



**Redmoor  
Health**

Your digital health partner  
DIGITAL  
journey planner



**PCN  
Network**  
NHS Confederation

# Digital and Transformation Leads – Using the Digital Journey Planner

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We help you better understand and harness the role of  
technology in improving patient outcomes



# What the session going to cover

- Redmoor programmes of support
- History of the Digital Journey Planner
- What is DJP
- Modules available
- The two licence models
- Quick tour of the PCN reporting and action planning

Then a chat with Alex in her new role as D&T Lead for Northern Parishes PCN, in West Lancashire





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# Who are we to talk???



Online consultation  
implementation



Digital Journey Planner



Video group clinics



Roll out of Microsoft  
Teams and O365



We have done what you  
do



Digital transformation  
programmes



Social media and  
digital communications

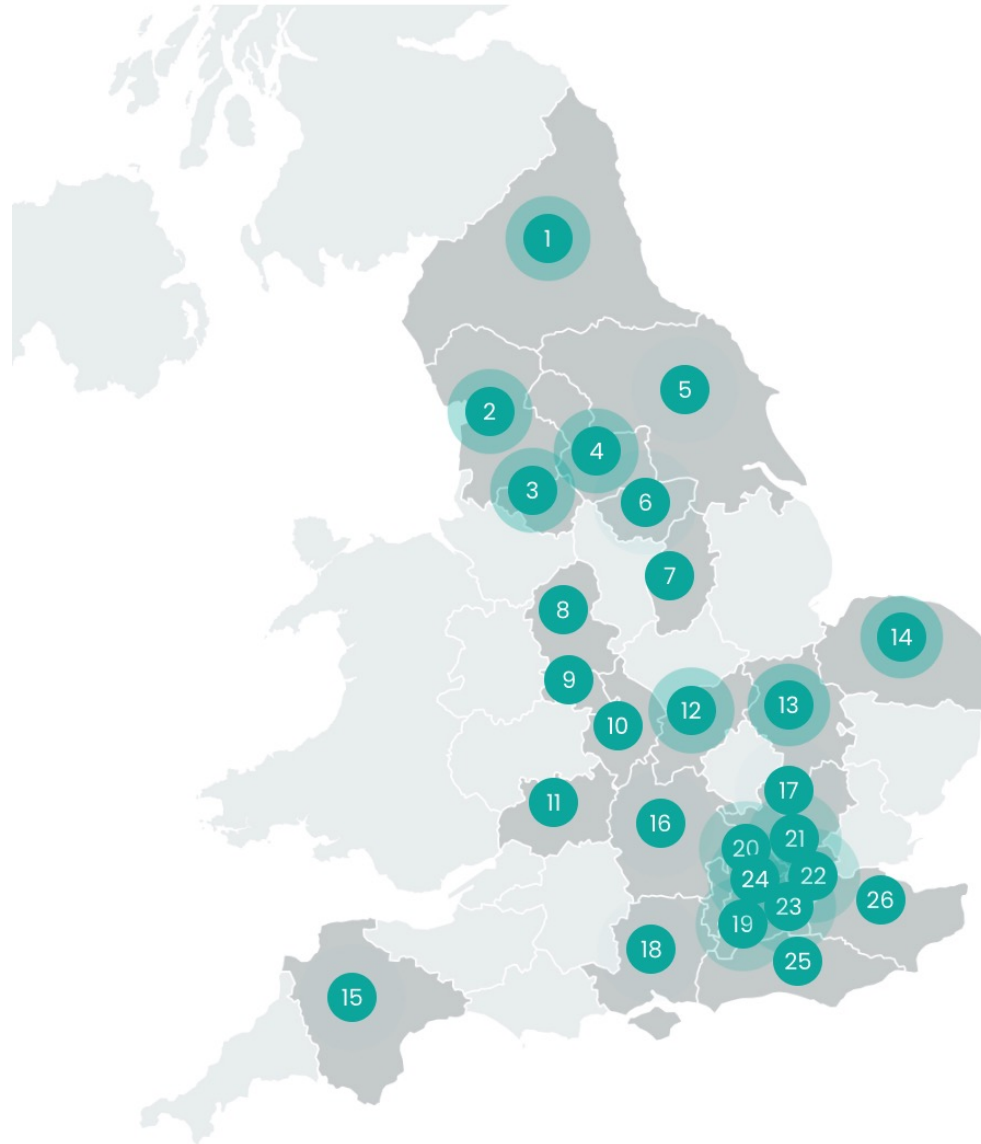


Supporting end to end  
workflow/patient journey






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1. North East and North Cumbria ICB
2. Lancashire and South Cumbria ICB
3. Greater Manchester ICB
4. NHS West Yorkshire ICB
5. Humber and North Yorkshire ICB
6. South Yorkshire ICB
7. NHS Nottingham and Nottinghamshire ICB
8. NHS Staffordshire and Stoke-on-Trent ICB
9. NHS Birmingham & Solihull ICB
10. NHS Coventry & Warwickshire ICB
11. NHS Herefordshire and Worcestershire ICB
12. NHS Northamptonshire ICB
13. NHS Cambridgeshire & Peterborough ICB
14. NHS Norfolk & Waveney ICB
15. NHS Devon ICB
16. NHS Buckinghamshire, Oxfordshire & Berkshire West ICB
17. NHS Hertfordshire & West Essex ICB
18. NHS Hampshire and Isle of Wight ICB
19. NHS Surrey Heartlands ICB
20. NHS North West London ICB
21. North Central London ICB
22. North East London ICB
23. NHS South East London ICB
24. NHS South West London ICB
25. NHS Sussex ICB
26. NHS Kent & Medway ICB


# Where we work...



Digital Managed Service




Digital Journey Planner




Social Media Managed Service




Communication Managed Service



yourHub Programme



Redmoor Skills Academy



# Our current service offer



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public  
digital



## Definition of Digital

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Applying the culture, processes, business models & technologies of the internet era to respond to people's raised expectations.

*Tom Loosemore, Partner at **Public Digital***

*28 Jun 2017*

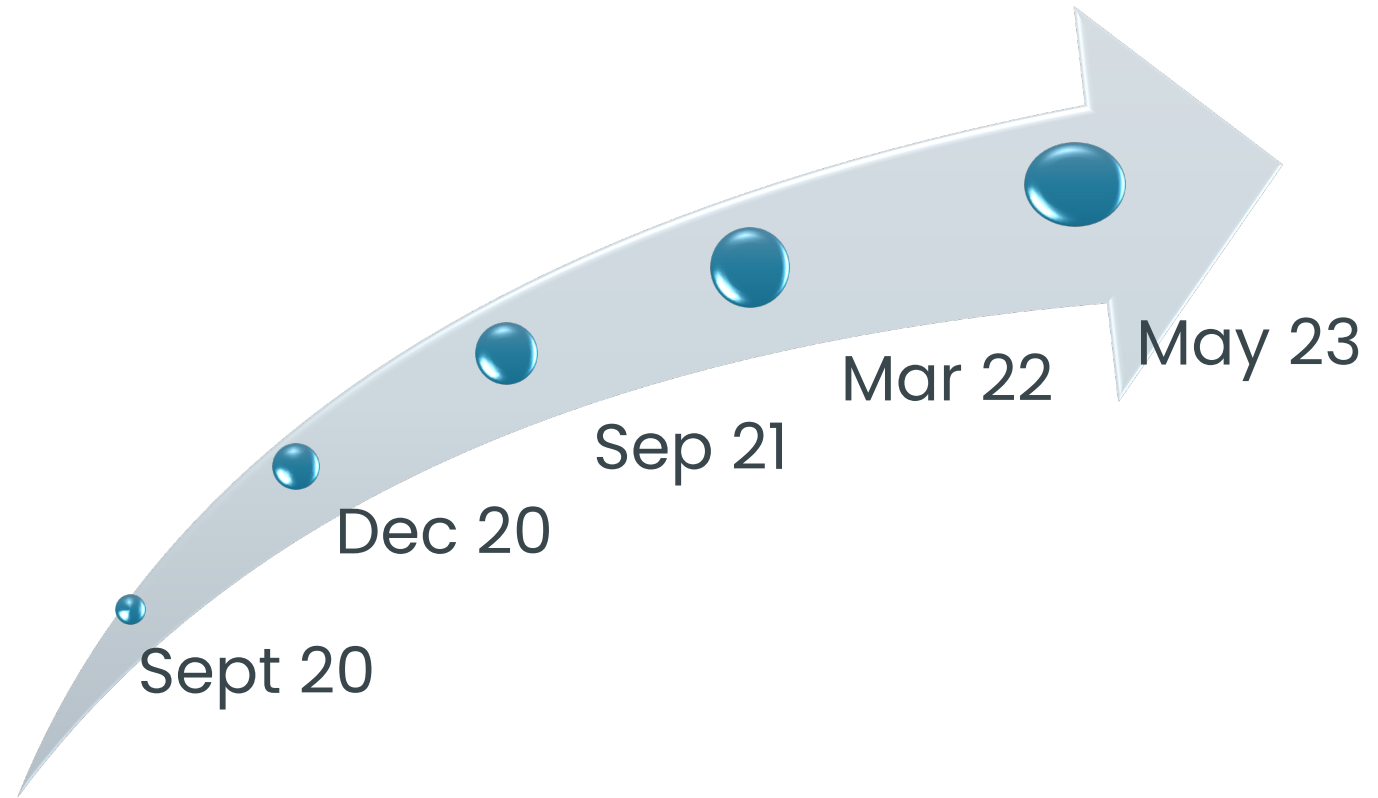




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# History of DJP...

From a bright idea in a WhatsApp channel on a Sat morning July 2020



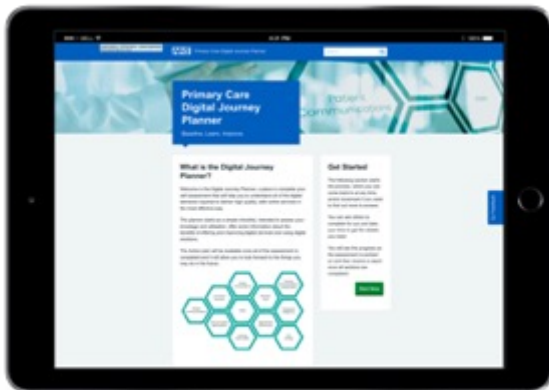


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# What is the DJP...

**BASELINE  
LEARN  
IMPROVE**

- Webtool to baseline digital progress, learn and improve
- Self-assessment to help practices understand what their online service offer looks like and identify opportunities for improvement
- At scale, can identify within and across PCNs, ICBs or ICSs where there is a greater uptake of digital solutions; both in practice and online services for patients





## Digital Journey Planner

Baseline, Learn, Improve.

Welcome to the Digital Journey Planner.

This is a place for General Practice staff to complete a self assessment, that is intended to help you understand all of the elements required to deliver high quality, safe online services in the most effective way.



## Aims:

Increasing confidence and competence in the workforce

Delivering consistency of service and experience in PCNs



## What it does...

Helps you see what you do well

Show where there are opportunities to improve

Provides learning resource for all the team

Shows your progress along the way

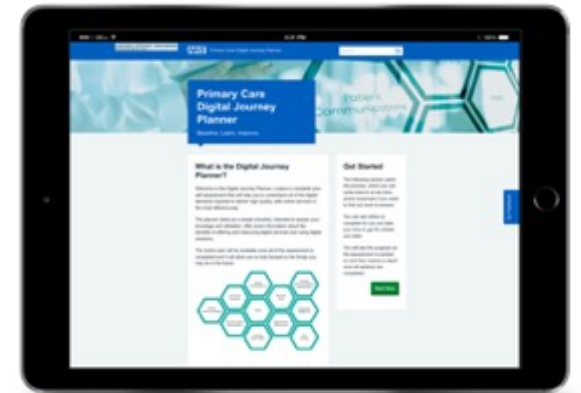
## What it does not..

Take a long time to complete

Provide a league table

Offer a subjective measure of performance

Show unwanted scores / RAG ratings



It will add as much or little value to a practice, depending on how they use it to improve knowledge and plan future digital delivery of services.



# User Licences

## Foundation – Free

- First 4 modules only
- Assessments
- Learning resources
- Online implementation plan

## Enhanced – Subscription

- As for Foundation plus
  - Webinars – live + recorded
  - Workshops
  - Support Desk
  - Wraparound support to implement
- PCN View
- Action Planning features
- Further modules – 4 per year
- Annual or monthly rolling contract

### Available Modules

#### Patient Communications

This module contains assessments on Messaging, Websites and Social Media.

#### GP Online Services

This section will explore how you enable people to access your services online.

#### Digital Inclusion

This module will help practices to provide services that can be easily and affordably accessed by patients with different levels of digital confidence and health literacy.

#### Online Consultation

This module will support you to plan your online consultation system, prepare your team and then communicate how best to use the system to your patients.



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# Utilisation

## Management Dashboard

### Organisations and Engagement

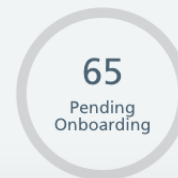
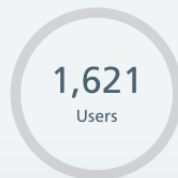


[Manage practices](#)

### Action Plans



### Users and Onboarding



# Demo of PCN Features

## Action planning

Redmoor Health

[Download Excel](#) [Download PDF](#)

### Action Plan

Filter:  Showing 4 modules - 135 actions

#### Patient Communications

7 out of 41 actions completed

- [+ Messaging](#) 11 Actions
- [+ Patient Communications Introduction](#) 5 Actions
- [+ Social Media](#) 10 Actions
- [+ Website](#) 14 Actions

[View full Implementation Plan](#)

## PCN Overview

**Practices**

ODS	Practice Name	Users	Actions
E83600	<a href="#">ADLER JS-THE SURGERY</a>	4	29
E83008	<a href="#">HEATHFIELDE MEDICAL CENTRE</a>	1	5
E83009	<a href="#">PHGH DOCTORS</a>	3	11
E83026	<a href="#">SUPREME MEDICAL CENTRE</a>	2	0
E83622	<a href="#">TEMPLE FORTUNE MEDICAL GROUP</a>	1	46
E83649	<a href="#">THE HODFORD ROAD PRACTICE</a>	2	14
E83027	<a href="#">THE PRACTICE AT 188</a>	1	1

Showing 7 practices