



Engage e-newsletter

Issue 6



SEASON'S GREETINGS & HAPPY NEW YEAR

Welcome to Issue 6 of our Engage e-newsletter. As we near the end of the year, we wanted to say a huge thank you for being a valued engagement member and for making the time and effort to get involved with the work of the Trust.

2024 has been a busy year, and opening the new Midland Metropolitan University Hospital has definitely been one of the biggest milestones the Trust has achieved. We are extremely proud of the hard work and dedication from our

staff, partners and patients that went into making the final preparations for the moves and opening. This has been incredible, and we would like to say thank you to our incredible teams, our patients, our local communities and all our partner, who went the extra mile to ensure that Midland Met opened before winter, ensuring we continue to provide exceptional healthcare to our local communities, at the right time, in the right place.

After opening the Midland Metropolitan University Hospital, Richard Beeken, CEO of Sandwell and West Birmingham NHS Trust, announced he is stepping down in January 2025. Our Chairman Sir David Nicholson praised his leadership during transformative challenges, highlighting the hospital's completion and his focus on community health. Diane Wake, CEO of Dudley Group NHS Foundation Trust, will serve as interim CEO for both Trusts, ensuring separate governance whilst fostering collaboration. Richard expressed his pride in the Trust's achievements and looks forward to new opportunities while supporting the Trust from afar.

As we celebrate the festive season, we look forward to the year ahead with excitement and determination, building on the success of opening Midland Metropolitan University Hospital and our continued commitment to delivering outstanding care for our local communities.

Wishing you and your loved ones a joyful holiday season and a bright, healthy New Year!

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End of an era and new beginnings

It marks the end of an era and the beginning of a new chapter for the Trust. We thought we'd begin with a brief history lesson to showcase how healthcare has evolved for our local community.





Sandwell General Hospital began its journey in 1884 as an infirmary attached to the West Bromwich Union Workhouse. By 1925, it had evolved into a standalone healthcare institution known as Hallam Hospital. Significant developments in the 1970s included the construction of new buildings to enhance services, leading to its renaming as Sandwell General Hospital. The facility was officially inaugurated in 1978 by HRH Princess Alexandra of Kent.

Birmingham's 130-year-old City Hospital, formerly known as Dudley Road Hospital, was established in 1889 as an extension of the Birmingham Union Workhouse. Initially called the Birmingham Union Infirmary, it featured a

quarter-mile-long central corridor with nine Nightingale ward blocks radiating from it, based on Florence Nightingale's recommendations. Over time, it was renamed Dudley Road Infirmary and later Dudley Road Hospital before becoming City Hospital.

Closing the doors to our A&E and acute services at Sandwell on 6th October, City on 10th November, and City maternity on 6th November were pivotal moments in our healthcare history. However, these closures allowed the Trust to provide high-quality care and services to seriously ill patients from a state-of-the-art facility.





A decade in the making, the Midland Metropolitan University Hospital in Smethwick is now fully operational. A&E services and inpatients from Sandwell and City Hospitals have been transferred to the new site, along with City Hospital's Maternity Department. Working in partnership with West Midlands Ambulance Service, over 300 patients, ranging in age from just three days old to 97 years old, were safely transferred during the three moves. Meanwhile, Sandwell and City Health Campuses will continue to provide outpatient services and short-stay surgeries.

Access to urgent care remains available at the Sandwell Health Campus and the Summerfield Urgent Treatment Centres. Sandwell Urgent Treatment Centre is open from 7am to 1pm, seven days a week, while the Summerfield Urgent Treatment Centre is open from 8am to 8pm, seven days a week.

Midland Met Community Ambassadors Initiative

The MMUH Community Ambassadors scheme is a partnership between the Trust and Flourish in the West of Birmingham and Sandwell Consortium. It was established earlier this year to ensure that the local communities we serve are aware of the major changes that are/have taken place as we opened Midland Met. This included the relocation of the Emergency Departments from Sandwell Health Campus and City Health Campus to Midland Met. Over 50 local organisations



have engaged with communities across Sandwell and West Birmingham, sharing information and translating videos into community languages . Additionally, ambassadors will gather feedback from the community about their experience of accessing services at Midland Met, alongside sharing information on what services to access when, and understanding the difference between urgent and emergency care.

Near Neighbours

The engagement team continues to work with our Near Neighbours, listening to and addressing their concerns alongside other partners, such as local Councils. Engaging with these stakeholders remains a

**Near Neighbours
Public Meetings**
Travel, Transport and Parking

priority for the Trust, with focused sessions planned as part of the review following the initial 100 days. Discussions will continue on key issues, including travel, parking and connectivity. These discussions involve collaboration with Travel for West Midlands, Sandwell MBC and Birmingham City Council.

In addition to these engagements, the Trust is exploring opportunities for

community involvement, such as participation in the Community Garden with Spectra and in the People's Gallery with the Trust Charity.

Patient and Public Voice

It's been in the pipelines for a while, and we will definitely be working to establish our quarterly Patient and Public Voice (PPV) forum in the new year. The goal is to set up two connected groups: a larger PPV and a smaller advisory group of 12 to 15 members. These individuals will be

reflective of our communities and feedback the views of patients from across Sandwell and West Birmingham, and collaborate with the Trust at a senior level to improve the services we provide.



Engagement round up

Over the past few months, the Midland Met roadshows have focused on informing Sandwell patients about the upcoming A&E and inpatient moves, as well as City Hospital patients about the relocation of the Maternity, Neonatal, and A&E units to Midland Met. Since September, the roadshow bus visited Sandwell and City emergency departments, maternity unit, and SCAT unit, engaging with over 2,000 patients and staff. Over the past year, over 5000 people have been engaged with.



The team conducted patient engagement sessions with haematology, cancer, maternity and Sickle Cell and Thalassaemia patients, to inform them about service changes. This also included engaging with critical day patients, with an emphasis on ensuring awareness of how relocations would affect their access to treatments. Patients were informed about adjustments to treatment schedules, new locations and facility changes, with a focus on continuity of care, transport arrangements, and ease of access. These efforts aimed to minimise disruptions for those requiring regular or critical care.

In addition to regular Midland Met briefings with our local stakeholders, the team has attended various community events and worked closely with primary care colleagues to enhance partnerships and improve patient outcomes.

Trust Charity reveals new name

The Trust's charity has now become an independent charity renamed as '*Your City and Metropolitan Hospitals Charity*'. It will continue to support Midland Metropolitan University Hospital, Sandwell Health Campus, City Health Campus, Rowley Regis Hospital, GP practices and community services. Celebrating its £2 million 'We Are Metropolitan' campaign, it funds art, patient facilities, and medical research, improving outcomes and tackling health inequalities.



Youth Space

Youth Space, is the trust's youth forum, a forum where young people work alongside the Trust to ensure that our services reflect the voices of our younger population. Youth Space has over 144 active young members aged between 13 to 21 years old. They have a keen interest in healthcare and get involved in many projects, as well as presenting their views to the Trust Board and presenting their work at this year's AGM.



This year we have been approached by our colleagues from the Integrated Care Board, Barnardo's, School Nursing, Brook, who have worked with members of Youth Space to shape the work they do and the information they provide.

Youth Space meets every last Tuesday of the month from 6.30pm to 8pm at Sandwell Hospital Education Centre, Hallam Street, West Bromwich B71 4HJ. Doors open from 5.30pm and food and drinks are provided from 5.45pm.

For more information, call 0121 507 2671 or email: swbh.engagement@nhs.net or [register here](#) to join Youth Space and receive further information.

Community Engagement

Even though Midland Met is now open, we'll continue engaging our communities about Midland Met, our health campuses and other healthcare service provided by the Trust. If you belong to a community based organisation and would like the team to come along and talk with you please, get in touch.



Engagement Membership

It's easy to become a member and get involved. As a member, we will send you 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.

If someone you know would like to join, they can now complete an [online application](#), email swbh.engagement@nhs.net or call 0121 507 2671.



Let's Talk

If you would like to share your experiences, comments and feedback with us, would like more information or find out how you can get involved, here's how you can reach us:

- Phone: 0121 507 2671
 - Email: swbh.engagement@nhs.net
 - Website: www.swbh.nhs.uk/get-involved
 - X (formerly Twitter): [@SWB_engagement](https://twitter.com/SWB_engagement)
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