre: Middle Path & West One

Hamdon Medical Centre

Martock Surgery & South Petherton Medical Centre

## Introducing Anima

The network introduced Anima as its online consultation system at the end of April. The system works in two ways - it gives patients the ability to submit their requests online and it supports the practices manage all requests equitably (whether online access is used or not).

We know the system asks a number of questions and this may seem unnecessary to patients however it helps our clinical teams obtain essential information about your problem to help aid their decision making.

For more information visit: [www.symphonyhealthcareservices.com/introducing-anima/](http://www.symphonyhealthcareservices.com/introducing-anima/)



## Help us make a difference...

We will be sharing a number of short questionnaires as part of our communication which will relate to specific topics.

We would very much appreciate the feedback from our patient population to understand where improvements can be made and to support us with service review and redesign.

Our first questionnaire relates to communication and access. Please follow the link to provide your responses: <https://forms.gle/wsPJCQNKL29b1MC56>