

# Increasing capacity through the Winter Access Fund

Supporting Woosehill Medical Centre



**livi**

See a GP by video

# Making the most of the Winter Access Fund

General practices around the UK are under immense pressure. Stretched capacity and rising demand for appointments means improving patient access is an enormous task for many surgeries.

The winter season brings additional challenges for GPs and primary care teams.

To provide support, NHS England and NHS Improvement (NHSEI) launched the Winter Access Fund in October 2021.

One way GP surgeries and primary care networks are utilising the fund is implementation of digital technology. Such solutions provide the extra appointments patients so desperately need, as well as relieving strain on practice teams.

## Keeping up with patient demand

Woosehill Medical Centre enlisted the help of Livi via the fund to deliver telephone and video consultations to patients. The practice is part of Berkshire West Clinical Commissioning Group, serving a registered patient population of 550,000.

Woosehill's Operations Manager says, "Our patient list has grown hugely. We haven't had the capacity to deal with it. With Covid as well, patient access was becoming a problem."

Thanks to Livi, the practice can book additional appointments with experienced UK-trained and GMC registered Livi GPs.

"Keeping up with patient demand is a struggle as appointments get booked up very quickly. It's nice on a Monday and Tuesday, which are our busiest days, for the team to have additional Livi appointments to offer our patients," says the practice's Reception Manager.

Livi's booking tool is easy-to-use and enables the practice to work out the right blend of face-to-face appointments and virtual consultations, so patients are seen in the right setting at the right time.

This frees up time so Woosehill physicians can conduct more in-person appointments for patients who need them. While Livi doctors handle consultations that can be conducted digitally.

# Providing a bespoke service

Livi is also tailored to the times and days when the team most need support.

And what's more, functionality with a wide range of GP clinical systems has ensured a seamless integration with the practice's existing ways of working.

"A huge benefit of Livi is how it works within EMIS," says Woosehill's Reception Manager.

"It's just like booking with our own doctors and we can communicate with our clinicians directly as well through EMIS. It really helps."

# Improving patient experience

Most importantly, for Woosehill's patients, Livi provides a timely, alternative option when appointments with duty and emergency doctors are not available.

Since the service commenced in January 2022, Livi has provided over 400 additional consultations.

Livi is helping to reduce waiting times with patients receiving the highest standards of service.



**"Livi has made such a difference with the extra appointments. It's wonderful to be able to offer Livi and receive good feedback from patients after their remote consultation."**

**- Woosehill Medical Centre**

**Find out how Livi can support you**

Contact  
[hello@livi.co.uk](mailto:hello@livi.co.uk)