



# Midland Metropolitan University Hospital

September 2024



**Opening 6<sup>th</sup> October 2024**



Sandwell patients move

6 October



Maternity and Neonates move

6 November



City patients move

10 November

**OPENING**  
**OCTOBER**  
**2024**

# Our **SWB** Estate

**Sandwell Health Campus**



**Rowley Regis Hospital**



**Midland Metropolitan  
University Hospital  
Health Campus**



**City Health Campus**





## Our New Hospital – Midland Metropolitan University Hospital

Midland Met will bring together all acute and emergency care services currently at City and Sandwell Hospitals.

- Midland Met includes:
- Advanced emergency services with a purpose-built emergency department complimented by co-located imaging and diagnostic services.
- A dedicated children's emergency department with assessment unit.
- A midwifery-led birth unit, delivery suite, two maternity wards, neonatal unit and antenatal services.
- 13 modern and well-equipped operating theatres.
- 736 beds with 50 per cent within single en-suite rooms.
- Regional centre for Sickle Cell and Thalassaemia care, offering specialised services and expertise.
- Spiritual Care Centre

# Benefits

- Purpose build modern facility and environment that prioritises patients staying mobile and independent
- Designed with patient wellbeing as the focus, all bedrooms have external view, large windows, beds angled towards windows, winter garden in the heart of the building and light-well gardens throughout bringing much needed natural light into the hospital.
- Designed in partnership with clinicians to ensure that deliver of care is seamless, from sight lines from nurse's stations to adjacency of departments and pathways from ambulance arrivals to care
- Acute services under one roof as opposed to being split over multiple sites, two ED's in to one
- 50% single patient en-suite rooms across the inpatient wards, including ensuite wheelchair accessible and ensuite bariatric as well as isolation
- Siemens Managed Equipment service means we will have state of the art diagnostics on site inc x-ray, MRI and CT
- Separation of services and navigation, simple wayfinding for visitors, separation of lifts for public, patients, staff and support services.



# Our new health campuses

Our sites are a focal point for the local community – where patients receive healthcare and come to learn and work. When MMUH opens to patient care, it is a catalyst for the way we provide services on our sites to change. It's time to change the names of our sites, to better suit the services they will offer.

Midland Metropolitan University Hospital Health Campus	Sandwell Health Campus	City Health Campus
Midland Metropolitan University Hospital	Tower block will become the Sandwell Treatment Centre – offering outpatients, diagnostics and treatments up to 23 hours of care	Birmingham Treatment Centre will remain – offering outpatients, diagnostics and treatments up to 23 hours of care
Community garden	Trust Headquarters	Birmingham and Midland Eye Centre
Learning campus (2025)	Education Centre	Sheldon Block – variety of services including dermatology, pharmacy and therapy hub
Urgent treatment centre (2025)	Administration – Trinity House and Hallam	
	Lyndon Primary Care Centre	
	Urgent Treatment Centre	

# Sandwell Urgent Care – current

	Current Service
Location	Adjacent to Emergency Department, Sandwell General Hospital
Opening Hours	9.00 a.m. – 9.00 p.m., 7 days a week, 365 days a year
Service Provision	Malling Health, Minor injuries managed through SWB ED, with trust imaging and pathology support
Service Access	Walk in service – Patients streamed through ED, or directly through NHS 111
Staffing	Malling Health provide GP and Advanced Nurse Practitioners with support staff
Patients Numbers	56'000 patients (March 23 - Feb 24), 43,000 minor illnesses seen by Malling Health. Remaining patients seen by SWB ED ENP.  150-200 patients a day
Service performance	No walk outs, clinical assessment within 15 minutes, seen within 2 hours, NHS 111 patients seen within 30 minutes of appointment time.



# Sandwell Urgent Care - Future

	Future Service Model
Location	Sandwell Health Campus
Opening Hours	7.00 a.m. – 1.00 a.m. (18 hours a day), 7 – days a week, 365 days a year
Service Provision	Trust to go to formal tender. Minor injuries managed through Malling, with trust imaging and pathology support
Service Access	Walk in service, appointment directly through NHS 111 or Streamed via Malling Health Staff on arrival on site
Staffing	As per tendering process
Patients Numbers	The unit (including minor injuries) is expected to see 125-165 patients per day, 9-18 per hour.
Service performance	Provider expected to meet national KPI's for UTC's published in 2017, updated Oct. 23.  <a href="#">NHS England » Urgent treatment centres – principles and standards</a>

# City Urgent Care – current

	Current Service
Location	Adjacent to Emergency Department, City Hospital
Opening Hours	9.00 a.m. – 9.00 p.m., 7 days a week, 365 days a year
Service Provision	Malling Health, Minor injuries managed through SWB ED, with trust imaging and pathology support
Service Access	Walk in service – Patients streamed through ED, or directly through NHS 111
Staffing	Malling Health provide GP and Advanced Nurse Practitioners with support staff
Patients Numbers	26'000 patients (March 23 - Feb 24), 43,000 minor illnesses seen by Malling Health. Remaining patients seen by SWB ED ENP.  90-120 patients a day
Service performance	No walk outs, clinical assessment within 15 minutes, seen within 2 hours, NHS 111 patients seen within 30 minutes of appointment time.

# MMUH Urgent Care – Future

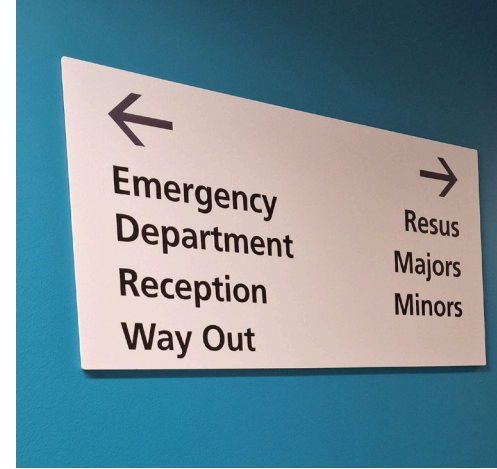
	Current Service
Location	Mobile unit Adjacent to Emergency Department, MMUH Hospital Substantive build expected completion 2025
Opening Hours	09:00am – 09.00 p.m., 7 days a week, 365 days a year
Service Provision	Malling Health, Minor injuries managed through MMUH ED, with trust imaging and pathology support
Service Access	Patients streamed through ED, or directly through NHS 111 (No walk-ins directly into the UTC)
Staffing	Malling Health provide GP and Advanced Nurse Practitioners with support staff
Patients Numbers	Capacity modelling under way.  c.300 patients a day
Service performance	No walk outs, clinical assessment within 15 minutes, seen within 2 hours, NHS 111 patients seen within 30 minutes of appointment time.

# Urgent and Emergency Care



MIDLAND  
METROPOLITAN  
UNIVERSITY HOSPITAL

#MoreThanAHospital



# Emergency Department

6 October, the ED at Sandwell Hospital will relocate to Midland Met on level 2

ED at Sandwell will close its doors at 5.00 a.m. It will continue to treat patients inside ED at 5.00 a.m. After that time:

- Ambulances will be redirected to Midland Met.
- Walk Ins - unless clinically urgent will be advised to present at MMUH

10 November the ED and GP front end will relocate to Midland Met on level 2

- Ambulances will be redirected to Midland Met
- Walk Ins - there will be no retained Urgent Care services (patient facing) at City from 10<sup>th</sup> November
- GP front end to move into the temporary modular unit on the back of the hospital site.

Separate entrance to ED via Grove Lane

# Maternity

From 6 November, all maternity services at City Hospital will move to Midland Met. Maternity services will be based on level 3 and level 4

Level 3`	Level 4
24-hour maternity triage unit	C4 - antenatal ward
Serenity - Midwife led unit	A4 - postnatal ward
Delivery Suite - with 15 ensuite rooms	
Two maternity theatres	
Antenatal Clinic/Antenatal Day Assessment Unit	
Fetal Medicine Unit	
Neonatal Unit	

Community antenatal clinics will take place at Sandwell Hospital, Aston Pride Health Centre, Halcyon Community Hub.

# The move

- Mock move week feedback has been really positive
- Mock census week to take place in September
- October 6<sup>th</sup> – Sandwell patient moves begin
- November 6<sup>th</sup> Maternity and neonates at City move to MMUH
- November 10<sup>th</sup> City inpatients move to MMUH
- Patient moves being planned, supported and coordinated by 'Health Care Relocations' a global leader in hospital moves having completed over 500 moves in the past
- Each department has a move champion to help them to prepare



# Training and induction

- 4,800 colleagues are due to go through the full site tour inductions, area-based inductions and fire training.
- 2,500 staff needing to complete new patient ceiling hoist training
- Onsite induction tours live from 5th Aug



# Refreshments

## Trust In-House Outlets:

### Midland Met

- Level 0 (main entrance) – Coffee shop
- ED Waiting Area (Level 2) – Coffee shop
- Winter Garden (Level 5) – Restaurant and Coffee shop

### Sandwell and City Health Campuses

- Existing Trust in-house provision



## Third Party Outlets

- Level 0 (main entrance) – Greggs
- Winter Garden (Level 5):
  - M&S Food
  - Market Express



# Parking

- Dedicated Staff Entrance off London Street
- Dedicated Public entrance adjacent to the Green
- Parking is managed by Q-Park, same as the Retained Estate. A single pass will give access to all Trust Car Parks, including MMUH
- 1,600 spaces in total, circa 1,200 of these for staff
- Electric car chargers available
- Blue badge accessible spaces available



# Travel and connectivity

Working in partnership with Travel for West Midlands (TfWM)

- Services will be revised on 29<sup>th</sup> September to support MMUH
- 54/54A - combined into one route, service revised to serve MMH
- 89 - service revised to terminate at MMH instead of Bearwood
- 82/87 - journeys from Birmingham will be diverted to serve the new Grove Lane stops.
- Journeys towards Birmingham will continue on their existing line of route and serve the bus stop on Dudley Road (nr Halberton Road)
- TfWM providing new route maps for staff, patients and visitors to MMUH
- Working on a passenger incentive programme which provides a period of free travel for 4 weeks followed by a period of discounted travel
- Working in partnership with Sandwell Council to provide bus infrastructure e.g. bus shelters
- Finally, working with Sandwell Council on the Sandwell cycle scheme on Grove Lane which is at final design stage

# Population campaign & Ongoing engagement

A creative, evidence-based campaign to drive behaviour change and ensure awareness of the numerous changes involved in the move is vital to patient and public awareness of their services locally. It will also provide some reassurance across the wider system as we start to understand the changes in patient flows once MMUH is open.

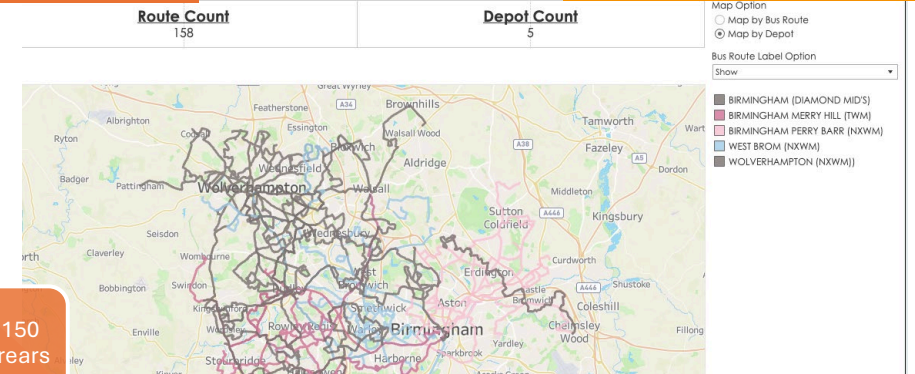
Ensure the population understand:

1. MMUH is opening on October 6th – Sandwell move first
2. Where to go to receive the right care, at the right time, in the right place for emergency treatment, UTC facilities and the services in the community that can help them stay well.
3. Outpatient and elective care will remain on the City and Sandwell Health Campuses.
4. Staff and partners have the information and tools to articulate the changes correctly to patients and the wider population.
5. After opening, continue educating the public about the services available across all hospital sites and the community and encourage the appropriate use of services, incorporating winter comms messaging.

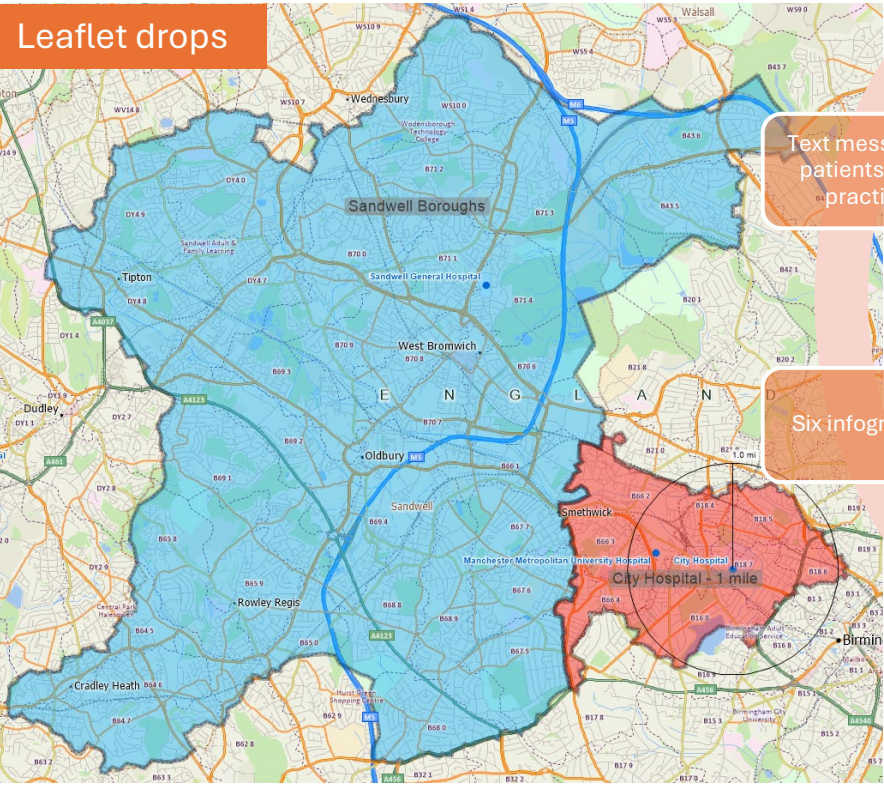
- Asda Cape hill off Windmill Lane Birmingham
- Tesco Cradley Heath
- Tesco Aston
- Sainsbury's Oldbury

**Bus routes**

**The Marketing Mix**



**Leaflet drops**



Four supermarket screens.

160,000 leaflet drops to target postcodes

Bus adverts- 150 interiors & 50 rears

Text messages to patients via GP practices.



54 signs across City and Sandwell hospital sites.

Six infographics.

Paid for social media campaign

Eight digital 48 sheets.

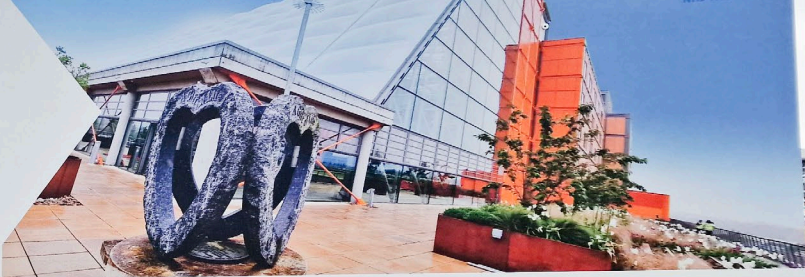
Digital streethubs and 6 Sheets

Digital radio adverts



# Your Sandwell Health Campus and new Midland Metropolitan University Hospital

Providing better health and care to Sandwell  
and West Birmingham residents with



Better access  
to care

Better facilities  
and technology

Better patient  
experience

Better children & adult  
A&E at Midland

## Sandwell Health Campus

The changes being made at Sandwell  
will improve our community with better access to  
care, fewer appointment cancellations and  
specialised treatment.

Sandwell Health Campus services

• Sandwell Urgent  
Treatment Centre

Your improved  
Sandwell Urgent  
Treatment Centre is here  
for non-life threatening  
emergencies,  
such as:

- suspected broken bones
- strains and sprains
- injuries cuts and bruises
- stomach pain, vomiting

## Sandwell A&E will close from 6th October

For life-threatening illnesses and injuries,  
please visit your new Midland Metropolitan  
University Hospital A&E on Grove Lane,  
Smethwick B66 2QT

Find out more [swbh.nhs.uk](http://swbh.nhs.uk)

#MoreThanAHospital



## Here's everything you need to know about accessing urgent and emergency care from 6th October

Your new Midland Metropolitan University Hospital opens  
6th October with an improved A&E.  
Sandwell A&E closes on 6th October.

From 6th October use your new Midland Metropolitan University  
Hospital A&E for life-threatening illnesses and accidents.

Your improved Sandwell Urgent Treatment Centre is here for non-life  
threatening emergencies, such as:

• rashes

# Getting to know our SWB estate

## City Health Campus will have:

**Birmingham Treatment Centre** - offering outpatients, diagnostics and day case treatments, including those through operating theatres

**Birmingham and Midland Eye Centre**

**Sheldon Block** - hosting a variety of services including dermatology, pharmacy hub and therapies



## Midland Metropolitan University Hospital Health Campus

Our acute care services, emergency department, diagnostics and inpatient wards will be centralised at Midland Metropolitan University Hospital.

Services will include:

- Adult and Children's emergency departments
- Urgent Treatment Centre
- Same Day Emergency Care
- Critical care
- Children's units
- Emergency/elective surgery
- Acute medical unit
- Surgical assessment unit
- Medical day case unit
- Imaging and diagnostics
- Maternity services including Serenity
- Neonatal
- Emergency Gynaecology Assessment Unit
- Sickle Cell and Thalassaemia department
- Cardiology services
- Pathology lab
- Physiology department
- Haematology, Orthopaedic, Stroke, Gastroenterology, Respiratory and Toxicology wards
- Education Centre



## Sandwell Health Campus will have:

**Sandwell Treatment Centre** - offering outpatients, diagnostics and day case treatments, including those through operating theatres

Urgent Treatment Centre  
Lyndon Primary Care Centre  
Clinical Research Facility

The campus will also house the Trust Headquarters, Education Centre and administration facilities - in the Trinity House and Hallam buildings.



**Rowley Regis Hospital** provides comprehensive community services:

- Outpatient services including musculoskeletal and blood testing
- Diagnostics
- Community intermediate care beds
- Day treatment
- Community teams - Integrated Community Stroke Service District Nursing, iCares



**Leasowes Intermediate Care Centre** offers short-term, individual and holistic rehabilitation programmes to help people improve their independence with everyday tasks such as washing, dressing, walking and eating.

- Community intermediate care beds





**Level 9** - Medicine - Acute Elderly wards A9 and B9.

**Level 8** - Surgery wards A8 and B8, Medicine – Gastroenterology/Toxicology - C8.

**Level 7** - Trauma ward - A7, Medicine ward - B7, Medicine and Acute Elderly ward - C7.

**Level 6** - Gynaecology ward - A6, including Emergency Gynaecology Assessment Unit and Emergency Pregnancy Assessment Unit - B6 ward, Haematology and Elective Orthopaedic - C6 ward, Stroke and TIA Clinic.

**Level 5** - Welcome Centre, Winter Garden, restaurant, coffee shop, Education Centre, art gallery, retail spaces, Spiritual Care Centre, bereavement office and external terrace area. The public enter the building and travel to level 5 via shuttle lifts before continuing on to their destination wards and departments.

**Level 4** - Children's Unit including E4 ward, D4 ward, Children's Assessment Unit, Children's Day Unit, Children's and Younger People's Clinic, Pathology Laboratories, Maternity wards - A4 / C4, Medical Illustration, Medical Student and Doctor Common Room, Pathology, Pharmacy, Medical Engineering, Urodynamics, Physiology Department.

**Level 3** - Operating Theatre Department, Intensive Care Unit, Medical Day Case Unit, Sickle Cell and Thalassaemia Unit, Respiratory ward - C3, Neonatal Unit, Maternity Birthing Units, Antenatal Clinic, Antenatal Day Unit.

**Level 2** - Emergency Department, Security, SAU, Surgical Same Day Emergency Care, Medical Same Day Emergency Care, Emergency lift to level 3 operating theatres and Intensive Care Unit, Imaging, AMU, Cardiology Services, Maternity entrance including lift to birthing units.

**Level 1** - Staff car parking only.

**Level 0** - Public and staff car parking.  
Coffee shop, Mortuary, Soft Facilities Management Hub  
(catering / housekeeping / logistics / home of the AGVs).