

Case study



Increasing primary care access

Supporting North Yorkshire CCG



livi
See a GP by video

Building resilience in North Yorkshire

In December 2021, North Yorkshire CGG enlisted the help of Livi to provide digital clinical capacity across Yorkshire and Humber. The aim? Improve access to primary care in deprived localities and support stretched services across the region.

In areas such as Haxby, Scarborough and Filey with a low GP to patient ratio, coastal practices and urgent care services can struggle in the winter months. Contracted through Winter Access, Livi's service has helped to build resilience within the local health system at a challenging time.



Providing agile, flexible support

From the outset of Livi's partnership with North Yorkshire, the Livi team identified a need for flexible support to meet surge demand across multiple patches. Livi's ability to scale services and supply clinical resource based on the needs of partners at speed has proven invaluable for North Yorkshire CCG.

"The Livi team were outstanding, providing us with a fair and robust contract under such winter pressure deadlines," says Maria Dean, Senior Service Transformation Manager, North Yorkshire CCG. "Short notice additional capacity was often requested and Livi pulled out all of the stops with the scheduling team to deliver additional capacity."

Livi worked closely with North Yorkshire to understand areas in the greatest need, target support effectively and onboard practices quickly and effectively.

Maria remarks, "In a very short turnaround time, we were able to ensure all of our practices were invited to understand the Livi model through various presentations and Q&A sessions which were delivered with such knowledge and professionalism."

North Yorkshire – The numbers

400

appointments delivered a week on average

960

appointments delivered in a single week

1600

additional GP hours provided in 5 months



Delivering capacity and results at speed

Just 12 weeks on from North Yorkshire's initial enquiry, the service was up and running across the full cohort of practices. The service would deliver 400 appointments a week on average including 960 consultations in a single week at full capacity. By May, Livi had provided 1600 additional GP hours in just 5 months.

Laser-focused on helping areas most in need, Livi's agile model has also enabled clinical resource to be reprioritised and reallocated quickly to support practices in crisis (as defined by the Operational Pressure Escalation Levels OPEL Framework). Livi has also bolstered practice resilience when A&E pressures have created downstream capacity issues in primary care.

Maria notes, "Adjustments to ways of working, lessons learnt and moving models forward were considered and actioned, and through our strong and honest working relationships Livi also supported North Yorkshire CCG when crisis arose on the East Coast."



Looking to the future

Now, Livi is exploring how to tackle wider contributing factors to demand challenges with a number of NHS partners. This includes utilisation of patient messaging tools and enhanced practice websites that ease pressure on appointment queues and practice lines.

Working in combination, these solutions can create optimal digital front doors that support timely and appropriate access to care, signposting patients to the right care at the right time.

What North Yorkshire CCG say

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"We would like to pass on our greatest gratitude to the Livi Team in supporting North Yorkshire CCG practices with the delivery of circa 11000 remote consultations as part of the Winter Access Fund delivery request. Together, we have successfully achieved our aim by improving access to primary care services."

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Maria Dean,
Senior Service Transformation Manager,
North Yorkshire CCG



What practice partners say

"I personally feel privileged to have worked as an inclusive team with Livi and consider ourselves one organisation doing the best we can for the patients that we serve, thank you for an outstanding service."

"Can we keep Livi?"

"Such a knowledgeable team."

"Livi has kept our practice open."

"Livi has been a godsend."

Find out how Livi can support you
Contact: partnerships-uk@livi.co.uk

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