

engage e-newsletter



Issue 1: January 2023

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Welcome

Welcome to the first edition of our engage e-newsletter for members of Sandwell and West Birmingham NHS Trust.

By becoming a Trust member, you are helping to fulfil an essential voice for your local NHS, especially as we continue with major investments in our workforce, technology and the new Midland Metropolitan University Hospital which is set to open in Spring 2024. Good healthcare is very important to every community and your feedback is essential in improving our local services.

As we navigate through winter, we have seen an increase of COVID-19 and flu cases, which has resulted in unique demands and challenges for our services across the Trust. Despite the extreme pressure, we are doing all we can to keep our patients, staff and visitors safe, as well as working hard to provide treatments which have been disrupted by the pandemic. It's not too late to have your flu vaccination - contact your GP surgery or visit your local pharmacy.

[The Trust Strategy 2022-2027](#) was launched in 2022. It focuses on where time and resources matter most, where improvements need to be made and considers local and national NHS priorities. Using our three main strategic objectives; patients, people and population, which link together, we aim to deliver life changing services to improve the health outcomes of our local population.

Our Patients

To be good or outstanding in everything we do

Our People

To cultivate and sustain happy, productive and engaged staff

Our Population

To work seamlessly with our partners to improve lives

In this newsletter learn about the opportunities for you to get involved with the Trust and to read about some of our latest news.

Thank you for your on-going support and we look forward to continuing working with you.

Public and Community Engagement Team

Midland Metropolitan University Hospital Near Neighbours Public Meetings

We are holding three public meetings for local residents, businesses, community, voluntary and faith-based organisations within one mile of the Midland Metropolitan University Hospital.



At the meetings, we will update you about the Midland Metropolitan University Hospital. There will also be the opportunity to ask our senior leadership team your questions.

Below are the meeting dates and you are invited to attend one of these:

- Wednesday 22 February 2023 from 6.30-8pm at George Dixon Academy Portland Road, Edgbaston, Birmingham, B16 9GD (*Main car park off Stanmore Road via Hagley Road*)
- Monday 27 February 2023 from 10.30am-12pm at CAP Centre, Windmill Lane, Smethwick, B66 3LX
- Friday 3 March 2023 from 2-3.30pm on MS Teams meeting (*Once registered, attendees will be sent the meeting link*).

Reserve your place and let us know which meeting you would like to attend by either completing the online form: bit.ly/MMUHNearNeighbours, emailing: swbh.engagement@nhs.net or calling 0121 507 2671.

Working together to improve services

Over the past year, you have helped us to gain valuable insight on patient experience. We have heard from you about how to improve signage in our hospital, how to improve care through our Fundamentals of Care work, you given us your views on our suggested changes to day surgery and we are to launch a conversation around improving stroke services. Having an ongoing conversation to improve the services we provide with you is important to us.



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about

We are developing our patient partnership groups for people within Sandwell and West Birmingham, so we can continue to work together to improve local service and provide outstanding care:

- **Youth Forum** – a group for young people aged 13-21 to ensure the services we provide are effective and accessible for our children and young people.
- **Experts by Experience** – a group for people with a Long-Term Condition or those with personal knowledge and experience of our services.

- **Patient and Public Voice (PPV)** - a group of patients, service users, carers and interested members of the public who would like to give their views and feedback on a range of topics from redesigning services, to helping simplify our patient information.

Become a member

There are lots of opportunities to get involved and it's easy to become a member. As a member, we will send you regular updates and opportunities to share your views, experiences and opinions with us. These include taking part in surveys and attending engagement events and information sessions. You can take part in as much or as little as you like.

So, if you or someone you know would like to join, email: swbh.engagement@nhs.net or call 0121 507 2671.

Other ways to get involved

Volunteering

Volunteers are a valuable part of our Trust and complement the care and services we provide. If you can dedicate some time and expertise the hospital may benefit from, then you should consider becoming a volunteer. If you would like to make a difference to our patients and join our dedicated team of volunteers, contact the [Volunteers Service](#) by calling 0121 507 4855 or emailing: swb.volunteer@nhs.net. You can follow the Volunteers Service on social media across [Facebook](#), [Twitter](#) and [Instagram](#).



Youth Forum

We hold regular Youth Forums every last Tuesday of the month for young people aged 13-21 years. So, if you are interested in health and want to know more about our hospitals and community services, come along to the meetings or email: swbh.engagement@nhs.net to find out more.



Your Trust Charity

Your Trust Charity aims to enhance the experience of all people using our services including staff, patients and their families. This is achieved by providing additional facilities and supporting innovative projects to create a comfortable and secure environment. The charity fundraises for and supports our hospital sites at City, Rowley Regis, Sandwell, the forthcoming Midland Metropolitan University Hospital, our GP sites and partners. Find out more about the latest projects and how you can help or donate visit: www.swbh.nhs.uk/charity or email: trustcharity@nhs.net.



Trust news

Below are some updates from the Trust. Read our latest [news stories](#) online.

Cancer hotline for patients in Sandwell and West Birmingham

Patients registered with a GP in Sandwell and West Birmingham, and who are worried about cancer symptoms, can now call the new Cancer Hotline on 0121 507 3330. The hotline is managed by specialist nurses who will be able to discuss patient symptoms and offer advice on the next steps to take. This will ensure they have the tests they may need, and any treatment required as quickly as possible. The Cancer Hotline is open Monday to Friday, between 8am to 4pm. For more information about cancer symptoms visit: <https://www.nhs.uk/conditions/cancer/symptoms/>



Education evening held for families living with epilepsy

Our Paediatric Epilepsy team recently held a successful event for young children and their carers and provided useful information to help them cope with epilepsy. The event also connected others suffering from the condition and helped families share similar their experiences. [Read more.](#)



New digital library service pilot

This year, patients being cared for in Lyndon 4 and Newton 4 wards at Sandwell Hospital will be taking part in our exciting new digital library service called Books on Wards: Read...Listen...Recover. The three-month pilot will give patients access to both eBooks and eAudiobooks via an app called BorrowBox, where a vast selection of genres will be available for adult, children and young people to access.



Grant to provide new technology for young diabetes patients

NHS England has awarded our paediatric diabetes service a grant worth £50,000 to tackle health and digital inequalities and provide young diabetes patients with new blood monitoring sensors and insulin therapy technology. Ideally, a smartphone is required to use the new tech, and as part of this pilot, this funding will help the paediatric diabetes service to provide laptops and smartphones to patients who need them.

Harvest View Reablement Centre

Harvest View in Rowley Regis, opened its doors to residents in November 2022. The first of its kind facility in the West Midlands, offers specialist support from both social care and health staff all under one roof and is helping people to get back home quicker after hospital surgery. The centre also helps those who need some structured support to avoid a hospital stay altogether. The facility replicates the home environment to help focus on maintaining and improving independent living which helps encourage patients back to their normal health in familiar surroundings. [Read more.](#)



Get in touch

For more information or to find out more about getting involved, here's how you can reach us:

- Phone: 0121 507 2671
- Email: swbh.engagement@nhs.net
- Website: <https://www.swbh.nhs.uk/get-involved/>