

Community Engagement Report:

Sandwell Urgent Treatment Centre (UTC) Reduction in Hours of Operation

Reporting Period: The engagement exercise went live on August 6th for a period of 10 weeks.

Focus: Engagement around changes to Urgent Treatment Centre (UTC) opening times and awareness of urgent and emergency care services.

Purpose of Engagement

To inform and involve local communities regarding:

- Changes to UTC opening hours
- Appropriate use of urgent and emergency care services
- How and when to access services, including NHS 111

Engagement Overview

- **Total people engaged:** 409
- **Survey responses received:** 218
- **Engagement locations (see appendix 1 for details)**
 - One town (based on out-of-hours usage data between 11pm–1am)
 - High-footfall areas across all towns in the region
 - Community groups, farms, visitor centres, family hubs, shopping centres, local colleges
 - Specific outreach to a deaf community group
 - On-site engagement at the UTC itself

Key Findings

1. Awareness & Understanding

- Many respondents were unaware of the current UTC location, mistakenly believing it had moved to the new hospital.
- Confusion around services available at UTC, including walk-in access and NHS 111 booking options.
- People appreciated being informed, especially about location and access routes.

2. Service Access & Experience

- Most people didn't comment on the change in opening times but emphasised the importance of knowing where to go during out-of-hours.
- Some out-of-area individuals indicated they would use UTCs closer to home.

- Positive feedback on NHS presence at local events—especially for those without digital access.

3. Community & Stakeholder Insights

- Trusted community leaders expressed interest in learning more to better support their networks.
- Several organisations offered to help disseminate information about UTC services.

Direct Feedback Themes

- **NHS 111 Booking Issues:** Patients booked via NHS 111 were sometimes unable to receive expected tests at UTC. Unclear whether this was due to service limitations or timing.
- **Primary Care Signposting:** Reports of GP surgeries directing patients to A&E for non-life-threatening conditions that could have been treated at UTC.
- **Positive Experiences:**
 - Patients booked via NHS 111 were seen promptly and satisfied with care.
 - Community members valued face-to-face engagement and felt more informed.
- **Misunderstandings:**
 - Some didn't know UTC was a walk-in service.
 - Others were unaware they could book via NHS 111.

Overall Summary

People have mixed awareness and experiences of urgent and emergency services. Many value the care they receive once they reach the right place, but there is confusion about where to go, how to get there, and what each service does. Accessibility, communication, and clear information are key concerns. Most people want to use services appropriately but find it difficult to navigate the system.

Awareness and understanding of UTCs

- Some people do not know where the UTC (Urgent Treatment Centre) is or that it exists.
- There is confusion between UTC, A&E, and emergency services.
- People often rely on NHS 111 for advice but find it repetitive or not always helpful.
- Several discovered the UTC only after previous visits or through pharmacies, not through clear local information.
- Many want better signage, clearer directions, and easier navigation around hospitals.

Access / convenience

- People value having a local UTC, especially in West Bromwich.
- Access can be difficult for those with health conditions, disabilities, or dementia.
- Some prefer face to face appointments rather than remote consultations.

- Parking and signposting at MMUH are confusing and stressful.
- The location of services affects which hospital people choose (for example Sandwell, Russell's Hall, Walsall Manor, or QE).

Quality of care

- Many praised the care received at UTCs, Sandwell and MMUH outpatients, calling the service "brilliant," "helpful" and "efficient".
- A few reported negative experiences, such as misdiagnosis or long waiting times.
- Overall, staff are seen as caring and professional.

Use of services

- Most people decide where to go based on how serious the problem is.
- For less serious issues, some would self-care or call family first for advice.
- For emergencies, people would call 999 or go to A&E.
- Some only use services when necessary.
- Many would go to UTC if advised by NHS 111 or if it is open at the time.

Communication and information

- People value being told clearly what services are available and how they work.
- They want better explanations at A&E about other service options.
- Need for public awareness campaigns and simple self-care advice (for example video guides).

Experience and Feedback

- Positive comments about autistic friendly environments and helpful staff.
- Some frustration with long waits and poor coordination between services.

Urgent Treatment Centre Survey Responses

We received 218 completed forms during the period August 6 to October 14, 2025.

We asked the following questions:

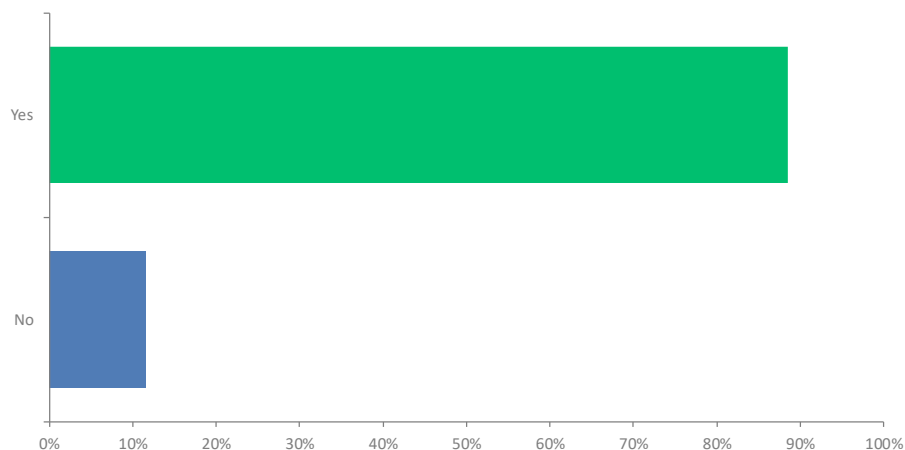
- Do you understand the difference between urgent care and emergency care?
- Are you aware that there is an UTC at Sandwell Health Campus?
- Would you use the Sandwell UTC for non-life-threatening emergencies?
- From the 1st of October, Sandwell UTC will be open from 8.00a.m. – 11.00 p.m.
Where would you go for healthcare outside these times?
- Do you have any comments or feedback?
- If you are outside of Sandwell, please tell us where you are from?

Demographic questions:

- Which part of Sandwell are you from?
- What age group are you?
- Which of the following best describes you?
- Please tell us your ethnic group or background.

Q1: Do you understand the difference between urgent care and emergency care?

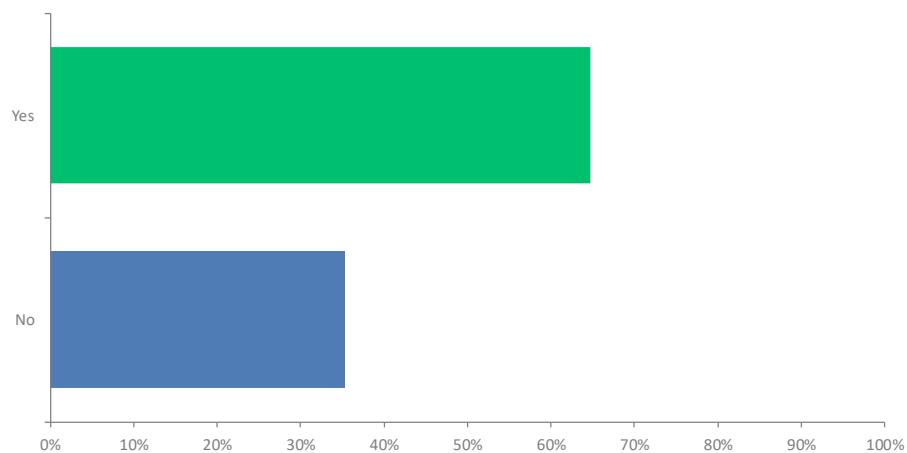
Answered: 218 Skipped: 0



Powered by  SurveyMonkey

Q2: Are you aware that there is still an Urgent Treatment Centre at Sandwell Health Campus (previously Sandwell Hospital)?

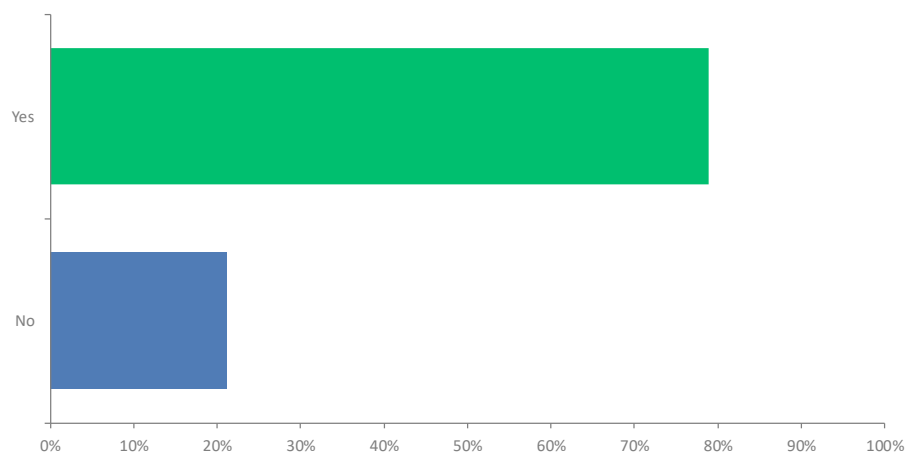
Answered: 218 Skipped: 0



Powered by  SurveyMonkey

Q3: Would you use Sandwell Urgent Treatment Centre for non-life threatening emergencies?

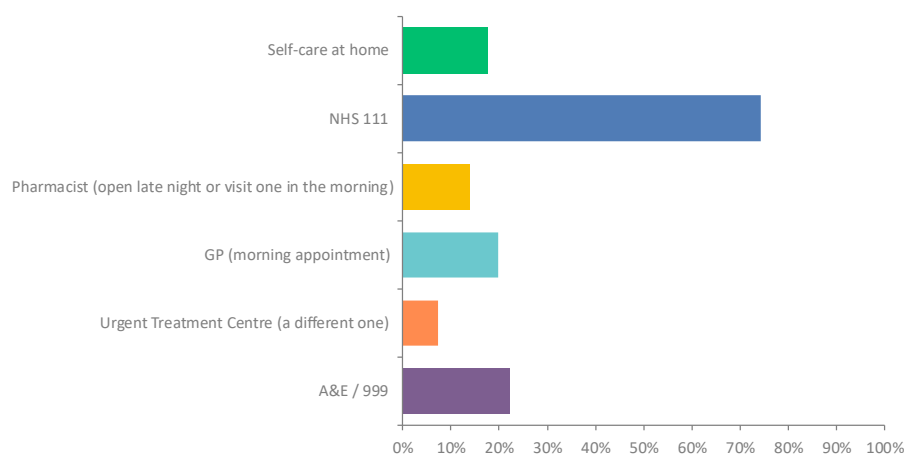
Answered: 218 Skipped: 0



Powered by  SurveyMonkey

**Q4: From 1st October, Sandwell UTC will be open from 8am to 11pm.
Where would you go for healthcare outside of these hours?**

Answered: 218 Skipped: 0



Powered by  SurveyMonkey

Q5: Do you have any comments or feedback?

- Not really
- Don't know where the place is
- The NHS emergency is really good
- Phoned NHS 111 who advised UTC received video call from ambulance, no GP appointments
- Would self-care until UTC open
- Happy that UTC is in West Bromwich as live in West Bromwich, autistic friendly environment, MMU hard to navigate
- See no problem with opening times changing, raise awareness, build confidence of how-to self-care certain conditions at home such as video tutorial
- At UTC as advised by NHS 111,
- Depends on what is wrong.
- Would use other services depending on the time of day, needs someone at UTC from CAMHS to do assessments, uses services here so is aware it is here
- NHS 111 advised to go to UTC
- See urgent as being an emergency, called 111 with a dislocated knee and they said to put an ice pack on - put off using again, self-care at home and keep healthy, only use services when absolutely necessary and can't treat at home, found out about UTC as previously used service
- Found out from local pharmacy, when did a Google search it didn't come up, ok getting to hospital, lack of signage, better signage from car park, was looking for signage for walk in centre, get lost at MMUH - not well signposted, confusing that you use urgent - think it's an emergency service, feel at NHS 111 is a waste of time, asked repetitive questions - was advised they would have had to wait for

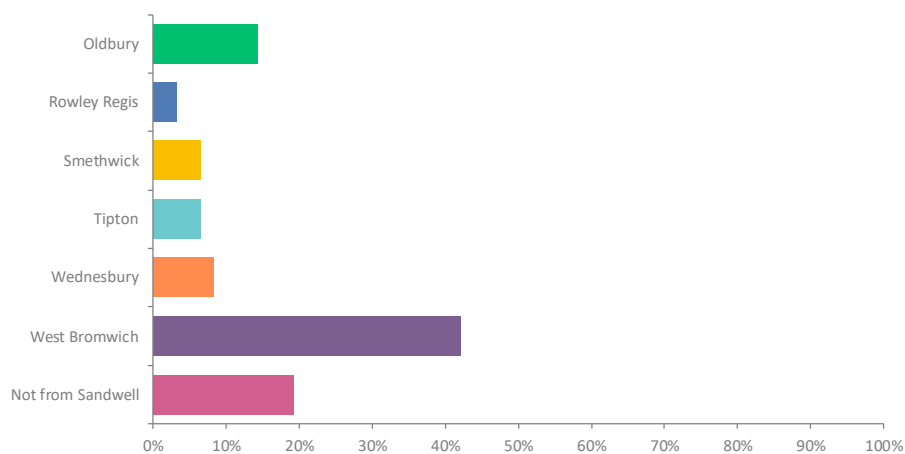
ambulance for 60 mins but when they called 999 waited 5 minutes, wouldn't use local pharmacy associate many times told they can't help

- Depends on the emergency.
- Depends on situation
- Would call family first for support.
- Depends on situation.
- Always had good treatment
- A&E depending on illness.
- Patient has dementia
- Call family for advice first.
- Call your carers
- Good service at UTC.
- Value the information given today, because when you're at A&E they don't explain services.
- People from UTC should automatically go on the waiting list at A&E if referred.
- UTC service at Sandwell is good and staff are helpful.
- Received brilliant treatment at MMUH.
- Would call daughter first
- Have an alarm system and would all daughter for assistance out of hours.
- Received brilliant treatment at Sandwell outpatients, however, have issues with access due to condition and prefer face to face.
- The last time I used Sandwell UTC they were brilliant. I was x-rayed and treated within an hour.
- Would use it as it's closer.
- Long waits
- Go to children's hospital
- Would go to RHH
- Didn't know the new hospital was open. Closer to there, so would most likely use the A&E there.
- Maybe A&E, depends how serious
- Would use QE, to Sandwell.
- Depends on what's wrong
- Great service at Sandwell UTC
- Halesowen way, so would go to Russell's hall
- Depends on case.
- MMUH A&E misdiagnosed my parent with a chest infection and sent him home. A few days later he had to call 999 due being very ill and was then diagnosed with a collapsed lung.
- Sandwell UTC is halfway between A&E so it's a good service to have.
- Would use A&E if it was an emergency
- Would Walsall Manor
- Depends on what is wrong. A&E is now further. Nice to know you can go to Sandwell hospital for minor illnesses.
- Would go to Walsall Manor
- Sandwell UTC was very good and efficient.

- A&E is now further.
- Would use A&E due to health issues and disabilities.
- A&E if needed. It's good to still have the UTC at Sandwell.
- Sandwell UTC is a good local service as the A&E is now further away, and to relieve some A&E needs.
- Use A&E, if necessary, outside of UTC hours
- Unless it's my heart, I wouldn't use A&E or call 999. I'd go to Manor outside of these hours.

Q6: Which part of Sandwell area are you from?

Answered: 218 Skipped: 0



Powered by  SurveyMonkey

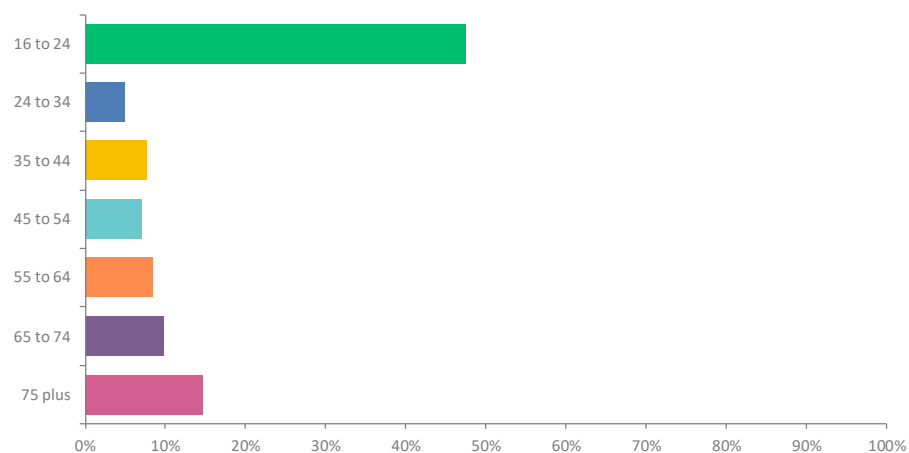
Q7: If you are outside of Sandwell, please tell us where you are from?

42 people classed themselves as living outside of Sandwell:

- Dudley – 7
- Great Barr – 5 (unsure why people don't know Great Barr is in Sandwell!)
- Did not provide / disclose – 2
- Leebank – 1
- Birmingham – 4
- Bilston, Wolverhampton – 1
- Wolverhampton – 5
- Tyseley – 3
- Erdington – 1
- Kingstanding – 3
- Walsall – 8
- Sutton Coldfield – 1
- Willenhall – 1

Q8: What age group are you?

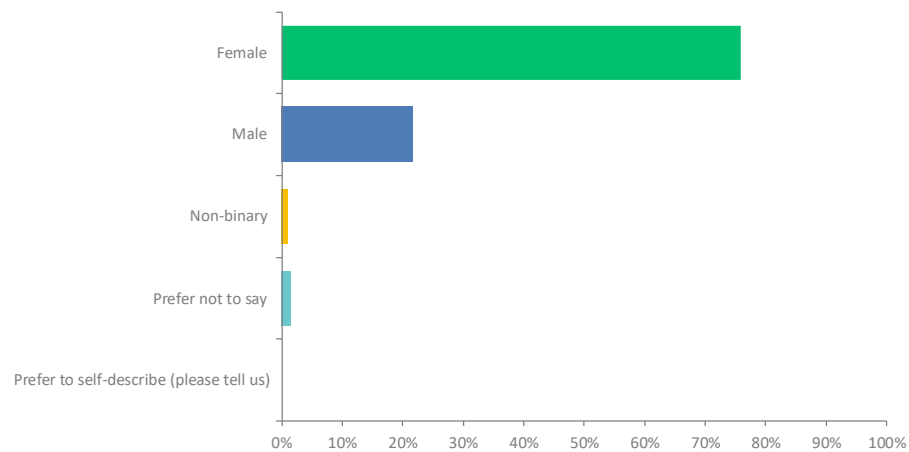
Answered: 143 Skipped: 75



Powered by  SurveyMonkey

Q9: Which of the following best describes you?

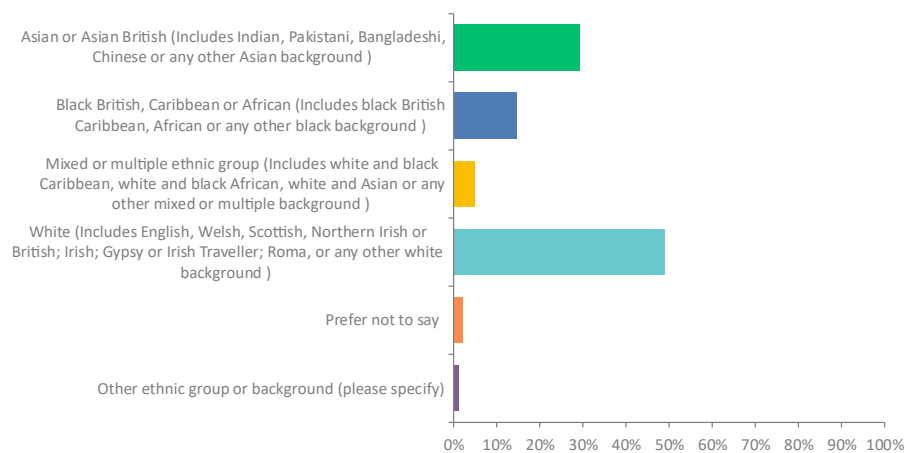
Answered: 212 Skipped: 6



Powered by  SurveyMonkey

Q10: Please tell us your ethnic group or background.

Answered: 213 Skipped: 5



Powered by  SurveyMonkey

Draft