




How to use



Health Essentials

00:15   94%




Email Address

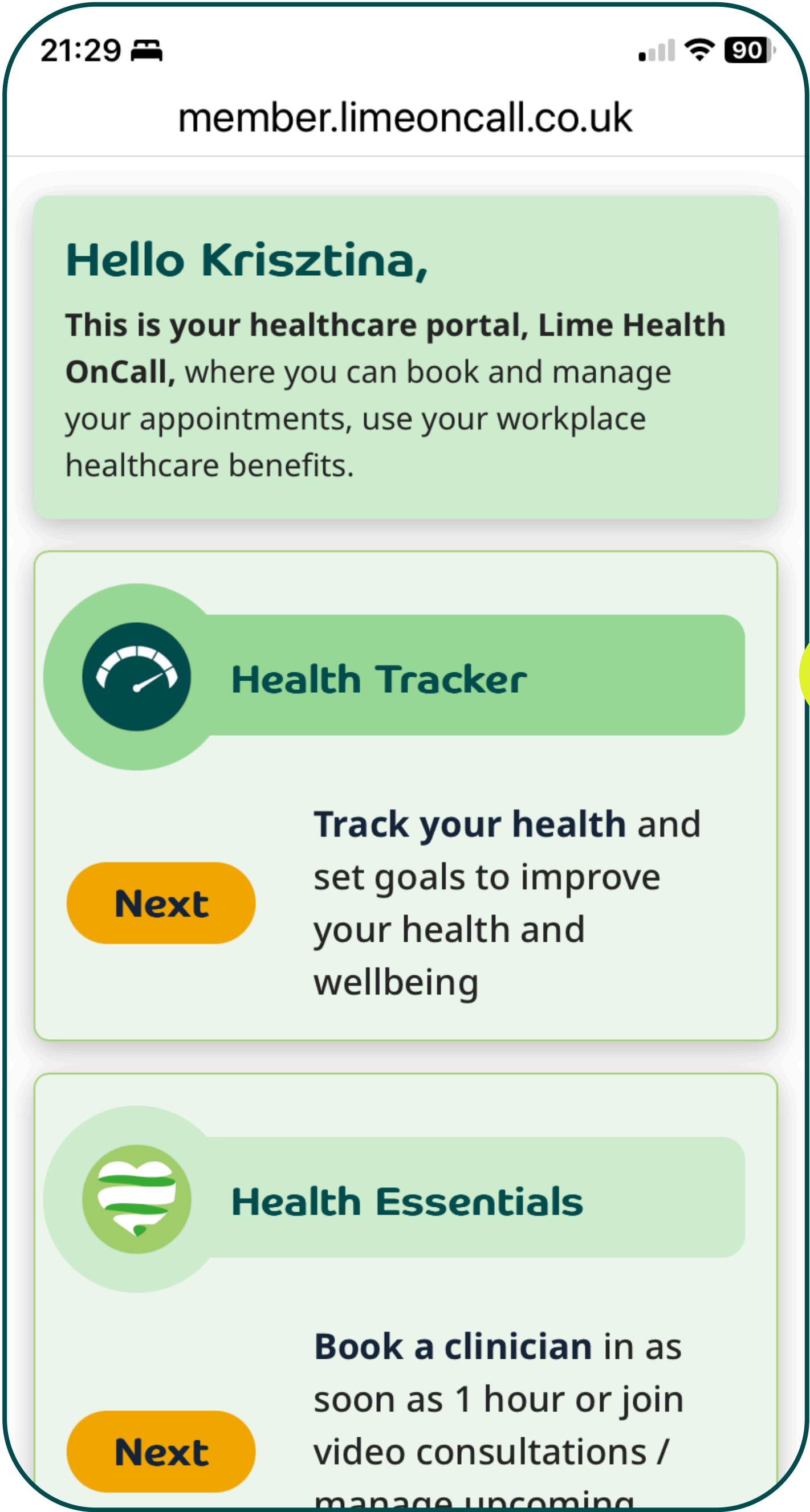
Password

Sign in

Forgot Password







Tap Health Essentials



Health Essentials

Member Portal / Health Essentials

To help us find you the most appropriate clinical help, you'll be asked to complete a few questions.



Service Summary



Virtual GP



Pharmacist



Physio Triage



Health Essentials



Nurse Triage



Mental Health



Video Appointments

Tap Video Appointments



Health Essentials



Add your mobile number to continue

We need your mobile number in case we can't reach you by video call.

Enter your mobile number below, and we will send you a code by text message that verifies your mobile phone. This check makes our service safer.

MOBILE NUMBER

+44 Phone number

Next



Type in your mobile number



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Enter code

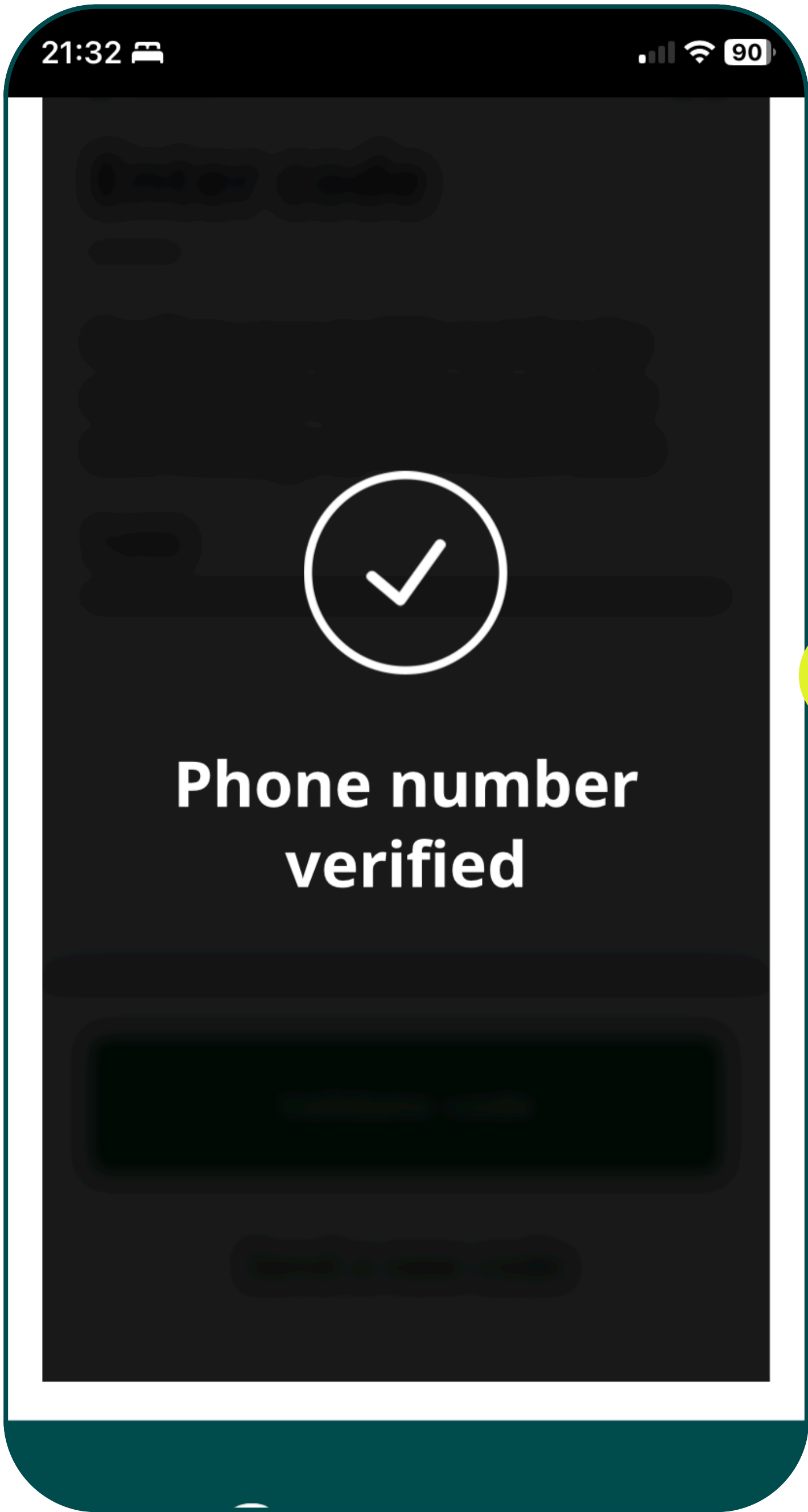
Confirm your mobile number by entering the 4-digit code sent by text message to +44

Validate code

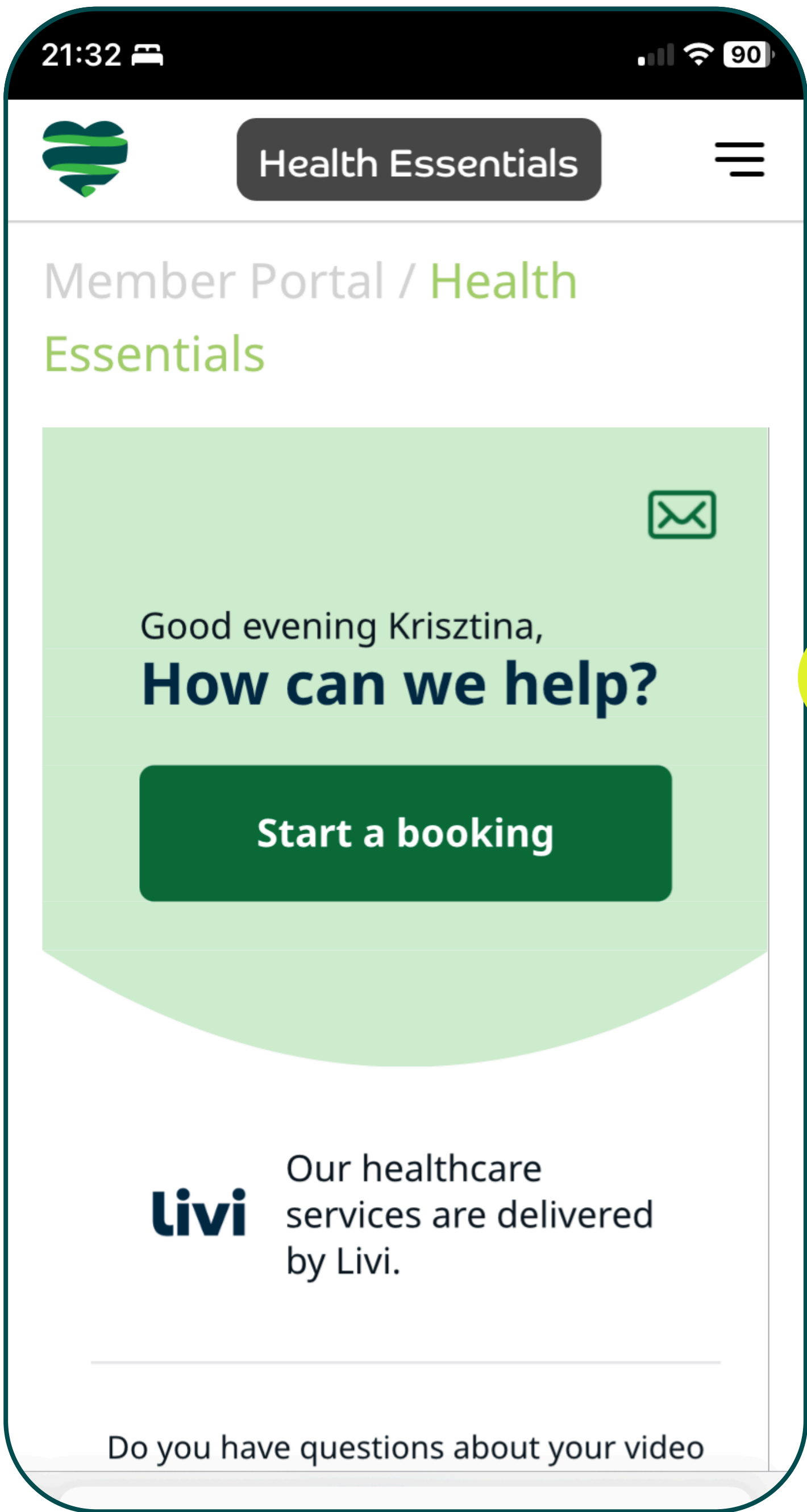
Send a new code




Enter the code you received & tap
validate




Your phone number is now verified




Tap: Start a booking



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Book a... 

Enter your biological sex


We ask for this so we can give you the best care possible.

BIOLOGICAL SEX


Select your biological sex 




Select your biological sex



Health Essentials



Member Portal / Health Essentials

Book a...


✓ Select your biological sex

Male

Female

Other

BIOLOGICAL SEX

Select your biological sex



Select your biological sex



Health Essentials

Member Portal / Health
Essentials

Book a...



Enter your biological sex

We ask for this so we can give you
the best care possible.

BIOLOGICAL SEX

Female



Continue



Tap Continue



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Address

We need your full home address and postcode to prescribe you medication, if needed.

STREET

Street

POSTCODE

Postcode

CITY

City

COUNTRY OF RESIDENCE

United Kingdom

Continue



Type in your adress than tap
'Continue'



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[Book a...](#)

Livi is not for emergencies

Call 999 if you have any of the following:

Severe shortness of breath – rapid, shallow breathing, suffocating, or unable to talk properly.

Signs of a heart attack – pressure, pain or squeezing sensation in the centre of your chest.

Signs of a stroke – facial drooping, weakness of limbs, or slurred speech.

Seizure – uncontrolled shaking or unconsciousness because of a fit.

Confirm



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Confirm you read the information



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Sometimes, an in-person appointment is needed

Some symptoms and conditions cannot be treated by video appointment. They need an in-person examination. These include:

- Ear infections
- Chest infections
- Urinary tract infections – for under 16's and men
- Tonsillitis – when pregnant

Also, we do not prescribe controlled drugs such as tramadol, morphine, diazepam, gabapentin, pregabalin or sleeping tablets.

Okay

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Confirm you read the information



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Book a...



What can we help with?



Skin problems

Rashes, acne, eczema, infections, lumps or moles.



Stomach ache or pain

Food poisoning, feeling or being sick, diarrhoea or bloating.



Urine problems



Cold, flu or cough

Runny nose, fever, aching, sore throat. Dry tickly or chesty cough.



Muscles and joints

Back, neck, shoulder or other muscle and joint problems.



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Select your symptom category



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Book a...



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Select your symptom category



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Book a...



Do you allow Livi to view your NHS Summary Care Record?

If you live in England, you may have an NHS Summary Care Record (SCR). This is a summary of your medical records held by the NHS. It helps our GPs to provide you with safer clinical care.

You can learn more in the [privacy policy](#)

Continue



Give or deny access to your NHS
Summary Care Record



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You can learn more in the [privacy policy](#)



I allow Livi to view my SCR



I do not want Livi to view my SCR, or I do not have an SCR

[Continue](#)



Give or deny access to your NHS Summary Care Record



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What symptoms are you experiencing? (optional)

My elbow is extremely painful when moving.

Continue



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Describe your symptoms



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Take a photo (optional)

High-quality photos are even better than video. Photos can help the clinician to diagnose and treat you, and are particularly useful for minor injuries, skin problems and tonsillitis. By continuing, you allow LIVI healthcare staff to view these photos.



Add a photo

Your medical photos are stored securely. [Learn more](#)

Continue



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Attach a photo if relevant



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Book a...



VIDEO APPOINTMENT

Book a time

A nurse can help you soon.

If the nurse thinks you need further care, they may advise you to book another appointment with a GP.

Show available times



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Book a time slot for your
appointment



Health Essentials

CHOOSE DAY

Today

Tomorrow

Sun €

18:00

18:15

18:30

18:45

19:00

19:00

19:15

19:30

19:45

20:00

20:15

20:30

20:45

21:00

21:00

21:15

21:30

21:45



About | FAQ | Accessibility Statement
Complaints

Select the time



Health Essentials

Confirm your booking



Seeking care for
Stomach ache or pain



Video appointment
Aaisha Mirza Registered GP



Today, 18:45–19:00



Please sign in and access your video appointment before the scheduled time

If we are unable to reach you by video call, we will call you on this mobile number:

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Book a time slot for your appointment



Health Essentials



Today, 18:45–19:00

Please sign in and access your video appointment before the scheduled time

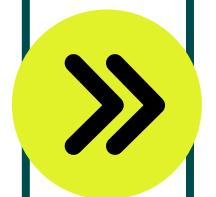
If we are unable to reach you by video call, we will call you on this mobile number:



[Contact support](#) if this number is not correct.

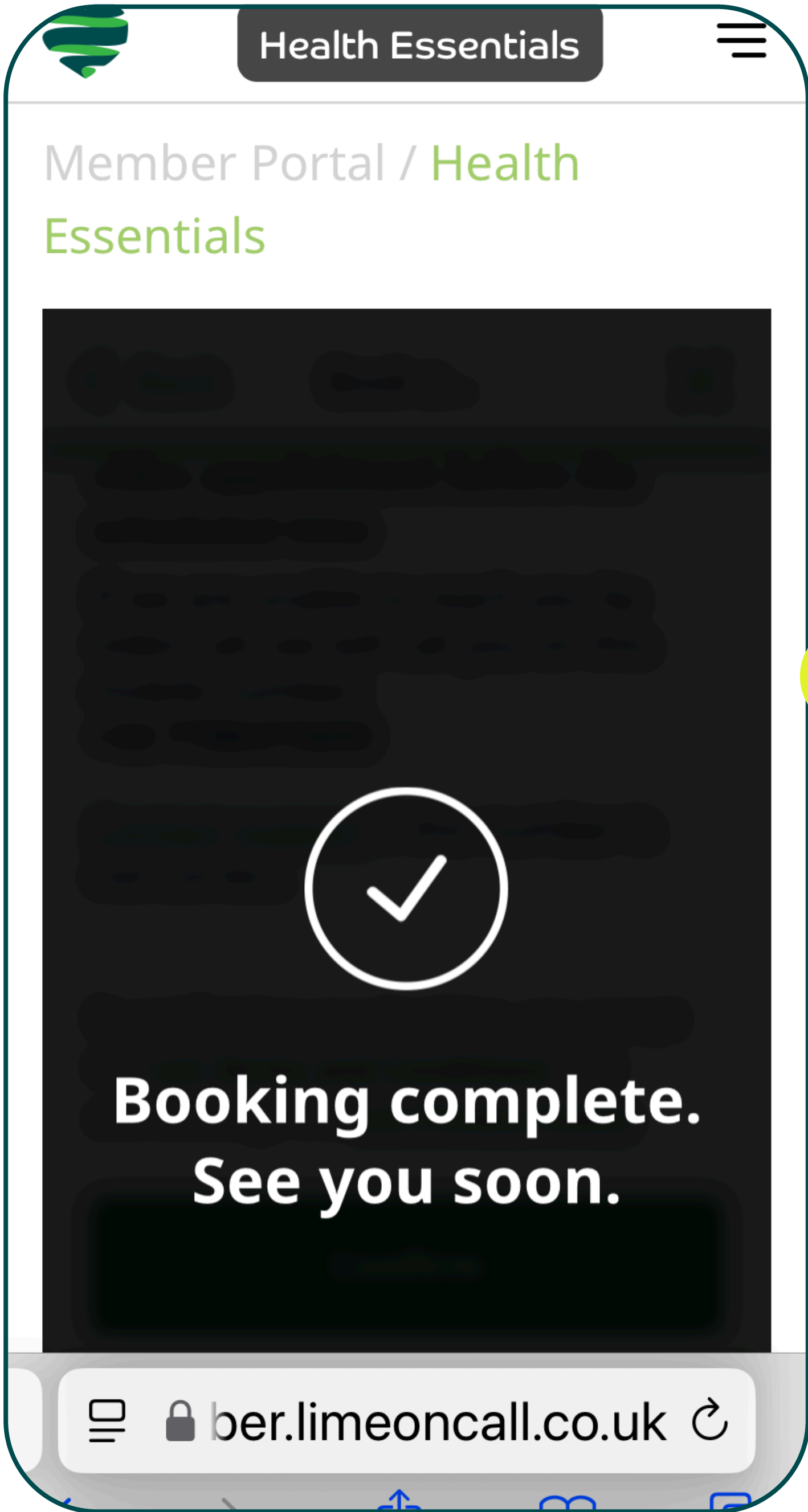
By confirming your booking, you accept the [Livi Terms and Conditions](#) and acknowledge the [Livi Privacy Policy](#).

Confirm



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[Complaints](#)

Confirm your time slot



Confirm your time slot



Health Essentials



**Good morning
Krisztina,**



Video appointment
Stomach ache or pain



We will call you between

**18:45–
19:00**

Today



Why is there a time
range?



Your nurse will call you by
video when your appointment
starts.



You can cancel your appointment



Health Essentials



Today, 18:45–19:00



Questions you
answered



Payment

You do not have to pay anything for
this appointment.

Patient fee

£0

Rescheduling and cancelling

Please remember to cancel your
appointment if you cannot make it.

Cancel appointment



Tap 'Cancel appointment'



Health Essentials

Cancel appointment?

Please let us know why you're cancelling. Your response will help us improve our service.

- ☐ Time not convenient
- ☐ Booked NHS GP or used walk-in
- ☐ Waited too long
- ☒ Feeling better

Cancel appointment

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Select a reason, than tap 'Cancel appointment' again



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