

## Changes to LIVI Appointments

24th October 2022

We are writing to share important information.

With immediate effect there are two ways in which you can access LIVI appointments:

1. Subject to availability, you can book a **FREE** LIVI appointment by calling the surgery **01503 266 960**. We'll book the appointment for you, with appointments limited to evenings and weekends. You can no longer book these FREE appointments by booking directly with LIVI.
2. You can book an appointment directly with LIVI, by using the LIVI app you downloaded when you signed up for LIVI. Whilst this option will provide you with greater access to appointments, including those available during surgery opening hours, these appointments are no longer FREE, **a charge will apply**. *A small number of FREE appointments will be available via the LIVI app for the rest of the week, however these changes will fully come into effect from Monday 31<sup>st</sup> October 2022.*

We of course understand that these changes will be disappointing. However, the changes reflect the increasing costs of providing this service, and the direction from NHS England (imposed by the government) that surgeries must deliver more appointments in evenings and at weekends. The FREE appointments have consequently been bundled together so that we can deliver appointments outside of our opening times, with additional information coming soon around how you can access other GP services out of hours (i.e. bloods, dressings, smears, spirometry etc). Something we are working with other local surgeries to deliver.

Finally, in the absence of being able to call the surgery outside of our opening times to book a FREE LIVI appointment, please contact 111 should you need to speak to a GP. Like LIVI, 111 should not be contacted in an emergency life threatening situation. Please continue to call 999 for emergencies.

Kind regards,

GP Partners  
Old Bridge Surgery