

Livi service user experiences

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About Healthwatch North Tyneside

We are the independent champion for people who use health and social care services in North Tyneside. We're here to find out what matters to residents and help make sure their views shape the support they need.

We listen to what people like about services, and what could be improved. We share these views with those who have the power to make change happen. We influence how services are designed and delivered. We also help people find the information they need about services in the area.

Healthwatch North Tyneside is an independent local charity. We are also part of a national network which is supported by Healthwatch England. Nationally and locally we have the power to make sure that those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

Introduction

In spring 2021 North Tyneside Clinical Commissioning Group (CCG) asked Healthwatch North Tyneside to develop and deliver a survey to hear the views and experiences of people who have used the Livi online GP service to see a GP.

Livi is a digital app that lets patients, book and see a GP by video using a tablet or mobile phone. Appointments are available Monday to Friday 7am-10pm, Saturday and Sunday 8-4pm. North Tyneside CCG commissioned Livi for a 12-month pilot to deliver additional appointments for people registered with GP practices in North Tyneside. The pilot was launched in July 2020 and 21,000 additional appointments were made available over the next 12 months.

The CCG are now evaluating the pilot and have asked Healthwatch North Tyneside to gather residents' views and feedback. This report, which provides a summary of the survey findings, will form part of the CCG's evaluation of the Livi pilot.

The survey findings will also feed into a broader piece of work currently being undertaken by Healthwatch North Tyneside to better understand residents' views of accessing GP and primary care services during covid and their views about how they would like services to be delivered in the future.

Methodology

Healthwatch North Tyneside worked closely with North Tyneside CCG to develop the survey. Our aim was to better understand North Tyneside residents' views about, experiences of and motivations for using Livi, and the impact the service has had on resident's wellbeing.

We agreed that the survey would be online, as Livi users have already comfortable using digital , using SurveyMonkey. On 7 March 2021 Livi sent an email on behalf of Healthwatch North Tyneside and North Tyneside CCG to all North Tyneside residents who had a consultation with a Livi doctor from the start of the pilot in July 2020 to the date of the email. This equated to 3100 residents, who between them had 4000 Livi appointments. The email informed people about the evaluation and invited them to complete the survey via an embedded link. The survey remained open throughout the month of April and a follow up email was sent mid-April as a reminder.

To encourage survey completions, people were invited to share their contact details to be entered into a prize draw for £50 of shopping vouchers. For those who completed the survey, we explained that we also wanted to telephone a small number of people to get a deeper understanding of their views and experiences of using Livi, and if contacted by us they would be offered a £10 gift voucher as a thank you for their additional time. People were asked to indicate if we could contact them and assured that we would only use their details in accordance with their wishes and they would not be passed to any other organisation.

There were 210 respondents to the survey. This represents around 7.5% (based on 3100 respondents - need to check) of the total number of people who were invited to take the survey and is an acceptable response rate for this type of survey, especially given the short turn around

period. However, 210 is still a small sample size, and as such we cannot say that the findings are a true reflection of the experiences of all Livi users across North Tyneside. What we can say is that they are the views, experiences and motivations of the 210 people who completed the survey.

Of the 75% of respondents who chose to answer the demographic questions at the end of the survey, 65.5% of identified as female and 34.5% as male, meaning male views are under-represented in the results. The age spread is better:

Age	% of respondents
18–24	2.53%
25–34	17.72%
35–44	24.05%
45–54	18.99%
55–64	25.95%
65–74	8.86%
75+	1.9%

Just under 18% of respondents describe themselves as having a disability and just over 12% stated that they are a carer. The ethnic spread of respondents is in line with spread for the North Tyneside population, just over 94% of respondents described themselves as White British, whilst in the 2011 census the figure for North Tyneside was just over 95%. Other groups represented in the survey include people who identified as Asian, Indian, Arab, Black British, Celtic, Iranian, and Canadian.

Of the 210 respondents, 101 indicated that we could contact them to further discuss their responses if needed. The quality of the survey responses was generally very high and people provided quite a lot of detail in response to the questions. We selected a small number of people for a follow up telephone call by looking through their responses and identifying those of particular interest, those which looked as though the person may have more to say and those whose responses were unusual or contradictory. This gave us 12 people to try to contact of which we managed to speak to 5. Interviews were carried out by Healthwatch volunteers specifically trained for the task.

Survey findings

The survey contained both open and closed questions and the results are detailed below after the summary of key findings. The closed question responses are presented in graph form with some explanatory text. Responses to the open question have been themed upon points or issues that were raised by more than one respondent. We have also identified the number of times each point/issue was mentioned – you will notice that these numbers do not add up to 210. This is because some people identified several issues in a single response, while others chose not to answer all the questions. Finally, we have included some direct quotes which we hope will add meaning and depth to our findings.

Key findings

The following emerged as the main findings from our survey:

Overall experience

- Overall, the survey results are positive, and Livi users who completed the survey, are generally very happy with the service and their experience of using it. Over 70% of respondents rated their experience of using Livi as excellent in every category and over 88% of respondents were completely happy with the outcome of their consultation. Only 6.5% of respondents stating that the experience of contacting Livi was worse than their usual experience at their GP practice.

Customer experience, waiting times and choice

- The feedback indicates that people appreciated the Livi services for its convenience and their ability to choose when appointments take place.
- A significant driver for people to use Livi is the availability of appointments at the practice. People recognised that practices were under a lot of pressure but were frustrated by waiting times - particularly for non urgent appointments. We have heard significant concerns about timeliness in our wider GP access work.
- When we asked people about why they chose Livi, the highest scoring motivation was wanting to be seen quickly but having an appointment at a convenient time scored almost as highly and generally the themes of speed and conveniences predominated in these results.
- Not having to speak to a receptionist - the free text responses to various questions showed that for a small number of people, not having to explain their issue to a receptionist prior to an appointment with a GP was attractive to them.
- Experience during the appointment was very positively rated by users and they have highlighted 'having enough time to raise their concerns' and 'feeling listened' higher than our equivalent work in North Tyneside's GP practices prior to covid.
- Once booked, appointments on time was also rated very highly, with only a small number of people having delays. Where there were delays, there was little support for people about what was happening.
- People were also very positive about follow up e-mail correspondence from Livi about progressing treatment.

How people are using Livi

- When we looked at how people are using Livi, it was clear that Livi is not primarily being used as an alternative to emergency/urgent care services, only 16% of respondents

deemed their problem to be urgent or an emergency. Nor as an out of hours alternative to contacting their GP. Almost 70% of respondents contacted Livi during the day on a weekday and most appointments also took place during normal working hours.

- For most respondents Livi was their first-choice option, over 75% of respondents stated that they did not try to use any other healthcare services before they booked their Livi appointment and when asked if they would have preferred to use an alternative healthcare service, the most common response was 'no'.
- For a small number of people, they have told us that they have benefited from a 'fresh pair of eyes' on a recurring issue' - this indicates that getting another doctors opinion has progressed their care or treatment.
- In the free text there is some indication that people were more prepared to use Livi when they 'didn't want to bother their busy GP'. For some users, Livi enabled them to seek medical advice about an issue that was worrying them but they did not think it was important enough to try to see their own GP.
- Going to the right place first time - People highlighted that video calls were only suitable for certain issues.
- A very small number of people were dissatisfied about being referred on to see a GP face to face and saw Livi as an additional hurdle - this was particularly an issue when the booking of the face to face appointment wasn't smooth. **Suggested action - is there a need to review the handover/referral routes into practices**

How Livi could be improved

- When we asked people how their experience could be improved, the most popular response was 'nothing'. However, when people did suggest improvements, most related to a shorter wait time for their Livi appointment. In particular, people stated that the 'predicted waiting time' function on the Livi App needed to be more accurate and a better predictor of actual wait time. The next most common suggestion related to the link between Livi and other health services, especially with GP practices where several problems had occurred, better link with local pharmacies was also mentioned.
- Some technical issues with reception, sound quality etc during the consultation. People commented how helpful the Livi GP was in trying to address these.
- There is a real gap in the help/support function of the app if things are not working.

Linking to other services

- Broadly very positive feedback but some individual described difficulty in getting a face to face appointment at their practice if the Livi GP identified it as needed. There were a couple of instances highlighted where the practice would not follow a recommended course of action and two instances where referrals to other services were missed.

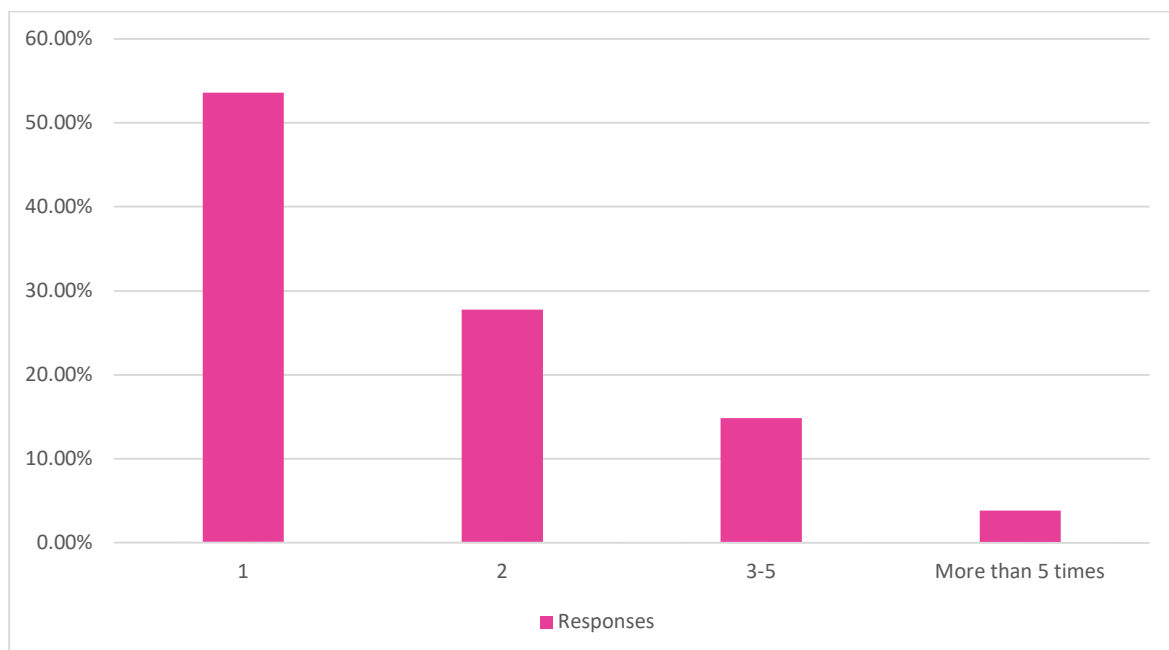
Suggested action - is there a need to review the handover/referral routes into practices.

Alternative services

- Livi is seen as a good servicer by those who responded to this survey. People saw alternatives as Video, face to face or phone consultations with their own practice. There was little support for a standalone North Tyneside Livi service in this survey.
- The Livi service does appear to be taking pressure of the GP system. Either by people self-selecting, or by practices themselves encouraging people to use Livi. We heard from a small number of people who were offered Livi once they had been triaged through their practice and these seemed to work well from the users we spoke to. There is potential for this approach to be used more widely.
- There is some potential for the additional capacity a Livi type service to better manage some of the non urgent issues that are particularly frustrating for people to have to wait for an appointment with their practice.
- There is potential for the additional capacity a Livi type service to better manage some of the urgent issues that people who cannot get support from their practice that day could end up using A&E and the Urgent Treatment Centres - there is additional opportunity to investigate how a virtual GP service could help manage the pressures at urgent and emergency care services.

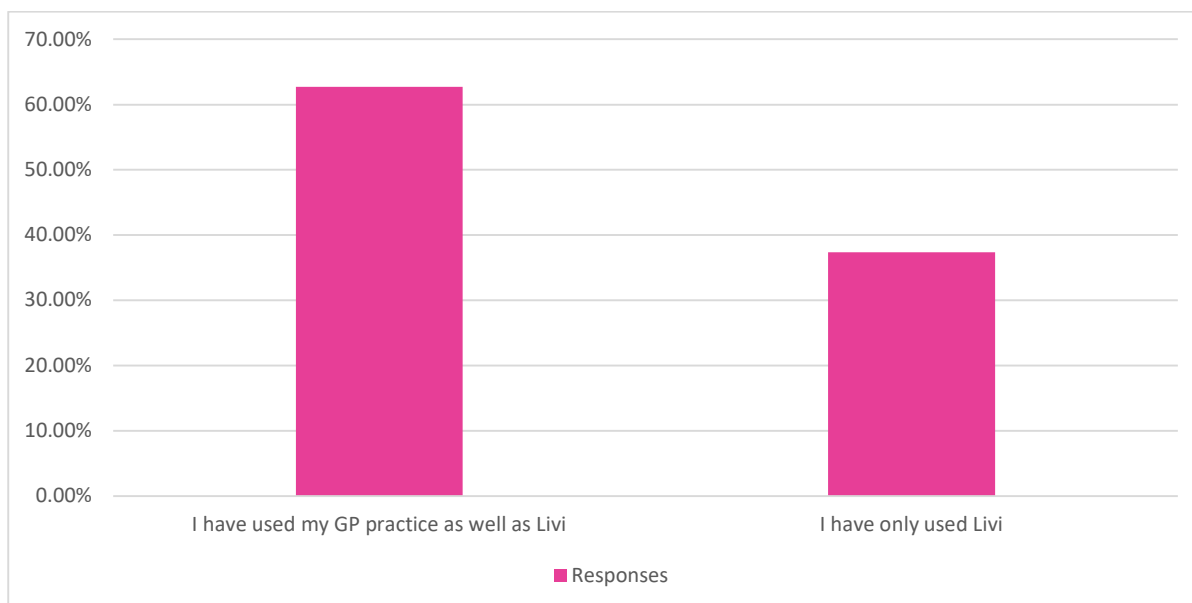
Responses to the survey questions

1. How many appointments have you had using Livi?



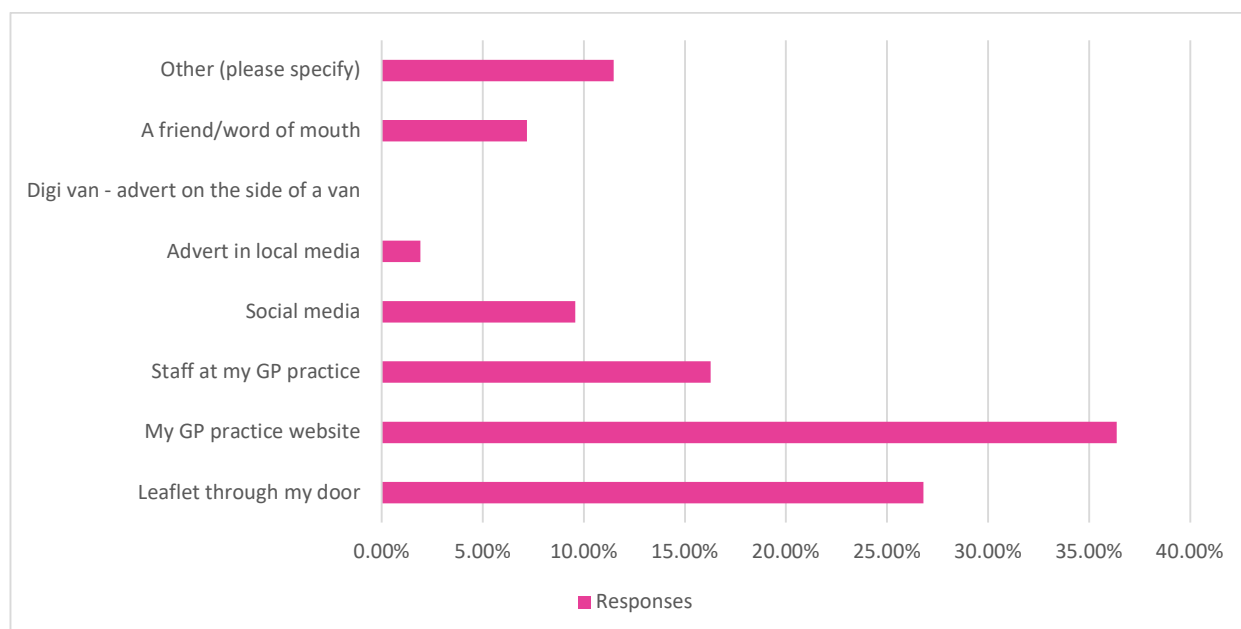
These results show that over 50% of respondents used Livi only once, 28% used Livi twice and under 4% used Livi five times or more, during the first nine months of the pilot.

2. Thinking about your use of primary care since July 2020, which of the following best describes you?



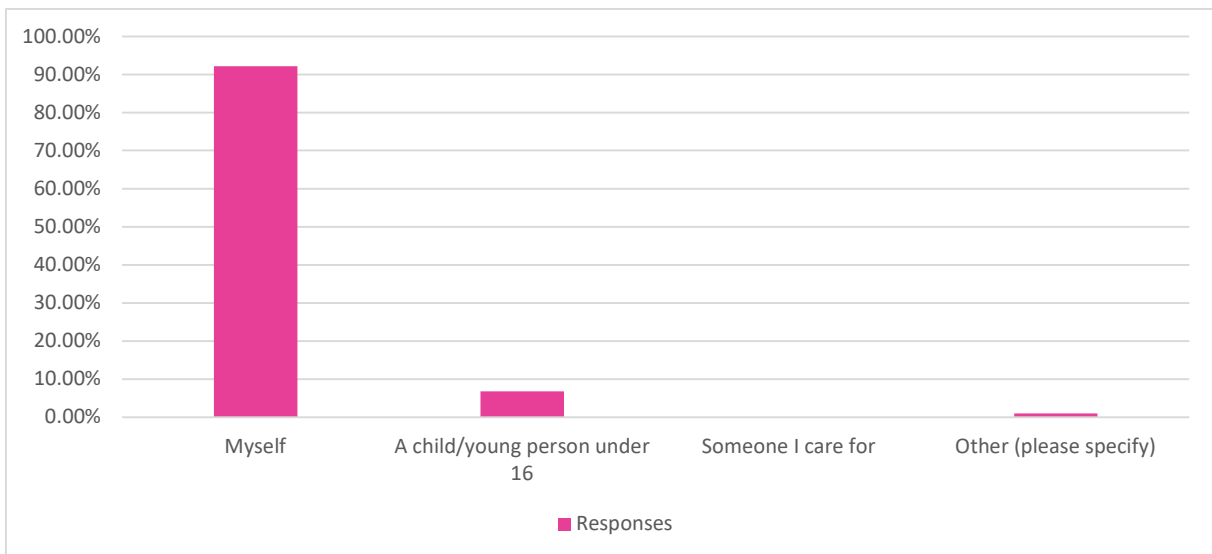
This graph shows that over 60% of respondents have also used their GP practice since July 2020, whilst just under 40% of respondents have only used Livi. This is quite a high proportion of respondents choosing to only access what is a brand-new service and may be in response to safety concerns about visiting their surgery but may also show a need/desire for this type of service.

3. How did you hear about Livi?



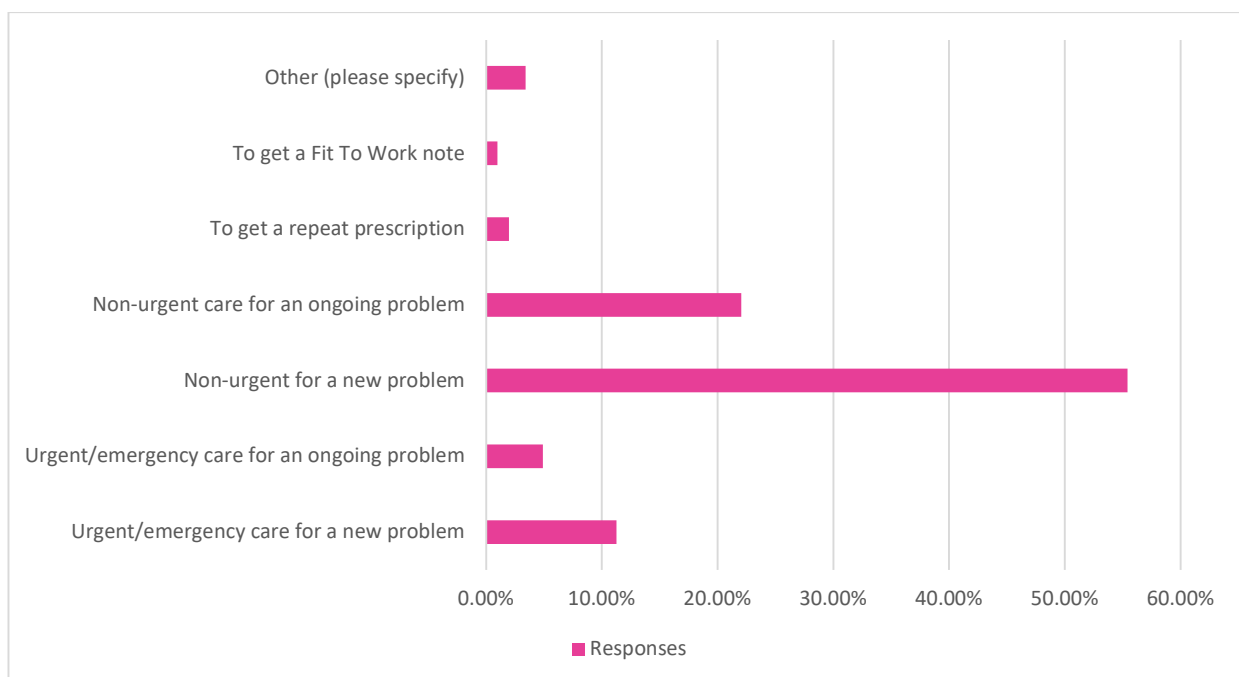
These results show that people heard about Livi from several different sources, the most common being their GP website, followed by the CCG's leaflet that was circulated to all North Tyneside residents. Over 10% of respondents chose the 'other' option and were asked to specify how. The most common responses to that question were, via a text from their GP or via a letter from their GP. Others stated that they had seen a poster in their GP surgery, that they worked in a GP surgery or had heard about Livi from the CCG.

4. Who needed help?



It is clear from this graph that the vast majority were seeking help for themselves, with only 7% seeking help for a child.

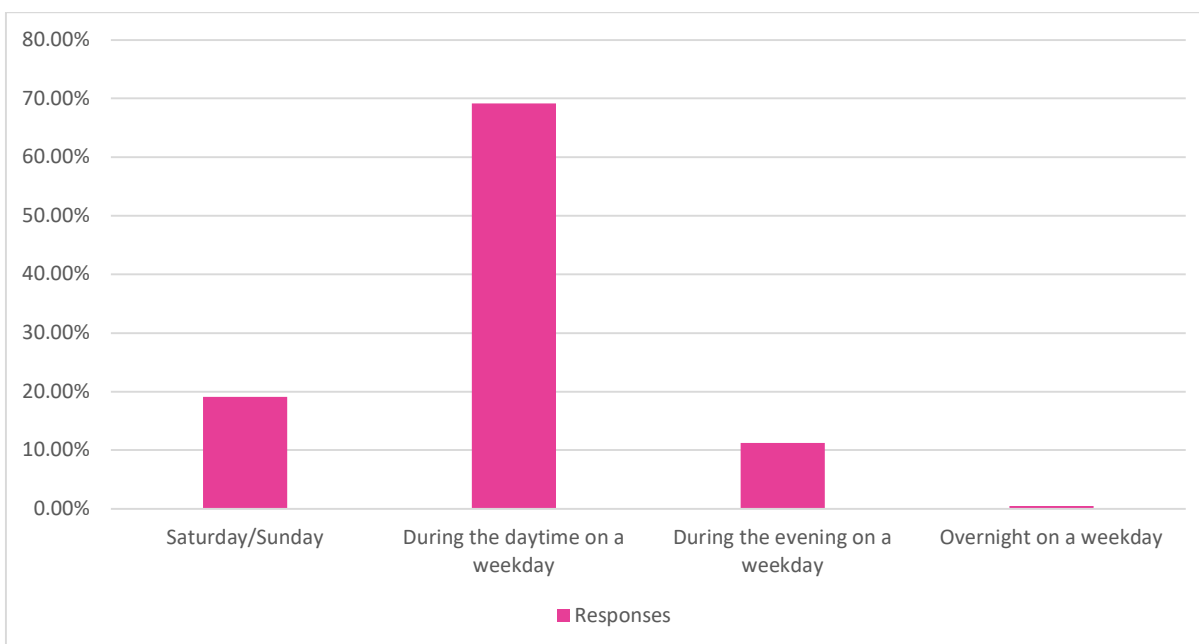
5. What help did you need?



Again, respondents had a variety of reasons for contacting Livi, however the graphs show that for over 77% respondents deemed their problem to be non-urgent, only 16% of respondents contacted Livi for urgent/emergency care. Of the 3.5% of respondents who chose the 'other' option, reasons given included for covid advice, general advice and because of an accident.

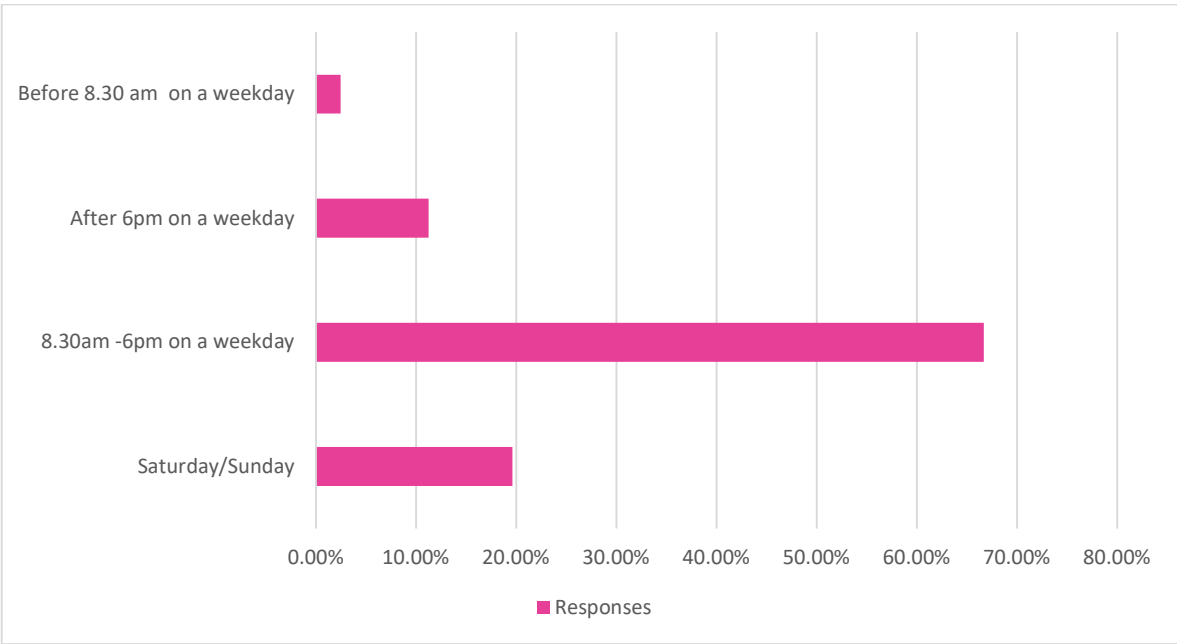
In the text responses to other questions, there is an emerging pattern of people seeking advice about an issue they were uncertain about and not knowing if it was important or not - for some people they indicated that this service provides important reassurance and support without 'bothering' their busy GP unnecessarily'.

6. When did you need help?



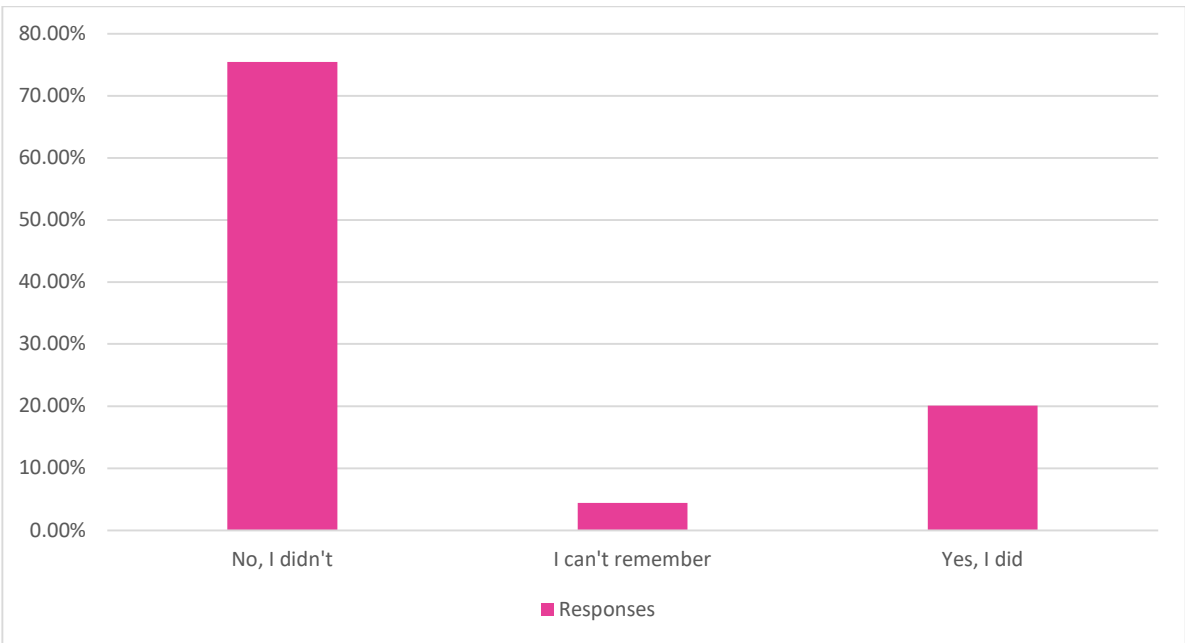
These results show that Livi is not being used primarily as an out of hours service, almost 70% of respondents contacted Livi during the day on a weekday, with 30% respondents making contact on either at a weekend or a week-day evening and only one respondent contacting Livi during a week-day night.

7. When did you have your appointment with a Livi GP?



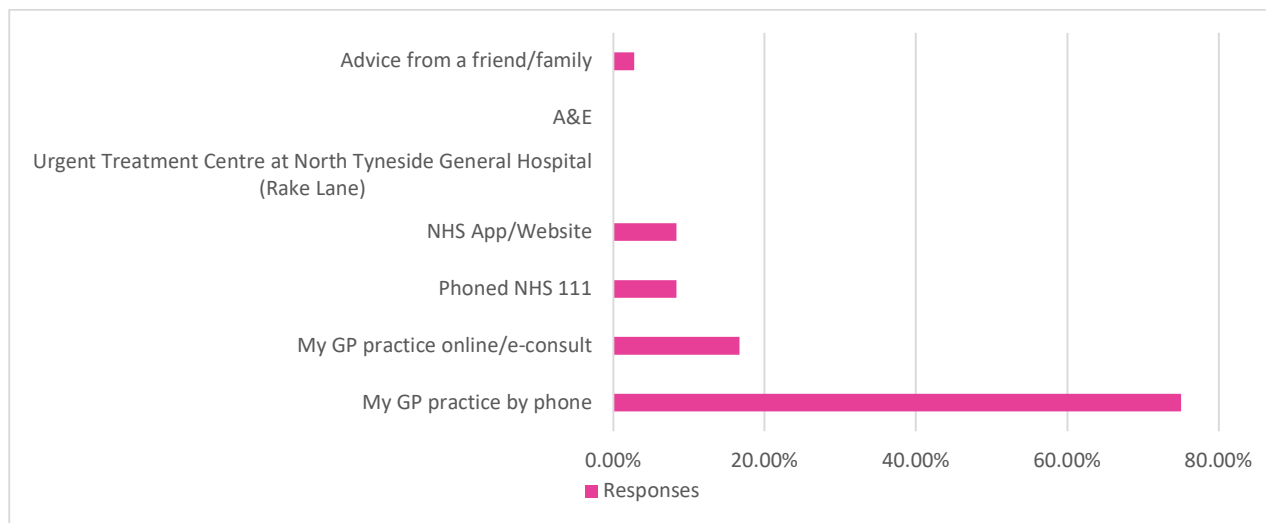
Most appointments took place during normal working hours, with just under 20% taking place at the weekend, 11% on an evening and a small number (2.5%) early in the morning. Suggesting again, that Livi is not being used as an out of hours service particularly, this surprised us at Healthwatch given feedback we received in previous research indicated a gap in out of normal hours support.

8. Did you try to use any other healthcare services before you booked your Livi appointment?



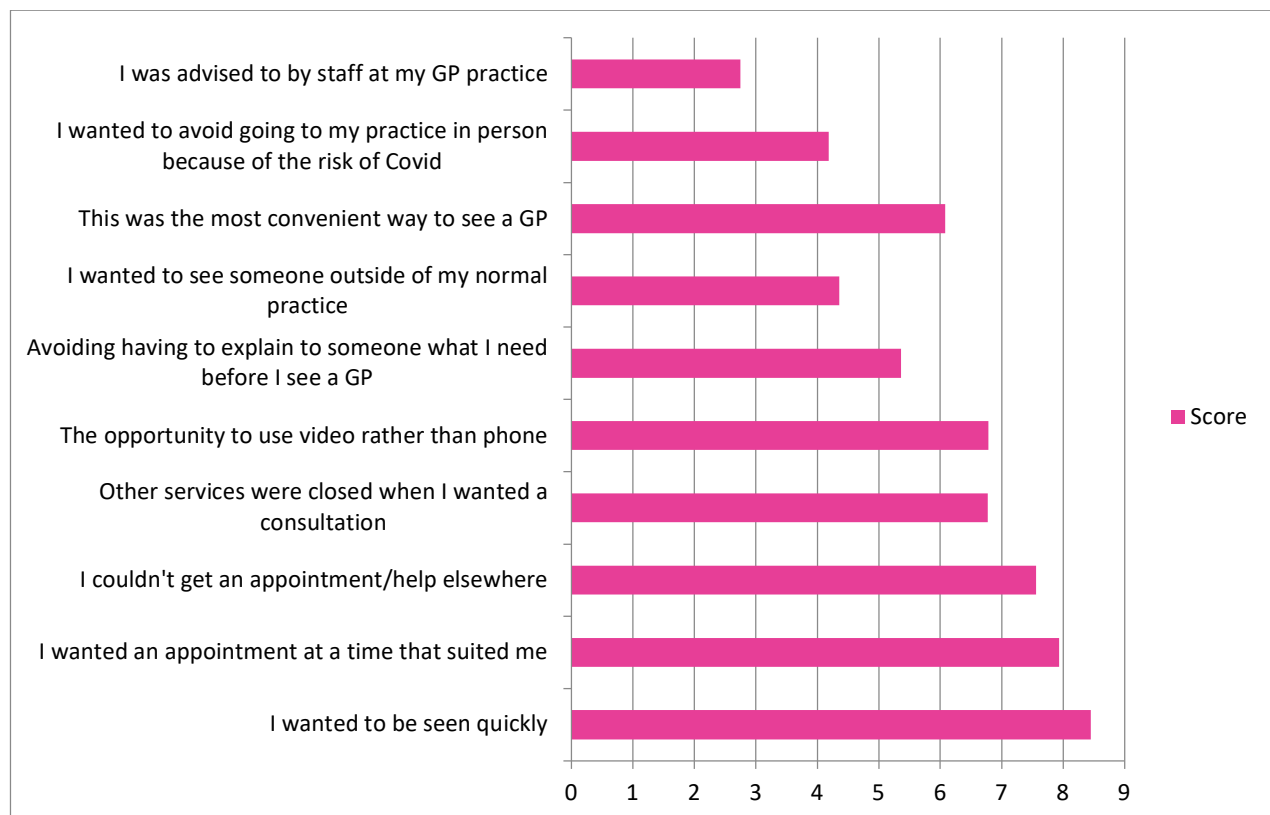
These results show that for over 75% of respondents Livi was their first port of call and demonstrates that, amongst respondents to the survey, there is a definite demand for this type of service.

9. Which health care services did you try to use? (select as many as you need)



Of the 20% (see above) of respondents who initially tried to use an alternative to Livi, most tried to contact their GP either by phone or online, with a small number phoning 111 or accessing advice online. No respondents visited A & E or the Urgent Care Treatment Centre prior to contacting Livi.

10. Why did you choose Livi?



These results show that people had a whole range of motivations for choosing Livi, with no one reason standing out above the others. The highest scoring motivation is wanting to be seen quickly but having an appointment at a convenient time scores almost as highly and generally the themes of speed and conveniences predominate in the results. Coming in third is the inability to get help elsewhere, a score that may have been exaggerated by the pandemic or get an appointment with their GP.

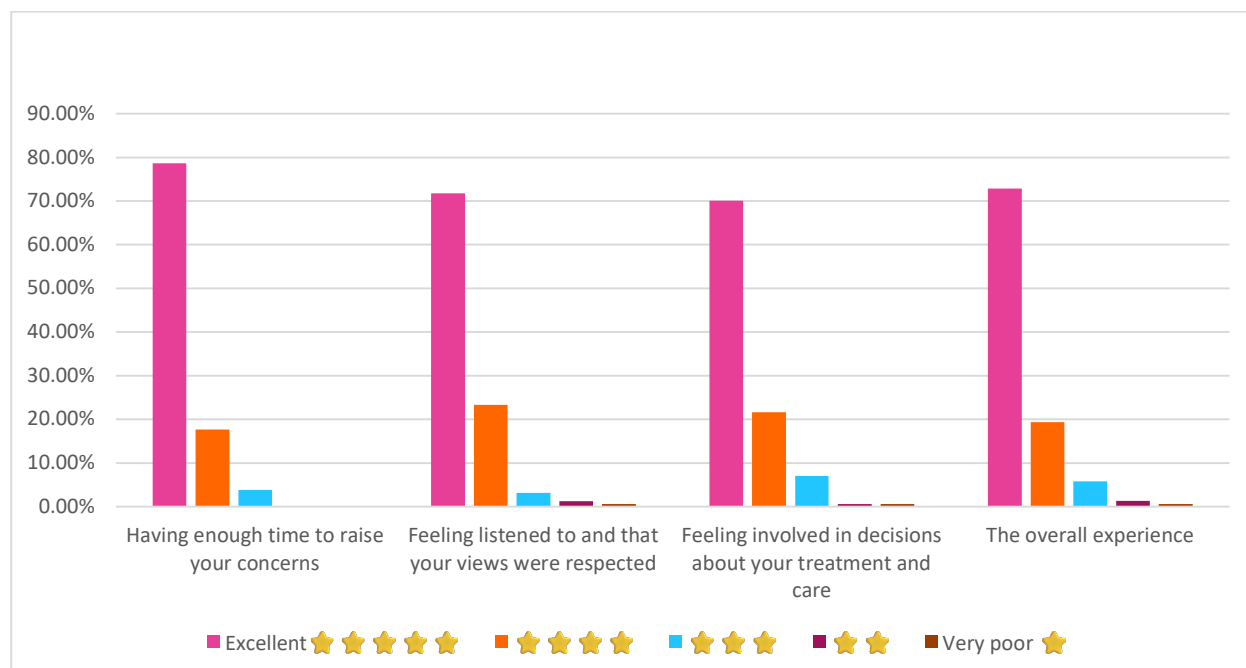
Interestingly, the opportunity to use video rather than the phone also scores highly, this contrasts with other findings by Healthwatch, which indicate that many people prefer telephone appointments, possibly relating to this group already engaging digitally . Conversely, avoiding triage, also scores quite high and this result replicates other Healthwatch findings which show that people generally dislike having to explain their condition at point of contact.

When you combine the top 3 scores for each of motivations available, you see:

- I wanted to be seen quickly 117
- I wanted an appointment that suited me - 101
- I couldn't get an appointment elsewhere -76
- This was the most convenient way to see a GP - 51
- Other services were closed when I wanted a consultation - 51
- The opportunity to use a video rather than phone - 50

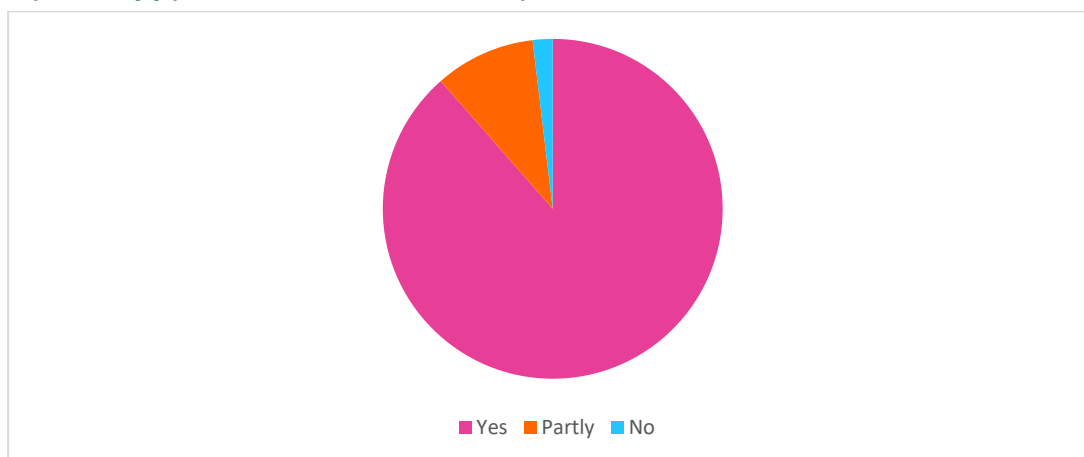
It should be noted that a glitch in the survey monkey autofilled answers with lower scores for some users of mobile devices and so we need particular caution when using the responses to this question.

11. How would you rate your experience?



These are very positive results, with over 70% of respondents rating their experience of using Livi as excellent in every category. People rated having time to raise their concerns, particularly highly, with over 96% respondents giving that element either a five or four-star rating.

12. Were you happy with the outcome of your consultation?



Again, this is a very positive result, over 88% of respondents were happy with the outcome of their consultation, whilst less than 2% were not.

We asked people to tell us more:

Points raised twice or more	Times mentioned
Generally, very happy or happy with the outcome	18
Friendly GP who engaged fully with me	15
Very quick response, compared to waiting to see my GP	10
App is quick, easy, and convenient to use	10
The GP gave me good advice	10
The quality of care was very good	9
My prescription was processed quickly	7
My Livi consultation enabled me to see my GP more quickly	5
I still needed to see my GP, my Livi consultation just delayed things	5
The care I received was better than if I'd seen my GP	3
My referral on worked well	3
My problem wasn't dealt with appropriately	2
Would have preferred to see my own GP	2
Had several Livi appointments of varying quality	2

90 people completed this part of the question, and as in question 10 the themes of speed and convenience, if combined, are mentioned most frequently. However, reasons related to the quality of care are also highlighted by many respondents. At the bottom of the table are the reasons given when people were not fully happy with the outcome of their consultation.

In the free text answers for this section we see a small number of people (5) tell us about the Livi GP making a different judgement on an issue to their usual GP -

‘The GP I spoke with progressed my problem for in investigation which is ongoing unlike my a GP at my practice’ and ‘I got a referral I thought I was due’ .

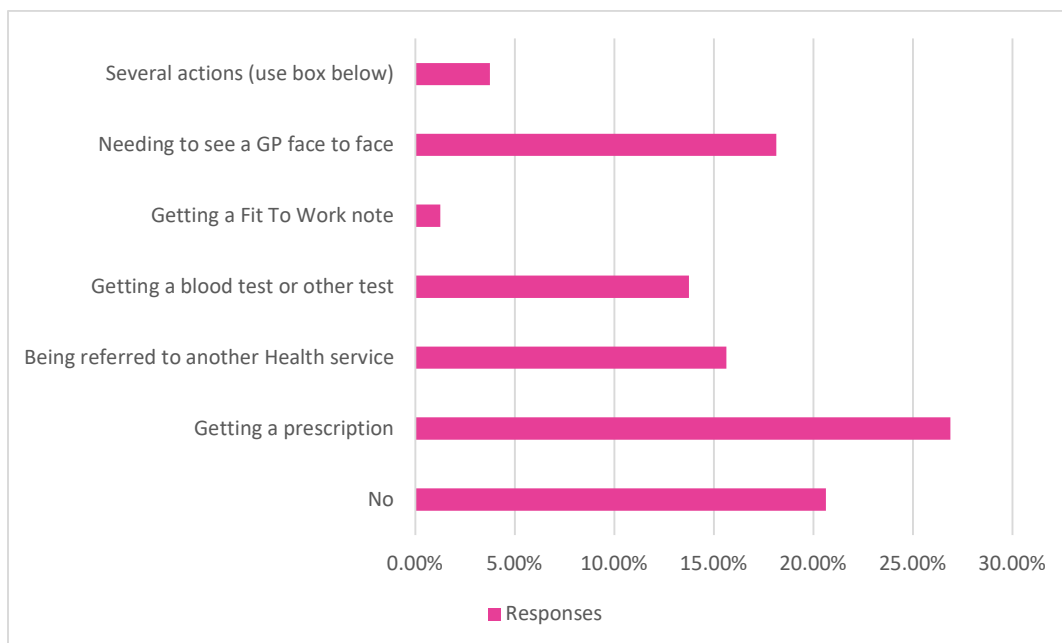
Below are some examples of what people told us:

‘Was unable to see a GP at my own practice so used LIVI. GP I spoke to through LIVI stated I needed to be seen by a GP in person and urgently. I called my GP surgery ... who managed to fit me in for an emergency appointment the next day. If I hadn’t used LIVI I would have had to wait due to Covid restrictions’

‘An appointment was available within 15 minutes (for my first booking). The GP was able to observe my movement and give advice (shoulder pain), provide options for self-care and discuss what would happen should it continue’

‘In the end I had to see a GP, so it felt like I had a delay in getting seen, by the person I needed to The main reason I used Livi was because it was presented as something the practice were trying to give an opportunity to.... but in the end it just delayed my consultation’

13. Were follow up actions needed?



These results show that the most common follow up action was getting a prescription, followed by no follow up. The next most common, accounting for just over 18%, was having to see a GP face to face. Other results will show that this was a problem for some respondents, who felt their Livi consultation just delayed things, whilst others felt that the Livi referral enabled them to see their GP more quickly and actually speeded up the process.

We also asked people to tell us what worked well and what could have been improved:

What worked well - points raised twice or more	Times mentioned
Generally everything worked well/very well	29
Convenience & speed of response	12
The referral process	9
Felt more listened too/had more time/the GP was more responsive	8
Provision of follow up appointments	3
The advice I was given worked	2
What could be improved - points raised twice or more	Times mentioned
Communication between Livi and my GP	7
Difficulties with using the technology	5
I needed a face-to-face appointment	4
Processes for getting medication	4
GP attitude	2
Diagnosis	2

78 people completed this part of the question and most of those felt that the follow up procedures had worked well. Interestingly the most common are for improvement was communication between Livi and their GP, where several problems had occurred - mainly relating to the booking of a face to face appointment or follow up tests..

Below are some examples of what people told us:

‘Very impressed with the service which I do hope is here to stay. Having a health problem where I didn't need a Dr's examination will save time for the people who need to visit the Dr in person. Love it!’

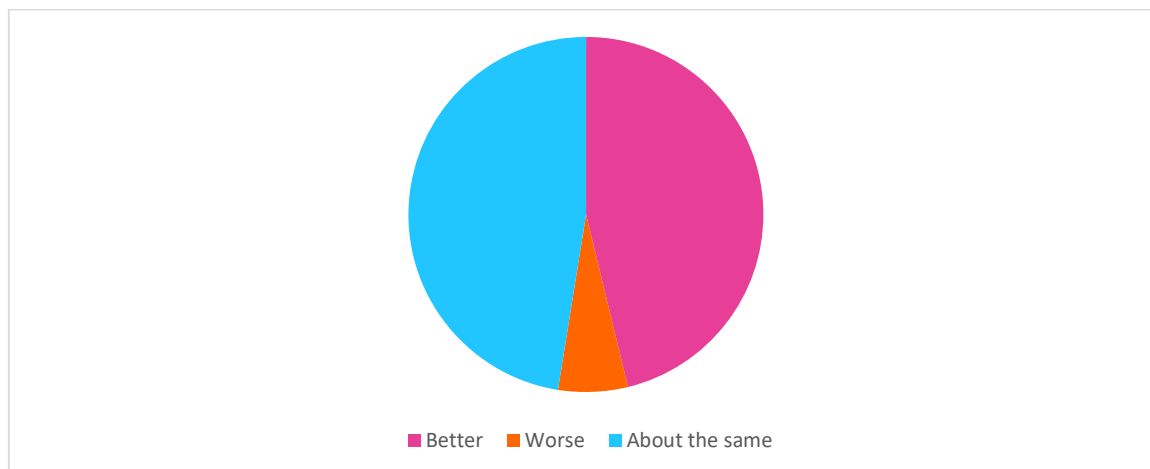
‘Bit more precise. One time I told the Livi GP I have been having headaches and had been feeling a bit anxious as I've been having to wait so long for therapy. She prescribed me with anti-depressants which I have never taken.....I felt a bit uncomfortable.....I haven't taken the meds because I was scared’

‘Consultation was excellent, felt that I was listened to and that doctor knew of my medical history’

‘Livi made an appointment for me to see a practitioner for a face-to-face assessment. My GP practice 'phoned me to tell me that they had cancelled this due to the appointment being with a user, who isn't qualified to refer me for an x-ray. So, I had to make an appointment with my practice anyway, somewhat negating the Livi consultation’

In one of the interviews we were told ‘The handover between Livi and this participant's GP practice was noted as a “much better system” as they got an appointment within half an hour which was surprising due to waiting times with COVID.

14. Overall, how did your experience of Livi compare to your usual experience at you GP practice?



Another very positive result with only 6.5% of respondents stating that the experience of contacting Livi was worse than their usual experience at their GP practice.

We asked people to tell us why:

Points raised twice or more	Times mentioned
Availability/speed of appointment	31
Convenience	19
They had more time for me and listened to my problems	15
I didn't have to travel to, or wait in, the surgery	15
Quality of care and professionalism of the GP	9
Ease of booking an appointment (no long wait on the phone)	5
Good follow up	4
I prefer to see my GP face to face	4
I didn't get what I needed	4
The care I received was better than if I'd seen my GP	3
My referral on worked well	3
I wasn't made to feel like I was time-wasting	2
It felt like seeing my own GP	2
Technical problems using the app	2

93 people completed this part of the question and the results show again that speed and convenience are the most common reasons behind their original response. However, another emerging theme is the perception that the Livi GPs have more time for patients and really listen to their problems.

Below are some examples of what people told us:

‘I felt like I had more quality time with the Livi GP and I felt this experience enabled’

‘It's fab for small things but I wouldn't say it's better than meeting face to face because video calls sometimes aren't as accurate as a GP in person’

I've used Livi twice. On one occasion the GP I spoke to was very thorough, helpful, and reassuring. On the other occasion, the GP seemed to be pushed for time and was less helpful..... Livi works well if you are looking for advice.....but it cannot fully replace the relationship that ideally builds up between a patient and their GP’

‘I was on holiday in a caravan so did not have access to my usual GP service’

15. Could anything have been improved about your experience of using Livi?

Points raised twice or more	Times mentioned
No/nothing/NA	68
Shorter wait times/the predicated wait time function more accurate	13
Better procedures for issuing prescriptions	4
Initial advice to contact my GP, if a face-to-face appointment is needed	3
Better links between Livi and my GP	2
Being able to see my GP on Livi	2

102 people completed this question and almost 70% just stated that there wasn't anything that could be improved. Where improvements were mentioned, the most common one involved the 'predicted wait time' function on the Livi app, which some people found inaccurate, leading to delays and frustration. There were also some issues around prescriptions going astray.

One person we interviewed had a very difficult time using the app, they said:

“If you're going to launch an app then it has to have all the right features and [has to] be right for the ageing population”. This participant stated that there wasn't a 'forgot your password' button and it also didn't have the eyeball button that is often found on websites/apps that allows you to see your password as you type. With this in mind, if they were inputting their password incorrectly as the app suggested, there was no way for them to check/fix mistakes without this feature. After trying numerous times to log on, they “gave up with Livi”.

Below are some further examples of what people told us:

‘If they are asking for information before the appointment, they should check this and if they know it cannot be solved online then advise the patient’

‘Perhaps there could be an option in the app to select if you want to see a male or female GP prior to the appointment’

‘Local GP (from same region) who knows the local system. Direct link from Livi to GP, rather than needing me to separately phone GP’

‘I love the app its quick and easy and it's good if like me you don't have any serious conditions but you're worried about something but not certain it's urgent enough to go into the doctors and don't want to seem like you're wasting anyone's time.’

16. What would you have done if Livi was not available?

Alternatives to Livi	Times mentioned
Waited to see my GP	93
Visited A&E/ hospital	11
Nothing	10
Visited a walk-in centre/urgent care centre	9
Don't know	7
Rang 111	5
Visited the pharmacy	3
Rang 999	1

131 people completed this question and the vast majority stated that if Livi was not available they would have waited to see their GP. However, 11 would have gone to A&E and 10 would have done nothing, both concerning options.

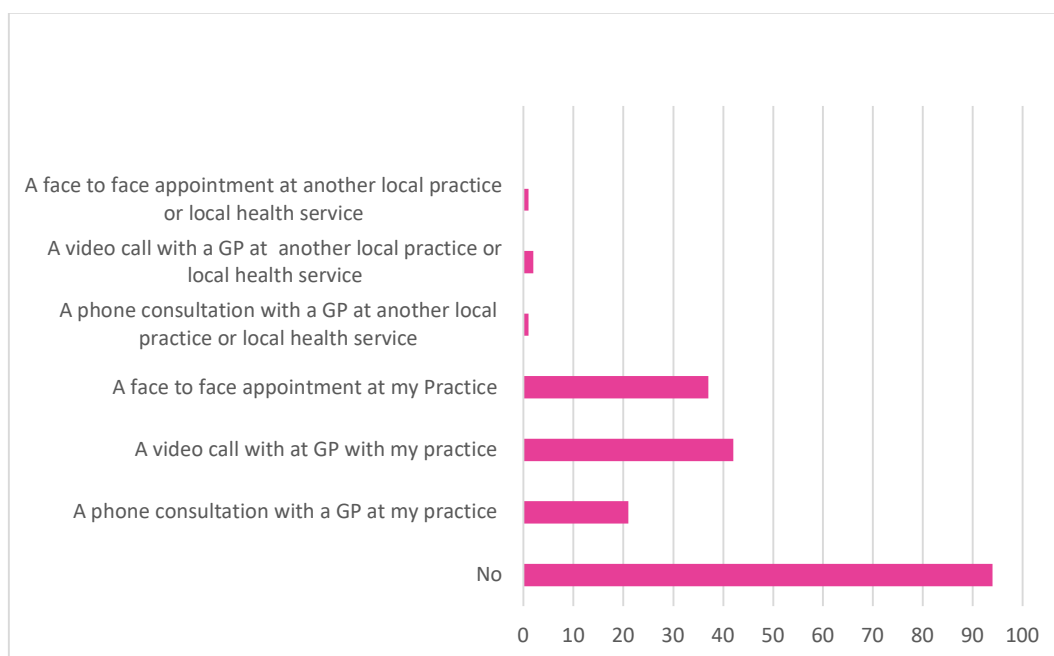
Below are some examples of what people told us:

‘I think it would be a challenging situation without Livi, as making appointments with a GP is so difficult, especially during the pandemic’

‘Spent hours on the phone with my blood boiling, waited ages for an appointment, then wasted half a working day.....driving back to North Shields for an inconvenient appointment’

‘Panicked until I got a GP appointment in person, which could have exacerbated my problem’

17. Would you have preferred to use a different healthcare service?



Respondents were allowed to choose more than option. It is clear that the most common response is that Livi is a popular choice for people people's, accounting for just under half of all responses.

Of the other responses, it is interesting the more people chose a virtual appointments with a GP at their practice rather than a face-to-face appointment. This may a response to the Covid pandemic or may just reflect that this group of patients prefer the convenience of a video and telephone consultation.

The number of people saying a telephone appointment was an alternative indicates that they felt their condition could have been handled over the phone. There continues to be a strong preference for visual contact in this cohort.

The respondents to this survey indicated very little enthusiasm for an alternative locally based pooled service - showing a preference for a practice based service. In our other GP access work, people have mentioned this as an alternative approach.

We asked people to tell us more about their answer:

Points raised twice or more	Times mentioned
Generally happy with the Livi experience	21
My GP knows me better	11
My condition requires a face-to-face consultation	7
I would like the Livi experience, but with my GP practice	2
Concerns around Covid put me off contacting my GP	2

52 people completed this part of the question and the most common response was that people were happy with their Livi experience. However, for a significant number of respondents, they would have preferred to speak to a local GP or GP at their practice .

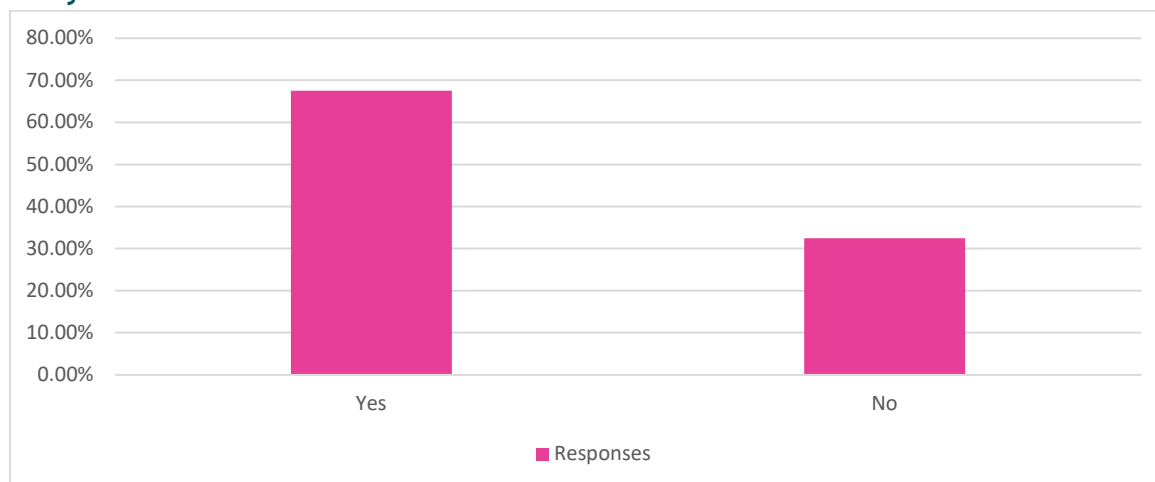
Below are some examples of what people told us:

‘The waiting time for general appointments is just too long. It makes you feel, unless your issue is urgent, you just won’t bother, and this can then impact on your day to day life just putting up with things when we shouldn’t be’

‘Livi is a bit of a lottery. It is good for urgent matters, not so good for complicated medical issues where there is a long history to explain’

‘It was an out of hours situation, no need to visit A & E, therefore seeing via video in own home was excellent’

18. Are there circumstances when you think a consultation by video call would not be the best way to receive health care?



Two thirds of respondents stated that there were circumstances where a video appointment would not be the best way to receive health care. This means a third thought there were no circumstances where a video call wouldn't work, this is quite a high proportion, but maybe reflects the fact that this group of respondents have proactively chosen to use a service that only offers video appointments.

We asked people to tell us more about their answer:

Examples of when a video call is not appropriate - raised twice or more	Times mentioned
When a physical examination is required	50
For personal/intimate/sensitive issues	10
For long-term/complex conditions	5
If you are unsure about what is wrong with you	5
When you need something measuring	4
When you need to see some-one you trust & who knows you well	3
When the GP needs to give you, life-changing news	3
For mental health issues	2
For urgent care - strokes/heart attacks	2
Other points raised twice or more	Times mentioned
Video calls are a good first point of contact, with follow up as required	4
Not all conditions need a face-to-face appointment	3
Video calls are more convenient for straight forward issues	3
Video call are safer during the covid pandemic	2

92 people completed this part of the question and not unsurprisingly, the most common reason given was when a physical examination was required. Most of the other reasons relate to the complexity and/or sensitivity of the issues involved.

Below are some examples of what people told us:

‘Where you need a physical assessment, or where the GP or the patient need to be face-to-face to pick up on opportunity to have a fuller discussion.....I think there is a place for video, but I am a believer that the relationship, and skills of GP’s in picking up non-verbal signs are very important to health care’

‘Non urgent calls where able to describe problem without having to see f2f. Or where perhaps a reassuring answer is better than none or worrying overly about a problem whilst being unable to see GP for 7 days’

‘Livi is a bit of a lottery. It is good for urgent matters, not so good for complicated medical issues where there is a long history to explain.’

Scenarios

We have reviewed the responses of different cohorts of people responding to this survey to understand different views, experiences or expectations.

People who tried their GP first

31 of the 210 people who responded told us they had tried to use their GP practice first either by phone or e-consult. All were happy with the outcome of the Livi consultation. 52% said it was better than their usual experience, 41% said it was about the same and 7% said it was worse. The people who said it was worse commented generally positively

‘but I’ve ticked ‘worse’ because it cannot fully replace the relationship that ideally builds up between a patient and their GP’

The main factor for this group was waiting times at practices - ‘I was seen on the day I needed help not put off for 2 weeks’ and convenience - ‘Didn’t need to spend time constantly trying to get through to practice and eventually be told to ring back as they had no appointments. It gives a choice of available times, saves time travelling and waiting. This is a fantastic service that works well with the GP practice I am registered at.’

That said 33% went on to say they would have preferred a video call with a GP at their practice, 28% would have preferred a face to face appointment and 17% a phone appointment with a GP at their practice.

Urgent care needs

33 people said their care needs were urgent, 23 of these for a new problem, 10 for an ongoing problem. 22 of these people had their appointment 8.30-6 on a weekday and 45% had tried to use another healthcare service (their GP, except for 2 individuals).

‘Wanting to be seen quicky’, and ‘I couldn’t get an appointment help elsewhere’ were the most popular motivations for using livi selected.

9 of these people needed to go on a get a face to face appointment with a GP.

46% of this group thought the service was better, 43% about the same and 11% worse - the free text indicates that speed of appointment and convenience was a real positive, but people who scored it 'worse' said that the Livi service 'was great, but could not replace my relationship with my gp'.

If Livi wasn't there - 6 people said they would have attended A&E, 2 said they would have attended a walk in service at hospital, 1 would have phoned 111 and the others would have waited to see a GP at their practice.

Non-urgent care

160 people told us they used Livi for there non urgent care needs. 7 of these had had more than 65 appointments with Livi, 22 3-5 Livi appointments and 46 people said they had had 2 Livi appointments.

58% of these said they had also used their GP practice since July 2020.

114 (71%) said they were looking non-urgent support for a new problem. 34 (215) said they accessed the service on Saturday/Sunday and 14% outside normal hours during the week.

129 people (80%) did not try to use any other service before Livi, 16 people contacted their GP practice and 4 contacted NHS111 or the NHS website.

Reasons for choosing livi:

When you combine the top 3 scores for each of motivations available for this group, you see:

I wanted to be seen quickly - 91

I wanted an appointment at a time that suited me - 85

I couldn't get an appointment/help elsewhere - 57

This was the most convenient way to see a GP - 43

Other services were closed when I wanted a consultation -40

89% of this group where happy with the outcome, 9% partially and 2% not happy. Those not happy felt they would have rather seen their own doctor (one person had expected the video call was going to be with their Dr)

47% of respondents in tis group felt the service was better when compared to their usual experience at the GP, 48% about the same, 5% worse.

Responses to - what would you have done if Livi wasn't there

GP - phone - 74

A&E/Urgent Treatment Centre - 10

Don't know -4

111 - 3

Pharmacy - 2

The free text in this and other questions highlighted the following issues~:

- 1) Significant waits for non-urgent appointments at GP practices
- 2) Issues with the triage process and roles of receptionists
- 3) For some, they indicated that they had had the condition for some time prior to contacting Livi but knew it was difficult to see a GP at their practice.

When asked 'would you have preferred to use a different healthcare service?', 75 people said no, 30 said a video call with their practice, 25 a face to face appointment at their practice and 14 said a phone appointment.

When things aren't quite right

We deliberately chose the 'more interesting' responses to the survey questions for interview. Two of these highlight issues with the treatment that the respondents were not happy with.

Example 1 - A man who tried multiple different contacts with GPs - at their practice and Livi for a skin complaint that escalated:

Seeing a doctor face-to-face at the outset would have been helpful. "I can see how using video would work. But simply looking at a photograph wasn't enough." The respondent said that it wasn't only Livi who misdiagnosed the condition; the same problem arose during telephone consultations with the Practice. "I had sleepless nights for days after." Once the respondent saw a GP in person, the correct diagnosis was made, and the problem was resolved quickly. "If the initial consultation had been with a GP face-to-face, then follow-ups using video might be OK. But just using video means that a lot of things will be missed." The respondent emphasised that this had been a simple condition, which would be easily diagnosed in a face-to-face consultation. The respondent's view was that the increased use of online/virtual services such as video in place of face-to-face appointments is "not a good use of resources".

Example 2 - a women who has used Livi several times:

This was awkward - I felt like the doctor heard about my headaches and anxiety and put 2 and 2 together and got 5 - she prescribed antidepressants when I wasn't depressed. This was really disappointing. I haven't taken the medication. I haven't spoken to GP about it as what it turned out to be was that I needed glasses. I've been to optician and I'm wearing glasses now and headaches have gone. Not sure if this would be different - might have been able to explain headaches better in person possibly.

Livi is good to take the pressure off the NHS. Needs to be more widely known about. I've told friends about it. I've used it 2 or 3 times and always works well - really quick to be contacted back and so easier. When I have a proper appointment at the GP it can take up my whole day - thinking about it/ planning how to get there and back and it's usually a long wait to be seen. The app let's me have my appointment sitting in my house much more relaxed

Acknowledgements

Healthwatch North Tyneside would like to thank all those who took the time to complete our survey and those who put themselves forward for a telephone interview.