



Redmoor Health

Your digital health partner

@ hello@redmoorhealth.co.uk www.redmoorhealth.co.uk



Contents

About..... 03

What we do..... 04

Why use Redmoor Health?07

Redmoor Health Digital Journey Planner..... 08

Redmoor Health Digital Maturity Index..... 09

Redmoor Health Net Zero Journey Planner 10

Redmoor Health Digital & Transformation11

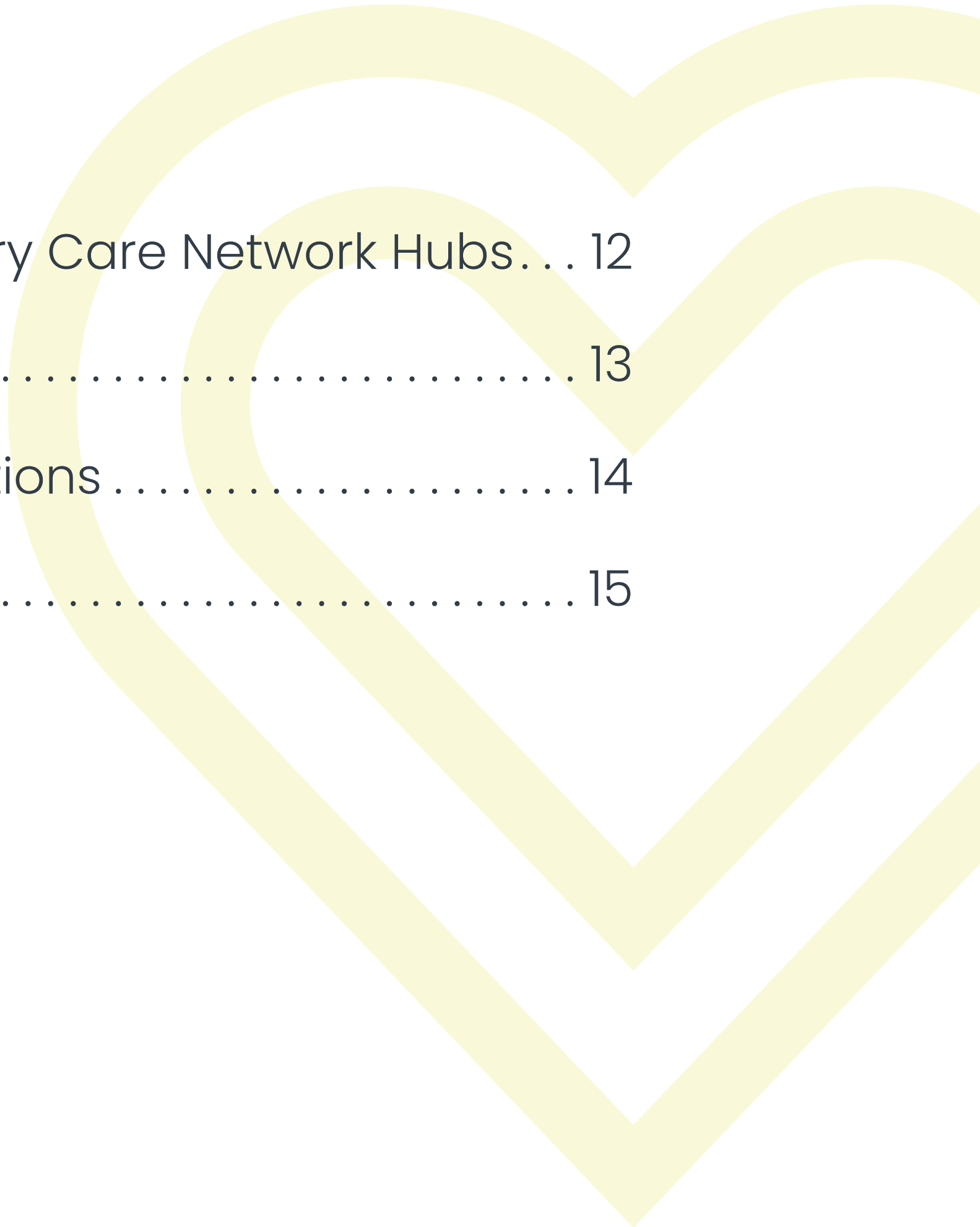
Service

Redmoor Health Primary Care Network Hubs... 12

Redmoor Creative..... 13

Redmoor Communications 14

Meet the team..... 15



About Redmoor

Redmoor Health is a leader in digital, transformation and patient communication for Primary Care organisations, dedicated to enhancing healthcare delivery through advanced technology.

With a deep understanding of the challenges and opportunities within the healthcare sector, we equip healthcare professionals with the tools they need to improve patient outcomes and streamline service delivery. Our extensive experience enables us to support healthcare environments as they adapt to the evolving digital landscape.

Our offerings include a comprehensive suite of software tools and services designed to bolster digital and transformation capabilities across Primary Care Networks (PCNs) and General Practice services. This includes the Redmoor Health Digital Journey

Planner and the Digital Maturity Index for tracking and enhancing digital health initiatives. Additionally, our patient communications solutions extend to a social media managed service and a creative team skilled in marketing strategy, brand development, and graphics. These services are tailored to ensure effective patient engagement and to elevate healthcare communication strategies, supporting our clients in achieving operational excellence and superior patient care.

What we do

Redmoor Health Digital Journey Planner

- Online digital and transformation assessment tool for healthcare practices and PCNs.
- Tracks and enhances digital & transformation progress.
- Features include assessments, action planners, and knowledge content.
- Supports roles including digital champions, practice managers, D&T Leads, PCN Managers and digital ICB leads.
- Offers reporting capabilities for digital progress.

Redmoor Health Digital Maturity Index

- Dashboard tool for assessing digital health capabilities.
- Visualises data for benchmarking against regional/national trends.
- Tracks progress and identifies improvement areas.
- Supports Modern General Practice Access models.

Redmoor Health Net Zero Journey Planner

- Online tool to aid healthcare practices and PCNs in achieving net zero goals.
- Integrates sustainability with healthcare operations.
- Identifies environmentally beneficial practices.
- Aims to improve finances, operations, and workforce efficiency.

Redmoor Health Primary Care Network Hubs

- Supports PCNs in optimising primary care operations.
- Develop and establish specialised hubs for centralised services.
- Enhances workforce productivity and patient care outcomes.

Redmoor Health Digital & Transformation Services

- Suite of training and consultancy services for primary care digital advancements.
- Bespoke project support and advisory services from digital specialists.
- Training programmes for digital champions, practice teams and D&T/PCN leads.
- Development of frontline workforce strategies and support programmes.
- CPD accredited courses for Microsoft Teams, Office365, Social Media and patient summarising.

Redmoor Creative

- Digital marketing agency offering creative services.
- Specialises in strategy, design, and brand development.
- Provides motion graphics, digital development, and social media management support.

Redmoor Health Communications

- Specialised communications support for NHS organisations.
- Includes managed services for primary care communications.
- Website audits and public health campaign strategies.
- Full social media managed service for GP practices, PCNs and other healthcare organisations.

Why use Redmoor?

At Redmoor Health, we live our mission. We’re here to enhance your team’s digital skills and to guide you through meaningful changes in your healthcare practice.

We understand the value of being well-equipped in a digital world, offering tools like the Digital Journey Planner to streamline your processes. But we also focus on the bigger picture—helping you work smarter and more cohesively with broader transformational support. We bring our expertise directly to you, simplifying technology and making transformation understandable and

actionable. From improving patient care to strengthening your team’s confidence in using new digital tools, our approach is all about practical support. And with our patient communications service, you’ll excel in keeping everyone connected and informed. Choose Redmoor Health to not just keep pace, but to be a leader in the evolving landscape of healthcare.

We can help you:

Enhance healthcare delivery through advanced technology

Streamline your workflows for greater efficiency

Boost your team’s digital and transformational skills

Improve patient communication using targeted strategies

Establish and share industry best practices

We have:

A strong history of improving General Practices through digital and transformative strategies

Proven experience in leading significant national healthcare initiatives

A team of experts specialising in primary care, innovative change, and patient communications.

Redmoor Health Digital Journey Planner

The Redmoor Health Digital Journey Planner is an online assessment tool designed for practices and Primary Care Networks (PCNs) to track, measure, and enhance their digital & transformation progress.

It encompasses features like online assessments, action planners, knowledge learning content, and reporting capabilities. With support for various roles including digital champions, practice managers, PCN Managers, D&T Leads, and ICB leads, it provides a comprehensive solution for charting digital & transformation progress.

Service features:

- Online Assessments.
- Action planners.
- Knowledge learning content.
- Reporting capabilities.
- Optimise use of clinical systems including EMIS & SystmOne.
- Plan and implement advanced cloud based telephony.
- Increase use of video consultation.
- Support workforce wellbeing.
- QOF quality improvement plans.
- Increase and improve digital maturity.

Service benefits:

- Supports you on your digital & transformation journey.
- Helps you to increase your digital maturity.
- Assists to manage workload pressures.
- Supports your staff to manage workload better.
- Supports the implementation of new technology.
- Helps bridge the workforce skills gap.
- Improve patient communication.
- Increase uptake and utilisation of the NHS App.
- Increase patient engagement and improve patient experience.

Redmoor Health Digital Maturity Index

The Redmoor Health Digital Maturity Index (DMI) serves as a dashboard enabling GP practices and PCNs to assess their digital health capabilities against key metrics. By consolidating and visualising national datasets, including patient registrations, NHS app uptake, electronic prescription services, and more, it facilitates benchmarking against regional and national trends. This tool aids in tracking progress over time and identifying areas for improvement, supporting the transition to Modern General Practice Access models.

Service features:

- Dashboard to assess digital health capabilities.
- Measurement against key metrics.
- Consolidated visualisations of national datasets.
- National and regional benchmarking.
- Track progress over time.
- Identify areas for improvement.
- Supports the transition to Modern General Practice Access models.

Service benefits:

- Supports you on your journey to digital maturity.
- Assists in the identification of areas of improvement.
- Tracks your digital transformation.
- Allows you see progress against key metrics.
- Support comparison and benchmarking, nationally and regionally.
- Brings together otherwise disparate information, visualising it for you.
- Enables you to see your progress and success over time.
- Supports you building future business cases and funding requests.
- Increase patient engagement and improve patient experience.

Redmoor Health Net Zero Journey Planner

Redmoor Health Net Zero Journey Planner is an online assessment tool focused on helping practices and PCNs advance sustainability measures and achieve net zero goals. By integrating sustainability into existing activities and understanding the impact of climate change on health and well-being, this modular approach aims to identify adjustments that not only benefit the environment but also practice finances, operations, workforce, and efficiency needs.

Service features:

- Online Assessment tool.
- Sustainability measures.
- Achieving Net Zero.
- Understanding the impact of climate change.
- Understanding the impact of climate change on health and wellbeing.
- Identify adjustments to help the environment and practice finances.
- Identify adjustments to help operations and workforce.
- Identify adjustments to help efficiency and achieving Net Zero.
- Net Zero Alignment Assessment.
- Net Zero Journey Planner.

Service benefits:

- Supports the journey to Net Zero.
- Enables adjustments to help climate change impact.
- Delivers improvements for practice finances.
- Helps operational, workforce and efficiency objectives.
- Assists you in achieving Net Zero.
- Supports reporting and assurance process around Net Zero.
- Integrates sustainability into every day operations.
- Helps you manage your carbon footprint.
- Helps you achieve your Carbon Reduction Plan.
- Increases patient engagement and improves patient experience.

Redmoor Health Digital & Transformation Service

The Redmoor Health Digital & Transformation Service offers a comprehensive suite of services tailored to advance primary care. Our team of digital and transformation specialists delivers robust support through a variety of training programmes, project assistance, and advisory services. We facilitate a full spectrum of improvements, from optimising digital systems and redesigning services to adapting practices to Modern General Practice Access and Digital Front Door processes. Additionally, we provide structured training programmes for digital champions and D&T leads, as well as CPD accredited courses aimed at improving patient summarising and the adoption of digital tools to empower healthcare professionals

Service features:

- Assess and address skill gaps to accelerate digital and transformation adoption.
- Evaluate infrastructure and operational maturity to tailor training initiatives.
- Use of the Digital Maturity Index for organisational baselining and tailored training development.
- Implement the Digital Journey Planner to create customised training packages.
- Strategies to support the development of frontline workforce capabilities.
- Project assistance to integrate modern digital tools and transformational practices effectively.
- Bespoke training programmes suited to your organisation's specific needs.
- Enhance communication and collaboration using tools like Microsoft Teams and Office365.
- Train staff in setting up and managing remote working solutions and video consultations.

Service benefits:

- Ensure comprehensive training that enhances the use of digital tools and operational practices.
- Generate cost savings through efficient use of technology and improved service design.
- Support frontline staff in deploying technology and transformative practices more effectively.
- Enhance operational workflows and standardise high-quality practices across general practice.
- Provide a framework for monitoring and reporting progress and improvements.
- Drive organisational change and facilitate the implementation of new service models like Modern General Practice Access and the Digital Front Door.

Redmoor Health Primary Care Network Hubs

Redmoor Health Primary Care Network Hubs are designed to optimise primary care operations by promoting efficient hub working. This programme supports PCNs in establishing specialised hubs for centralised areas such as administrative, non-clinical triage, online consultation reviews, same-day appointment systems, and care navigation facilities. By leveraging collaborative strategies and technology integration, Redmoor Health’s hub programme enhances both workforce productivity and patient care outcomes, making it an essential component for modernising healthcare delivery.

Service features:

- Subject matter experts.
- PCN maturity assessment and development.
- Visioning, planning and delivery of programmes.
- Business case development, hub design.
- Baseline data capture.

- Systems optimisation, care navigation.
- Operational modelling.
- Technical modelling.
- Stakeholder engagement, workforce sustainability, staff wellbeing.
- Service improvement.

Service benefits:

- Digital maturity.
- At scale service delivery.
- Workforce resilience.
- Financial efficiencies.
- Sustainable healthcare.
- Technical interoperability.

- Gap analysis.
- Improved operations through technology.
- Clinical safety.
- NHS national policy compliance for primary care.

Redmoor Creative

Redmoor Creative is a dynamic digital marketing agency that offers a full spectrum of creative services to a diverse range of industries. With expertise in marketing strategy, design, brand development, motion graphics, digital development, and social media management, Redmoor Creative provides tailored solutions that help clients enhance their digital presence and engagement. Whether working on public health campaigns or corporate branding, their team brings innovative and impactful solutions to meet the unique challenges of any sector.

Service features:

- Digital Marketing Agency.
- Creative Services.
- Marketing strategy.
- Marketing design and delivery.
- Marketing communications.
- Brand development.
- Motion graphics.
- Digital Development.
- Social Media Management.
- Connect, Collaborate, Create, Consolidate.

Service benefits:

- Dynamic, full spectrum digital marketing agency.
- Helping client enhance their digital presence.
- Supporting clients achieve optimal engagement.
- Industry agnostic.
- We can help NHS, health, wellbeing and social care.
- We support local government and local authorities.
- We work in hospitality, travel, finance, automotive.
- Create compelling campaigns.
- Insight, Awareness and Engagement.

Redmoor Health Communications

Redmoor Health Communications specialises in delivering communications support to NHS organisations. The comprehensive service offerings include the Redmoor Communications Managed Service, which handles all aspects of primary care communications. This service encompasses patient communication strategies, website audits, and public health campaigns, designed to improve engagement and streamline communication processes. Additionally, the Social Media Management Service, used by over 600 GP practices across the UK, helps healthcare providers disseminate important health messages and engage effectively with their patient base.

Service features:

- Fully managed communications and social media service.
- Dedicated designers and digital technicians.
- Former and current healthcare professionals.
- Our team covers medical, technical, leadership or communications NHS roles.
- Social Media Managed Service.

- Continual access to support centre for queries and coaching.
- Training and advice to manage patient communications.
- Creation of regular campaigns in all formats: video, print, etc.
- Communications Strategies.
- GP Website Reviews.

Service benefits:

- Develop effective Communications Strategies.
- Enhance and improve your website.
- Optimise effective communications with patients.
- Develop and manage your branding successfully.
- Effective public relations management.

- Relieve pressures on your own team.
- Free your resources to focus on patient care.
- Increased patient engagement.
- Improved communications across all the communities in our area.
- The delivery of the Digital Front Door.

Meet the Redmoor Health Team



Marc Schmid
FOUNDER/DIRECTOR



Alison Schmid
DIRECTOR



Matt Murphy
CEO



Dan Hodges
CHIEF FINANCIAL OFFICER



Kieran Waterston
COMMERCIAL DIRECTOR



Fiona McDonald
CHIEF CLINICAL INFORMATION OFFICER



Richard Stoddart
PROGRAMME AND PERFORMANCE
DIRECTOR



Helen Holmes-Fogg
DIRECTOR OF STRATEGY AND
DEVELOPMENT



Lisa Drake
DIRECTOR, QUALITY, SERVICE AND
IMPROVEMENT



Lisa Williamson
PROGRAMME DIRECTOR



Matt Sweeney
DIRECTOR OF MARKETING AND PRODUCTS



Paul Galley
CREATIVE DIRECTOR



Chris Horne
HEAD OF DIGITAL



Natalie Balmain
SOCIAL MEDIA BRAND MANAGER



Amelia Land
DESIGNER



Cameron Booth
PRODUCT LEAD – PATIENT COMMUNICATIONS



Anna Buckle
DIGITAL PROGRAMME MANAGER



Tracey Coulter
PROGRAMME AREA MANAGER – NORTH



Helen Derbyshire
PRODUCT LEAD – DIGITAL TRANSFORMATION PRODUCTS



Dillon Sykes
PRODUCT LEAD – DIGITAL TRANSFORMATION SERVICES



Frazer Jennings
SENIOR PROGRAMME MANAGER



Gillian Gregory
DIGITAL PROGRAMME MANAGER



Anna Wild
SENIOR PROGRAMME MANAGER



Leoni Williams
PROGRAMME AREA MANAGER – LONDON



Clare Temple
PRODUCT MANAGER



Chris Tomlinson
PROGRAMME AREA MANAGER – CENTRAL



Kirsten Adams
ADMIN AND SUPPORT MANAGER



Lauren Nicholson
PROJECT SUPPORT MANAGER



Stacey Thomson
PROGRAMME MANAGER



Sophie Booth
PROJECT SUPPORT OFFICER



Liam Wright
DIGITAL MARKETING ADVISOR



Mike Parker
EVALUATION CONSULTANT



Stacey Power
PROJECT ASSISTANT



Connor Fogg
PROJECT ASSISTANT



Aaron Kharod
DIGITAL MARKETING ADVISOR



Dayna Booth
ADMIN OFFICER



Jennifer White
ADMIN OFFICER




Kylie Halliwell
PROJECT ASSISTANT



Sophie Wynne
ADMIN OFFICER



Redmoor Health Limited
Strawberry Fields Digital Hub | Euxton Lane | Chorley | PR7 1PS

 01772 802300

 redmoorhealth.co.uk

 hello@redmoorhealth.co.uk