
Insight Report

March 2025



healthwatch
Sandwell

Midland Metropolitan University Hospital

Now that the new hospital has been open for 5 months, we have started to gather patient feedback on their experiences of using the new hospital and once we have collated the intelligence, we shall be writing this into short reports to be made public.



We will shortly be working with the hospital Engagement Team to look at signage and way markers at the new hospital. We shall be arranging visits over a longer period with people with sensory loss, physical disabilities and learning difficulties to gather their views on the appropriateness of the signage.

If you would like to be part of this work and join us on one of the tours and inform your views on signage, please email paul.higgitt@healthwatchsandwell.co.uk

Where have we been?

Getting out and about in the community is essential to ensure people are given the opportunity to share their health and care experiences.

Some of the places that we have been to in March include:

- Tipton Muslim Community Centre
- Midland Metropolitan Hospital
- Black country Carers Forum
- Rowley Regis Hospital
- West Bromwich Library
- Great Barr Library
- Sandwell Visually Impaired
- Sandwell Cardiac Club



Invite us!

If you would like us to come an event to listen to people's health and social care issues, get in touch!

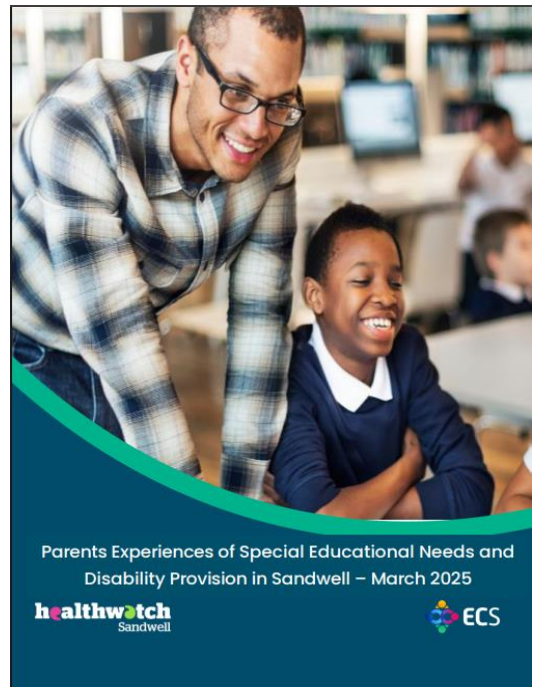
We can offer advice and signposting to those who need support.

We want to listen to our local people, so we can influence change where it matters!

SEND Report

Healthwatch over the last few months have been talking to parents with children with SEND Needs (Special Educational Needs and Disabilities). A preliminary report has been made available on our website and can be viewed at:

<https://www.healthwatchsandwell.co.uk/report/2025-03-31/parents-experiences-special-educational-needs-and-disability-provision-sandwell>



Priority Projects

Healthwatch Sandwell undertook a listening exercise in February and March to identify the priorities for local people in relation to where we should undertake a deeper dive.

These have been identified as:

- Cancer care pathways and journeys.
- Continue to gather parents and family experiences of SEND provision.
- Experiences of patients using the Midland Met Hospital.
- People's views of signage at the Midland Met Hospital.

Please keep a look out for our patient engagement regarding our priority projects. If you would like to talk to us about this more, please get in touch!

Phone: 0121 817 5078 between the hours of 09:00 – 17:00 Monday to Friday.

Email: info@healthwatchsandwell.co.uk

Website: <https://www.healthwatchsandwell.co.uk/contact-us>

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Get in touch

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Share your feedback on Health and Social Care services in Sandwell by using the "Have Your Say" section on our website.

<https://www.healthwatchsandwell.co.uk/share-your-views>

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