

## Automation & Al in General Practice

"I've never seen anything like Anima before... it's a no brainer"

## Meet the next generation



A single source of truth for patient care that is 10x faster than anything else out there to help teams transition to Modern General Practice:

- Optimising contact channels
- access channels
- Better allocation of existing capacity to need
- **Practice Teams**

• Structured information gathering • A single workflow process across all

enhanced capability within General



## Who we are

Our Vision: Empowering primary care with next-generation tools for seamless patient access and enhanced care delivery PNG Scores JOHNS HOPKINS Anima & Annie Healthcare teams Patients Award Winning Video Consult Online Consult Messaging Al-powered document processing HSJ DIGITAL AWARDS 2024 Automated care workflows Ambient AI transcription

#### Approved



Integrated

# **EMIS**

At-Scale

400+

Practices

2m+

Patients



## Who we are

Our Vision: Empowering primary care with next-generation tools for seamless patient access and enhanced care

delivery

Anima & Annie

#### **Coming Soon - Full agentic workflows**

- Annie as a receptionist
- Agentic Admin Flows for LTC & QOF Re-call
- Referral & form completion
- General Tasking

PNG Scores



Award Winning



#### Approved



Integrated

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Patients

## Examples from our live practices...

These are just some examples of the incredible results teams see after implementing Anima

#### Faster patient access to care

87% requests resolved sameday 1

49% requests closed in under an hour <sup>2</sup>

#### Patient and GP wellbeing

• request inbox **O** previous day document backlog 5 by lunch time <sup>5</sup>

93% red-rated requests actioned same day 1

61% red-rated requests with same day appointments <sup>4</sup>

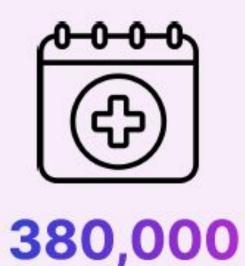
15 minutes appointments, up from 10 minutes 6

## What if we scaled that nationally?

If every GP practice used Anima...

Anima clinics freed enough capacity to extend appointments from 10 to 15 minutes 7 without increasing headcount. This can lead to:

or



Additional daily appointments with same headcount\*



Maximise GP and patient wellbeing by increasing appointment duration

Document processing throughput increased from 20 to 31.7 documents/coder/hour <sup>8</sup>





Hours of document processing time saved per day\*\*

## One screen for everything you need

α	Anima v1.4.45 <	Requests > Samantha Thompson · Low mood / anxiety NEW REQUEST	
	Dashboard		
2+	Quick Assign	Assignee: Rachel Mumford Priority: High Due: Fri 15 Nov	Plan Coding Notes
	Contact Patients Video Consultations	Patient Samantha Thompson 1 day ago Expand \$	<ul> <li>An invitation for an appointm been sent automatically.</li> </ul>
9	Patient Management 🛛 鱼	Annie (AI) auto-assigned to Naz El-Sayegh 1 day ago	Appointments
Q	MDT Hub		Prescribing
îÎî	Analytics	<ul> <li>Annie (AI) 1 day ago</li> <li>Collapse </li> <li>The patient is a 28-year-old female experiencing a complex presentation of</li> </ul>	Investigations
٥	Library	low mood characterised by lack of motivation and energy, alongside increased anxiety and sleep difficulties related to overthinking.	Referrals
Ð	Documents	She reports decreased appetite but no changes in weight, indicates slowness	Signposting
Ō	Scribe	in movements, and has no recent life stressors affecting his mood.	
		Her PHQ-9 and GAD-7 scores suggest moderate depression and mild anxiety, respectively, without a significant history of mental illness.	Education
		PATIENT CONCERNS	Attachments
		The patient would like to understand how assistance can be offered for his symptoms, stating, "I would like to understand how you could help me." He has no additional comments or concerns.	
$\overline{\cdots}$	Contact Support	Hi Samantha,	
?	Help Centre		
Ą	Invite & Earn £100 📏	Thanks, Dr El-Sayegh	
ŝ	Settings >	Label to be determined Cancel Send now	
Ø	Show Training		
JC	4	E Leave comment	우, Hand over ② Seek agreeme

33

#### Samantha Thompson

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Date	of birth 12 Ma	r 1996 (28
Sex		Femo
Phon		7654321
Email	samantha.thom	
Posto	ode	SW1A 1/
Usua	l GP C	or Jack Clo
Brand	ch Anima I	ane Surge
Requ	ests (most recent)	Show
0	Acne	2w
	Closed	
	Time off work (sick note)	2w
	Waiting for reply	
$\otimes$	Eczema	2w
	Deleted	
Docu	ments (most recent)	Show
0	Clinical Letter from Cardiology Ready for review	2w
$\odot$	Discharge Summary from	2w
	Emergency Department Filed	
	NU NATI TUN	

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ent 📀 Finalise

Major Active

## Annie powered workflow

α	Anima v1.4.45 🔍	Documents > Consultation.pdf	
	Dashboard		
e+	Quick Assign	Assignee: Rachel Mumford I Priority: High Due: Fri 15 Nov	Details Data Tasks A
$\square$	Contact Patients	Page 1 of 3 Q Q	Summary
	Video Consultations		The patient's S1 nerve injection
9	Patient Management	Mr Mike Meakin	relief, but she still has ongoing le pain, limiting mobility. Discomfor
ß	MDT Hub	Dept of Neurosurgery 321 Careville	likely due to compensation.
° 1   1	Analytics	mike.meakin@healthmail.com	Overview
đ	Library	Follow-up appointment, 21 August 2024	Letter type
F	Documents	Miss Anne Rumble 123 Health Street	Clinic letter
U	Scribe	Welltown, SW1 1AA	Event date
Ŧ		Dear Miss Rumble,	16 March 2024
		Thank you for taking the time to talk to me for your follow - up appointment.	
		You underwent a right S1 nerve root block injection that was performed under CT scan guidance at the	Sender
		Wellington Hospital on 3rd February 2023.	Name
		After the injection, there has been some improvement in your left right leg symptoms but these have not	Mr Parag Sayal
		resolved completely.	Department
)	Contact Support	You are a bit more mobile but you still notice pain in the right buttock and the right leg	Neurosurgery
$\bigcirc$	Help Centre	and you have not been	Address
0	an a sector • Low Al Character Sectors	able to return to the normal level of activities that you would like to.	National Hospital for Neurology
4	Invite & Earn £100 📏	These symptoms have now been going on for many months without gradual resolution.	Neurosurgery, 33 Queen square, 3BG
\$ <u></u>	Settings	Recently you have also noticed some discomfort in the left hip area and you wondered whether this is because	
Ø	Show Training	of compensation on the left side.	Telephone
JC	۵	⇐ ➡ Next J	Attach document 🔗 So

	Anne Rumble	Ľ
Actions	NHS number	486 745 9829 🗇
	Date of birth	12 Mar 1996 (28y)
	Sex	Female
tion provided miner	Phone	07987654321 🗗
tion provided minor ng leg and buttock	Email samant	ha.thompson@ 🗗
mfort in the left hip is	Postcode	SW1A 1AA
	Usual GP	Dr Jack Clark
	Branch	Anima Lane Surgery
Clear fields	Major Active Lower Respiratory Tract In Type 2 diabetes mellitus ( Major Inactive	
	Asthma	
	Minor Active	
	Ankle pain	3m
	Cluster headache	2у
ogy and Jare, London, WC1N	Medication Acute	
Save to record S	Amoxicillin 500mg TDS for 5 days	2w

## 3m

#### 7987654321 🗇

## Fully integrated patient communication

#### Seamless patient journey with no account required

11:03	\$ ♥⊿	•	10:40			⊝ 🗣	2 🕯 81%
← 🙁 Anima-GP		:	û ● ar	nimahealth.co	om	<	:D :
NO-REPLY Hi Mike, your practice h you to book an appointment. For m details, go to the Anima app https://pt-an.im/a/2390fcc013 C Tap to load preview			To access confirm yo	this conversion identity.	ation, you h		¢ rst
Can't reply to this short code.	Learn more						

#### Enhanced smart messaging & appointments

Send message ×	Include booking invite	×
Samantha Thompson "Sam"	Booking window	
NHS: 486 745 9829 Date of birth: 12 Mar 1996 (28y) Assigned sex: Female	Next 6 weeks	0
Mobile ~ +447987654321	Booking slots	
	All slots	$\circ$
ar Miss Thompson, anks for speaking with me earlier today. I'd like to see you again in a few weeks d have including a booking link.	Patient will be able to book into: <u>Any slot type</u> , in <u>Any session</u> , with <u>Any staff member</u> at <u>Any location</u> , for <u>Any mode of contact</u> .	
anks, Dr Jack Clark	Additional options	
ma Lane Surgery	Patient requires double appointment	0
	Send reminder one day before appointment	C
	Booking note (optional)	
• Allow responses to: Jack Clark (click to reassign)		
91 (1 fragment) Save to record Send now V	175 appointments will be available	ige

## Patient feedback

# Patient What an amazing upgrade, last month I waited 70mins on hold to ask for a repeat prescription, this is a huge burden off for anyone needing doctors assistance. Well done! Patient I sent the request and within 15 mins at most, I had my prescription sent to my chemist. Patient Reply within 20 minutes. Fantastic!

#### Patient

My physio suspected a stress fracture of the heel and recommended I contact my GP for an x-ray. I usually dread trying to get a GP appointment but discovered AnimaGP. Easy to register and straightforward to use. After a few questions I was able to state exactly what I needed. The practice got back to me within an hour and after a quick question via anima, arranged my x-ray appointment. No need to hang on the phone. No need to waste time on a GP appointment. Fast and super efficient service. I love it.

Patient	
	nitted an online vithin the hour
Patient	
	used the syste lways a good o
Patient	
avoids the rig	l system for reg s a potentially i ght follow-up tr e etc) potentia
Patient	
	response time edical attentio

e request for medical advice. I got a reply with a treatment

em a few times and each time the response has been swift outcome. Would highly recommend to anyone.

gistering a medical issue/concern for GP assessment that unnecessary trip to the Surgery. Also facilitates a referral to creatment resource (be it GP surgery or other Treatment ally reducing demand on resources.

e and easy service to use online. It makes life easier to get on required. Many thanks !!!

## Thank you!

Scan the code to learn more or book a demo.

alfie@animahealth.com

