

IMPORTANT INFORMATION

For all NHS patients
Registered at a local GP practice
In this area

Dear NHS Patient,

We're writing to let you know about LIVI – a new service in your area that lets you see a GP by video – even on evenings and weekends.

A free NHS service, offered through your local GP practice

LIVI is available **free on the NHS**, to patients who are registered with our partner GP practices in your area. Download the app and search for your GP practice by name to check if you are eligible – or see the full list of practices overleaf. Once you have the app you can then see a LIVI GP or visit your usual GP practice – it's totally up to you.

From problem solved, to prescription delivered – by video.

Like your usual GP, LIVI GPs offer medical advice, prescriptions and referrals for a wide range of medical problems. You can usually see a GP in less than 30 minutes – our GPs resolve 95% of patients' problems that are suitable for treatment by video.

Don't wait.

Download LIVI in the
App Store or Google Play now.

- ✓ Get medical advice, prescriptions and referrals.
- ✓ See a GP in minutes, or book ahead.
- ✓ Prescriptions delivered to your local pharmacy.



GP Health Partners Ltd.
helping practices help patients

LIVI is offered in partnership with GP Health Partners, GP Federation.



See a GP in a moment.

Free on the NHS.

[Get the app now](#)

Our GPs can see you...

Monday–Friday, 7am–10pm
Saturday & Sunday, 8am–4pm

Patients rate us 4.9/5

Here's what they say



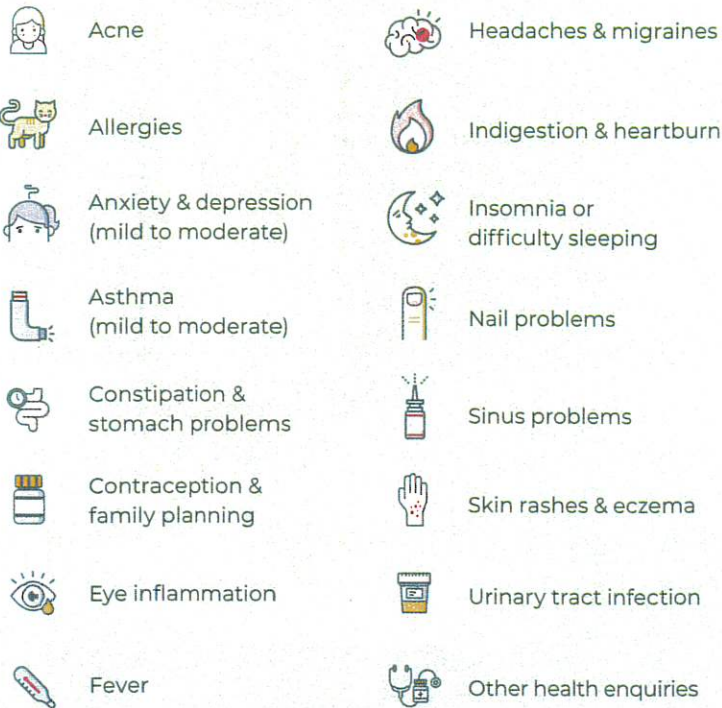
"What would usually take days was sorted within minutes – and on a Sunday afternoon! Very impressed with how quick and easy it was to speak to a doctor and get a prescription sent straight to my local pharmacy."



"Excellent service, friendly doctor with great bedside manner. This app is a lifesaver. Thank you LIVI and our NHS!"

When can LIVI help you?

LIVI is available to all patients except children aged under 2 years old. Here are some common problems our GPs treat:



Although your digital GP will be happy to discuss any condition, some conditions that require a physical examination may not be suitable for video consultation.

Everyone should download LIVI.

For when...



You can't get an appointment.



You can't miss work.



Your child needs to see a doctor.



You can't get to your surgery.

[Get the app now](#)

Need help getting started?

Speak to LIVI support

For all non-medical questions such as sign-up issues and technical problems.

Call 0203 870 3029 Email support@livi.co.uk

LIVI opening hours

Monday–Friday, 7am–10pm
Saturday & Sunday, 8am–4pm

How does LIVI work?

1 Download the LIVI app

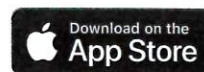
It's available at the App store or Google Play for both mobile or tablet. Register, find your practice and you're ready to go. You will need some ID (passport or driving licence) during registration.

2 Book your appointment

Choose to see the next available GP **in minutes** – or book up to 7 days in advance. Appointments are available between 7am–10pm weekdays and 8am–4pm on weekends.

3 Wait for the GP to video call

Your GP will call you in the app to start your appointment. You'll get a reminder just before.



LIVI is available to patients registered at the following partner GP practices. Free on the NHS. They have jointly issued this publication.

Ashlea Medical Centre (Linden House Surgery) | Ashlea Medical Centre (Gilbert House Surgery) | Ashley Centre Surgery | Cobham Health Centre | Derby Medical Centre | Eastwick Park Medical Practice | Fairfield Medical Centre | Fountain Practice | Heathcote Medical Centre | Fitznells Manor Surgery (Integrated Care) | The Old Cottage Hospital (Integrated Care) | Cox Lane Surgery (Integrated Care) | Stoneleigh Medical Centre (Integrated Care) | The Longcroft Clinic | Molebridge Practice (North Leatherhead Medical Practice) | Nork Clinic | Oxshott Medical Practice | Shadbolt Park House Surgery | Spring Street Surgery (Bourne Hall Health Centre) | St Stephens House Surgery | Stoneleigh Surgery | Tadworth Medical Centre | Tattenham Health Centre