



Introduction to Livi



# We are the largest and most experienced digital healthcare provider in Europe

## 4 markets

Live in Sweden, Norway, UK & France

## 5 million+

patient consultations to date

## 2000+

registered clinicians

## 4.9/5

Average patient rating, based on 1000s reviews



CQC rating

Outstanding ☆

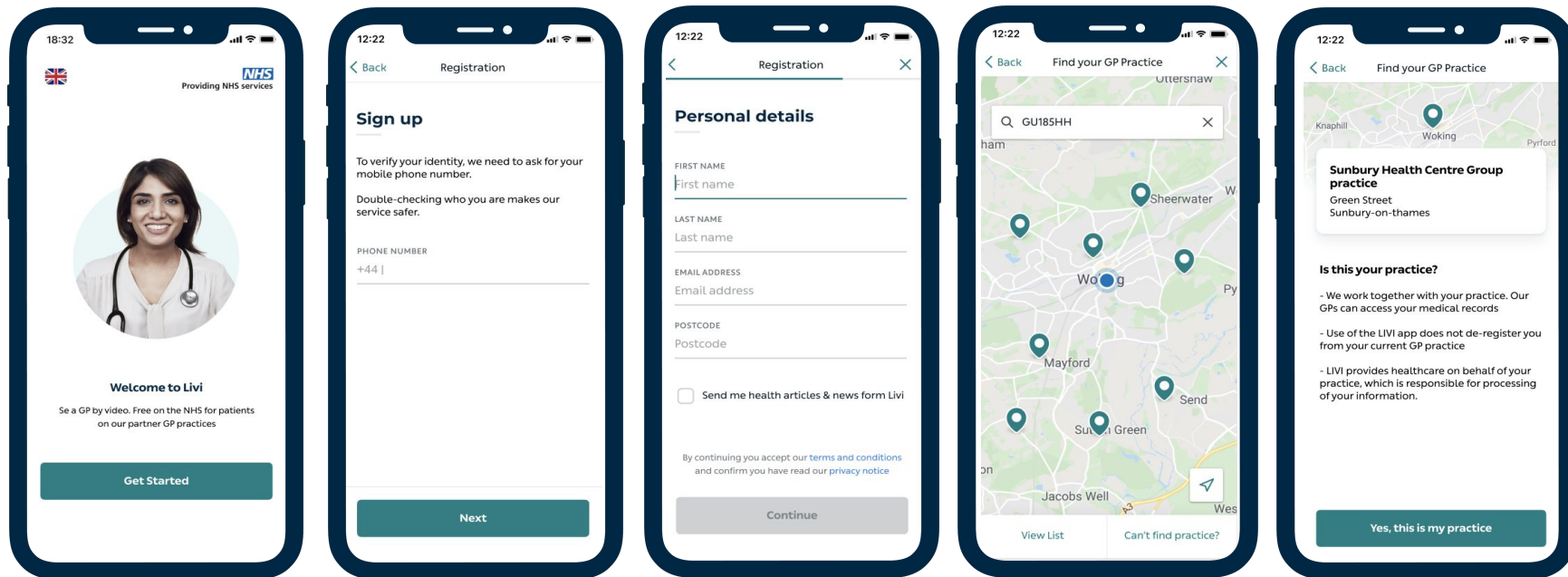
# We are the NHS' preferred digital partner

- ✓ **7am-10pm** weekdays  
**8am-4pm** weekends
- ✓ We treat **children from age 1+**
- ✓ **NHS** Health information
- ✓ Approved by **DPS framework**
- ✓ **CQC registered & inspected - outstanding**

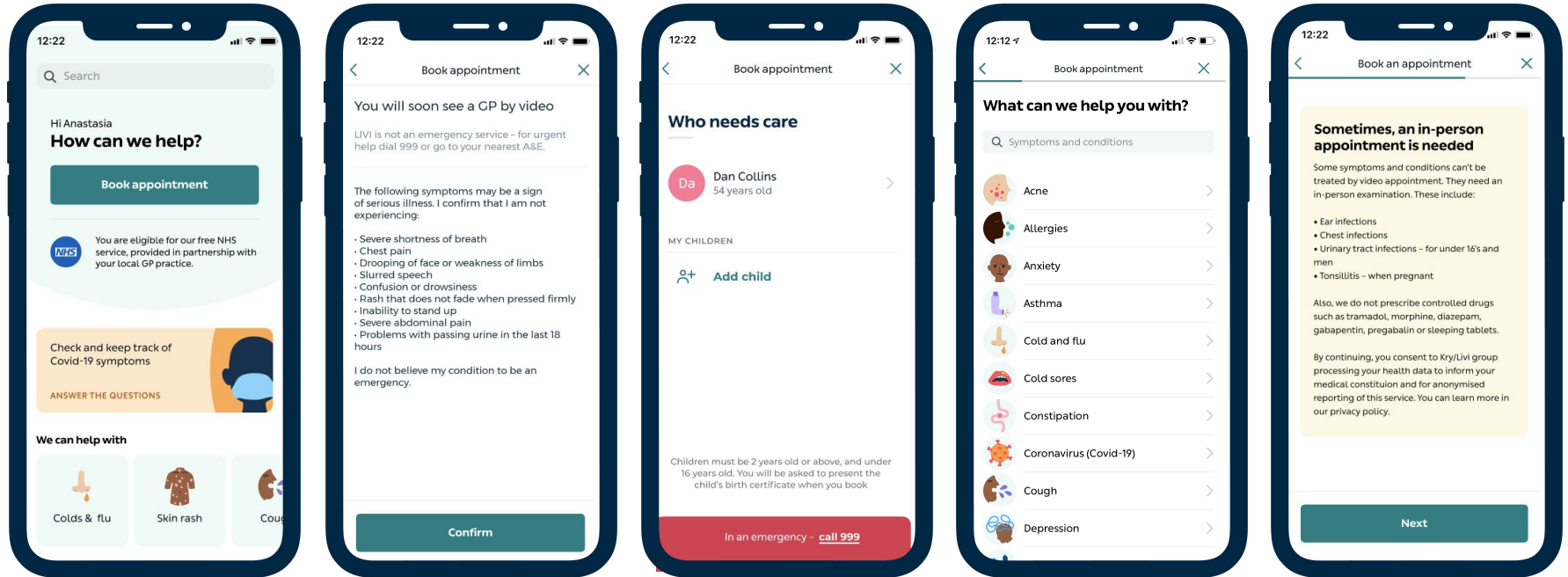


livi

# Patient initiated Registration flow



# Symptom flow



Note: certain symptom forms will go via a ANP in the first instance  
Note: all symptoms in Livi symptom flow include signposting content regarding what is / is not suitable for digital

**kry** Sweden  
Norway  
Germany

**livi** France  
United Kingdom

# Symptom flow continued

12:22

Title

### Where does it hurt?

- Face
- Shoulders
- Back
- Arms
- Legs

Next

12:22

Book an appointment

### Take a photo (optional)

High-quality photos are even better than video. Photos can help the GP to diagnose and treat you.

Photos are particularly useful for minor injuries, skin problems and tonsillitis.

By continuing, you allow LIVI healthcare staff to view these photos.

Add Photo

Continue

12:22

Title

### When did it start?

- Less than a week
- 1 week
- 2 weeks
- 3 weeks
- More than 1 month

Next

12:22

Book appointment

VIDEO APPOINTMENT

### See the next available GP or book a time

A doctor can help you soon. Choose the option that works for you.

Next available GP • 17 min

Book a time

Waitin times may vary. Eastimates are based on previous waiting times.

12:22

Details

APPOINTMENT FOR **Migraine**

- Questions you answered >
- Today, 16:00 Edit >
- Doctor not yet assigned

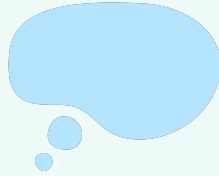
Cancel appointment

GETTING READY

### What happens next?

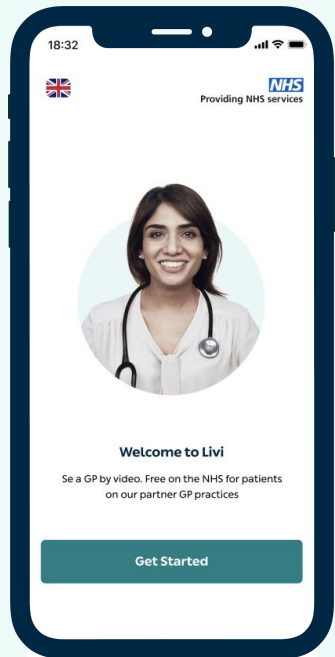
- What should I do to get ready? v
- Can I exit the app while I wait? v

# Things to remember



- **After every consultation the consultation notes will be visible in the practice patient record**
- **Patients can schedule appointments up to 3 days in advance if needed**
- **The Livi GP will only offer help for one health concern per appointment (unless there are clinical safety concerns)**
- **Patient information (Name, DOB, NHS number) must match what is on the record**
- **If the patient booked is under 16 (ages 1-15) they would need to be in attendance with the legal guardian/parent**
- **Smartphone - patient must have a phone with forward facing camera**
- **New patients will need to have at least one practice consultation first so they have some consultation notes in their EMR in order for a Livi GP to treat them**

# Post consultation outcomes



Referrals

Referrals are clearly documented in the patient record and tasked back to practice

2ww Referrals

2ww referral proformas are completed by the Livi GP and a task is sent to practice for the referral to be submitted

Blood/Lab tests

The specific bloods required are tasked back to the patients practice

MRI/CT/X-Rays

Cannot be requested as per Livi policy

Fit/sick notes

Sent directly to the patients in-app inbox

Ultrasounds

The specific ultrasound needed is tasked back to the patients practice.

Self-care advice

Information such as IAPT and self referral links are sent to the patients Livi inbox

Prescriptions

Sent to the patients nominated pharmacy via eps

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Norway  
Germany

**livi** France  
United Kingdom



# Livi GPs can help with a wide range of health concerns

- Acne
- Allergies
- Anxiety and depression
- Asthma (mild to moderate)
- Cold, cough & flu-like symptoms
- Cold sores
- Constipation
- Diarrhoea or being sick
- Eye inflammation
- Fever
- Fit notes
- Headache
- Indigestion & heartburn
- Insects bites
- Insomnia or difficulty sleeping
- Nail problems
- Sinus problems
- Skin rashes & eczema
- Sore throat
- Stomach pain
- Urinary tract infection
- other health queries

For an extensive list of conditions our GP's treat please visit  
<https://www.livi.co.uk/medical-advice/all-conditions/>



# Exclusions

- Chest pain or signs of a heart attack
- Signs of a stroke
- Severe difficulty breathing
- Severe injuries or heavy bleeding
- Ongoing seizures
- Sudden or rapid swelling of the eyes, lips, mouth or tongue
- Signs of sepsis
- Severe abdominal pain
- Any patient requiring wound care
- Patients with acute testicular pain
- Patients reporting a lump in any area of the body
- Elderly and/or frail patients with complex medical needs
- Patients who specifically request a face-to-face appointment

# Exclusions

Please note that we are **unable** to offer the following services:

- Interpreter services
- Prescribing certain medications, which include, but are not limited to:
- Antipsychotic medication
- Nicotine replacement therapy
- Anticoagulants
- DMARDS (for example methotrexate)
- Sodium valproate
- All immunosuppressants
- Cytotoxic drugs
- Fertility medication
- Controlled drug prescriptions, benzodiazepines and sleeping tablets\*

**\*Livi GPs can issue these medications in exceptional circumstances and where clinically appropriate. However, patients should be offered a local GP appointment first for better monitoring and long-term prescribing.**

# Who to contact if you need support

## **LIVI support:**

*Please encourage your patients to use the patient support line and e-mail to get help using the service or for any concerns they may have.*

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

Telephone: 02038703029

Opening hours: 9am-10pm Mon-Fri, 9am-4pm Sat/Sun

## **For any practice related queries or concerns:** *please send to [livi.administration@nhs.net](mailto:livi.administration@nhs.net)*

*(this can include questions and queries regarding referral outcomes, pathways followed, missing information, tasks etc.)*

## **Practice Engagement:**

Remember Practice Engagement is here to help.

*(we can provide support and advice to new or existing staff, in the form of refresher training, attending practice meetings online or in person, help with patient related questions and provide timely feedback on practice usage, and act as the point of contact for each practice once live)*

## **Laura Knight:**

Practice Relationship Manager, 07395 856800, [laura.knight@kry.se](mailto:laura.knight@kry.se) or [laura.knight18@nhs.net](mailto:laura.knight18@nhs.net)



**Thank you.**

**livi**