



Engage e-newsletter

Issue 4

Welcome to the fourth edition of our engage e-newsletter for Sandwell and West Birmingham NHS Trust Engagement Members. With the opening of Midland Met in October, it's already been a busy start to the year continuing to engage and inform our local communities. Read on to find out more.

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Engagement round up 2023

Coffee & Catch Up

Engage members were invited to a coffee and catch up session on Tuesday 12th March 2024 and over 30 people attended. At the session, updates and discussions took place about Midland Metropolitan University Hospital, volunteering opportunities, and how to improve patient safety and patient experiences. Additionally, there was a focus on apprenticeships tailored for both young individuals and adults, with the aim of providing valuable opportunities to develop skills and careers within the Trust.



Decision from stroke conversation

As part of ongoing conversations, we conducted a survey about the changes to stroke services between December 2023 January 2024. It was completed by over 90 patients and local people who provided feedback on the new hospital and the co-location of stroke rehabilitation services from Sandwell Hospital to Rowley Regis Hospital. We also held a feedback session on 21st March to share the feedback from the survey and other conversations. The Trust has asked the Joint Health Overview and Scrutiny Committees for Sandwell and Birmingham to endorse the decision



to co-locate Stroke inpatient rehabilitation to Rowley Hospital alongside other rehabilitation and therapy services.

Involvement and insight strategy

Our aim is to co-produce an Involvement and Insight Strategy 2024/25 for the Trust. It will set out how we engage with the people that use our services and how we will work together. The strategy will aim to ensure that what we hear, influences the quality of what services we provide and also helps to improve patient experiences. This will also help us to develop better ways for people to engage and talk with us.



As part of this initiative, we would like to set up a Patient Public Voice (PPV), aligned to the work around patient experience. We will be recruiting members who represent our population and will share details on how to express your interest soon.

West Birmingham Primary and Secondary Care Engagement

The second GP engagement was held in February for our West Birmingham primary and secondary care colleagues. The aim of the event was to strengthen relationships with general practice and improve patient flows before Midland Met opens in October. Discussions took place around health and social issues in West



Birmingham, care models, how to improve patient flow and pathways, and how, as a Trust, we can play our part to support patient access to general practice. A further joint event will be held to share findings and work together to improve pathways.

Stained glass windows restoration

We're working with a local stained-glass artist, our Chaplain Eddie, Mortuary Manager Lauren, and Arts Manager Amy, to explore the potential of refurbishing and repurposing the exquisite stained glass windows gracing the Chapel of Rest at City hospital. We'll keep you updated on developments!



Volunteering

The volunteers team has been busy recruiting members to support both the Trust and our new Midland Met hospital. They have held five successful volunteer recruitment days, attended by over 125 people.

Some of our volunteers supporting the move to Midland Met had their first 'Deep Dive' training session with the managers of some of the departments they will be working with. These include Emergency, Chaplaincy, Catering, Outpatients and Your Trust Charity. At the session, volunteers were placed in small groups and given first-hand insight into what life is like behind the scenes. They also had the opportunity to ask questions and learn more about the tasks they will be doing when we move into the new hospital.



The SCORE (Supporting Career Opportunities, Recruitment & Employment) programme offers volunteers a unique work experience to gain employment. And recently, a former participant in the SCORE program, secured a position as a Health Care Assistant working through our Trust Bank.

The Trust also offers our volunteers 'Monthly Connections' sessions, to meet other volunteers, mingle and catch up. And, looking ahead, the volunteer team is excited to commemorate Volunteers Week in early June with events at both Sandwell and City Hospitals. For more information about volunteering [click here](#).

Ways you can get involved

Youth Space

Youth Space, is one of the Trust's many engagement groups and has over 150 young members aged between 13 to 21. They have a keen interest in healthcare and get involved in many projects, as well as presenting their views to the Health and Wellbeing Board.



Over the past few months they have been involved in:

- Childrens Emergency Department Survey
- Artwork in new hospital
- Conducting a 15 STEPS inspection on one of our Paediatric wards at Sandwell Hospital
- Handing out Easter eggs bought with their own money to patients.

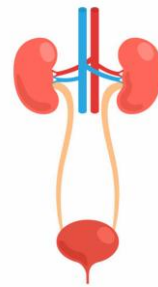
Youth Space meets every last Tuesday of the month from 6.30pm to 8pm at Sandwell Hospital Education Centre, Hallam Street, West Bromwich B71 4HJ. Doors open from 5.30pm and food and drinks are provided from 5.45pm.



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

Urology services in the Black Country

The Black Country Provider Collaborative are inviting patients and members of the public to share their views on proposed Urology service changes. Particularly focusing on how the proposed changes will impact upon travel arrangements for patients and their family members, friends and carers. To have your say, [click here](#) to complete a short survey. The survey closes on 14th May 2024.



Volunteer recruitment days

The Trust is always looking for more and new volunteers to get involved. If you'd like to find out more or register, come along to our next volunteer recruitment days on Wednesday 8th May 2024 from 9am-12pm or Saturday 18th May 2024 from 10am-1pm at Sandwell Education Centre conference room. For more information email swbh.volunteer@nhs.net.

**SWBH
Volunteers
Service
"Giving Time
To Care"**

Fundraising for Your Trust Charity

If you're seeking an exciting challenge while supporting Your Trust Charity, there are range of upcoming events to take part in and fundraise. Fundraising helps make a difference and enhance the experiences of our patients, their families, and our staff.

You can join the Great Birmingham 10k and Great Birmingham 5k runs on 5th May 2024, the [National Three Peaks Challenge](#) from 31st May to 2nd June 2024 and many more. To find out how you can join one of these events or help fundraise [click here](#) or email: trustcharity@nhs.net.



Midland Met News

Here's some recent news about the new Midland Met hospital. For more information about the new Midland Met hospital [click here](#) or follow [@MidlandMetUH](#) on Twitter.



MMUH Roadshow

The Midland Met bus continues its journey in the community to make sure our local people know that Midland Met will be opening in October and that it will transform their healthcare for years to come. The bus will also be visiting Sandwell and City hospitals more regularly to inform our patients and local people



about what services will be moving from and staying at our City and Sandwell hospital sites. If you'd like to come and talk to us or find out more, our timetable can be found [online](#).

Would you like to be a Midland Met volunteer?

Our Midland Met volunteering team is looking for volunteers to help people find their way around our new nine floor hospital when it opens. If you, or someone you know, would like to support us at Midland Met, watch Pat's video about volunteering opportunities [here](#).

For more information or register your interest in volunteering at Midland Met, email: patriciahunt@nhs.net or call 07790 351 490.

Upcoming changes to services

Once Midland Met opens in October, all emergency and acute services from City Hospital and Sandwell General Hospital will be moving to the new hospital. Our emergency departments will be



merging and relocating there, as well our inpatient wards, childrens departments, maternity services and the regional Sickle Cell and Thalassaemia centre.

City Hospital will be redeveloped, and Homes England will build new homes on the site. Despite the changes, Birmingham and Midland Eye Centre, the Birmingham Treatment Centre, the Skin Centre, outpatient services, diagnostics, day surgery, and a pharmacy hub will stay on the City site.

Sandwell Hospital will become Sandwell Treatment Centre and continue to provide GP-led urgent (but not emergency) care and offer services such as the Sandwell Urgent Treatment Centre, primary care GP services, outpatient services, diagnostics, day surgery and treatment, children's outpatient care, an education centre, a clinical research facility, and a pharmacy.

Trust News

The [Trust website](#) has had a makeover - let us know what you think. Read the Trust's latest news stories [online](#).

Engagement Membership

It is 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 complete an [online application](#) form, email swbh.engagement@nhs.net or call 0121 507 2671.

Let's Talk

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
- Twitter: [@SWB_engagement](https://twitter.com/SWB_engagement)

