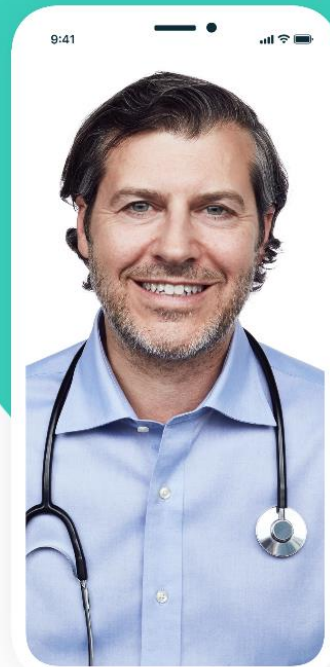


## See a GP by video. In minutes.

- ✓ GP appointments from home, work, or on the go
- ✓ Get medical advice, referrals and prescriptions
- ✓ Free NHS service in eligible areas



### **Who are LIVI?**

LIVI is part of Europe's largest provider of digital primary care services. In Sweden LIVI have nearly half-a-million patients who use them to see doctors by video.

### **Why are Kernow practices working with LIVI?**

Kernow practices have partnered with LIVI to offer an extended access service to patients through the LIVI app. It's free to patients alongside all standard NHS services and will improve patient experience and outcomes.

### **What is the LIVI app?**

LIVI is an app that lets patients book and see registered NHS GPs by video. It works on mobile and tablet and can be downloaded at the app store.

### **Why is this good for our practice?**

More appointments are available to patients, including out-of-hours appointments in the evenings and at weekends. Busy patients and those anxious to see a doctor quickly will be able to see a GP in minutes.

### **Who are LIVI's GPs and what services can they offer?**

All LIVI's GPs are GMC-certified. They work with LIVI part-time but usually see patients at physical NHS GO surgeries too. They can offer medical advice, diagnosis (where possible), prescriptions, sick-notes and referrals if required.

### **Will LIVI GPs know our patients?**

LIVI GPs will have access to patients' medical records in the same ways that GPs within the practice do. All patients will receive considered, in-depth medical advice. Appointments are also 15 minutes long – so each patient gets more time to speak to the GP.

### **Which patients can use LIVI?**

Any existing patients who are over 16 and currently listed with the practice. Parents can book appointments for their children who are older than 2 years and less than 16 years old.

### **Who might we recommend to see a LIVI GP?**

Examples of when we might recommend LIVI to patients include:

- When a patient needs to see a GP quickly – they can book and see a LIVI GP in minutes.
- When a patient cannot visit the practice easily – they can see a LIVI GP from home, work or anywhere.
- When a patient wants to book a revisit where no examination is required.
- When a patient does not need a physical examination.
- LIVI doctors can see and treat a wide range of medical issues, including:

Acne	Hair loss
Allergy	Headache
Asthma	Indigestion & heartburn
Cold and Flu	Insect bites
Cold sores	Insomnia or difficulty sleeping
Constipation	Nail problems
Cough	Sinus problems
Diarrhoea or vomiting	Skin rashes & eczema
Eye inflammation	Sore throat
Fever	Stomach pain
	Urinary tract infection

### **What times can patients see a doctor using the LIVI app?**

#### **Kernow opening hours:**

Monday to Friday: 6pm - 10pm

Saturday & Sunday: 8am - 4pm

## **How do I register to use LIVI?**

LIVI services are available exclusively through the LIVI app.

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<https://www.livi.co.uk/>

Once you have downloaded the LIVI app to your android/apple smartphone or tablet you will need to register. When you first open the app you will be guided through registration step-by-step. **All you need is some photographic ID as well as strong internet connectivity for the GP consultations as the LIVI GP will call you for the video consultation through the App.** LIVI use a passport or driving licence to verify a patient's identity to keep patients medical records secure.

## **If you have any other questions please contact LIVI support.**

For problems with sign-up, registration, technical support or account problems LIVI support is available:

**Opening hours Mon-Fri, 9am - 5pm**

**Call 033 0808 2074\***

**Email [support@livi.co.uk](mailto:support@livi.co.uk)**

**Website [support.livi.co.uk](https://support.livi.co.uk)**

\*Calls are charged at the local rate and included in free mobile minutes