



## Booking appointments with a Livi ACP

We recruit experienced and highly qualified ACPs which have the following attributes:

- Be a registered Nurse or Allied Health Professional
- Have a V300 non-medical prescribing qualification
- Hold or are working towards a MSc, PGDip or PGCert award in Advanced Clinical Practice
- Have at least 1 year's experience working autonomously in primary care

Livi is a remote consulting service for eligible patients above the age of **ONE** year.

Here are some important things to consider when booking people for an appointment, to facilitate the best possible patient experience.

Please do not book patients requiring fit notes although ACPs can request one from the partner if needed, however appointments specifically for this should be avoided.

- Please do not book appointments with pregnant women.
- Children under the age of 16 must be present with their parent/legal guardian for their appointment

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

- Acne
- Cold and flu
- Cold sores
- Constipation
- Cough
- COVID-19
- D&V
- Eczema
- Fever
- Flare up of gout
- Fungal nail infection
- Insect bites
- Insomnia
- Lower back pain
- Minor allergic reactions
- Simple UTI
- Sinusitis
- Soft tissue infection
- Sore throat

**Please ensure the patient is aware that:**

- The remote appointment will be with a Livi Advanced Clinical Practitioner who is not an employee of the local GP surgery
- The Livi ACP will only offer help for one health concern per appointment (unless there are clinical safety concerns)

Please note. Any consultation bookings outside of the above list AND the ACPs individual scope of practice will be triaged by the ACP but not necessarily completed

Most of our ACPs are experienced in treating other presentations in addition to the above list.

Any questions please contact [dipal.shah@livi.co.uk](mailto:dipal.shah@livi.co.uk) or [emma.hession@livi.co.uk](mailto:emma.hession@livi.co.uk)