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for the people of Birmingham & Solihull

Newsletter for the Birmingham & Solihull Community Care Collaborative

January 2026

New year launch for first Solihull INT

Solihull residents with multiple, often complex health and care needs, are set to receive improved health and social care and avoid unnecessary hospital admission thanks to the launch of the first Solihull Integrated Neighbourhood Team (INT).

INTs are GP-led and bring together a wide range of health and social care professionals, including nursing and therapy colleagues,

mental health professionals, the voluntary sector, social care and other council services. By working collaboratively, INTs aim to provide more coordinated, joined-up care for people who rely on multiple services.

The new Solihull-based team is being led by Solihull Health Partnerships (SHP) GP Primary Care Network. Patients cannot self-refer to the new service but can be referred to the team by any clinician.

Meeting weekly, the team will focus on Solihull residents aligned to SHP who regularly use multiple health and care services. The aim is to support people with better coordinated care, promote wellbeing, prevent illness and reduce unnecessary hospital admissions.

The team will also work closely with local voluntary organisations, community groups and other services to provide additional support, including social prescribing.

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This approach connects people to non-medical support and activities in their community to improve health and wellbeing, particularly for issues such as loneliness, social isolation, low-level mental health concerns and complex social needs.

Dr Nish Patel, GP and Clinical Lead for the Solihull Integrated Neighbourhood Team, said: "We are delighted to be the first Integrated Neighbourhood Team to go live in Solihull. This approach allows us to offer more focused, joined-up care for those who need it most, helping people stay well, supported and independent in their own communities."

The launch of the Solihull INT follows the successful pilot of five teams in Birmingham over the past two years. A recent evaluation of the first team to go live in East Birmingham demonstrated a 30 per cent reduction in A&E attendances at Birmingham Heartlands Hospital, highlighting the positive impact of this model of care.

A total of 16 INTs will be rolled out across Birmingham and Solihull by March 2026 with a total of 35 planned across the patch by the end of the same year.

Integrated Neighbourhood Teams are part of the government's health strategy which aims to provide better integrated, localised health and social care services with the aim of shifting care from hospitals to the community, preventing ill-health and improving patient access to multidisciplinary teams. INTs form part of the Birmingham and Solihull Community Care Collaborative which is being led by Birmingham Community Healthcare NHS Foundation Trust. Other partners include University Hospitals Birmingham, Solihull Metropolitan Borough Council, Birmingham & Solihull Mental Health Trust and Birmingham City Council.



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Dr Nish Patel

GP and Clinical Lead for the Solihull Integrated Neighbourhood Team

Badger Launches at East Birmingham Hub

A new out-of-hours (OOH) Primary Care clinic has launched in East Birmingham to offer more face-to-face appointments for people with minor illnesses who need urgent care when their GP practices are closed.

The new service is run by the Badger Group and is based at the East Birmingham Locality hub at Washwood Heath Health & Wellbeing Centre. The launch supports access for patients closer to home.

This is one of part of the expanded services being delivered at the hub to help local people avoid an unnecessary hospital visit or hospital admission. Other services include a care co-ordination centre, an urgent treatment centre, a diagnostics service, a respiratory same day emergency service and an integrated neighbourhood team which is focussing on better supporting patients with multiple, more complex health and care needs.

Matt Forrest, Associate Director of Transformation for Birmingham Community Healthcare (NHS) Foundation Trust said: "Introducing this service is part of the expansion of community-based health and care services in the area. This approach is helping to achieve the government's goal of bringing care from hospitals into community-based services and from treating sickness to preventing ill-health through early intervention.

To access the Badger services, patients must first call NHS 111 or visit 111.nhs.uk. NHS 111 will assess their symptoms and, if appropriate, direct them to the Badger service

There are six Neighbourhood hubs, also referred to as Locality hubs, across Birmingham & Solihull. They are part of the Birmingham &



Dr Joe Iyer, Clinician and Hadiyah Alam, HealthCare Support Worker

Solihull Community Care Collaborative which is being led by BCHC. Their introduction is helping to meet the government's 10 year' health plan which aims to make health and care services more convenient and community centred.

Badger also runs two Urgent Treatment Centres in Erdington and Solihull and provides the out of hours service for Birmingham and Solihull from its Aston Call Centre, with face to face provision in Aston, Erdington and Solihull.

Same Day Respiratory Service Confirms 1,500+ Patients Seen During First Year

A Same Day Emergency Care (SDEC) Respiratory Service is celebrating its first birthday having supported more than 1,500 patients with urgent respiratory needs during the last twelve months.

The service is provided by Birmingham Heartlands Hospital colleagues and includes respiratory consultants and specialist respiratory nurses. It is located at the East Birmingham hub, also known as the East Birmingham Locality Hub, at Washwood Heath Health and Wellbeing Centre.

Delivered by University Hospitals Birmingham NHS Foundation Trust (UHB), the service is for Birmingham and Solihull adults aged 17 and over with an acute respiratory illness or condition including such as asthma, COPD and other acute breathing difficulties.

These are patients who have been triaged as unsuitable for GP care and need urgent, but not critical, care and are able to make their own way to the centre. The service has recently expanded to accommodate patients who have attended Heartlands Hospital and require post discharge follow up for respiratory pathology.

Dr Neil Patel, UHB Respiratory Consultant and Intensive Care Physician who works for



From left to right: Dr Paul Wong, Pam Sweeney, Bethany Hawthorne and Dr Alain Al-Helou

the service said: "Our goal is to provide the urgent care here in the community which enables patients to return home within a few hours without the need to go to hospital.

We accept referrals from all clinicians and once a patient has been to see us once, they can give us a call directly if they have any concerns later on. We have seen 1563 patients so far but recorded 2400 visits so many people are returning to us for further support which all helps to reduce pressure on our local hospital front door services, especially during the colder months when respiratory illnesses and conditions often worsen."

There are now six Neighbourhood hubs across Birmingham and Solihull. They are supporting the government's goal of providing better integrated, localised health and social care services with the aim of shifting care from hospitals to the community, preventing ill-health and improving patient access to multidisciplinary teams.

 Many people are returning to us for further support which all helps to reduce pressure on our local hospital front door services, especially during the colder months when respiratory illnesses and conditions often worsen.

Dr Neil Patel

UHB Consultant Respiratory & Intensive Care Physician



Brenda Clayson, one of more than 1,500 patients supported by the Same Day Emergency Care Respiratory Service

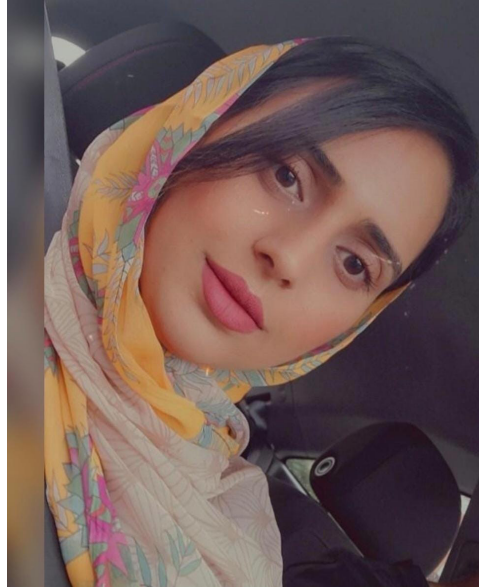
Infusion Suite Brings Care Closer to Home for East Birmingham Patients

A dedicated infusion suite at Hodge Hill Primary Care Centre is enabling patients to be discharged from hospital sooner, reducing the number of hospital outpatient visits needed or avoiding hospital admission completely by offering the antibiotic treatment they need in the community.

The suite is part of the wider development of community-based health and care services across Birmingham and Solihull which aims to shift care from hospitals to the community. In turn, this helps to alleviate hospital pressures, especially during the winter months, when demand for hospital care typically increases.

Patients are referred to the suite by the University Hospitals Birmingham (UHB) Outpatient Parenteral Antimicrobial Therapy (OPAT) team and supported by nursing staff who carry out full observations and administer IV antibiotics using a range of intravenous access devices, including cannula, midline, PICC, or port.

Antibiotic infusion therapy involves administering medication directly into the bloodstream and is used to treat a wide range of conditions. Treatment is overseen by Heartlands Hospital's Outpatient Parenteral Antimicrobial Therapy (OPAT) Team, specialists in antibiotic infusion administration.



One patient who has greatly benefited from this service is Ashi Ghultasib. After treatment for a hip bone infection at the Queen Elizabeth Hospital Birmingham, Ashi required continued antibiotics and was offered the option to receive care at the Infusion Suite rather than return to the hospital site which was some way from home. Living in Alum Rock, just

The infusion suite option made it much easier for me as I have a four-month-old baby and two other children. I think it's great to be able to stay closer to home for the treatment I need rather than go back to hospital

Ashi Ghultasib

minutes away, Ashi found the location ideal, especially with three young children at home. She said:

"The infusion suite option made it much easier for me as I have a four-month-old baby and two other children. I think it's great to be able to stay closer to home for the treatment I need rather than go back to hospital.

"The nurses were fantastic, they made me feel comfortable, offered tea and coffee, and even adjusted the room temperature. The environment was calm, clean, and welcoming, which gave me peace of mind during my treatment. I made such a bond with them, I was upset to go!"

Imogen Kemp, UHB OPAT Clinical Nurse Specialist, said: "Patients are able to attend the suite at a scheduled appointment time, which helps them avoid waits at home for community nurse visits and carry on with their day. The convenience reduces the need for patients to attend busy hospital sites, ultimately improving the overall patient experience."

The service operates Monday to Saturday, 08:00–20:00, and Sundays, 09:00–19:00 with free parking provided for patients.

The infusion suite complements the work of the East Birmingham hub, which opened two years ago. It houses a care coordination centre, a Badger Clinic and a Respiratory Same Day Emergency Care service.



Judith Hontchouang, member of the Infusion suite team

South & Central Neighbourhood Health Team boost as Emily Returns

We would like to welcome Emily Freer back at work following a twelve-month career break following the arrival of her daughter. Emily is the Senior Locality Integration Manager for Central and South Localities, responsible for working with all Community Care Collaborative partners to drive the design, development and implementation of the new neighbourhood health model across these areas.

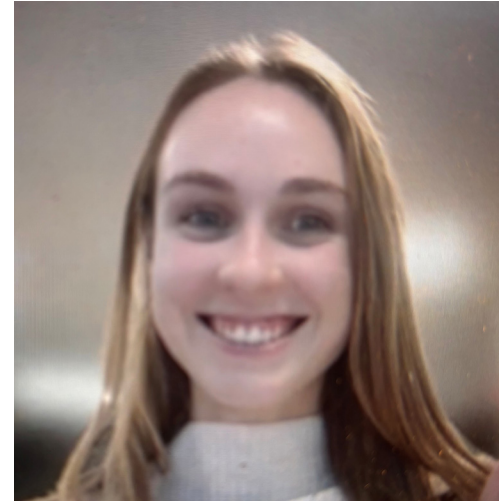
Based between both Central and South Birmingham Locality hubs at Moseley Hall Hospital and West Heath Hospital respectively, Emily is amazed at the progress that has been made during her absence.

"We have launched the central and south hubs and have district nurses, mental health, GPs, palliative care practitioners, hub co-ordinators and admin staff all set up in the care co-ordination centres within these Locality Hub footprints; we are doing the work to prepare a further two integrated neighbourhood teams to launch and already have a number of long term

clinics operating with more to start next month.

None of this was on the imminent horizon when I left. The performance of the digital dashboards in the hubs is incredible too, enabling us to be more efficient in the way we work whilst providing really good patient care.

Only today, I noted in the central hub that since 18 November we have avoided 128 unnecessary District Nurse (DN) visits due to patients being admitted to hospital. This means we can see more patients and avoid the situation of DNs arriving for a visit only to find that the person has been admitted to hospital, or they are not answering the door so we start to worry that something has happened to them in the home. In the south we have received feedback about the follow up calls made by our resident GP Immi. Readers may know that we call individuals who have dialled 999 but not conveyed to check in with them and see how the team can support them. Patients, families and carers have expressed how reassuring these conversations are during what is a worrying time.



The teams are so busy just doing the doing, I don't think they have registered the progress they have made.

Emily Freer



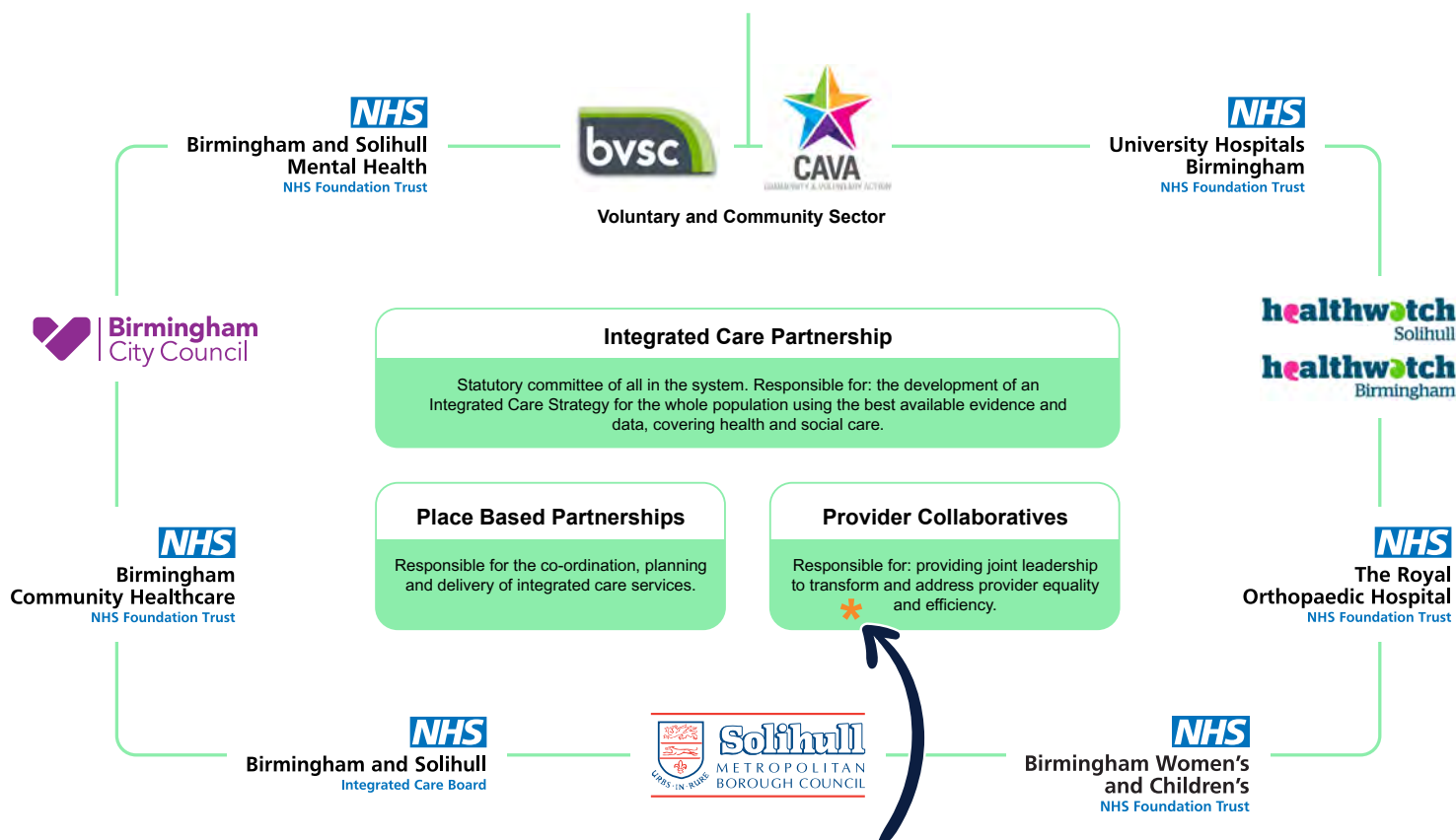
These two examples are just a glimpse of the improvements we are making. All made possible because of the data feeds that are now in place which shows which of the patients on our DN case load have been admitted to hospital. The Community Care Collaborative is truly a data driven programme.

One of my first priorities is to shine a spotlight on these hub teams to help them to recognise just how important their work is and just how much they have achieved. The teams are so busy just doing the doing, I don't think they have registered the progress they have made.

Going forward the plan is to further develop and equip the teams to continue to roll out the neighbourhood health model and widen our locality work to launch new health and care services that the Central and South Locality Partnerships identify as priorities. I'm delighted to be back and play my part in helping to realise this ambitious vision to deliver neighbourhood care for our local population.

Get in touch

If you have any news or stories you want to share, or you'd like to give a shout out to your team, get in touch with jenny.chatham@nhs.net with a few details. We will do the rest!



* This is where the Community Care Collaborative sits within the wider BSol health and care system.