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Birmingham & Solihull Newsletter for Neighbourhood Health September 2026

Community nurses help reduce hospital stays



Pictured, colleagues from acute and community services who have joined forces to boost efforts to keep people out of hospital if they can be treated at home

South and Central Locality hub teams are testing a new healthcare approach with Queen Elizabeth Hospital Birmingham (QEHB) to help patients avoid unnecessary hospital admissions and receive care closer to where they live.

The pilot sees community nurses working with acute colleagues in the QEHB emergency department, as well as taking part in the Acute Medical Unit ward round, to identify patients who could receive the treatment they need through community health and care services instead of being admitted to hospital.

The initiative aims to improve admission avoidance by increasing referrals to community pathways and ensuring patients receive the right care in the right place.

Siân Webley, Associate Director of Urgent and Emergency Care Integration at QEHB, which is operated by University Hospitals Birmingham, said: "By bringing community nurses closer to the hospital front door, we can identify patients who can be safely supported at home and connect them with the services they need more quickly. This helps patients remain independent while reducing avoidable hospital admissions."

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Siân Webley

Associate Director of Urgent and Emergency Care Integration



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Tina Jarrett, Birmingham Community Healthcare NHS Foundation Trust (BCHC) Group Manager for the South Locality Hub added: "Working alongside hospital teams helps us identify people who can be safely supported in the community, ensuring they receive the right care at home and avoid an unnecessary hospital stay."

The pilot will run for an initial three months. It will measure the number of patients supported through community pathways, referrals made, staff awareness of available services and emergency department re-attendance rates.

Sam Tullett, BCHC Group Manager for the Central Locality added: "Our team is delighted to be part of this trial. Not only does it give our community nurses more insight into the workings of the front door at QEHB but it benefits patients too, who may be able to receive treatment in the community and recover more quickly in the comfort of their own home."

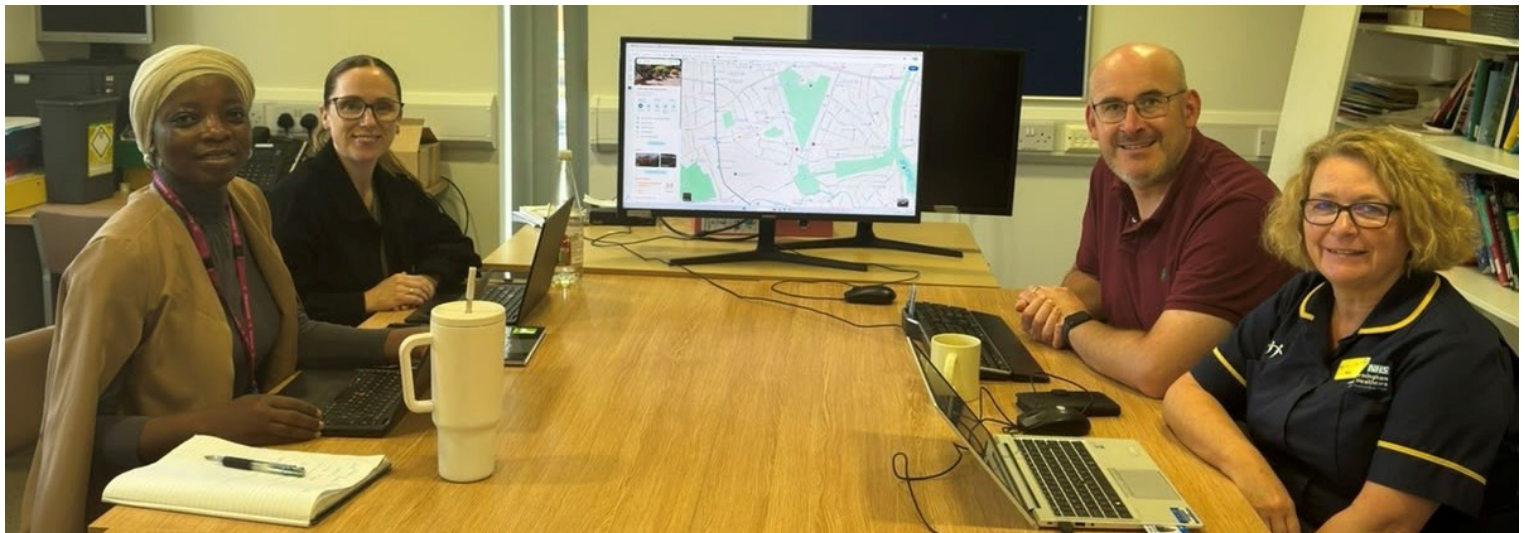
The findings will help shape future ways of working between community and hospital teams across Birmingham and Solihull to deliver more joined-up, neighbourhood-based care.

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Sam Tullett

BCHC Group Manager for the Central locality

Joined-up support helps Graham stay independent at home



Members of the Integrated Neighbourhood Team response for the Moseley, Billesley and Yardley area of Birmingham played a key role in Graham's care

When Graham, an 81-year-old Birmingham resident living with COPD, schizophrenia and memory problems, was referred to the Integrated Neighbourhood Team (INT), he was making frequent calls to 999 and regularly coming into contact with emergency services.

Living alone in the home he had occupied for more than 50 years, Graham was facing a range of challenges. His stair lift was not working, his home had become heavily cluttered, he was struggling to manage his medication and was experiencing loneliness and isolation.

Rather than focusing on a single issue, the Integrated Neighbourhood Team based in central Birmingham and responsible for the Moseley, Billesley and Yardley area of the city, brought together professionals from community health services, mental health, social care, occupational therapy, housing

and the voluntary sector to look at the wider factors affecting Graham's health and wellbeing.

The team worked closely with Graham and those around him to understand what mattered most to him. While there were concerns about his safety, Graham was clear that he wanted to remain in his own home.

Support was coordinated to help him take his medication more consistently, with changes made to the timing of care visits. Occupational therapists arranged for his stair lift to be repaired and began exploring improvements to the entrance of his property to make it safer to access with his mobility scooter.

The team also addressed issues beyond healthcare. Graham was connected with befriending services, bereavement support and local community activities to help reduce social isolation. Concerns about his memory led to support from mental health services, dementia specialists, the Alzheimer's Society and his

GP, ensuring he received the assessments and follow-up care he needed.

Work also began to address hoarding within his home and to provide support with managing finances and day-to-day living.

Kelly Gothard from the Integrated Neighbourhood Team said: "Graham's situation showed why joined-up working is so important. No single service could have addressed all the challenges he was facing. By bringing together health, care, housing and community support, we were able to focus on what mattered to him and help him remain safely in the place he calls home."

The impact has been significant. Since the Integrated Neighbourhood Team became involved, Graham has not made any further 999 calls and has had no ambulance attendances or hospital admissions. Through coordinated, personalised support, the team has helped him remain safer, more independent and better connected to his community.

Bringing community support into Sutton Cottage

Visitors to Sutton Cottage Hospital are benefiting from a new initiative between Our Place Support and Age Connects West Midlands, bringing practical advice, social support and community connections into the heart of the hospital.

Launched in June, the two charities provide a staffed information and advice stand in the Sutton Cottage Hospital waiting area offering information, guidance and signposting on a wide range of issues, including housing, energy and money advice, digital support, care options, wellbeing activities and referrals to local community services. Many visitors have also been signposted to local exercise classes, social activities and wider community support.

Although still in its early stages, the service is already making a difference. Teams are currently receiving around four to five enquiries each day and expect demand to continue to grow as awareness increases.

Kelly Round, Chief Executive, Our Place Support, said: "Many of the things that affect people's health and wellbeing happen outside

traditional healthcare services. By bringing advice, information and community support directly into Sutton Cottage, we're making it easier for people to access help early and find solutions before challenges become bigger problems."

Becky Bews, Chief Executive of Age Connects West Midlands, said: "Many of the factors that influence people's health and wellbeing are social. Loneliness, isolation, lack of information, reduced confidence and limited community connections can all have a significant impact on a person's physical and mental health. By bringing advice, information, wellbeing activities and community support directly into Sutton Cottage Hospital, we are making it easier for people to access help when they need it, addressing social



needs early and helping to prevent them from developing into more complex health challenges. Being based within the hospital also provides a convenient and trusted location where people can readily connect with services, support and opportunities that promote independence, wellbeing and healthier lives."

Looking ahead, partners hope to expand the offer through private one-to-one sessions, greater promotion across the site and new activities designed to reduce loneliness and social isolation.

Together, Age Connects West Midlands and Our Place Support are demonstrating how voluntary sector partnerships can complement healthcare by connecting people with the advice, support and community networks that help them live healthier, more independent lives



We're making it easier for people to access help early and find solutions before challenges become bigger problems.

Kelly Round
Chief Executive,
Our Place Support

Neighbourhood Health launched across Birmingham and Solihull

A new chapter in health and care is beginning across Birmingham and Solihull with the launch of Neighbourhood Health, a transformational approach designed to bring more joined-up care and support closer to where people live.

Building on the strong foundations of the Community Care Collaborative (CCC), Neighbourhood Health brings together NHS organisations, local councils, social care, voluntary, community, faith and social enterprise (VCFSE) organisations, and local communities to help people live healthier, happier and more independent lives.

The programme, led by University Hospitals Birmingham NHS Foundation Trust (UHB), has evolved from the Community Care Collaborative,

which was led by Birmingham Community Healthcare NHS Foundation Trust (BCHC). BCHC remains a key delivery and strategic partner.

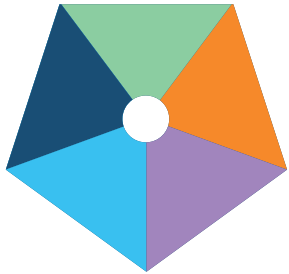
Neighbourhood Health is based on a simple principle: good health is about much more than healthcare alone. By working more closely together, partners will provide more personalised, preventative and coordinated support, helping people access the right care, in the right place, at the right time.

The approach focuses on prevention, early intervention and coordinated support. By delivering more services in local communities, people will be able to access care and support closer to home, making services easier to navigate and helping them stay well for longer.

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By bringing services, professionals and communities together around the needs of local people, we can provide more joined-up support, help people stay well for longer and ensure care is delivered closer to home whenever possible.

Jonathan Brotherton
Chief Executive Officer,
University Hospitals Birmingham
NHS Foundation Trust



Neighbourhood Health

Right care, right time, right place
for the people of Birmingham and Solihull



Locality hubs, neighbourhood health centres and integrated neighbourhood teams that were first launched during the Community Care Collaborative programme will continue to be instrumental in delivering Neighbourhood Health across Birmingham and Solihull going forward



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A key part of the programme is the development of Neighbourhood Health Centres, bringing together a range of services including general practice, community services, diagnostics, outpatient care, social care, housing support and urgent care. General practice will play a central role, supported by Integrated Neighbourhood Teams (INTs), which bring health, care,

community and voluntary sector organisations together to support people with complex needs.

Jonathan Brotherton, Chief Executive at UHB, said: "Neighbourhood Health represents the next step in our ambition to transform health and care across Birmingham and Solihull. By bringing services, professionals and communities together around the needs of local people, we can provide more joined-up support, help people

stay well for longer and ensure care is delivered closer to home whenever possible."

Richard Kirby, Chief Executive of BCHC, added: "Our early work through the Community Care Collaborative has given us a significant head start in delivering Neighbourhood Health. BCHC will continue to play an integral role in helping local people live healthier and more independent lives within their own communities."



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Richard Kirby
BCHC Chief Executive

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!

Route2Wellbeing set for refresh to help people connect with community support

Route2Wellbeing is set for a fresh new look and renewed focus, helping people across Birmingham and Solihull more easily connect with the support, activities and opportunities available in their local communities.

Built more than ten years ago, the website is being updated to reflect advances in digital technology, changes in how people search for information, and growing expectations around accessibility and user experience.

Originally launched as an online directory, the refreshed platform will become the go-to place for residents, carers and professionals looking for community support. From local activities and wellbeing groups to advice services, volunteering opportunities and support for carers, it will make it easier to discover what is available locally and access help when it is needed.

The refresh comes as health and care partners across Birmingham and Solihull continue to develop a neighbourhood health approach that focuses on preventing ill health, offering support earlier and helping people stay well and independent for longer in the communities they call home.

Steph Bloxham, Head of Health and Social Care at Birmingham Voluntary Service Council



(BVSC), said: "Strong communities are at the heart of good health and wellbeing. Across Birmingham and Solihull, thousands of voluntary, community, faith and social enterprise organisations support people every day, helping them stay connected, active and independent.

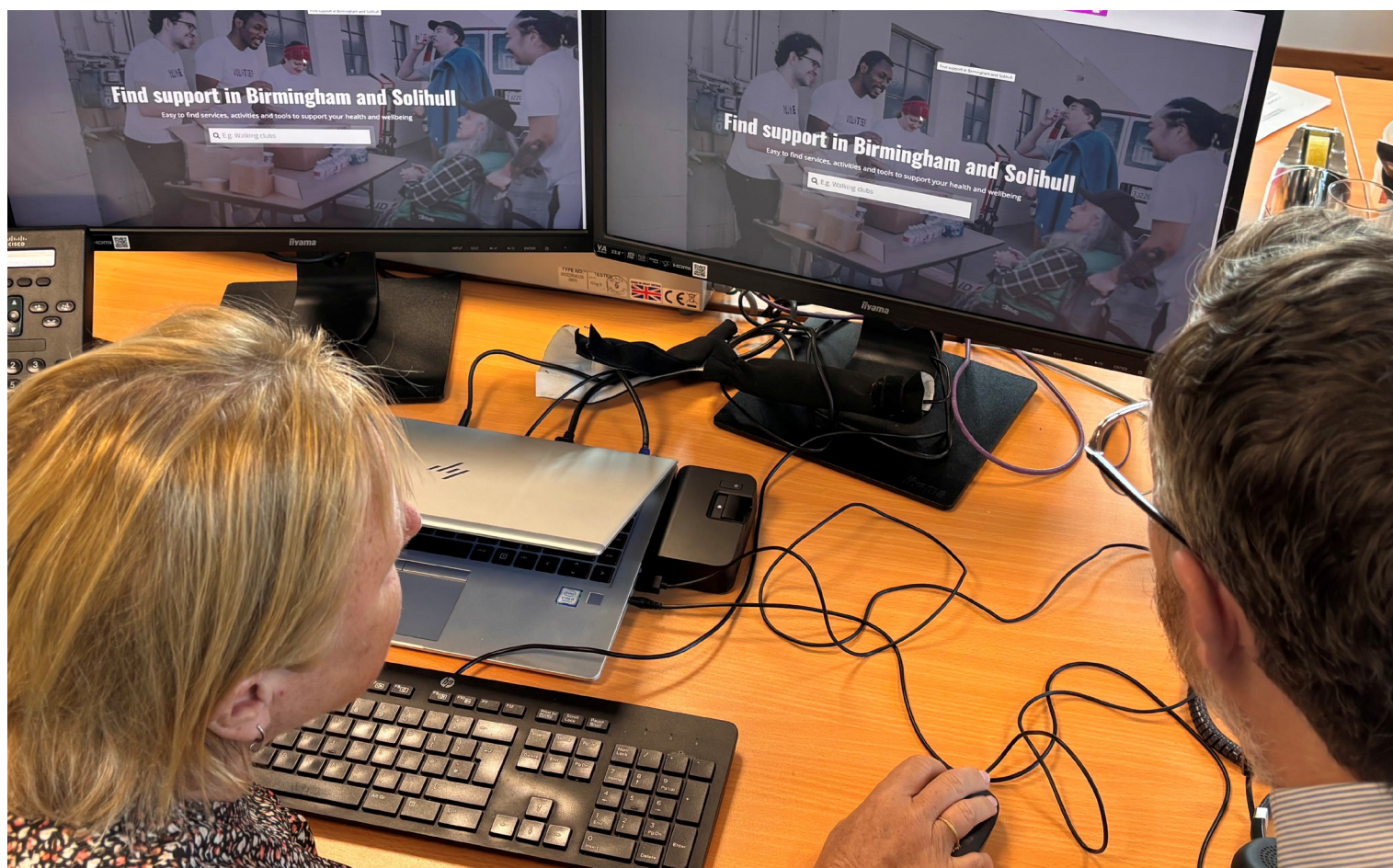
"This refresh is an exciting opportunity to showcase that support and make it easier for people to find what's available in their neighbourhood. By strengthening the links between people, communities and services, we can help more residents stay well and independent for longer."

The refreshed platform will also support GPs, social prescribers, Integrated Neighbourhood Teams and other health and care professionals to connect people with local services and community assets that improve wellbeing, reduce isolation and support independent living.

Strong communities are at the heart of good health and wellbeing.

Steph Bloxham

Head of Health and Social Care
at Birmingham Voluntary Service
Council (BVSC)



New service brings urgent care closer to home for Central Birmingham residents

People living in Central Birmingham can now access urgent GP appointments closer to home thanks to the launch of a new weekend and bank holiday out-of-hours service at Moseley Hall Hospital.

Delivered by the Badger Group, the service provides face-to-face appointments for people with minor illnesses and urgent healthcare needs when their usual GP practice is closed. The service is available through NHS 111, helping local people get the right care in the right place while reducing unnecessary visits to busy hospital emergency departments.

The new clinic forms part of the growing Neighbourhood Health approach across Birmingham and Solihull, bringing services together around local communities and making it easier for people to access care closer to where they live.

Located within the Central Birmingham Locality Hub at Moseley Hall Hospital, the service complements a range of community-based health and care services already operating from the site. These include care co-ordination, integrated neighbourhood team working and a range of services designed to support people to stay well, independent and connected to support in their communities.

We are delighted to bring our out-of-hours service to Moseley Hall Hospital, extending access to urgent care for local residents. Our teams are committed to ensuring people receive timely treatment closer to home, helping them avoid unnecessary hospital visits and ensuring they are seen in the most appropriate setting.

Joanne Carey

Director of Performance and Delivery at Badger



Joanne Carey, Director of Performance and Delivery at Badger, said: "We are delighted to bring our out-of-hours service to Moseley Hall Hospital, extending access to urgent care for local residents. Our teams are committed to ensuring people receive timely treatment closer to home, helping them avoid unnecessary hospital visits and ensuring they are seen in the most appropriate setting."

Lucia Holloway, Locality Integration Manager at BCHC added: "The launch of this service is another important step in developing a Neighbourhood Health model for Birmingham and Solihull. By bringing more services into community settings, we are making it easier for people to access care closer to home while strengthening the support available through our locality hubs and integrated

neighbourhood teams. This is about providing more joined-up care, improving people's experience of services and helping people stay well and independent for longer."

The service is available on weekends and bank holidays and can only be accessed through NHS 111. Patients should call 111 or visit NHS 111 online, where their symptoms will be assessed and, if appropriate, they will be offered an appointment at the clinic.

The new service supports the wider vision for Neighbourhood Health across Birmingham and Solihull, bringing together primary care, community services, local authorities and voluntary sector partners to provide more proactive, preventative and personalised care in local neighbourhoods.