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for the people of Birmingham & Solihull

Newsletter for the Birmingham & Solihull Community Care Collaborative

May 2026

Swift Action at South Hub Secures Patient Safety

A recent patient case highlighted the invaluable impact of the strong multidisciplinary team approach of our Locality hubs. This particularly case was led by Amy Goodman, a dedicated practitioner at the South Locality hub, who has been nominated for a prestigious recognition of excellence following her swift initiative in this life-critical situation. Her speedy professional intervention successfully secured emergency care for a vulnerable individual previously unknown to the hub.

The incident began when the hub received an email from an individual expressing suicidal thoughts, severe physical neglect, and a lack of support from mental health and social care services. With only an email address as a starting point, Amy worked hard to find and identify the individual, establish their location, and then made direct contact.

Upon assessing that the individual was in the midst of a severe mental health crisis, Amy liaised with hub colleagues and also coordinated with emergency services to ensure they received urgent medical and psychiatric assistance.

Amy said: "This situation reinforced the importance of timely intervention, compassionate communication, and remaining focused on the person at the centre of care, regardless of how they come into contact with services. I am thankful to work within a team that values these principles and supports staff to act in the best interests of patients."



Amy Goodman & Nicola O'Neil Senior Hub Clinicians who were involved with helping the patient



Members of the South Locality hub team



Good Hope Hosts Frailty Care Transformation Event

Around 35 North Birmingham health professionals recently met at Good Hope Hospital to help improve care and support for local people living with frailty

The event centred around the development of a new frailty pathway using lessons learnt from the North daily frailty multidisciplinary team calls which have brought together Good Hope consultants, North Hub GPs, and the North Hub community team. This new collaborative pathway enables earlier identification of patients at risk, and places multidisciplinary support around individuals from the moment they encounter health and care services.

The pathway goal is to promote early intervention, admission avoidance, facilitate expedient safe discharge pathways, and clearer follow ups. This latest event is the third in a series of relationship and design workshops.

Local GPs, hospital clinicians and community teams took part in this frailty focussed session.

Simon Jarvis, Hospital Executive Director, Good Hope Hospital said: "Sharing and learning from examples where joint working has already improved patient care was a valuable exercise, and we benefitted from all the experience and expertise in the room. Our aim is to make sure we are putting patients at the heart of our decisions and that their experience of care across the North Birmingham system is the best it can be. The event was well attended and generated positive and enthusiastic discussion with plans for a wider education session this summer, a focus on improving care for end-of-life patients and achieving better standardisation of advanced care plans. Thank you to everyone who contributed, and we look forward to welcoming colleagues to future partnership events."



Dr Rahul Dubb, Sutton Coldfield Group Practice and Chair, North Locality Delivery Partnership Trust added: "North Birmingham has a significant growing population of elderly and frail residents and delivering effective frailty care to meet the needs of those living with this long-term condition is high on the agenda

for all those working in health and care. These events not only strengthen relationships across community and hospital sectors, but also harness the collective strengths and expertise of those involved to develop stronger, more integrated pathways of care."

A "Tea-rific" Thank You: Admin Staff Celebrated at Stockland Green

North locality team leaders organised an afternoon tea event for colleagues to mark Administrative Staff Appreciation Day. The event, at Stockland Green Primary Care Centre, saw admin colleagues from community nursing, the locality hub and the early intervention community team treated to tea and tasty treats as a gesture of appreciation for their hard work.



Scaling Community Care: 16 INTs Live and Expanding

Integrated Neighbourhood Teams (INTs) have established themselves as the core delivery model for the future NHS, shifting care from reactive hospital treatment to proactive, community-based management and providing better health and care services for local people.

This was the message to more than 60 integrated neighbourhood team colleagues who gathered at the latest in a series of quarterly workshops to share best practice and discuss next steps in the INT journey.

There are now 16 INTs live across Birmingham and Solihull with a further 19 on schedule to roll out during the next twelve months.

Matt Forrest, Associate Director of Transformation at Birmingham Community NHS Healthcare Foundation Trust said: "We have made incredible progress in the design, testing and continued development of our INT model in the last three years and are supporting the NHS 10-year plan of shifting care from hospitals to communities and transitioning services from reactive treatment to proactive population health management.

"As we enter our next phase, we are focusing on effectively scaling impact through enhanced data validation and effective governance. We are also working on an evaluation of our work to date which will help shape our continued development of delivering better care to those living in our local communities."



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Matt Forrest

Associate Director of Transformation
at Birmingham Community NHS
Healthcare Foundation Trust



About Integrated Neighbourhood Teams

Integrated neighbourhood teams are multi-professional teams that bring together health, social care and community services to deliver coordinated, proactive and holistic care for a defined local population (neighbourhood).

By uniting health, social care, and Voluntary,

Community, and Social Enterprise (VCSE) partners, services can now identify and support vulnerable cohorts—such as those living with frailty or long-term conditions—much earlier in their journey.



New INT Digital Case Management Dashboard Launches

Central to the Integrated Neighbourhood Team drive forward is the launch of the Case Management Tool (CMT). This advanced dashboard provides unprecedented operational oversight, pathway visibility, and performance monitoring across all INT stages at both the locality and Primary Care Network (PCN) level.

Key functionalities of the CMT include comprehensive tracking of citizen journeys, length of stay, and caseload progression to proactively eliminate pathway delays. It enables direct navigation into individual PCN workloads with seamless access to live patient care records and helps the INTs to optimise the skill and expertise of the multi-disciplinary professionals

working in the team using real time data on active and paused caseloads.

Jim Williams, Digital Lead for the Community Care Collaborative said: "Our new Case Management Tool gives us the digital infrastructure needed to truly scale our impact.

With live patient records, end-to-end journey tracking, and real-time workforce optimization all in one dashboard, we can now support our INTs to proactively manage demand and deliver a seamless, coordinated healthcare experience across our communities."



Jag Joins Collaborative to Drive Data-Led Community Care

The Community Care Collaborative (Collaborative) team has appointed Jagdeep Panesar as Business Intelligence Manager to strengthen its data analytics capabilities and support the delivery of integrated, community-based care across the region.

Jag brings 20 years of extensive NHS analytics experience which spans acute care, mental health, regional Strategic Health Authorities, NHS England, the Quality Observatory, and the Strategy Unit. Most recently, he led the analytics team at Kingston and Richmond NHS Foundation Trust in South West London.

The role is dedicated to supporting the information needs of the Collaborative team. By developing advanced reports, interactive dashboards, and providing critical analytical input, the position ensures that frontline healthcare decisions are backed by robust data.

"The opportunity provides a great professional challenge," said Jag. "Working for a community service provider is a new area for me, and I am excited to use data from the Shared Care Record to help progress the impact of the Collaborative work. On a personal level, after working in London for eight years, it is fantastic to return



home to Birmingham, lose a long commute, and spend more quality time with my two young daughters."

A key focus for the year ahead is the development of an Integrated Neighbourhood Team (INT) Performance Dashboard. This digital tool will give stakeholders within the Collaborative a retrospective view of patient pathways. Crucially, it will provide insights into

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Jagdeep Panesar
Business Intelligence Manager

how INT interventions impact health and social care system utilisation both before and after service delivery.

To ensure the highest level of accuracy, the dashboard will be supported by a comprehensive data quality report. This will track key performance metrics so healthcare leaders can make clinical and operational decisions with absolute confidence.

Badger launches at South

A new weekend and bank holiday out-of-hours GP service has launched at West Heath Hospital to deliver urgent face-to-face medical care closer to home for people with minor illnesses living in the south of the city.

The service runs across weekends and Bank Holidays and is accessible via NHS 111 or by visiting 111.nhs.uk. NHS 111 will assess patients' symptoms and, where appropriate, direct them to an appointment at West Heath.

The West Heath South Birmingham clinic builds on Badger's recent successful expansion at Washwood Heath Health & Wellbeing Centre in East Birmingham and complements existing North Birmingham provision delivered from the Aston Call Centre, with face-to-face appointments available at Aston and Erdington Primary Care Centre. Further face-to-face provision is also available at Solihull Hospital.

Jo Carey, Director of Performance and Delivery at Badger said: "We are delighted to bring this new out-of-hours service to South Birmingham, replicating the successful model we already run across the city. Our team of clinicians and healthcare workers are here to ensure that



patients get the right urgent treatment, closer to home, without needing to visit busy hospital emergency rooms."

Dr Atif Hassan, South Locality lead GP and Chair, South Locality Development Partnership said: "This is another step in our commitment

to providing a neighbourhood health service for South Birmingham that will deliver more care at home, or closer to home, and improve people's access, experience and outcomes." It has helped more than 400 local patients.

Chief Exec visits West Locality

Richard Kirby, Chief Executive of Birmingham Community Healthcare NHS Foundation Trust recently took time out to visit the West Locality hub team and record his weekly staff message from the hub. Richard chatted with the team about the progress of the hub, including the recent launch of the in-reach team at Midlands Metropolitan University Hospital (MMUH) in West Birmingham to help discharge patients sooner to continue their treatment in the community.



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!