

# Supporting practice growth

Serving Hazeldene Medical Practice



**livi**

## Developing digital capabilities

With five sites across North West London and growing a patient list size, Hazeldene Medical Practice contracted Livi to provide digital clinical capacity in June 2022. The practice had merged with several practices in recent times and, as a result, wanted to develop their digital capabilities more fully to serve their growing patient population.

Dr Jahan Mahmoodi, Principal GP, says, "We were enamoured by Livi's wonderful patient offering and marketing and wanted to develop a strategic partnership that would enable us to grow with Livi."

During the pandemic, Hazeldene implemented a new process that enabled patients from anywhere in the country to register online easily. The team wanted to build on this and provide online remote GP consultations in a standardised, consistent way to their population of over 58,000 patients.



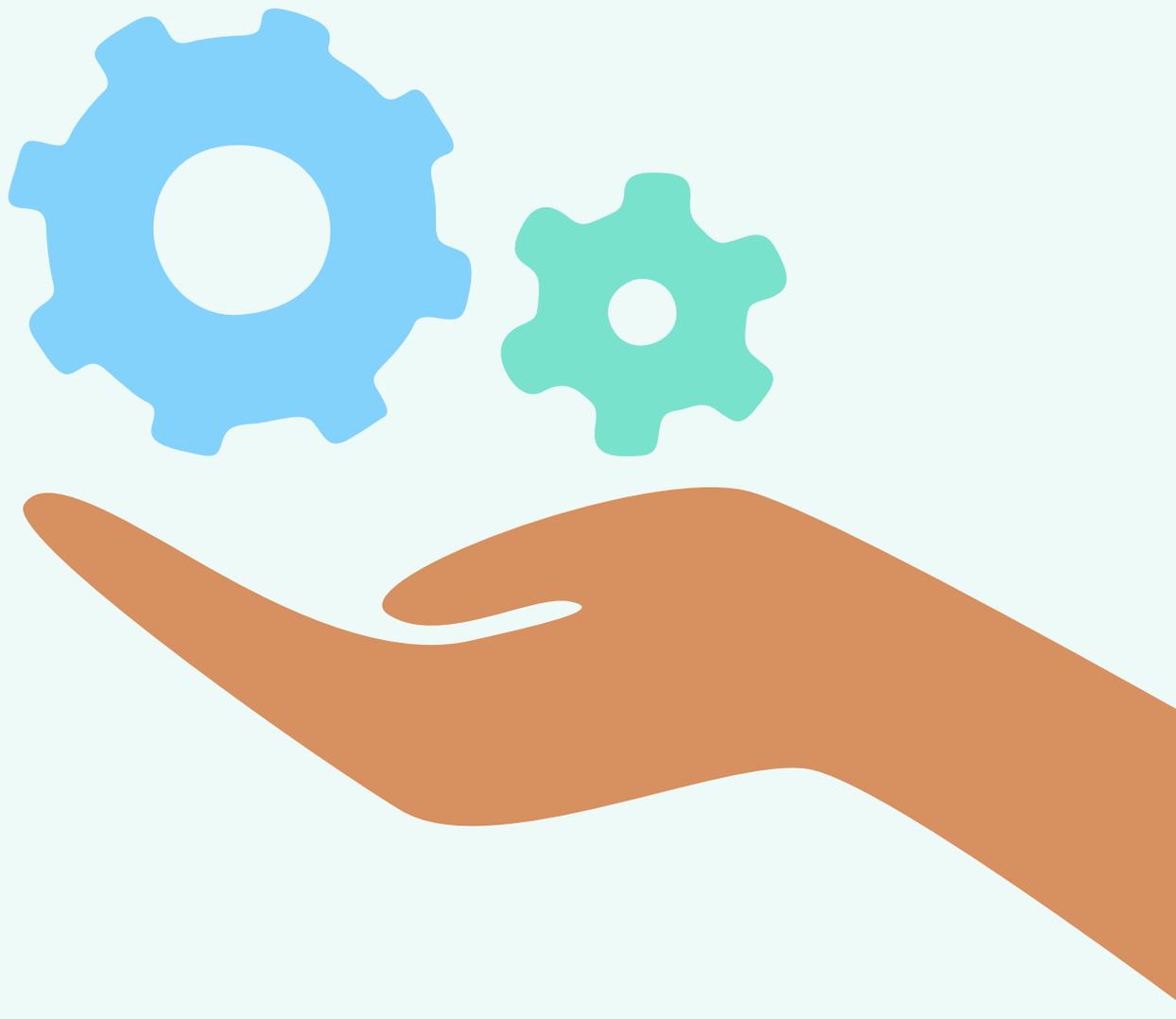
## Easing pressure on the practice team

Livi's service delivers digital clinical capacity directly to the practice with additional available appointments displayed within the team's clinical system. Appointments go through a digital triage process before the team selects the most appropriate appointment for the patient.

Summing up the impact the service has had, Dr Mahmoodi says, "It's taken the burden off the rest of our GPs because of the additional capacity from Livi."

Hazeldene also has a large clinical team which includes pharmacists, cancer specialists and dermatology consultants who provide a range of additional services for patients. Livi has integrated seamlessly with the practice's existing ways of working and appointment processes.

"It's very seamless because of the background and back-office support Livi provides, both in training, platforms, internal processes and policies. One of the main reasons we came to Livi is because of the back-office support," remarks Dr Mahmoodi.



## Delivering outstanding patient care

Indeed, rated Outstanding by the CQC, Livi's clinical governance and patient safety framework ensures consistent, clinical quality standards across the service.

"On a day-to-day basis, the processes and policies followed and the service our patients receive is identical, and that's down to the robust governance and training that Livi provides," notes Dr Mahmoodi.

Furthermore, if there are any gaps in the appointment schedule that need to be filled due to absence or illness, Livi is flexible and can accommodate. Dr Mahmoodi says, "When we say we have a session to fill, Livi fills it and takes responsibility to fill that session with another GP of that calibre."

Finally, another benefit of Livi that the practice greatly values is the stability of utilising a complete and consistent solution for digital clinical capacity compared to locum services.

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*"With support from Livi as our strategic partner, one of the most important benefits we have achieved is having a stable workforce and service in place that can provide a doctor to fill a session on a given day. With Livi, you're purchasing peace of mind and everyone is lovely, kind and supportive."*

**Dr Jahan Mahmoodi,**  
Principal GP,  
Hazeldene Medical Practice

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**Find out how Livi can support you**  
**Contact: [partnerships-uk@livi.co.uk](mailto:partnerships-uk@livi.co.uk)**