



**Birmingham and Solihull
Integrated Care System**
Caring about healthier lives

BSol ICS Urgent Treatment Centre Strategic Review Update

JHOSC 16 July 2025

Background

Currently there are six Urgent Treatment Centres (UTCs) across Birmingham and Solihull providing a variable and inconsistent service provision, with no single overarching model of care/delivery. This leaves inequity in service provision and confusion amongst patients. Meanwhile, the current UTC provision in Birmingham and Solihull does not fully meet the principles and standards set out in [NHS England's national UTC guidance](#).

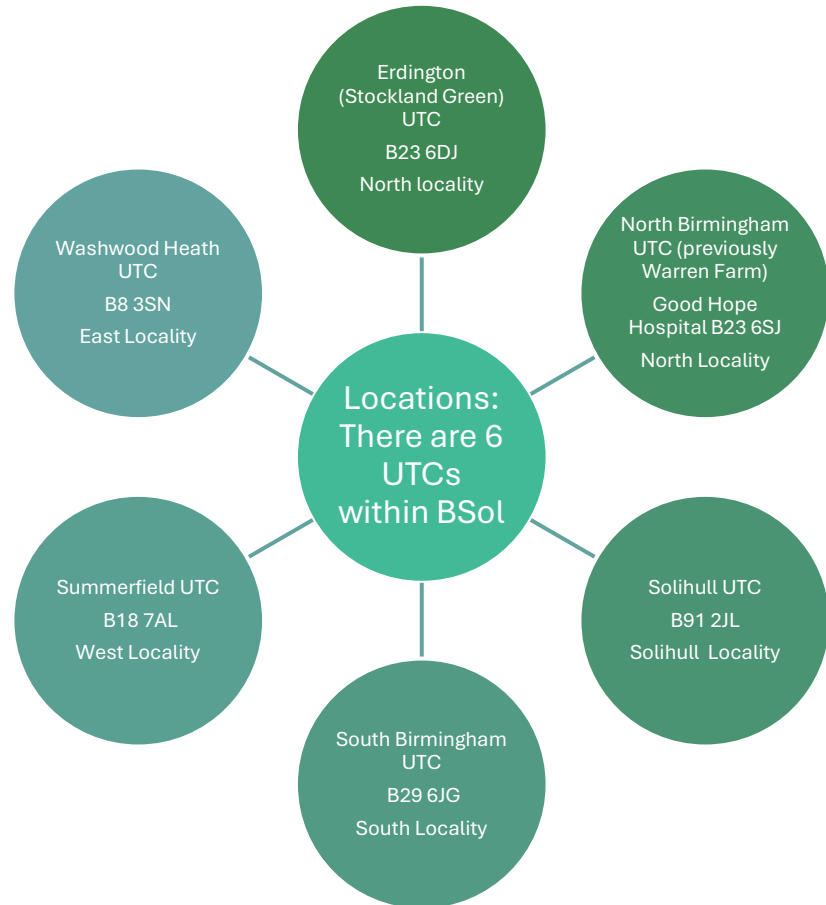
In January 2025, a paper was presented to Birmingham City Council and Solihull Council's Joint Health and Overview Scrutiny Committee setting out the case for change for a strategic review and potential re-modelling of Birmingham & Solihull Integrated Care System's (BSol ICS) UTC provision.

The review is aimed at creating a future model that not only meets national standards but reflects the needs of our populations and ensures a consistent and standardised approach.

Purpose: The purpose of this document is to provide an update of the strategic review process to date.

Recommendation: It is recommended that the committee formally agree and acknowledge that the review of the future provision of UTC services in Birmingham and Solihull should be deemed as proposed substantial variation/s in services, triggering the duty to consult with all appropriate local authorities under Regulation 30 of the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013. This also applies to Sandwell and Birmingham JHOSC as the review includes Summerfield UTC in West Birmingham and options being considered for a co-located UTC with the A&E department at Midland Metropolitan University Hospital (MMUH). BSol ICS is discharging section 14Z2 of the NHS Act (2006) in relation to involving the public in proposed service change (as amended by the Health and Social Care Act 2012 and the Health and care Act 2022).

Current UTC Service in BSol



- Birmingham & Solihull hosts 6 UTCs – 5 in Birmingham and 1 in Solihull
- 3 providers supply these – Operose Health (North Birmingham UTC, Washwood Heath UTC and Summerfield UT), Badger Healthcare (Erdington UTC and Solihull UTC) and South Doc Services/SDS MyHealthcare (South Birmingham UTC)).
- The UTCs are a mixed model, with 3 nurse-led UTCs and 3 GP-led UTCs
- Operating 12 hours per day, currently activity caps are in place across the provision, limiting the number of patients able to access the service per day.
- Alongside this UTC provision within BSol, there are also 2 Locality Hubs (one of which is co-located with Solihull UTC), plus 4 primary care streaming services (one at each of our local hospitals) and workstreams such as Community Pharmacy's 'Pharmacy First' - all provide overlapping provision to meet our same day primary care and urgent care provision.
- North Birmingham UTC - previously Warren Farm UTC has undergone two temporary and emergency relocations due safety issues and underutilisation and is currently co-located with Good Hope Hospital's Emergency Department.

Warren Farm UTC (Renamed North Birmingham UTC)

- Warren Farm UTC was relocated on a temporary and emergency basis from Warren Farm to Erdington High Street and it was renamed North Birmingham UTC.
- This temporary and emergency relocation was due to building safety issues and BSol ICB kept local authority health and overview scrutiny committee informed about this process while also inviting committee members to view the site and the RAAC in the roof at Warren Farm.
- A second temporary and emergency relocation of Warren Farm UTC process was carried out due to a combination of safety concerns and underutilisation of the service at Erdington High Street. Again, local authority health and overview scrutiny committee were informed of this process.
- North Birmingham UTC is currently located, on a temporary and emergency basis, at Good Hope Hospital (GHH) near to its A&E department.
- BSol ICS's strategic review of all of its 6 UTCs across Birmingham and Solihull includes consideration of options for the permanent relocation of Warren Farm/North Birmingham UTC.
- Previously Warren Farm/North Birmingham UTC only accepted referrals from NHS 111.
- Analysis of Ambulatory and Paediatric Emergency Care attendances at GHH suggested that there were patients who attend each day with minor illness that can be managed safely at North Birmingham UTC.
- Since March 2025, further improvements have been made to referrals pathways to North Birmingham UTC.
- Good Hope Hospital's A&E can now stream appropriate patients to North UTC - supporting patients to be seen by the right service in the right place at the right time.
- Streaming of patients to the UTC also supports improved 4-hour waiting time performance at GHH A&E.
- Data on this slide shows the activity of North Birmingham UTC since relocating to Good Hope Hospital. This is also split by NHS 111 referrals and referrals made to A&E
- Between 4 February to 23 June 2025, there was an average of 32 consultations per day at North Birmingham UTC - split by an average of 13 face to face appointments and 19 virtual appointments delivered per day. This is a decrease in daily consultations compared to when the service was based at Erdington High Street.
- Since introducing a referral pathway from GHH Emergency Department to North Birmingham UTC there is an average split of 65% of cases being referred by NHS 111 and 35% of cases being referred from the Emergency Department.
- Meanwhile, a separate UTC – Erdington UTC, based at Stockland Green Primary Care Centre – continues to operate.
- When Warren Farm UTC was relocated to Erdington High Street and renamed North Birmingham UTC, demand for services at Erdington UTC at Stockland Green Primary Care Centre increased to 99 consultations a day.
- Since North Birmingham UTC relocated to Good Hope Hospital, demand at Erdington UTC at Stockland Green Primary Care Centre has reduced. Between 4 February 2025 and 23 June 2025, Erdington UTC at Stockland Green Primary Care Centre averaged 75 consultations per day - a 24% decrease in daily consultations.

Month	Face 2 Face Consultations	Virtual Consultations	Total	Avg % Referrals via NHS 111	Avg % Referrals via GHH ED
Feb-25	432	1011	1443	100%	0%
Mar-25	304	553	857	73%	27%
Apr-25	434	488	922	65%	35%
May-25	467	360	827	56%	44%
Jun-25 (Up to 23/06)	272	303	575	68%	32%

Vision

The vision for BSol ICS is to transform its UTC provision to ensure it integrates with wider urgent & emergency care and community services to provide citizens with the right care at the right time, in the right place. This includes the GP and A&E streaming services currently provided within acute hospitals, as well as GP Out of Hours services and potentially longer-term extended access arrangements as agreed at locality level.

The overarching vision is to:

- Improve service access and integration.
- Prioritise deprived areas, reducing health inequalities and ensuring equity and consistency in care across all localities.
- Promote care closer to home, while reducing pressure on hospitals.
- Support workforce satisfaction through improved access and patient outcomes.

The vision aligns to the ICS's Joint Forward Plan, the national Urgent and Emergency Care Plan for 2025/26 and NHS England's principles and standards for UTCs.

The review therefore considers the need to develop:

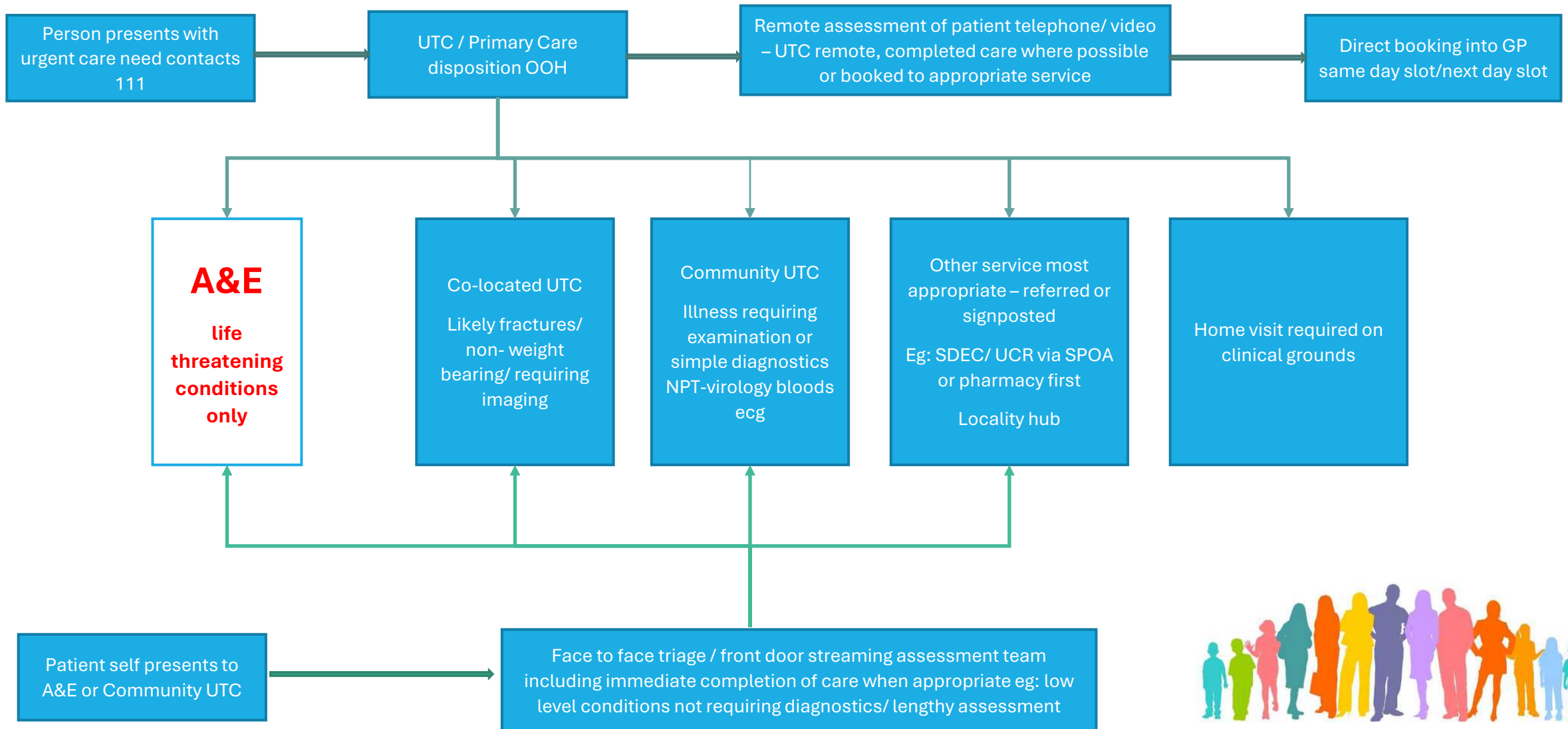
Co-located UTCs

- Where possible, UTCs should be co-located at the front door of hospital A&E departments.
- A&E staff would assess and triage patients to the co-located UTC so that only those needing specialist care would be triaged to A&E.

Community UTCs

- The review also considers how the system will support the national vision to shift care from hospitals to communities and create a neighbourhood health service.
- There is potential for community UTCs to form part of a wider locality hub operating model under development within BSol ICS via its Community Care Collaborative which will be supported by:
 - Locality care co-ordination: taking oversight and leadership of locality-based urgent care demand and ensuring the appropriate use of intermediate care services/flow such as urgent community response services, virtual wards and home-first services, engaging with acute sites re: flow and A&E pressures, working with wider partners such as WMAS and care homes and overseeing the deployment of extended access arrangements.
 - Preventative pro-active clinical planned capacity: based upon a risk stratification approach across the locality, identifying individuals and providing pro-active interventions to anticipate potential need and reduce urgent care demand.

Vision: BSol UTC Clinical Model



Long Listed Options

Seven options are currently being considered and may be revised and are subject to an ongoing options development and appraisal process:

Option 1 – Warren Farm UTC (renamed North Birmingham UTC) will be permanently co-located with the A&E at Good Hope Hospital and services will be uplifted at the UTC to meet national specification. Summerfield, Solihull, Washwood Heath, South Birmingham and Erdington UTCs will remain in their current locations and will be uplifted to align with national specification.

Option 2 – Summerfield, Solihull, Washwood Heath, South Birmingham, and Erdington UTCs will remain in their current locations, with the former Warren Farm UTC – renamed North Birmingham UTC – to be permanently co-located with the A&E department at Good Hope Hospital. All will have a more consistent specification, with opening hours extended to 14 hours per day, 7 days per week, with a GP-led staffing model.

Option 3 – Co-locate Washwood Heath UTC with the A&E at Heartlands Hospital; co-locate Summerfield UTC with the A&E at MMUH; and co-locate Warren Farm UTC (renamed North Birmingham UTC) with the A&E at Good Hope Hospital. Solihull, Erdington and South Birmingham UTCs would remain in their existing locations. Services across all UTCs will be standardised, being GP-led with extended opening hours.

Option 4 – Co-locate Washwood Heath UTC with the A&E at Heartlands Hospital and Summerfield UTC with the A&E at MMUH. Warren Farm UTC (renamed North Birmingham UTC) will be re-located to a community-setting. Solihull, Erdington and South Birmingham UTCs would remain in their existing locations. Services across all UTCs will be standardised, being GP-led with extended opening hours.

Option 5 – Five stand-alone 24/7 UTCs will be created and located in the North, East, West and South of Birmingham, and Solihull Hospital. These centres will provide an enhanced range of services including point of care diagnostics and multi-disciplinary teams. All other UTC services would be decommissioned.

Option 6 – As per option 4, but the 5 UTCs would be located at Heartlands Hospital, Good Hope Hospital, Queen Elizabeth Hospital, MMUH, and at Solihull Hospital. All other UTC services would be decommissioned.

Option 7 – 4 UTCs co-located with each A&E at Heartlands Hospital, Good Hope Hospital, Queen Elizabeth Hospital & MMUH. These would act as the "front door" for A&E. Patients would be triaged where appropriate to the co-located UTC and only those needing specialist care will be triaged to A&E. In addition, Community UTCs will be located in Locality Hubs, including one at Solihull Hospital, which will provide extended (up to 24/7) multi-disciplinary care with community diagnostic access. A virtual Clinical Assessment service will be introduced, which supports NHS 111 to triage non-critical A&E cases (excluding Category 1 & 2), enhancing remote urgent care.

Interdependencies Key to Development of Future Model

Any proposed reconfiguration of the current UTC model are subject to a number of interdependencies:

Locality Hub Models

- Separately to the UTC review, the System's Community Care Collaborative is rolling out a Locality Hub model across all six localities in 2025 which will be key to enabling any proposed reconfiguration involving community UTCs located at Locality Hubs.

Community Diagnostics

- Access to community diagnostics will be key to enabling any development of community UTCs. The review process includes exploring how Community Diagnostic Centres can be integrated into any proposed future UTC model.

Co-located UTCs

- The Government and NHSE has been clear that all ICSs must breakeven in 2025/26. In order to do this, BSoI ICS must deliver savings of over £330m this financial year. Any reconfiguration of UTCs in BSoI must be done within the ICS's financial envelope.
- Therefore, there is an interdependency on any available capital funding.
- Aligned to the national [Urgent and Emergency Care Plan for 2025/26](#), NHS England is making capital funding available for the creation of new UTCs co-located at hospital A&E departments.
- Capital business cases are being developed to bid for NHSE capital funding for proposals for UTCs co-located at Heartlands Hospital, Good Hope Hospital and Queen Elizabeth Hospital.
- Sandwell & West Birmingham Hospitals NHS Foundation Trust is also developing a business case for proposals for a co-located UTC at MMUH – separate to NHSE's capital funding allocations for co-located UTCs.
- These business cases will be subject to a robust options development and appraisal process as part of the review regarding the future configuration of UTCs in Birmingham, Solihull and Sandwell.

Engagement with West Midlands Clinical Senate

- On 10th April 2025, BSol ICS hosted a panel from West Midlands Clinical Senate to review progress of the review and the current long-listed options to redesign Urgent Treatment Centres across Birmingham and Solihull.
- The panel concluded that this review was much-needed and should be welcomed and embraced. The Panel recognised that, if implemented correctly, a new model would reduce service variation and improve outcomes for both patients and staff.
- There was strong support for change due to current variation in service delivery and legacy contracts ending in March 2026.
- The Panel recommended that, as a minimum, all proposed options for future consultation should include uplifting current Urgent Treatment Centres (UTCs) to meet the national specification.
- Availability of capital funding from NHS England for co-located UTCs with A&Es at Good Hope, Heartlands and Queen Elizabeth Hospital present an opportunity to enhance proposals beyond initial expectations and aligns with the current NHS's national strategic direction for the provision of urgent and emergency care.
- A formal post-implementation evaluation is recommended to assess whether objectives were met and to inform future change programmes.
- The Clinical Senate's final report and recommendations for next steps for the UTC review process is due to be published on **31st July 2026**
- BSol ICS will outline how it has responded to the recommendations set out in the Senate's report via the NHS England Service Change 'sense check' process.

Senate's Key Observations:

- Redesign is necessary but challenging due to the ICS's current proposed timelines to complete the review.
- Timelines must allow the ICS to meet its statutory duties relating to proposed service change.
- The Senate recognised the challenge between the variability in current UTCs vs. national specifications.
- The Senate commended the transparency and commitment from stakeholders in the review process.

Patient & Public Involvement

- In Autumn 2022, NHS England released updated guidance on community engagement and in response we published our [Working with People and Communities' Strategy](#) aligned to our 10-year vision.
- We are ensuring we align to the ambitions and principles set out in this Strategy throughout the UTC review process.
- We will also ensure we follow the process set out in the Memorandum of Understanding we have signed with Birmingham City Council and Solihull Council to ensure that we follow statutory duties to engage with local authority Health and Overview Scrutiny Committees for projects related to proposed service changes.
- We have established a UTC Review Comms, Engagement & Consultation Sub-Working Group consisting of public and participation involvement colleagues across BSol ICS, including Healthwatch, NHS Trusts, local authorities, the VCFSE sector and our neighbouring Black Country ICB to ensure utilisation of all available channels and networks to reach all appropriate communities and stakeholders.
- We have secured the services of leading independent public involvement and consultation experts [Olovus](#) to support us to ensure we are fully executing our statutory duties around patient and public involvement, engagement and consultation relating to proposed service change.



Pre-consultation Engagement: Healthwatch

- We commissioned Healthwatch Birmingham & Solihull to carry out research to aid us to better understand how our populations access UTCs; their experience of UTC provision; barriers to access and ways UTCs could be enhanced.
- An online survey ran between 18 Feb 2025 – 5 March 2025 and was shared with the public via:
 - ✓ GP practices across all BSol PCNs.
 - ✓ Notifications to patients via the NHS App.
 - ✓ Paid social media marketing campaign – targeted to ensure equity in take-up across localities.
 - ✓ Shared via newsletters to political stakeholders and communities via ICB and wider ICS channels in both BSol and the Black Country.
- In addition, Healthwatch spent two days at Solihull UTC – which has the highest footfall of our UTCs in F2F appointments – to conduct the survey in-person.
- The data was independently analysed by Healthwatch, and its report setting out the findings took into consideration the feedback shared by 1,004 participants from across Birmingham and Solihull, reaching data saturation.
- Healthwatch also conducted a desktop review of data from the last three years relating to feedback from citizens relating to UTCs and urgent and emergency care more broadly.

See: Appendix 1 Healthwatch Report FINAL March 2025



NHS Birmingham and Solihull

March 2 at 12:01 PM · 🌐

🗣️ Have your say!

You have until 5 March to share your thoughts on Urgent Treatment Centres across Birmingham and Solihull.

Your views will provide valuable information as part of our work to review and transform these services. ... [See more](#)

Have your say

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HELP IMPROVE URGENT
TREATMENT CENTRES IN
BIRMINGHAM AND
SOLIHULL



Pre-Consultation Engagement: NHS Staff

We conducted an online survey aimed at all staff that either directly refer patients to UTCs or work within UTCs, as well as frontline staff in services where patients are treated who may be more appropriately treated in a UTC setting. The target audiences were:

- Staff who work in UTCs (Employed by UTC providers: Badger Group, Operose Health, and South Doc Service)
- GPs
- Community health workers
- Hospital frontline staff, particularly those in A&E departments
- Paramedics

Survey Timings: 25 March 2025 – 29 April 2025

Communications/Dissemination Methodology:

The survey was disseminated via the following channels:

- Newsletters sent by all organisations within BSol ICS, including UTC providers
- QR code to the survey in posters in staff newsrooms in hospitals, GPs/Primary Care, and UTCs
- Social Media Toolkit – disseminated to all communications leads at all organisations within BSol ICS and UTC providers

Participation: A total 178 staff across the NHS took part in the survey

See: Appendix 2 - Summary Report UTC Review Staff Pre-consultation Engagement FINAL



Pre-consultation engagement: Political stakeholders

- A number of papers have been presented to Birmingham City Council's Health and Adult Social Care Health and Overview Select Committee regarding temporary and emergency relocations of Warren Farm UTC which has been renamed Northing Birmingham ITC.
- A paper was presented to Solihull Council's Joint Health and Overview Scrutiny Committee setting out the Case for Change for transforming UTC provision in January 2025.
- A number of in-person briefings have been delivered between ICB leaders and MPs and Councillors informing them of the wider review as well as the temporary emergency relocations of Warren Farm UTC due to RAAC, safety issues, and low patient utilisation.
- Letters and e-briefings have also been shared with MPs and Councillors.
- Between March – April 2025, an online survey was launched for all MPs and Councillors across BSol and Sandwell to gauge their views on the existing UTC service provision and how they can be improved. The survey was disseminated via:
 - A letter from the ICB's Chief Delivery Officer
 - A reminder letter from the ICB's Chief Delivery Officer
 - Bulletins in the ICB's monthly e-newsletter to political stakeholders
 - Newsletters sent by system partners including Birmingham City Council, Solihull Metropolitan Borough Council, Sandwell and West Birmingham NHS Foundation Trust and Black Country Integrated Care Board.
 - A total 22 elected representatives took part in the study

See: Appendix 3 - Summary Report on MP and Cllr survey April 2025 FINAL



Pre-Consultation Engagement: VCFSE Sector and Seldom Heard Communities

We commissioned [WCAVA](#) to deliver two focus groups:

- Focus group on 1 May 2025 - held online aimed at members of the public
- Focus group on 15 May - held in-person and aimed at representatives from VCFSE organisations in order to understand a range of perspectives including from underrepresented and seldom heard communities.
- The focus groups sought feedback on general access to current UTC provision and thoughts on current long-listed options.

The focus group on 15 May was attended by representative from:

- **Solihull Care Housing Association** – representing the views of older people and people in dementia care settings.
- **Colebridge Trust** - a registered charity and recognised as the community development trust for North Solihull.
- **Entraide Mutual Aid** - supporting refugees, asylum seekers and other vulnerable migrants in Solihull.
- **Healthwatch Solihull**
- **BRAMA** - charity providing support for refugees, asylum seekers & those impacted by disasters.
- **Solihull Advocacy** – supporting people with learning disabilities and autism.

See: Appendix 4 - UTC Review CAVA Focus Group Report FINAL



Pre-Consultation Engagement: VCFSE Sector and Seldom Heard Communities

We commissioned [BVSC](#) to deliver an online focus group aimed at members of the public and VCFSE organisations representing a range of perspectives including from underrepresented and seldom heard communities.

It was attended by representatives from:

- **Living Well Taking Control Support** - supports individuals with disabilities, focusing on promoting choice and control in their care.
- **Midland Mencap** - serves people with learning disabilities, long-term health conditions, and unpaid carers across Birmingham, Coventry, Walsall, Warwickshire, and Worcestershire.
- **Servol Community Trust** - provides support and accommodation for individuals experiencing mental health issues in Birmingham and London, including residential homes, supported housing, and crisis units.
- **Versus Arthritis** - supports individuals across the UK living with arthritis and related conditions through research, advocacy, and support services.
- **Fifth Sense** - supports individuals affected by smell and taste disorders.
- **Action for Children** - operates across the UK, supporting children, young people, and families through services like family support, disability assistance, fostering, and education.
- **Bright Young Minds** - supports at-risk children, young people, and families, especially from Black and BAME communities, addressing issues like crime, truancy, addiction, and social disadvantage.
- **Birmingham Care Group** - serves vulnerable and elderly individuals in Birmingham, providing access to essentials through a food pantry and community hub, focusing on culturally sensitive support.
- **Spring Housing** - provides housing support services to individuals in need.
- **Act on Energy** - works across the West Midlands, including Worcestershire and Warwickshire, offering free, impartial energy advice and support to alleviate fuel poverty.
- **Alzheimer's Society** - provides support and research for individuals with dementia and their carers across England, Wales, and Northern Ireland.
- **Birmingham Jewish Community Care** - offers care, support, and welfare to the Jewish and local community in Birmingham and the West Midlands, including a residential and nursing elderly care home.
- **Refugee Alliance** - supports refugees and asylum seekers, providing assistance with integration and access to services.

See: Appendix 5 - UTC Review BVSC Focus Group Report FINAL



Pre-Consultation Engagement: Erdington High Street

A survey was conducted in Erdington's High Street on 15 May 2025 to align to the review's work to identify the permanent location for Warren Farm Urgent Treatment Centre.

The UTC is currently co-located with the A&E department at Good Hope Hospital in Sutton Coldfield having undergone two emergency and temporary relocations due to safety and capacity issues; first moving to Erdington High Street and then to Good Hope Hospital.

Further pre-consultation engagement activity is planned to take place with communities in Warren Farm and surrounding wards.

See: Appendix 6 - Report on engagement activity in Erdington High St FINAL



Next Steps & Timeline Overview: Birmingham & Solihull ICS UTC Model

BSOL have agreed the following timeline and approach for the review, dependant on the outcomes of each activity and approval process:

June 2025

- Finalising pre-consultation engagement activity to inform options development and appraisal process

June 2025 & July 2025

- Finalising options development and appraisal process - including a workshop with patients, public and community groups to weigh and score desirable criteria for short-listing options for public consultation

July 2025 & August 2025

- Drafting consultation plan for inclusion in Pre-Consultation Business Case (PCBC)

Early September 2025

- Seeking NHS approval of the PCBC through all appropriate governance routes including NHS England's Sense Check 2 process
- Presenting the consultation plan to all relevant JHOSCs for feedback

Mid-September 2025 – Mid-November 2025

- Public Consultation on short-listed options

November 2025

- Independent analysis of consultation feedback to inform decision-making

December 2025

- Recommended final decisions shared with JHOSCs