

AGENDA

Healthwatch Coventry Steering Group Meeting

at 10:00am – 12:00 noon on 21st April 2026

Venue: The Wheelhouse, City Council House, Earl Street, Coventry, CV1 5RR

No.	Item	Discussion/Info/Decision
1	Welcome Introductions <ul style="list-style-type: none"> • Apologies Declarations of interest	
2	Matters arising/Actions from Previous Meeting	✓ Minutes checked
3	Guest Speaker: Jessica Weeks- Presentation: My Story	✓ Information
4	IHCAS – Independent Health Complaints Advocacy Service-Lisa Nilsson <ul style="list-style-type: none"> • Overview of Service • Case Studies 	✓ Information

5	Healthwatch Activity a) Service Update - Paper 1 b) HWE policy updates– Paper 2	✓ Progress Update
6	Work programme a) Torcross Dental Practise News Article – Paper 3 b) NHS App Part 2 Survey Questions GP– Paper 4	✓ Discussion ✓ Update/Information
7	Local service changes and reports a) CQC - Reports/findings - Paper 5	✓ Discussion ✓ Update/Information
8	Governance & Communication <ul style="list-style-type: none"> • Training update on steering group & okta sign up • Deputy Chair – Nominations • Update on Leavers Volunteers 	✓ Update ✓ Discussion
9	Any other business	✓ Discussion
10	Next Meeting: 30th June 2026, 10am - 12noon	