

# New hospital chooses One Retail to bring visitors choice, quality and innovation

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One Retail, part of [Compass Group UK & Ireland](#), has partnered with Midland Metropolitan University Hospital in Smethwick, to open several retail outlets including a frictionless Market Express store using Just Walk Out technology by Amazon. Officially opened on the 30th January, the store will be open 24 hours a day, 7 days per week\* offering a range of products from food to go, groceries and hot beverages.

Shopping at a location with Amazon's Just Walk Out technology is designed to be an effortless experience. A guest enters the store by using their credit card, debit card or mobile wallet at the entry gate. The technology detects what the shopper takes from or returns to shelves and creates a virtual shopping session. When the guest completes the shopping experience, they can leave the store without waiting in line. The credit card, debit card or mobile wallet they used to enter the store is charged for items taken. Just Walk Out technology uses advanced AI, sensors, and computer vision to accurately determine who took what in any retail environment.

This opens alongside other retail outlets – together the range will offer choice to those visiting the hospital.

The Midland Metropolitan University Hospital, run by Sandwell and West Birmingham NHS Trust, opened on Sunday 6th October, to serve the local community. Facilities include an A&E department, a midwife-led birthing unit and a neonatal unit.

Ian Oliver, Head of Facilities Management, Sandwell and West Birmingham NHS Trust said: "I am delighted that our partnership with One Retail will bring 24-7 access to a range of nutritious food and drinks along with other essentials such as toiletries, which will make a real difference to our staff, visitors and those using the new hospital."

Fourteen local people have started roles within the retail units, finding work through the Employability Programme, provided by the NHS Trust's Learning Works team and Sandwell College.

The Learning Works, which upskills local people who want a career within the NHS, introduced the Employability Programme in May 2023. The initiative offers support to develop their skills, work experience or a "day in the life of" opportunities, a qualification and a guaranteed job interview once the programme is completed. In this case, One Retail worked closely with the team to build a relevant training programme covering customer service and food hygiene.

Marissa Varlack, aged 34, who lives just a few minutes away from the hospital is now working within retail there said: "I first heard about the job through Learning Works and wanted to go for it as the hospital is on my doorstep. The Learning Works team have been really supportive. They helped me prepare for my interview, which I was nervous about. I was so surprised when I got the call offering me the job and want to thank them for all the help they've given me."

Andy Jones, MD, One Retail added: "Seeing these retail offers open at Midland Met is an integral part of the service within the hospital, creating quality and choice for patients, staff and visitors. The Market Express tech is at the forefront of delivering food 24/7 for staff within NHS hospitals. It's also been great to support local people into roles within our retail outlets and we welcome them to our team."

*\*Market Express will close for a short period every week to update and test systems.*