



Issue 7

Welcome to Issue 7 of our Engage e-newsletter.

It's now six months since Midland Metropolitan University Hospital opened and is now fully operational. Since then, the Trust has continued to make improvements based on feedback from the first 100 days. This includes working closely with local community and voluntary groups to keep gathering views. We're also making it easier to find your way around Midland Met.

The Star Awards highlight the hard work of our staff and volunteers, both on the frontline and in supporting services, who live our values of ambition, respect, and compassion. It's a wonderful opportunity to celebrate those who go above and beyond every day. And, we were proud to be shortlisted for the 'More Than a Hospital' category at this year's Trust Star Awards 2025, which recognises our community engagement work—including our collaboration with the Stroke Reference Group on moving rehabilitation services. Our efforts were also recognised when the Trust was awarded the Freedom of the Borough at Sandwell Council's Sandwell 50 Civic Celebration.

In our last newsletter, we shared the news that Diane Wake had been appointed as interim Group Chief Executive Officer for both The Dudley Group NHS Foundation Trust (DGFT) and Sandwell and West Birmingham NHS Trust (SWB). We are now pleased to confirm that, following a formal recruitment process, Diane Wake has been appointed permanently to the role. She has already made

a strong impact in the Trust, focusing on visible leadership and staff engagement. Diane will lead both Trusts, supported by four Group Executive Directors, to drive improvements for our patients, encourage innovation, and strengthen collaboration across services.

Read on to find out more.

In this issue:

- [Services at Trust sites](#)
- [Emergency and urgent treatment - which is right for you?](#)
- [Use the right services for the best care quickly](#)
- [Continuing the conversations with our MMUH Near Neighbours](#)
- [Patient Experience and Engagement Strategy workshops](#)

- [Engagement work shortlisted for Star Awards 2025](#)
- [Creative spaces open at Midland Met](#)
- [Youth Space](#)
- [Community Engagement](#)
- [Trust News](#)
- [Let's Talk](#)

Services at Trust sites

Our new health campuses are central to the care we provide and our role in the

community.

Sandwell Health Campus



Rowley Regis Hospital



Midland Metropolitan University Hospital Health Campus



City Health Campus



Midland Metropolitan University Hospital Health Campus

This campus includes the Midland Metropolitan University Hospital, the Winter Garden on Level 5, a community garden called The Commons on Level 0, and a new Learning Campus due to open later in the year. The Learning Campus will be at the heart of training the next generation of staff as well as a public learning space which will welcome parents, students, staff and the community.

Sandwell Health Campus

Sandwell General Hospital is now known as the Sandwell Treatment Centre and includes onsite Urgent Treatment Centre. It continues to provide outpatient services, diagnostics, and treatments for care lasting up to 23 hours. Sandwell Health Campus remains the Trust Headquarters, with administration teams now based at Trinity House and Hallam. The Education Centre and Lyndon Primary Care Centre also remain on site.

City Health Campus

The former site of City Hospital is now known as the City Health Campus, which includes the Birmingham Treatment Centre. It continues to offer outpatient services, diagnostics and treatments for up to 23 hours of care. The Birmingham and Midland Eye Centre remains on site, and Sheldon Block which

provides a range of outpatient services including dermatology, pharmacy and therapy.

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 1am, seven days a week, while the Summerfield Urgent Treatment Centre is open from 8am to 8pm, seven days a week.

Emergency and urgent treatment – which is right for you?

The emergency department (A&E) is only for serious or life-threatening conditions. Adults should go to the emergency department or call 999 for signs of a heart attack, stroke, severe breathing problems, major injuries, heavy bleeding or sudden confusion. For children, call 999 or go to A&E if they have seizures, difficulty breathing, heavy bleeding, unusual sleepiness, pale or blotchy skin, or other serious symptoms. At Midland Met, there are now separate emergency departments for adults and children accessible from Grove Lane drop off and through the carpark following the red A&E signage.

If you need urgent care, but it's not an emergency, then Urgent Treatment Centres (UTCs) are there to help. UTCs provide care for non-life-threatening health problems like suspected broken bones, sprains, cuts, stomach pain, skin rashes, high temperatures, or mental health concerns. You can walk in or book an appointment through NHS 111.

- Sandwell Urgent Treatment Centre at Sandwell Health Campus, is open every day from 7am to 1am, all year round.
- Summerfield Urgent Treatment Centre at Summerfield Primary Care Centre, 134 Heath Street, B18 7AL, near City Health Campus, is open daily from 8am to 8pm or until full.

Both centres offer services like X-rays, emergency contraception, and face-to-face NHS 111 appointments.

A new UTC will also be opening at Midland Metropolitan University soon. Remember, using a UTC helps keep A&E free for life-threatening emergencies.

Use the right services for the best care quickly

Knowing where to go for the right care helps you get the right treatment quickly.

- Self-care – Treat minor injuries and illnesses like cuts, grazes, bruises, sprains, coughs, colds, or headaches at home with rest, fluids, and over-the-counter medicine.
- NHS 111 – If you need help now and don't know what to do, call 111 or visit 111.nhs.uk for advice on what to do next.
- Pharmacist – Visit your local pharmacy for expert advice and treatment for minor issues like sore throats, stomach upsets, rashes, bites, stings or coughs.
- GP (doctor) – Contact your GP for ongoing health problems, long-term conditions, chronic pain or if you need medical advice or a prescription.
- Urgent Treatment Centres – Go here for things that are urgent but not life-threatening, like suspected broken bones, infections or minor head injuries.
- 999 / A&E – Only call 999 or go to A&E for serious emergencies like chest pain, stroke, severe bleeding or trouble breathing.



For more information visit: www.nhs.uk or
<https://blackcountry.icb.nhs.uk/your-health/find-right-service-you>.

Continuing the conversations with our MMUH Near Neighbours

Near Neighbours Meetings

Let's talk about travel and connectivity

Monday 28th April 2025 from 1pm to 2.30pm and
Wednesday 30th April from 5.30pm to 6.30pm

At CAP Centre, Windmill Lane, Smethwick, B66 3LX.
You only need to attend one meeting

Scan QR code to register

We're continuing to work closely with our Near Neighbours, listening to your

concerns and working together to find solutions. This includes working with local partners such as Sandwell Council, Birmingham City Council and Transport for West Midlands.

Keeping in touch with our Near Neighbours remains a key priority for the Trust. As part of our post 100 days review, we're working on arranging sessions to gather more feedback and keep you updated.

The Trust senior management, along with representatives from Birmingham and Sandwell Councils and Transport for West Midlands, will be available to discuss travel and connectivity and answer your questions at CAP Centre, Windmill Lane, Smethwick, B66 3LX, on:

- Monday 28 April 2025, 1:00pm to 2:30pm
- Wednesday 30 April 2025, 5:30pm to 6:30pm

If you're a MMUH Near Neighbour and would like to attend, please complete the booking form: <https://forms.office.com/e/6ZzdNn7ufg>.

You only need to attend one of the sessions. Registration closes on Friday 25 April 2025.

Patient Experience and Engagement Strategy workshops

The Trust is inviting patients, local people, and community members to take part in a workshop to help co-produce its new Patient Experience and Engagement Strategy. These workshops will ensure that the voices of those who use, support, or care about local healthcare services are at



the centre of future improvements. By working in partnership, the Trust aims to develop a strategy that truly reflects what matters to its communities, aligning with its core values of ambition, trust, and respect. Dates for the future patient and population workshops will be sent out soon.

Engagement work shortlisted for Star Awards 2025

The Star Awards celebrate the dedication of our staff and volunteers, both those working directly with patients and those behind the scenes. This year, the Public and Community Engagement Team, the Stroke Reference Group and The Learning Works were shortlisted for the 'More Than A Hospital' award. We're really pleased that our engagement work was recognised,



especially the collaboration with the Stroke Reference Group to support the relocation of rehabilitation services. Although The Learning Works won the award, it was an honour to be shortlisted alongside such inspiring teams. The award highlights people or groups who go above and beyond to make a real difference – through innovation, teamwork, and creating positive change in our communities.

Creative spaces open at Midland Met

A new community garden called The Commons on level 0 and art gallery called The People's Gallery on level 5 have officially opened at Midland Metropolitan University Hospital in Smethwick. The People's Gallery, believed to be one of the longest art galleries in a UK hospital, spans 288 feet and showcases work by local photographers and community groups.



Funded by Your City and Metropolitan Hospitals Charity, the gallery was officially opened by High Sheriff of the West Midlands Douglas Wright, MBE DL, with the support of Sir David Nicholson. It includes embroidered illustrations by MotherShip, a community arts organisation in Sandwell and photographs by artist Tom Hicks, along with contributions from NHS staff and volunteers. The hospital has also unveiled The Commons, a garden created with the help of local residents and designed by arts organisation Spectra. Both projects, supported by Arts Council England and The National Lottery Community Fund, aim to offer patients and visitors a peaceful, creative space within the hospital.



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 350 young members aged between 13 to 21.



Youth Space meets the 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. 80 places available each month.



For more information click [here](#), call 0121 507 2671 or email: swbh.engagement@nhs.net. You can also follow this link to register <https://forms.office.com/e/9nEvUEK0pa> and receive further information.

Community Engagement

Part of the engagement role is to reach out and into our communities to visit and continue the conversation about local health services. If you part of a community based organisation and would like the team to come along and talk with you about specific health topics, email swbh.engagement@nhs.net or call 0121 507 2671.



Trust News

Catch up on the latest Trust news at: www.swbh.nhs.uk/news/news-stories/ and on social media - links below.



Quit smoking support a hit with inpatients

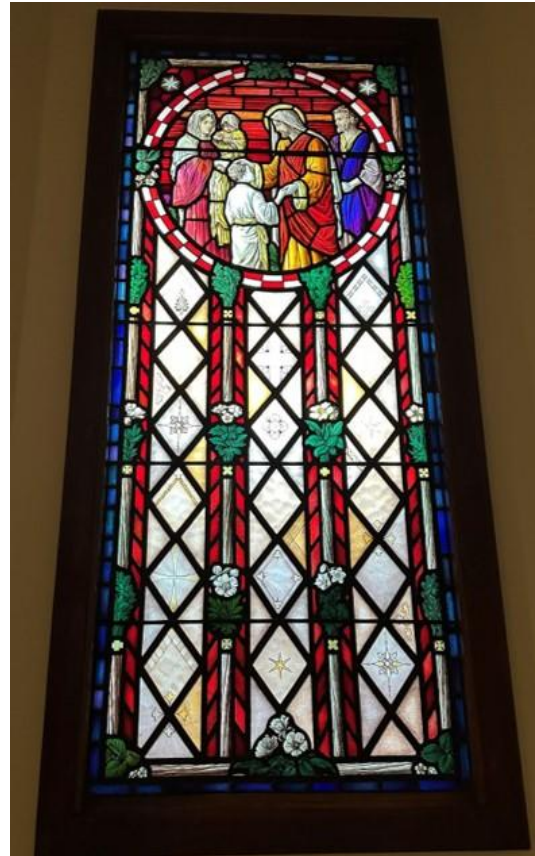
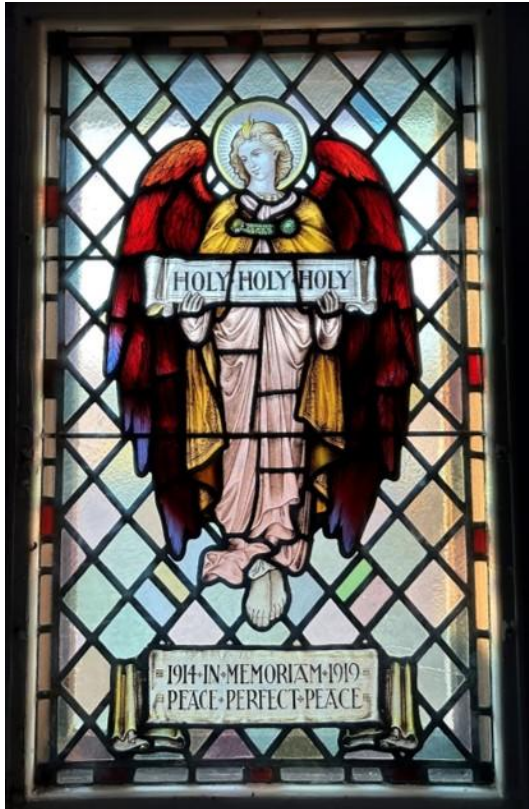
A smoking cessation service at Sandwell and West Birmingham NHS Trust has encouraged over 40% of patients to try quitting, with 20% staying smoke-free for at least four weeks. The Trust, working with Public Health teams from Sandwell and Birmingham councils, offers this support to inpatients and those in the Lung Cancer Screening Programme. Patients in cardiology, respiratory, acute medicine and maternity wards at Midland Metropolitan University Hospital



receive help from a specialist nurse and are given nicotine replacement therapy. After discharge, they're referred to local public health services. The Trust is entirely smoke-free, and staff say patients are more likely to quit when unwell, helping both their recovery and long-term health. [Read more.](#)

Stained glass windows saved

We're pleased to share that a £250,000 grant from The National Lottery Heritage Fund will go towards restoring 100-year-old-stained glass windows from the former City Hospital to the Midland Met. The windows will be relocated to the Winter Gardens at the new hospital in Smethwick. [Read more.](#)



Let's Talk

If you would like to share your experiences, comments and feedback back with us or would For more information or to 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)
-

